

EVALUATION OF REMOTE INTERPRETING IN TERMS OF STRESS AND BURNOUT*

*Uzaktan Yapılan Sözlü Çevirinin
Stres ve Tükenmişlik Açısından Değerlendirilmesi*

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ABSTRACT: Stress and burnout experienced by interpreters during remote interpreting, which is more adopted after the Covid-19 pandemic in Türkiye, are examined in this study. In the first part of the analysis, whether the stress and burnout experienced during remote interpreting by the professional conference interpreters in Türkiye differ according to professional qualifications such as years of professional experience, having received training in remote interpreting, language pairs and interpreting fields in remote interpreting, and being a member of any professional association have been examined. In the second part of the analysis, the impact of some factors which may affect the level of stress and burnout experienced by interpreters in remote interpreting such as interpreting from a separate environment, the impact of receiving positive feedback, the quality of interpreting, and the income coming from remote interpreting compared to onsite interpreting on interpreters' preferences for remote interpreting and/or onsite interpreting have been examined. As a result, it has been found that there is no significant relationship between the stress and burnout experienced by the interpreters in the context of remote interpreting, and their aforementioned professional qualifications and that remote interpreting causes more stress for the interpreter compared to on-site interpreting. Secondly, it has been found that except the satisfaction coming from the receiving positive feedback factor, there is no any significant relationship between the preferences of the interpreters for remote interpreting and/or onsite interpreting and the issues such as interpreting environment (onsite or remote), the quality of interpreting,

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and the income coming from onsite and remote work. Most of the interpreters prefer both remote interpreting and onsite interpreting in that they are as much satisfied with the positive feedback received in remote interpreting as they are in onsite interpreting. The interpreters who only prefer onsite interpreting think that the positive feedback received in remote interpreting is not as satisfying as the one received in onsite interpreting. Willing to adapt to technological developments and considering the many benefits of remote interpreting, the interpreters think that remote interpreting should be as widespread as onsite interpreting. This study reveals that some improvements should be made in the context of remote interpreting in order to support interpreters' flexibility and resilience.

Keywords: Remote Interpreting, Onsite Interpreting, Technology, Stress, Burnout

ÖZ: Bu çalışmada Covid-19 salgını sonrası daha çok benimsenen uzaktan sözlü çeviri bağlamında çevirmenlerin yaşadığı stresi ve tükenmişliği ele alınmıştır. Çalışma ilk olarak Türkiye'deki konferans çevirmenlerinin uzaktan sözlü çeviride deneyimledikleri stresin ve tükenmişlik hissini yıl bazında edinilen mesleki deneyim, uzaktan sözlü çeviri eğitimi almış olma, uzaktan sözlü çevirinin yapıldığı dil çifti, uzaktan sözlü çevirinin yapıldığı konu alanı/alanları ve herhangi bir çeviri meslek örgütüne üye olup olmama gibi bazı mesleki niteliklere göre farklılık gösterip göstermediğini incelemeyi hedeflemiştir. Bu çalışma ikinci olarak çevirmenlerin uzaktan yapılan sözlü çeviride yaşadıkları stres ve tükenmişlik üzerinde etkisi olabilecek olan ayrı bir ortamdaki çeviri yapma, uzaktan sözlü çeviride alınan olumlu geri bildirim, yapılan sözlü çevirinin kalitesi ve yerinde yapılan sözlü çeviriye kıyasla uzaktan yapılan sözlü çeviriden elde edilen gelir şeklindeki dış unsurların Türkiye'deki konferans çevirmenlerinin 2019'da yaşanan Covid-19 salgını sonrası daha çok benimsenen uzaktan sözlü çeviriyi yerinde sözlü çeviriye tercih etmeleri veya etmemeleri üzerindeki etkisini incelemiştir. Yapılan analizler sonucunda ilk olarak uzaktan sözlü çeviride yıl bazında deneyimin, uzaktan yapılan sözlü çeviri eğitiminin, uzaktan yapılan sözlü çeviride kullanılan dil çiftinin, uzaktan yapılan sözlü çeviride ilgilenilen konu alanının ve çevirmenlerin herhangi bir meslek örgütüne üye olup olmaması gibi unsurların uzaktan sözlü çeviride yaşanan stres ve tükenmişlik üzerinde olumlu veya olumsuz bir etkisi bulunamamıştır. Uzaktan yapılan sözlü çevirinin yerinde yapılan sözlü çeviriye kıyasla çevirmende her anlamda daha çok stres yarattığı sonucuna varılmıştır. İkinci olarak Türkiye'de 2019'da yaşanan Covid-19 salgını sonrası daha çok benimsenen uzaktan sözlü çeviride deneyimlenen stres ve tükenmişlik üzerinde etkisi olabilecek olan ayrı bir ortamdaki çeviri yapma, uzaktan sözlü çeviride alınan olumlu geri bildirim, yapılan sözlü çevirinin kalitesi ve yerinde yapılan sözlü çeviriye kıyasla uzaktan yapılan sözlü çeviriden elde edilen gelir şeklindeki dış unsurların Türkiye'deki konferans çevirmenlerinin uzaktan yapılan sözlü çeviriyi yerinde yapılan sözlü çeviriye tercih etmeleri veya etmemeleri üzerinde yalnızca olumlu geri bildirim unsurunun etkisinin olduğu tespit edilmiştir. Çevirmenlerin büyük bir kısmı, uzaktan sözlü çeviride aldıkları olumlu geri bildirimden, yerinde sözlü çeviride aldıkları olumlu geribildirim kadar memnun kaldıklarını ve hem uzaktan sözlü çeviriyi hem de yerinde sözlü çeviriyi tercih etmiştir. Yalnızca yerinde sözlü çeviriyi tercih eden çevirmenler, uzaktan çeviride alınan olumlu geri bildirimlerin yerinde yapılan çevirideki kadar tatmin edici olmadığını düşünmektedir. Teknolojik gelişmelere ayak uydurmak isteyen ve uzaktan sözlü çevirinin birçok faydasını göz önünde bulunduran katılımcı çevirmenler, uzaktan yapılan çevirinin de yerinde yapılan çeviri kadar yaygınlaşması gerektiğini düşünmektedir. Bu çalışma, çevirmenlerin esnekliğini ve dayanıklılığını desteklemek hedefiyle uzaktan sözlü çeviri bağlamında bazı iyileştirmeler

