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European
Social
Survey

SUPPLEMENT ON TRANSLATION PROCEDURES AND REQUIREMENTS
FOR ROUND TWO

Outline of contents

1. Additions and emendations to translation documents from ESS Round One

The Guidelines for translation and assessment prepared for Round One are available in their original form on the web. We do not repeat the background information, the theoretical basis for procedures adopted in the ESS, nor all the details of the TRAPD translation procedure here.

Countries participating in the ESS for the first time and countries unfamiliar with this material for any of a variety of reasons are requested to read this material carefully. Janet Harkness will be happy to discuss with you any questions you have.

The present document supplements the material from Round One. It provides additional information on a number of points and highlights a few changes in procedures.

The additional information relates in particular to procedures when countries share languages, on splitting translations, on translating the supplementary self-completion questionnaire and suggestions on selecting translators and briefing translators. These have been revised and expanded. The changes relate to arrangements for documentation, labelling of files, and delivery of material to the translation work package (section 9 and 10).

This document is available straight away from me by email (harkness@zuma-mannheim.de), as well as on the ESS web site (very soon).

2. The source questionnaires for translation

ESS countries received the pre-final versions of the questionnaires for commentary in May 2004. Corrections, modifications and annotations were still to be made at that point. There may well be a number of changes in the final questionnaires. For this reason, ESS countries were requested to take the final versions of the main and supplementary questionnaires for their translations. This would mean beginning translation only after the first NC meeting. However, some participants have already begun translating, using the pre-final version of the main questionnaire. These members need to ensure that they catch any changes between the pre-final and final versions.

At an early stage of development, the ESS decided it would not automatically take over existing translations of items from other surveys. Some of the questions from the source questionnaire may seem familiar to you. Please make your own translations before you start to check for or look at existing versions.

At the same time, existing translations can be used to help you arrive at the best possible version for the ESS. In looking at existing translations, the aim is to improve your translation, not to give automatic preference to an existing translation. Moreover, there are sometimes slight differences over time in source versions of what may, at first glance, seem to be the same question in translation. We wish to emphasize therefore that great care is needed in working with existing translated material.

Translating the value items in the supplementary self-completion questionnaire
In this context, we remind you that translations are available in some languages of the value questions in the self-completion questionnaire. Shalom Schwarz has provided us with these texts but, as you will understand, is not authorised to distribute them to you for ESS use. The work package will send you any translation we may have from Professor Schwarz in your language after you send us your draft translations. As with other existing translations discussed above, the aim is to help you achieve the best translation, not to have you give automatic preference to an existing version.

Please note that items in these translations do not exactly match ESS arrangements. The information Professor Schwarz provided in Round One to allow you to align the ESS material with these translations will be sent to you along with the translation. We will also make arrangements for the information to be posted on the ESS web site.

Translating the alternative formulation items in the supplementary self-completion questionnaire
As in Round One, questions from the main questionnaire are asked with slightly different wording in the self-completion questionnaire. Here it is important to be consistent in the parts of the items that remain unchanged while also making the changes necessary to collect the comparative data. Any cutting and pasting should be checked carefully.

3. Using the annotations

Questionnaires lead a double life: they often look quite simple but in fact are rather complex. They consist of (hopefully) simple questions and response options and are, at the same time, crafted tools of measurement.

This is one reason why, in some well-known studies, standard questions such as "How many people, including children, live in this household?" are accompanied by definitions of what counts as a 'household' and what counts as 'live in' or being a member of the household, and what does not. This information helps interviewers inform respondents not about what the household composition question means *on a literal level* but about what (and who) respondents should consider and count in providing an answer.

Annotations on source questionnaires for translators serve somewhat similar purposes. They are not intended as crutches for translators to explain what English words of phrases mean *in ordinary terms*. Thus we would not expect to have to gloss that *be white* (from an immigration item from Round One) refers to racial characteristics and not to individual colour of skin.

Instead, the goal is to provide information which allows ESS translators and those supervising their work to focus on what is meant in survey measurement terms in order to do a better job. In some cultures, to stay with the example for interviewers above, 'household' might be automatically associated with 'home' and hence 'family'. If the annotation notes point out that the focus is on a dwelling unit (however variously defined via 'shared cooking pot' or 'shared finances', etc.) the intended and necessary focus becomes clear to the translator. At the same time, a number of ESS questions use idiomatic expressions and where we felt these might be difficult, we have added notes to help clarify the intended sense.

Participating countries are encouraged to contact the work package with any questions or problems they may have. If unable to answer you directly, we can, for example, pass on your queries to those responsible for designing the questions.

4. The translation and review team

Details of how to organise and carry out the team production of your translations are provided in the description of the TRAPD procedures which form part of the Guidelines material for Round One. A summary is appended in Appendix Two. Those unfamiliar with the procedure should, however, read the full Round One document as well as the present Supplement.

Your team needs to include translators, a reviewer for each language and an adjudicator. The team should bring together the mix of skills and disciplinary expertise needed to decide on optimal versions. Collectively, members of this team must supply knowledge of the study, of questionnaire design, of fielding practicalities. The team also requires to have the cultural and linguistic knowledge needed to translate appropriately in the required varieties of the target language.

Your translators need to have the necessary language abilities and also skill and experience in translating. Translation skills are different from language skills. Not everyone who is good in two languages is good as a translator in or out of these languages.
Translators should thus be skilled practitioners who have received training on translating questionnaires. The ESS calls for two translators per questionnaire. Translators are to translate out of English into their strongest language. (In most cases this is a person's 'first' language.)

Not everyone who earns his or her living as a translator is a skilled translator. Please try to assess how suited applicants are for the job. Do not rely solely on labels like "professional translator" or "full-time translator". We suggest some ways to assess suitability in section 8.

Reviewers need to have at least as good translation skills as the translators but should be familiar with questionnaire design principles, as well as the study design and topic. One reviewing person with linguistic expertise, experience in translating, and survey knowledge is sufficient. If one person cannot be found with these skills, two could cover the different aspects.

Adjudicators are responsible for the final decisions about which translation options to adopt, preferably in co-operation with reviewer and translators, but at least after discussion with a reviewer. Adjudicators must a) understand the research subject, b) know about the survey design, and c) be proficient in the languages involved. . If the person adjudicating has the necessary skills to review, the reviewer and adjudicator can be one and the same person. (See Guidelines Round One for details and other possibilities.) In the ESS context, the adjudicator may often be the National Co-ordinator or someone of senior standing who works closely with the National Co-ordinator.

Hiring translators through a translation bureau or other agency.
The responsibility for translation quality lies ultimately with the National Co-ordinator. One or two countries in Round One initially planned to use translation agencies or bureaux. Translation agencies do not usually provide detailed profiles of the people who get given your commission. They may be reluctant to have translators and clients to meet up to discuss translations and, if they do permit this, charge further fees.

You will need to be able to meet and discuss with the translators, however. They will also be required to provide you with the two individual draft translations and a file of any discussion points before this meeting (see Sections 9 and 10). We suggest countries consider such points carefully before they commission translators.

Passing on the translation work to an external fielding agency is also likely to be problematic. You will want to be able to work with them in your team and to test how suitable they are for your purposes and for the teamwork you require of them.

Remember that even if you find excellent people, they still need to be provided with briefing material of the kinds described under briefing translators in Section 8. Be wary of people who suggest they know all about how to do survey translations. They are likely to be overstating the case. Too little is known in specific terms, for example, about benchmarking survey translation quality.

Possible contact people in your own country
Below we suggest how you might locate and assess translators. The Translation Expert Panel can provide a list of specific experts in each country. The people on this list are leading professional people in their field who are known to members of the ESS translation expert panel. If you have any difficulty finding suitable people, such contacts in your own country could probably help you further. At the same time, most people they could suggest will not be familiar with translating questionnaires. This might not be a great disadvantage (see Choosing and training translators, Section 8).

5. Shared languages

A number of countries in Round Two share a language they are translating with one or more ESS countries. The full number of languages being shared is not yet known but German and French are certain candidates, and others may follow (e.g., Swedish, Italian, Russian).

Countries sharing languages should first prepare their individual draft translations and then consult with one another. This means that countries sharing a language need to co-ordinate their translation work schedules to make consultation possible.

Countries sharing languages that did not manage to consult in Round One are requested to organise some form of consultation on the new questions for Round Two.

The goals of consultation are
a) to harmonise where harmonisation is a good idea, but also
b) to decide consciously on different versions if this is necessary, and
c) to document in a simple manner these differences in translations.
The work package will provide a template to help with documentation.

The ESS does <u>not</u> follow a deliberate policy of harmonisation. This would be a deliberate policy to <u>insist</u> countries or ethnic groups sharing a language use the same wordings *throughout*. However, it makes very good sense to have countries sharing languages consult with one another for several reasons, including that of helping to avoid unnecessary differences in translation. (Britain and Ireland may also wish to consult on one or the others' country-specific details.) Each country sharing a language with another will, after it has produced and discussed its own draft version and before deciding on its final version, have the benefit of seeing how another country has dealt with translation.

Consultation provides another perspective on questions a given country may have 'struggled' with. In addition, it provides the opportunity for country A to benefit from a neater or better translation made by country B but also suitable for country A. Thirdly, and importantly, *unnecessary* differences in wording can be avoided. Comparing versions may sometimes lead both country A and country B to modify what they have and arrive at a better (perhaps) common version. It is also possible that countries decide they need *different* versions. In all cases, the emphasis must be on 'better' versions, not on 'word level sameness' for the sake of 'word level sameness'. In each case countries will be asked to document changes made as a result of consultation as well as any differences across sharing countries which it is necessary to keep.

6. The standard procedures for producing ESS translations

The standard practice is to have two translators and two full translations, followed by review and adjudication (see Guidelines Round One and Appendix Two for further details). Where several different translated questionnaires are to be produced, translation begins in each case from the English source questionnaire, not a translated questionnaire (e.g. Catalan from English, not Catalan from Spanish). Thus in every case translators are needed who habitually work from English into another language.

Parallel translations

Several translators make independent parallel translations of the same questionnaire. At a reconciliation meeting, translators and a translation reviewer go through the entire questionnaire discussing versions and agreeing on a final review version. The adjudicator may attend the review process or already be involved as a reviewer. Otherwise the version produced through discussion moves on to adjudication. Parallel translation is the recommended procedure in the ESS.

Splitting the draft translations

The split approach described in Section 7 is offered as an option to those countries participating in the ESS that 'share' a language or languages with other participants and incorporate these further translations in their country-specific review. The split saves time and money on translation but, at the same time, calls for co-ordination across countries. Countries sharing a translated language can also choose to produce parallel translations.

New participants in the ESS

If the whole ESS translation process is new for a participating country, even if they are sharing a language, we recommend they follow the parallel approach first time around. Like everyone else, they should compare and discuss with countries sharing their language once their own drafts have been completed, not beforehand.

7. Sharing and splitting questionnaires in the ESS

Splitting a questionnaire between translators can save time and effort, particularly if a questionnaire is long. At least two translators plus a reviewer and adjudicator (or reviewer-cum-adjudicator) are needed. The translation is divided up between translators in the alternating fashion used to deal cards in card games. The questionnaire should *not*, for example, be divided into a first half and a second half, or divided by thematic module. By giving each translator material from the same sections, possible translator bias is avoided and translator input is maximised evenly across the material. Each translator translates his/her own section.