yapılması gerektiğini ortaya koymaktadır.


Anahtar Kelimeler: Uzaktan Sözlü Çeviri, Yerinde Sözlü Çeviri, Teknoloji, Stres, Tükenmişlik Sendromu

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Introduction

Remote interpreting is the term used to describe a bi- or multilingual video-conference where interpreters are physically remote from the meeting room and thus do not have a direct view of speakers. According to the terminology of Braun and Taylor (2012), the interpretation made as a result of the primary participants being in one place and the interpreter/interpreters being in another place and ensuring communication via a video or audio connection is called remote interpreting. Today, as a result of globalization, the need for communication between people speaking different languages has increased. Although the distance issue has emerged due to the Covid-19 pandemic, the increasing need for communication has led people to choose remote interpreting.

The technology adopted in interpreting continues to be a part of our lives after the Covid-19 pandemic was overcome. Various institutions and organizations now demand that the interpreter perform remote interpreting in order to communicate remotely with individuals whose mother tongue is not the same as the official language of the country they live in. The demand for remote interpreting continues to increase in order to solve the interpreting problem needed to communicate quickly and at low cost.

In a study conducted by Gracia-García (2002), it is found that remote interpreting is more suitable for interpreting in settings such as hospitals, police stations and courts, in terms of keeping distance and providing a milder emotional involvement. According to another study conducted by Runcieman (2020), remote interpreting is more preferred in order to ensure the service when the demand for interpreting increases, especially in the field of health care, and to ensure the safety of interpreters who are not usually provided with protective equipment despite working side by side with health personnel.

In a study conducted by Elena Davitti and Sabine Braun (2020) it has been found that remote interpreting training helps students create a

framework to remove the complexity of remote interpreting and understand the potential challenges that may arise in remote interaction. According to the study, this training also creates awareness among students about what works and what does not work with remote interpreting. Remote interpreting has become a research topic with the increasing demand for it, and stress is an important concept that needs to be addressed in remote interpreting.

Being away from the interpreting environment not only causes stress, but also creates a sense of lack of control, it does not feel real. Traditionally, the interpreter expects to see speakers. This is not possible with remote interpreting. In remote interpreting, speakers tend to move and not stay still in front of the screen, and this leads to poor vision. Poor-quality in videos is another issue resulting from poor connection. Non-verbal cues such as gestures and facial expressions are as important as verbal data for communication. There are some concerns regarding the issue that interpreters may experience more stress in remote interpreting compared to the stress they experience in onsite interpreting, and that if the stress experienced is constantly repeated, it may cause them to suffer burnout syndrome (Moser-Mercer, 2005).

Remote interpreting, both via videoconferencing and over the phone, has been associated with worsening working conditions, lower wages, irregular employment, demoralisation, and deregulation in the interpreting industry for professional interpreters (Braun 2018; Lee, 2007). Barbara Moser-Mercer (2003) states that interpreters feel less in control when working remotely and as a result they experience more psychological stress. In addition, it is found that the minimum level of interaction and positive feedback is achieved in remote interpreting (Roziner & Shlesinger, 2010).

Taking time for oneself plays an important role in an individual's health and well-being. However, professionals who must work from their homes cannot stay away from their computers or phones to spend time with their families and friends. This situation turns the house, which should be a comfortable environment, into a stressful environment due to unending meetings and schedules, and the home and work environments become mixed, Since the requirements of these two environments are different from each other, professionals experience more stress than they do in onsite work.

The main source of stress for interpreters working from home can be the need to constantly check whether the microphone or camera is on, and the

internet connection is stable. This poor situation in remote work also affects the quality of the output, and this adds up to the stress experienced by the interpreter. The relationship between stress and performance in remote interpreting has been studied through various academics and professionals over the past fifty years. These studies have shown that stress in remote interpreting causes poor performance (Moser-Mercer, 2005; Mouzarakis, 2006; Shirom, 1989).

Poor performance of the interpreter because of poor conditions in remote interpreting causes low quality in the interpretation, and this adds to the stress already experienced by the interpreter. In a study conducted by Braun and Taylor (2012) study different language pairs the quality of the interpretation in remote interpreting. It is observed that the quality of interpreting decreases in remote interpreting regardless of the language pair. Roziner and Shlesinger (2010) finds that the quality of the interpretation decreases in remote interpreting. In addition, AIIC (2020) finds that sound quality can negatively affect the interpreter performance, the quality of the interpretation, and the health and compatibility of the interpreters in remote interpreting.

Moser-Mercer (2005) examines the physiological reactions of interpreters in onsite interpreting and remote interpreting, and finds that remote interpreting is more stressful than onsite interpreting. In addition, Roziner and Shlesinger (2010) finds that interpreters start to feel more stressed during remote interpreting. In addition, according to the study conducted by AIIC (2000) remote interpreting was considered as "unacceptable" for the psychological well-being of the interpreter.

In another study conducted by the United Nations (1999), it has been found that most of the interpreters perceive remote interpreting negatively. Among the reasons why these interpreters evaluate remote interpreting negatively are the problems related to remote interpreting, such as lack of focus, loss of motivation and feeling of alienation.

In order to examine the process of linguistic and non-linguistic factors negatively affecting the interpreting process in remote interpreting, and the impact of the negatively affected interpreting process on the interpreter, this study will be carried out in light of Interpretive Translation Theory (Lederer, 1994; Choi, 2003). In simultaneous interpreting, interpreters make use of the cognitive context and try to get the "sense" of all parts of the speech. This

can be achieved with the help of emotional intelligence, and emotional intelligence can be affected by many factors such as stress and burnout (Gong et al., 2019). Therefore, emphasizing the concept of “sense” in Interpretive Translation Theory makes it suitable for this study as the research addresses both interpretive and psychological issues.

When the literature is reviewed, it is thought to be important to examine the impacts of professional qualifications of interpreters on the stress and burnout experienced by interpreters in remote interpreting. It is also important to examine the impact of some factors which may affect the level of stress and burnout experienced by interpreters in remote interpreting such as interpreting from a separate environment, the impact of receiving positive feedback in remote interpreting, the quality of interpreting, and the income coming from remote interpreting compared to onsite interpreting on interpreters’ preferences for remote interpreting and/or onsite interpreting. These factors are considered important due to the lack of study concerning these issues.

Method

In this study, stress and burnout experienced by interpreters during remote interpreting, which is more adopted after the Covid-19 pandemic in Türkiye, have been examined. A literature review was conducted on onsite interpreting, remote interpreting, stress and burnout syndrome. Following the literature review, two main research questions were determined and a methodology research was conducted to find the most suitable method for the purpose of the study. As a result of the methodology research, it was decided to use the qualitative research method for the study. In order to find answers to the main research questions, 11 open-ended sub-questions were formed and asked to the participants.