At reconciliation meeting, translators and the translation reviewer go through the questionnaire question by question discussing versions and agreeing on a common version. The adjudicator may attend the review process or already be involved as a reviewer. Alternatively, the reviewed version moves on to adjudication.

Care is needed to ensure that consistency is maintained across the translation. This is true for any translation. However, 'split' questionnaires may require particular care. Steps should be taken to ensure that material or terms which re-occur across the questionnaires are translated consistently. At the same time, it is important to remember that although English uses one and the same expression in different contexts, other languages may need to choose different terms for different contexts. (One example is the term *government.*)

Specific steps

1. Each country uses 2 translators. Each translator translates one half of the questionnaires, following procedures on how to divide the translation between translators outlined above;
2. Each country does a *preliminary review* and revision of this translation (= first reviewed version);
3. Countries then deposit their translations with the translation work package. This should be done before receiving translations from other countries and is a requirement if doing a 'split' translation;
4. Countries then exchange translations with the other country or countries sharing a given language;
5. Countries review their own translation in the light of the translation(s) from their partners and decide on the "best" version for their country (= second reviewed/adjudicated version). Step 5 reduces the time and effort involved in Step 6;
6. Countries consult together on the final version for each country (= third reviewed/adjudicated and perhaps 'harmonised' version). They "harmonise" and remove differences across countries as they decide is appropriate and take a common note of differences retained. The work package provides a template for recording this. Demographic questions which are country-specific anyway do not need commentary. We expect that a smaller group will be able to discuss these final points, rather than everyone involved in producing a country version. Depending on the number of points to be discussed, an in-person meeting, a telephone conference call could be arranged. Time could be saved if the points are already listed before the discussion, perhaps in the template provided by the work package.
7. Countries deposit their final versions with the work package along with one set of documentation on the co-operation process (differences kept, and, if it is not too much work, changes made).

An important point in this procedure is, obviously, that countries have finished their own versions and their first review in enough time to deposit their version with the work package, then exchange versions with other countries, review and decide on a version, then finally consult with the other countries to optimise the final version *across* countries.

However, since many participating countries have similar time schedules for completing preparations for fielding after the National Co-ordinators meeting in June 2004, the crucial factor may be more a matter of good and timely communication between countries sharing languages. The translation work package (contact Janet Harkness) will glad to assist wherever possible.

8. Choosing and training translators

What staff do you need to find?

Your individual needs determine whether you require to find translators or translators *and* reviewers. In looking for translators, you may also find someone suitable to act as reviewer. The reviewer's language skills and understanding of translation issues should be at least as good as those of the translators.

It *is* useful to have a number of applicants or possible translators, including a reserve in case someone drops out at short notice. Even if some ESS members feel they have suitable people already, we suggest these be tried out along with new recruits. In this way, for example, it is easier to decide who might be better suited as reviewer and who as translator or which of two translators is stronger for the task at hand.

The appropriate places to begin looking are official channels (translation associations and the like); places of instruction, e.g., translating colleges; your own network channels; the ESS translation expert panel network mentioned earlier; possibly within your institution; and through other institutions likely to use translators.

The most important factors for deciding on which translators to use is whether they demonstrate their suitability in tasks you invite them to complete and whether they are experienced translators. Official credentials people may have are relevant, but decisions should not be based solely or primarily on these.

In selecting translators, it is wise to look at:

- performance in tasks presented at the interview (see below);
- past performance (e.g., samples of work);
  Keep in mind, however, that these can be misleading on many accounts. It is a good idea to try to find out how such work was carried out and to ask what the translator found particularly challenging (or not) about sample work presented;
- experience (a novice is not recommended);
- type of work experience to date. Someone who has translated different text types and not just one type may be better equipped to recognise that each has special features that need to be addressed;
- personal background and education. A social sciences background could be an advantage while a languages background could be indicate a (useful) general interest in language;
- the extent to which they are culturally embedded in the context for which they are translating. This may be less of a problem for the ESS but for minority language translations, national co-ordinators should be aware of the kind of problems arising from using translators who do not know or no longer know the culture for whom they are translating;
- official credentials. These often indicate a career *choice*, rather than having ended up translating by virtue of the fact that one speaks a foreign language and needs a job.
  At the same time, credentials differ greatly within and across countries. In addition, the number of people entering serious translation training varies across countries. It is thus not necessary to insist on official credentials, other things being equal;
- openness to the approach you plan to employ. People who 'bristle' in the interview at discussion of their 'version' of a task are not natural choices for a team approach;

- their views on translation and their role as a translator. These should give you a sense of their suitability for a team bringing together different expertises to work towards a common goal.

Assessing suitability plus training and briefing
Inform applicants in advance of the way the work will be organised and make the team discussion component clear. It is not uncommon that translators might be a little wary at first about the idea of discussing/critiquing versions. Take the time to explain that teamwork benefits the end product and that people involved in such teams actually enjoy sharing responsibility and can learn from one another.

Given the scarcity of training opportunities for survey translation, not many translators will have been trained to translate questionnaires adequately. Thus, in many cases, proven translating skills will be more important than survey translation experience. The people most likely to be good questionnaire translators are people who are already good translators and who learn/are trained to become questionnaire translators.

Translators who have had experience in translating questionnaires but were never actually trained to handle this kind of text in the sense outlined in this Section may, indeed, prove difficult to (re-)train. At all events, translators with experience in translating survey questions should not be hired without the careful assessment made for other applicants. This effort could be doubly rewarding since it might also help you identify who might be most suitable as reviewer.

Using materials already available[1]
The procedures suggested for training include procedures which can be used to assess the suitability of applicants. Training and informational materials can readily be developed from available questionnaire translations. Old questionnaires can be used for training and briefing and assessment.