In the study, in light of the research questions asked, it was decided to apply the semi-structured interview technique. Semi-structured interviews provide a more systematic progression through pre-prepared questions and have a more flexible structure compared to structured interviews (Yıldırım & Şimşek, 1999).

The main aim of using the semi-structured interview method is not to generalize the information obtained from the studied sample by considering the universe represented by the sample, but to make a generalization for individuals with similar or same characteristics as the participants

(Schofield, 1990). In other words, the result obtained after a holistic and in-depth study with a limited number of individuals can be used for other individuals who have similar or same characteristics as these individuals.

Participants

The participants of this study consist of 5 conference interpreters who have been chosen randomly and work in Türkiye. The number of female interpreters is 4 and the number of male interpreters is 1. 4 of the interpreters are members of TKTD (The Conference Interpreters Association of Türkiye). Interpreters are between the ages of 25-65. All interpreters are among the active and working population. One of the interpreters is also an academic. While four of the interpreters are members of the Turkish Conference Interpreters Association, one of the interpreters is not a member of any professional organization.

The researcher contacted members of the Turkish Conference Interpreters Association (TKTD) and other conference interpreters who are not members of the association via e-mail in that the interpreters and the researcher did not reside in the same places and provided information about the research. The e-mail addresses of conference interpreters were taken from the official website of the Turkish Conference Interpreters Association (TKTD), and the e-mail addresses of interpreters who are not members of the association were obtained through reference. These conference interpreters agreed to contribute to the study by filling out the consent forms.

Data Collection

Within the aim of finding adequate answers to the main research questions and sub-questions in this study, the participants were determined as remote interpreting conference interpreters working in Türkiye. In selecting the participants, importance was given to the fact of being actively involved in interpreting and remote interpreting.

In order to find an answer to the sub-question about being a member of a professional organization, it was considered important to ensure that not all participants were members of a professional organization.

The fact that conference interpreters generally have to work as freelance interpreters due to the nature of the profession has made it difficult to conduct face-to-face research. For this reason, the research was conducted by meeting conference interpreters online. 5 conference interpreters agreed to be the participants of the study. The interviews lasting 25 minutes for each

interpreter were held on Zoom platform. All participants were allocated 125 minutes in total.

In the first part of the study, the data about whether the stress and burnout experienced during remote interpreting by the professional conference interpreters in Türkiye differ according to some professional qualifications such as years of professional experience, having received training in remote interpreting, specialized language pairs in remote interpreting, specialized fields of interpreters in remote interpreting, and becoming a member of any professional association were collected.

Secondly, the data the impact of some factors such as interpreting from a separate environment, the impact of receiving positive feedback, the quality of interpreting, and the income coming from remote interpreting compared to onsite interpreting on interpreters' preferences for remote interpreting and/or onsite interpreting were collected.

The process of selecting and examining the data obtained from the research started with the audio recordings obtained from the interviews. They were transcribed in order to move on to the findings and discussion part of the research. The answers to the questions asked are discussed in the next section.

Findings and Discussion

In this study, whether the stress and burnout experienced during remote interpreting by the professional conference interpreters in Türkiye differ according to the professional qualifications determined for this study have been examined. Moreover, in this study, the impact of some factors which may affect the level of stress and burnout experienced by interpreters in remote interpreting such as interpreting from a separate environment, the impact of receiving positive feedback, the quality of interpreting, and the income coming from remote interpreting compared to onsite interpreting on interpreters' preferences for remote interpreting and/or onsite interpreting have been examined by taking into consideration the professional conference interpreters in Türkiye.

In the first part of the analysis, whether the stress and burnout experienced during remote interpreting by the professional conference interpreters in Türkiye differ according to the professional qualifications have been examined and discussed by asking six open-ended sub-questions regarding their professional qualifications and perceptions on stress and

burnout in remote interpreting.

In the second part of the analysis, the impact of some factors which may affect the level of stress and burnout experienced by interpreters in remote interpreting on interpreters' preferences for remote interpreting and/or onsite interpreting have been examined and discussed by asking five open-ended sub-questions regarding the stress-causing factors determined for the study and the perceptions of the interpreters on the preference for remote and/or onsite work.

Sub-questions asked for the main research questions are as follows:

1. Do the stress and burnout experienced during remote interpreting by the professional conference interpreters in Türkiye differ according to some professional qualifications such as years of professional experience, having received training in remote interpreting, specialized language pairs in remote interpreting, specialized fields of interpreters in remote interpreting, and becoming a member of any professional association?

2. Do the factors which may affect the level of stress and burnout experienced by interpreters in remote interpreting such as interpreting from a separate environment, the impact of receiving positive feedback, the quality of interpreting, and the income coming from remote interpreting compared to onsite interpreting have an impact on interpreters' preferences for remote interpreting and/or onsite interpreting?

The questions asked to answer the first main research question of the study are as follows:

1. What are your experiences and thoughts on the stress and burnout experienced in remote interpreting compared to onsite interpreting?

2. How many years have you been doing remote interpreting?

3. Did you receive remote interpreting training?

4. Between which language pairs do you do remote interpreting?

5. What are your specialized fields in remote interpreting?

6. Are you a member of any professional association?

The questions asked to answer the second main research question of the study are as follows:

1. When interpreting, do you get stressed by being in a different environment physically?
2. How does receiving positive feedback make you feel after interpreting?
3. Do you think remote interpreting affects the quality of your interpreting?
4. Do you earn a better income from onsite interpreting or remote interpreting?
5. Do you prefer onsite interpreting or remote interpreting?

Limitations of this study are as follows:

1. In this study, only 5 professional conference interpreters in Türkiye and their experiences of stress and burnout in the context of remote interpreting are discussed.
2. In this study, only remote interpreting, and the stress and burnout experienced in it is discussed.
3. This study examines the stress and burnout experienced by the interpreters only according to the following professional qualifications: Years of professional experience, having received training in remote interpreting, specialized language pairs in remote interpreting, specialized fields of interpreters in remote interpreting, and becoming a member of any professional association.
4. This study examines the interpreters' preferences for remote and/or onsite interpreting only according to the following factors: Interpreting from a separate environment, the impact of receiving positive feedback, the quality of interpreting, and the income coming from remote interpreting compared to onsite interpreting.

Assumptions of this study are as follows:

1. It is assumed that the sample group completed the interview with full attention.
2. It is assumed that the sample group sincerely answered the questions asked in the interview.

Analysis of participants' professional qualifications and their experiences and thoughts on stress and burnout in remote interpreting

In this part of the analysis, whether the stress and burnout experienced during remote interpreting by the professional conference interpreters in Türkiye differ according to some professional qualifications have been examined and discussed by asking six open-ended sub-questions regarding their professional qualifications and perceptions on stress and burnout in remote interpreting.

Firstly, the data obtained show that two of the interpreters have been doing remote interpreting only since the beginning of the Covid-19 outbreak, while the other three have been doing remote interpreting for a long time. None of the interpreters thinks that onsite interpreting is more stressful than remote interpreting. While the number of the interpreters who state that they feel stressed and burnt out more in remote interpreting is four, the number of the interpreters who state that there is no big difference between onsite interpreting and remote interpreting in the context of stress and burnout is one.

The data obtained show that remote interpreting is a much more stressful activity than onsite interpreting, regardless of experience. Moser-Mercer (2005) examined the physiological reactions of interpreters in onsite interpreting and remote interpreting, and found that remote interpreting is more stressful. In addition, Roziner and Shlesinger (2010) find that interpreters start to feel more stressed during remote interpreting. Findings of this study support the previous studies conducted by Moser-Mercer and Roziner and Shlesinger.

Secondly, the data obtained show that none of the five interpreters received remote interpreting training, and none of them thinks that onsite interpreting is more stressful than remote interpreting. And as mentioned above, the number of the interpreters who state that they feel stressed and burnt out more in remote interpreting is four, while the number of the interpreters who state that there is no big difference between onsite interpreting and remote interpreting in the context of stress and burnout is one. Therefore, the interpreters offer different views on the stress and burnout experienced in remote interpreting although none of them received remote interpreting training before. There has not been found any impact of remote interpreting training on the stress and burnout experienced by the interpreters in remote interpreting.

However, according to a study conducted by Elena Davitti and Sabine Braun (2020), remote interpreting training helped students create a

framework to remove the complexity of remote interpreting and understand the potential challenges that may arise in remote interaction. In addition, this training also created awareness among students about what works and what does not work with remote interpreting. A similar study has been conducted by Güven (2014) in Türkiye. In the study, it has been concluded that providing health interpreting through distance education would be an effective tool for novice interpreters (Güven, 2014).