English materials: Put together a collection of:
- Ambiguous English questions
- English questions with challenges for your language
- English questions with cultural rather than language problems for your context
- (These can come from any field. The work package can suggest some that might work. We would be delighted to collect any you have to make them available for others.)
- A symmetrical English scale that is not easy to match in your language
- A skewed or difficult English scale

Materials in your language: Put together a collection of:
- Some well-translated questions and their English counterparts
- Some badly translated questions and their English counterparts.
- Ambiguous questions
- Questions that are culturally inappropriate or end up biased in translation

[1] The work package can try to help with suggestions

If you are lucky enough not to know of any bad or ambiguous translations, you can alter translations to make them bad. Remember not to make them so bad that spotting the problems becomes too easy.

Selecting or Training
Someone with appropriate language skills and survey know-how should conduct training and any selection procedures. The suggestions below outline possible selection procedures but the same materials can be used for individual or group training and briefing sessions, helping to identify areas where more briefing information is needed.

Applicants and translators being trained can, for example, be asked to identify problems in question formulations in English or the target language, to provide translations, to comment on translations already available (old, prepared questionnaires), to correct translations, to compare their versions with other versions, to make questions more suitable for a specified target population, to explain what questions are actually asking, and so forth.

These tasks will raise issues that relate to English and other relating more to translation. In this way you should gain a sense of their English proficiency and their skill in translation. You will also gain some impression of their ability to work with the specific materials as well as their 'ear' for suitable language for different modes and target audiences. By asking them to translate items and then comparing and discussing their version against one already available, you gain a general sense of their ability, an indication of how well they can operate impromptu, and a good first impression of how they react when their translations are discussed – as will happen in the review process. Their flexibility in impromptu generation of versions (alongside the quality of these versions) is a good indicator of likely suitability. Ideally, team members should both show initiative and be able recognise and follow good suggestions made by others.

Briefing translators
All translators need to understand the function of target and source text to see the best possible translation options. What they produce as a translation depends on their ability and training but also on the quality of the material they are asked to translate and on the task specifications and briefing they receive.

If not given job specifications, translators mentally decide their own, since they cannot translate in a vacuum. Task specifications must thus indicate the intended audience, the level of literacy to be accommodated and preferred tone of text (e.g., official, neutral or more casual), the function of the text (a questionnaire for fielding), and the data collection mode for each questionnaire segment (oral delivery or not, written support materials, etc). Since the ESS follows an Ask the Same Question model,[2] functionally equivalent but substantively different components are not envisaged. Translators need to be informed of how close or free translation requires to be. They should be encouraged to produce questions that do not sound like translations and to use vocabulary that can be understood by less well-educated respondents as well.

You should identify and explain each of the various components in the questionnaires (e.g., question introductions, bridging texts, questions proper, instructions, filters, answer

2. Other language versions are produced by translating the source questionnaire . Modifications to substantive content are not envisaged in this process, only changes dictated by the differences between languages and their structural and expressional potential (cf. Harkness et al, 2003).

categories and open write-ins, and interviewer (standardised) explanations, where applicable). Clarify with them which segments of the text are for interviewers and which for respondents and indicate the mode intended for different materials. Countries using computer-assisted applications should explain fills and provide, as appropriate, the hidden CAPI instructions to be translated.

Any translated components (e.g., instructions, answer scales, replicated questions) used in Round One which are in order and are to be repeated should be marked in what is given to the translators. Giving translators the entire document lets them see what they have to translate in context. This is a better idea than deleting bits you do not require to have translated. If appropriate, translators can also harmonise new translations with existing translations.

Checking quality
Even once translators have been appointed, decisions sometimes need to be reversed. The first 10 percent of the first assignment should be delivered for monitoring *as soon as it is completed*. It is unlikely that *pointing out or discussing problems can remedy serious deficiencies*. If the translation quality is not already good (but just needs some adjustment) it is probably better to start again with a new translator. At the same time, do expect adjustments to be needed and for your review discussions to lead possibly to numerous modifications and refinements.

9. What you send to the work package

Preferably using a template we will provide:
(1) You will be asked to provide information on your team (who you use in your team and what roles they fulfil) and your translation time schedule.
(2) You will be asked to send your draft translations to the work package as soon as you have them finished.
We will send you a template for the questionnaire translations. We will start making this as soon as we ourselves receive the final questionnaire. It should only take us a few days to complete.
(3) When you finish your final version, you should deliver this to the work package, too. (In many cases in Round One the final version was only available once it was delivered to the archive.) To avoid problems faced last time, we will also tell you how to label the files you send us.
(4) You will be asked to provide straightforward documentation on any difficulties that arose in producing your translations, as outlined below in Section 10. Most countries in Round Two will only need to provide commentary on the new questions, greatly reducing the amount of effort involved.
(5) As outlined in Section 7, countries sharing will be asked to provide one document of any deliberate differences in shared language translations after their consultation across countries.

10. Documentation of problems and perceived questionnaire differences

Most countries in Round Two will only need to provide commentary on the new questions, greatly reducing the amount of effort involved. We are preparing templates to make this as easy as possible for you. We will discuss documentation procedures and needs with new participants individually.

Whatever your position, first-timers or old ESS hands, we are keen to make documentation as simple and effective as possible. In Round One some participating countries found documentation time-consuming. Others provided no documentation but then proved to have divergences in their translated versions.

There are multiple reasons why documentation is necessary in the ESS, as outlined in the Guidelines for Round One. We have included the relevant passage from the Guidelines, together with the relevant passage from the Round One final report and a further passage on documentation needs and uses from Harkness Pennell and Schoua-Glusberg 2004 in Appendix One.

One important consideration is that the ESS operates on an ask-the-same-question (ASQ) basis for most of the substantive questions, while demographic questions are a combination of country-specific questions and common questions.

An ASQ design does not envisage substantive divergences. Participating countries need to consult with the CCT about any areas where they might feel it is impossible to follow the source questionnaires.