Thirdly, the data obtained show that all of the five interpreters do remote interpreting between English-Turkish language pairs. None of the interpreters thinks that onsite interpreting is more stressful than remote interpreting. While the number of the interpreters who state that they experience stress and burnout more in remote interpreting is four, the number of the interpreters who state that there is no big difference between onsite interpreting and remote interpreting in the context of stress and burnout is one. Since the interpreters offer different views on the stress and burnout experienced in remote interpreting and the specialized language pairs in remote interpreting are the same, no positive or negative impact of language pair on the experienced stress and burnout of the interpreters has been found in the context of remote interpreting.

However, in other studies, researchers included different language pairs in their studies and made a study on the quality of the interpretation in remote interpreting (Braun & Taylor, 2012). It has been observed that the quality of interpreting decreases in remote interpreting regardless of the language pair. Although the decrease in the quality of the output may increase the probability of experiencing more stress and lead to burnout, this has nothing to do with the language pair.

Fourthly, the data obtained show that all the interpreters do remote interpreting in every field. None of the interpreters thinks that onsite interpreting is more stressful than remote interpreting. While the number of the interpreters who state that they feel stressed and burnt out more in remote interpreting is four, the number of the interpreters who state that there is no big difference between onsite interpreting and remote interpreting in the context of stress and burnout is one.

Considering the fact that each of the interpreters does remote interpreting in every subject field, and the fact that they offer different views on the stress and burnout experienced in remote interpreting shows that there is

neither a positive or negative relationship between the specialized fields of interpreters in remote interpreting and the stress and burnout experienced by them.

However, Gracia-García (2002) finds that remote interpreting is more suitable for interpreting in settings such as hospitals, police stations and courts, in terms of keeping distance and providing a milder emotional involvement. According to another study conducted by Runcieman in 2020, remote interpreting is more preferred in order to ensure the service when the demand for interpreting increases, especially in the field of health care, and to ensure the safety of interpreters who are not usually provided with protective equipment despite working side by side with health personnel. Therefore, more research is needed on whether remote interpreting is perceived as a more stressful activity according to the subject field.

Fifthly, the data obtained show that while four of the interviewed interpreters are members of a professional association, one of the interviewed interpreters is not a member of any professional association.

None of the interpreters thinks that onsite interpreting is more stressful than remote interpreting. While the number of the interpreters who state that they feel stressed and burnt out more in remote interpreting is four, the number of the interpreters who state that there is no big difference between onsite interpreting and remote interpreting in the context of stress and burnout is one.

In light of the analysis of the data, it has not been found that being a member of any professional association has a positive or negative impact on the evaluation of remote interpreting in the context of stress and burnout. Not every interpreter who is a member of a professional association offers the same view and the interpreter who is not a member of any professional association offers the same view as some of the interpreters who are members of a professional association. According to the study conducted by AIIC in 2000 remote interpreting is considered as "unacceptable". Although the opinions of the interpreters who are members of professional associations may be negatively affected as a result of such an attitude of professional associations, no results have been obtained from this study that support such a probability.

Analysis of the factors that may have an effect on the interpreters' preferences for remote and/or onsite interpreting

In this part of the analysis, the impact of some factors which may affect the level of stress and burnout experienced by interpreters in remote interpreting on interpreters' preferences for remote interpreting and/or onsite interpreting have been examined and discussed by asking five open-ended sub-questions regarding the stress-causing factors determined for the study and the perceptions of the interpreters on the preference for remote and/or onsite work.

Firstly, two of the interpreters state that they become more stressed in remote interpreting, one of them states that they do not become more stressed in remote interpreting, and the other two state that they do not become more stressed in remote interpreting if all participants are apart from each other physically. In remote interpreting, most of the meetings include participants apart from each other. Therefore, they also think that remote interpreting is more stressful than onsite interpreting. In terms of the preference of remote interpreting by the interpreters, three of them state that both remote interpreting and onsite interpreting should be preferred by taking into consideration the circumstances, while the other two state that they prefer only onsite interpreting. Two of the interpreters offer their views in a positive way on their preference for remote interpreting even if they state that they experience stress and burnout more in remote interpreting, and the other three offer their views on their preference for remote interpreting in a way that would not contradict the high amounts of stress they experience in remote interpreting. However, most of the interpreters are of the opinion that both remote interpreting and onsite interpreting should be preferred by taking into consideration the circumstances.

In a study conducted by the United Nations (1999), it has been found that most of the interpreters evaluate remote interpreting negatively. Among the reasons why these interpreters evaluate remote interpreting negatively are the problems related to remote interpreting, such as lack of focus, loss of motivation and feeling of alienation. This study does not support the findings of this study. It is seen that with the progress of time, interpreters have offered more positive views on remote interpreting.