By way of illustration, adding examples to questions, changing questions, and incorporating sections of annotations rather than translating the actual question all count as divergences and should not be undertaken without consulting the CCT. Questions order should also be followed, as should the required mode of application (face-to-face or self-completion[3]).

After clarification of any issues with the CCT, members are still required to document any points on which they do diverge from the source questionnaires. Through discussion we will also learn how to improve source questionnaire designs.

You should also report if you feel that a best and valid attempt on your part does not match some aspect of a source question. In saying this, we are not suggesting that we always expect very fine nuances to be retained across translations. However, we do hope to have the same intended message (question) come across. In many instances your feedback about problems may help with questionnaire design in future.

Please also report inadvertent divergences or mistakes noticed later. These could range from reversing answer scales to misunderstanding and thus mistranslating a source question, to getting the translated version wrong or simply omitting a question by mistake.

References

Harkness, J. A., 2003, Questionnaire Translation. In: Cross-cultural Survey Methods: Harkness, J.A., van de Vijver, F. and Mohler, P. Ph. (eds), New York, John Wiley and Sons.

Harkness, J.A., van de Vijver, F. and Johnson, 2003. Questionnaire Design in Comparative Research. In: Cross-cultural Survey Methods: Harkness, J.A., van de Vijver, F. and Mohler, P. Ph. (eds), New York, John Wiley and Sons.

[3] Respondents unable to self-complete would presumably be an exception.

APPENDIX ONE

ON DOCUMENTATION

Three extracts are presented here; (1) the rationale for documentation approved for the ESS Round One Guidelines; (2) comments on documentation for Round Two from the final report for Round One; (3) the fullest description of documentation in relation to translated questionnaires currently available, written by three members of the ESS Translation Expert Panel.

(1) GUIDELINES from Round One: Documentation of Translation Process and Outcome

Translation and review decisions need to be documented in the ESS for four main reasons. *First*, those reviewing and adjudicating needed notes on options discarded or problems noted in order to decide better on the 'final' choices. *Second*, the ESS is planned as an ongoing biennial survey. Documentation of problems helps inform later versions of the study. In addition, if changes are made over time, records need to be available of the chain of changes (or their absence) across translations. *Third*, secondary analysts can benefit from records of unavoidable differences or adaptations and from notes on mistakes found after a questionnaire was fielded. *Fourth*, countries sharing languages need to indicate, for example, where they do differ in formulation. New members joining in the future that share languages with countries already involved will also benefit from this documentation.

In social science survey projects, documentation of translation decisions and difficulties is, to date, rare. Experience gained from collecting information on translation procedures used in the International Social Survey Programme (ISSP; Harkness, Langfeldt, and Scholz 2001) indicates that records should be kept while the work is being done. At a later stage, problems and decisions have been forgotten. The work package provided a translation protocol template to help with (concurrent) documentation.

(2) Final Report on Round One on Documentation in Round Two

...In addition, the work package will provide a revised documentation request for Round Two translations, attempting both to simplify details of what should be documented and to accommodate better various application modes (e.g., translation directly into questionnaire formats). Although comments (note-taking) on draft questionnaires would seem to be an automatic part of making a draft, one or two countries found this task too demanding and/or expensive in Round One. The CCT will deliberate whether in Round Two delivery of comments on the draft versions will not be a specified requirement. At a minimum, however, countries will be requested to:

- provide Microsoft Word (or equivalent) documents of their two draft versions per language which allow the Word menu option 'version comparison' to be used. The final questionnaire format deposited should allow this option to be used, too;
- complete a simple information template to be sent as part of every file delivered to the translation work package, indicating, for example, the status of the version, a translator or reviewer/adjudicator ID or name, the contents of the file, etc.
- Comments on anything felt to need documentation in final versions will be a specified requirement in Round Two.

(3) From: Harkness, J.; Pennell, B.-E., Schoua-Glusberg, A. (in press): *Survey Questionnaire Translation and Assessment*. In: Presser, Stanley, Rothgeb, Jennifer, Couper, Michael, Lessler, Judith, Martin, Elizabeth, and Singer, Eleanor (Eds.): Questionnaire Development Evaluation and Testing Methods, Wiley Series in Survey Methodology. New Jersey: John Wiley & Sons Inc.

Survey documentation as related to translation

In a multiple language context, documentation is as critical to the translation process as it is to the final product. Several different stages and types of documentation are required, including documents for translator instructions, documents to ensure consistency across translations/translators, and documents that record the translation decision-making process. If the source questionnaire is still under development while translations are proceeding, documents are needed to track changes. Further documents are needed if the survey is computerized in order to integrate translations into the computer code. The final translation also needs to be documented for end-users. We discuss each of these forms of documentation below.

Background documentation for translators: Questionnaires look simple but are carefully crafted tools of measurement. This is one reason why fairly short questions such as *How many people, including children, live in this household?* are often accompanied by definitions of what counts as a 'household' and what counts as 'live in' or being a member of the household. In similar fashion, translators making a French translation would benefit from knowing whether the household definition centres around shared cooking and/or financial arrangements or has more to do with shared rooms and accommodation. The choice between different French terms (such as 'ménage' and 'foyer') could lead to a different household composition count.

Annotations for translators in source questionnaires serve similar purposes to notes for interviewers. They are not intended to explain what words of phrases mean in ordinary terms but to provide information on what is meant in survey measurement terms. The ESS 2002 questionnaires carry modest annotations of this kind. Much of this information for translators could be produced as part of the design procedure and added to source questionnaires the way notes are provided for interviewers in a monolingual questionnaire in so-called question-by-question or QxQ specifications.

Translation process documents: In social science survey projects, documentation of translation decisions and difficulties is, to date, rare. One exception is the study documentation for the International Social Survey Programme (ISSP), which includes a short description of translation procedures and problems (e.g., Harkness, Langfeldt, Scholz and Klein, 2001). ISSP documentation is produced after the study has been completed. Experience with ISSP translation documentation indicates that records should be kept while the work is being done so that report writers do not need to rely on recollected accounts. With this in mind, translation protocol templates were developed for the ESS to facilitate *concurrent* translation documentation. Apart from the need to document for end-users, reviewers and adjudicators may need to consult such notes in order to decide on the 'final' or 'best' choices. This documentation process can initially be time-consuming, but will make the review and adjudication process more efficient.

Monolingual and multilingual diagnostic instruments of long-standing are frequently documented. For example, WHO's World Mental Health Initiative uses an expanded version of WHO's Composite International Diagnostic Interview (CIDI 2.1). The translated versions of the questionnaire are archived along with documentation of all the country-specific changes that occurred in the source document as a result of the translation process or other feedback. Harmonization decisions are also recorded across questionnaires for different versions of the same language.

Tracking changes: It is important for consistency to track reoccurring sections across an instrument. Tracking documents generally start by first listing all reoccurring phrases and words and their location in the questionnaire. As the translation proceeds, translation alternatives and then final translations are recorded. Once the final version is approved, it is a simple task to check that all instances of an item or section have been translated (or updated) consistently. Translator software tools can help automate this process.

In survey translation, the received wisdom has been to finish the source questionnaire before undertaking any translation activities in order to minimize version control and, presumably, costs (but see 'advance translation'; Harkness, 2003). However, following this advice limits how the translation process can inform or improve the source document. Increasingly, major cross-national surveys are building in formal translation-testing mechanisms. In order to do so, a mechanism is needed to track and flag changes to the source questionnaire. Widely available document-sharing software can be used for this. In the World Mental Health initiative, instrument development occurred over a four-year period. Each of the more than 27 participating countries fielded at different points in time over this period. Using a commercial Web-based product called 'e-room,' documents were created that tracked every change to the source questionnaire by date, time, and the individual making the change.

Documentation for computerized instruments: Translation documentation takes on another level of complexity if the instrument is computerized. Various approaches can be used to incorporate the translation, but ultimately it needs to be integrated with the computer code. When the integration step is undertaken, 'hidden' phrases may need to be updated and translated. These hidden items include 'fills' such as he/she/they, interviewer instructions, error messages, and the like. These are generally translated after code integration and pose a new set of issues with regard to consistency across the questionnaire. Anticipating this material while constructing the source instrument can facilitate the process considerably.

Documenting final versions: Documentation of problems helps inform later versions of a study. In addition, if changes are made over time, records need to be available of the series of changes (or their absence) across translations. Secondary analysts can benefit from records of unavoidable differences or adaptations and from notes on mistakes found after a questionnaire was fielded. Countries sharing languages and harmonizing need to indicate, for example, where they do differ in formulation. Moreover, countries joining a project at a later date that share languages with countries already involved can also benefit from this documentation.

APPENDIX TWO
On Translation Review Adjudication Pretesting and Documentation

Extracts from the Translation Guidelines provided in Round One. These are only intended for quick reference here. Please refer to the document in its entirety and the 2004 Supplement preceding this Appendix before undertaking any planning

The ESS Specifications on Translation

"The questionnaire will be collectively designed in 'British-English'. At the end of the design stage, it will be signed off by the CCT. Each country will then translate its own version of the questionnaire. In countries in which any minority language is used as a first language by 5 per cent or more of the population, the questionnaire must be translated into that language too. Consultations about appropriate translation and adaptations of question wording will take place between countries that share the same language, but in the end each nation will be responsible for ensuring the functional equivalence of its own translation(s). The CCT, in conjunction with an expert panel, will provide detailed guidance on all translation procedures and assessment methods, none of which need necessarily involve professional translators. The translated questionnaires will then be pre-tested in each participating country in accordance with guidelines specified by the CTT on a quota-controlled, demographically balanced sample of around 50 people. The costs of translation, assessment and pre-testing should be included in the Survey Organisation's budget, and the process will be overseen by the National Co-ordinator."

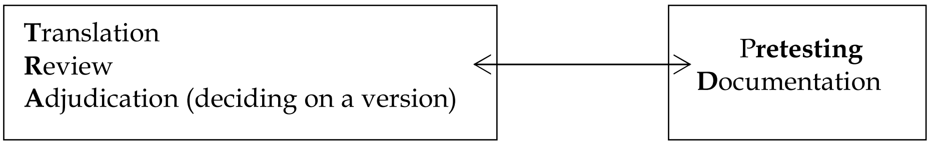
The special requirements for ESS translation and assessment thus include that:

1. countries will field in all languages spoken as first language by five percent or more of the population;
2. the core questionnaire is designed for regular replication;
3. two or more modules on different topics accompany the core module each round;
4. there is an additional self-completion module which includes both substantial and methodological questions;
5. attitude, behaviour, and (reported) factual questions are involved;
6. the translation recommendations include innovative practical guidelines for each of the principal phases of translation and assessment;
7. countries that 'share' languages can (and should) consult with one another. They thus require guidelines on sharing procedures,
8. the replicative character of the study and the 'sharing' of languages make documentation of the translation process and outcomes essential.

The ESS translation and translation assessment work package has detailed a structured approach for the project which calls on participating countries to expend effort and funds. (Costs for translation were explicitly included in ESS specifications.) Seen against the costs and effort involved in developing and implementing a study such as the ESS, translation costs are low. On the other hand, the cost of inappropriate versions or mistakes in questionnaire translations can be very high. (Researchers unused to allocating appropriate sums for translation and assessment may need to be reminded of this.)
The ESS framework sets out to take the best of available procedures, as proven through our own extensive experience and research and as documented in the literature, and to combine these in an approach which figures among the most effective and best tested available.