Secondly, all the interpreters state that receiving positive feedback after the interpretation makes them feel satisfied and therefore reduces the stress experienced in interpreting. Three of the interpreters think that they receive positive feedback in remote interpreting and it affects them as positively as it affects them in onsite interpreting. However, two of the interpreters state that

the feedback received after the onsite interpreting affects them more positively, and they prefer onsite interpreting to remote interpreting. The three interpreters do not see any difference between the impact of the positive feedback received in onsite interpreting and remote interpreting, and they think both onsite interpreting and remote interpreting should be preferred by taking into consideration the circumstances. Therefore, it can be said that the impact of receiving positive feedback changes the preferences for remote interpreting and/or onsite interpreting. But in general terms, most of the interpreters think that the positive feedback received in remote interpreting satisfies them as much as the positive feedback received in onsite interpreting, and that both onsite interpreting and remote interpreting should be preferred by taking into consideration the circumstances.

However, according to another study, Roziner and Shlesinger (2010) find that the minimum level of interaction and positive feedback is achieved in remote interpreting. This study does not support the conclusion of the study which was conducted by Roziner and Shlesinger. The problem of not receiving positive feedback in remote interpreting disappears thanks to the increase in giving positive feedback in remote interpreting over time.

Thirdly, all the interpreters state that remote interpreting affects the quality of the interpretation negatively. The data obtained show that all the interpreters agree that the quality of the interpretation decreases in remote interpreting. Three of the interpreters state that both onsite and remote interpreting should be preferred by taking into consideration the circumstances, and the two of the interpreters prefer onsite interpreting to remote interpreting. Although the quality of the interpretation tends to decrease in remote interpreting, most of the interpreters think that both onsite and remote interpreting should be preferred by taking into consideration the circumstances today.

In the study conducted by Moser-Mercer (2005) on the quality of remote interpreting, it has been found that remote interpreting is a more stressful activity, and the performance of the interpreter decreases in remote interpreting, and this leads to the decrease in the quality of the interpretation in remote interpreting. Roziner and Shlesinger (2010) also finds that the quality of the interpretation decreases in remote interpreting. In remote interpreting, the sound quality can negatively affect the interpreter performance, the quality of the interpretation, and the health and compatibility of the interpreters (AIIC, 2020). Another study conducted by

AIIC (2000), it has been concluded that interpreters considered remote interpreting as "unacceptable". However, in this study, most of the interpreters state that both onsite interpreting and remote interpreting should be preferred by taking into consideration the circumstances today. This study does not support the conclusions obtained in the aforementioned studies.

Fourthly, all the interpreters state that since there is no unit price difference between onsite interpreting and remote interpreting, there is no difference in their income if the work comes in equal amounts. In light of the data obtained, it has been observed that there is no difference between the unit price in remote interpreting and the unit price in onsite interpreting. Three of the interpreters prefer both onsite interpreting and remote interpreting, while the other two prefer only onsite interpreting. Considering that there is no unit price difference in onsite and remote interpreting, most of the interpreters prefer both onsite interpreting and remote interpreting.

However, according to another study, remote interpreting, both via videoconferencing and over the phone, is associated with worsening working conditions, lower wages, irregular employment, demoralization and deregulation in the interpreting industry for professional interpreters (Braun 2018). The findings of this study do not support the results of the previous study. The data obtained show that the remote interpreting fees of the interpreters improves over time.

Conclusion

In this study, firstly, whether the stress and burnout experienced during remote interpreting by the professional conference interpreters in Türkiye differ according to some professional qualifications have been examined.

Firstly, it has been concluded that remote interpreting is a much more stressful activity compared to onsite interpreting, regardless of years of experience. The experience here is based on years, and although the interpreters state that the stress experienced in remote interpreting reduces when they start doing remote interpreting frequently, they still perceive remote interpreting as a more stressful activity compared to onsite interpreting.

Secondly, it has been concluded that although none of the interpreters received remote interpreting training, they offered different views on the stress and burnout experienced in remote interpreting. Therefore, the lack of remote interpreting training could not have a positive or negative effect on

the stress and burnout experienced in distance interpreting.

Thirdly, it has been concluded that there is neither a positive nor negative impact of language pairs on the experienced stress and burnout in remote interpreting, since the interpreters offer different views on the stress and burnout experienced in remote interpreting although the specialized language pairs are the same.