Five procedures for translation and assessment: TRAPD

TRAPD is an acronym for **T**ranslation, **R**eview, **A**djudication, **P**re-testing and **D**ocumentation, the five interrelated procedures that form the framework for ESS translation and assessment (Harkness, forthcoming) . These cover the basic procedures involved in producing a final translated version of a questionnaire:



A committee-based approach using TRAPD has been chosen for the ESS as a deliberate strategy to:

a) counteract the subjective nature of translation and text-based translation assessment procedures;.
b) provide participating countries with a combined approach which is qualitatively better than others (such as the much-cited 'back translation' approach) but is not more expensive or more complicated;
c) include documentation steps which make adjudication decisions easier, provide information needed for secondary analysis and can be used to inform versions for later fieldings;
d) allow considered but parsimonious production of translations which share a language with another country.

The team or committee approach and the roles involved

The systematic integration of the TRAPD procedures and a team approach reflect cutting-edge developments in survey questionnaire translation and assessment practice (cf. the new best practice guidelines from the US Bureau of Census, 2004). At the same time, comparative researchers will be familiar with many of the principles and procedures employed. There is, for example, nothing new or surprising about the need to assess translations, nor (at least in some survey fields) about the need to document translations. Several decades of literature on survey translation moreover attest the need to pre-test questionnaires extensively.[4]

Team approaches to survey translation and assessment have been found to provide the richest output in terms of a) options to choose from for translation and b) a balanced critique of versions (Guillemin et al. 1993; Acquadro et al. 1996; McKay et al. 1996; Harkness and Schoua-Glusberg 1998). The team should bring together the mix of skills and disciplinary expertise needed to decide on optimal versions. Collectively, members of this team must supply knowledge of the study, of questionnaire design, of fielding processes (Van de Vijver, Hambleton 1996; Johnson et al. 1997). The team also requires to have the cultural and linguistic knowledge needed to translate appropriately in the required varieties of the target language (e.g., Acquadro et al. 1996; McKay et al. 1996).

[4] The translation work package does not deal with pre-test strategies for each participating country, but these are well described in the literature; see, for example, Hambleton, 2002; Harkness and Schoua-Glusberg, 1998 and further references there.

In what Schoua-Glusberg (1992) calls the *committee approach* a good part of the work, apart from first translations, is done actually working in a group. The translators translate the work assigned and meet with a reviewer-cum-adjudicator (explained below) to discuss the draft versions and arrive at a final version.

In this model, three different sets of people (or actually roles) are involved in producing the final version of a translated questionnaire: *translators, reviewer, and adjudicator*. Translators should be skilled practitioners who have received training on translating questionnaires. The ESS calls for two translators per questionnaire. Translators are to translate *out* of English *into* their strongest language. (In most cases this is a person's 'first' language.)

Reviewer*s* need to have at least as good translation skills as the translators but should be familiar with questionnaire design principles, as well as the study design and topic. One reviewing person with linguistic expertise, experience in translating, and survey knowledge is sufficient. If one person cannot be found with these skills, two could cover the different aspects.

The adjudicator is responsible for the final decisions about which translation options to adopt, preferably in co-operation with reviewer *and* translators, but at least after discussion with a reviewer. Adjudicators must a) understand the research subject, b) know about the survey design, and c) be proficient in the languages involved. In the ESS context, the adjudicator may often be the National Co-ordinator or someone of senior standing who works closely with the National Co-ordinator.

Review and adjudication

Committee approaches often merge review and adjudication wholly or in part, depending on the expertise of the team and practical considerations such as time schedules and locations. However, some participating countries are producing questionnaires in several languages. Thus the person officially responsible for 'signing off' a certain translated version is in some cases not personally proficient in that particular language. In such cases, he/she may wish to consult in depth with a senior reviewer before deciding on which version to adopt. In this situation, two committee rounds could be useful, one to review, and one to decide whether the reviewed version will be accepted (adjudication). If two rounds *are* used, the adjudication round needs to include documentation from the review round in order to benefit fully from insights already gained.

Countries 'Sharing' Languages

A number of ESS countries in Round One produced questionnaires in the same language, i.e., 'shared' languages.