Fourthly, it has been concluded that there is no positive or negative relationship between the stress and burnout experienced in remote interpreting and the specialized fields of the interpreters in remote interpreting. Considering the fact that all of the interpreters do remote interpreting in any field, and they offered different views on the stress and burnout experienced in remote interpreting, there is no positive or negative relationship between the stress and burnout experienced in remote interpreting and the specialized fields of the interpreters in remote interpreting.

Fifthly, it has been concluded that there is no positive or negative relationship between being a member of any professional association and the stress and burnout experienced by the interpreters in remote interpreting. Not every interpreter who is a member of a professional association offered the same view, and the interpreter who is not a member of any professional association offered the same view as other interpreters.

This study proves that there is no significant relationship between the stress and burnout experienced by the interpreters in the context of remote interpreting, which is more adopted after the pandemic in 2019, and their aforementioned professional qualifications.

In the study, secondly, the impact of some factors which may affect the level of stress and burnout experienced by interpreters in remote interpreting on interpreters' preferences for remote interpreting and/or onsite interpreting have been examined.

Firstly, it has been concluded that the situation of being in a physically separate environment in remote interpreting negatively affects two of the interpreters in terms of stress, does not negatively affect one of them, and negatively affects the other two depending on whether the meeting is hybrid or not. Therefore, most of the interpreters think that remote interpreting and onsite interpreting should both be preferred according to the circumstances.

This study proves that stress is much heavier in remote interpreting, but it does not negatively affect the views of the interpreters' preferences for remote interpreting.

Secondly, it has been concluded that the impact of receiving positive feedback changes the preferences for remote interpreting and/or onsite interpreting, and most of the interpreters think that positive feedback is as satisfying in remote interpreting as it is in onsite interpreting. Therefore, they think that both onsite interpreting and remote interpreting should be preferred according to the circumstances.

Thirdly, it has been concluded that although most of the interpreters think that remote interpreting reduces the quality of the interpretation, they prefer both remote interpreting and onsite interpreting. They think that remote interpreting and onsite interpreting should go hand-in-hand.

Fourthly, it has been concluded that there is no difference between the unit price in remote interpreting and the unit price in onsite interpreting. Considering that there is no unit price difference in onsite and remote interpreting, most of the interpreters prefer both onsite interpreting and remote interpreting.

This study proves that except the impact of receiving positive feedback, there is no significant relationship between the preferences of the interpreters for remote interpreting and/or onsite interpreting and the aforementioned factors that may have an impact on the stress and burnout experienced by interpreters. Although some of these factors increase stress and the probability of experiencing burnout, most of the interpreters argue that remote interpreting should be as widespread as onsite interpreting.

Suggestions

Most of the interpreters think that remote interpreting will be a part of interpreters' lives. For this reason, it can be helpful to improve the focus and concentration of interpreters by creating a brand-new virtual reality in remote interpreting. This new virtual reality environment could be created by the employer in the workplace. The fact that this environment set up for remote interpreting in the workplace is expected to reduce stress by making the new new environment look more like the reality itself and relieving of the responsibility for the technical issues such as difficulty in communicating with the booth mate and internet interruption from the interpreter. Therefore, more studies are needed on this subject.

The interpreters offer different views on the stress and burnout experienced in remote interpreting although none of them received remote interpreting training. Therefore, the lack of remote interpreting training has not been found to have a positive or negative impact on the stress and burnout experienced in remote interpreting. However, the fact that most of the interpreters see remote interpreting as a more stressful activity than onsite interpreting may be due to the general lack of remote interpreting training among interpreters. There are some studies related to remote interpreting training in Türkiye. However, they are mostly conducted on consecutive interpreting mode and community interpreting field. Therefore, more studies are needed on this subject.

The study shows that language pairs do not have a positive or negative effect on the experienced stress and burnout in the context of remote interpreting, since the interpreters offer different views on the stress and burnout experienced in remote interpreting, and the language pairs that these interpreters specialize in are the same. However, one of the reasons why interpreters find remote interpreting more stressful than onsite interpreting may be related to the grammatical differences between English and Turkish languages. Therefore, more studies are needed on this subject.

As predicted by most of the interpreters, remote interpreting, which has become more popular after the Covid-19 pandemic, will become a part of our lives and will go hand-in-hand with onsite interpreting. For this reason, in the process of interpreting training, remote interpreting training should also be included. The interpreters who have experience in remote interpreting can give these first training sessions. More studies are needed to conduct on the impact of receiving remote interpreting training on the stress and burnout experienced by the interpreters in remote interpreting.

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