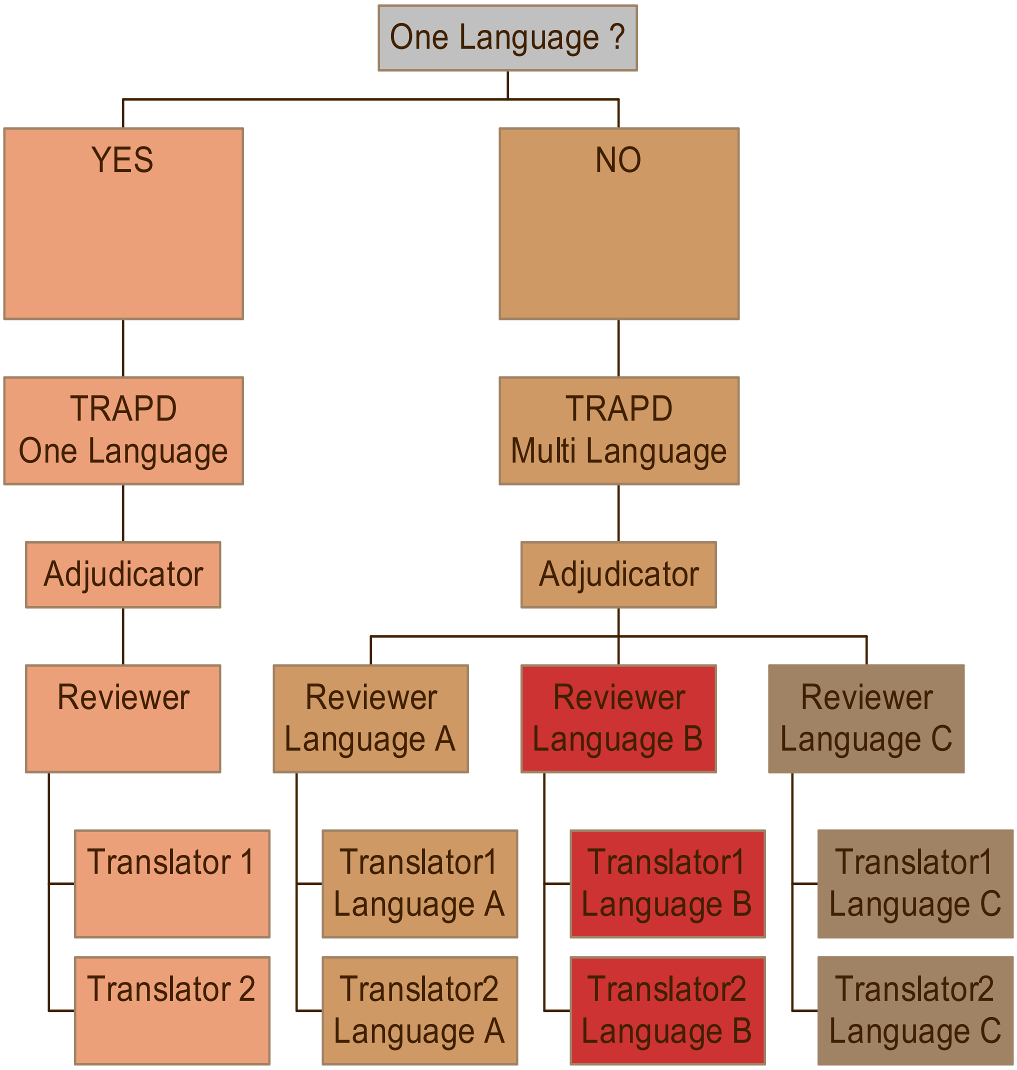
English	Great Britain and Ireland
French	Belgium, France, Luxembourg, Switzerland
German	Austria, Germany and Switzerland
Italian	Italy and Switzerland
Dutch/Flemish	Belgium and the Netherlands
Swedish	Sweden and Finland

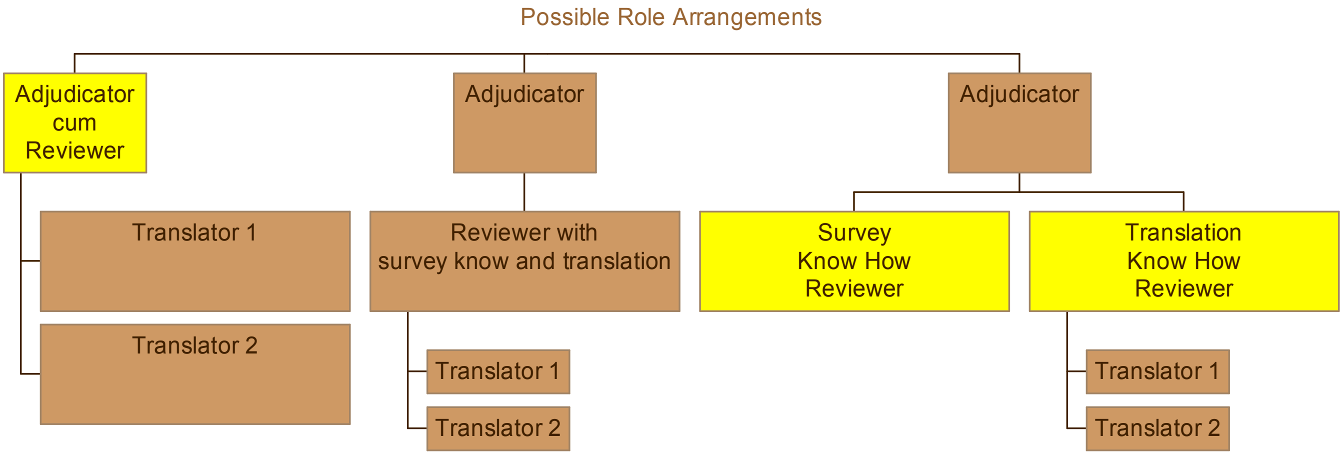
The ESS does not follow a deliberate policy of harmonisation (this would be a deliberate policy to insist countries or ethnic groups sharing a language use the same wordings *throughout*). However, it makes very good sense to have countries sharing languages consult with one another for several reasons, including that of helping to avoid unnecessary differences in translation. (Britain and Ireland may also wish to consult on one or the others' country-specific details.) Each country sharing a language with another will, after it has produced and discussed its own draft version and before deciding on its final version, have the benefit of seeing how another country has dealt with translation.

Consultation provides another perspective on questions a given country may have 'struggled' with. In addition, it provides the opportunity for country A to benefit from a neater or better translation made by country B but also suitable for country A. Thirdly, and importantly, *unnecessary* differences in wording can be avoided. Comparing versions may sometimes lead both country A and country B to modify what they have and arrive at a better (perhaps) common version. It is also possible that countries decide they need *different* versions. In all cases, the emphasis must be on 'better' versions, not on 'word level sameness' for the sake of 'word level sameness'. In each case countries will be asked to document changes made as a result of consultation as well as any differences across sharing countries that it is necessary to keep. The translation work package will provide a template to help them do this.

Two diagrams illustrating the team roles and possible arrangements for countries translating into more than one language are in an extra file to make opening the documents easier.

Organisation of Translation for One Language or Several Languages




Possible Role Arrangements
Adjudicator cum Reviewer
Translator 1
Translator 2
Adjudicator
Reviewer with survey know and translation
Translator 1
Translator 2
Adjudicator
Survey Know How Reviewer
Translation Know How Reviewer
Translator 1
Translator 2

Organisation of Translation for One Language or Several Languages