# TAKING THE PULSE OF THE PROFESSIONAL TRANSLATORS IN TURKEY: A COMPREHENSIVE STUDY ON WORK ATTITUDE

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## Abstract

While translation is one of the oldest occupations in history, translators are a professional group that has been rather neglected by both academic and professional circles. Within the increasingly demanding economy, they feel the day-to-day pressures of the ever-expanding global language services sector and struggle to find a balance between work and life. They are also striving for higher levels of recognition, professionalization, and fair remuneration. While there are a number of promising studies that focus on translators as professionals, the work attitude tools developed for translators to date lack appropriate validity and reliability tests. Thus, the study aims to adapt the job satisfaction, work-life balance, turnover intention, and workload scales developed for employees from different sectors to translators. The study conducted with the participation of 216 translators living and working in different provinces in Turkey shows that these adapted scales are valid and reliable measurement tools in the Turkish language (Chi-square/df: 1.71; RMSEA: 0.058; SRMR: 0.049; NFI: 0.96; NNFI: 0.98; CFI: 0.98, GFI: 0.90 and AGFI: 0.85). Alongside validity and reliability, this study examines the correlations among the variables obtained from the analyses of the scales, drawing statistically significant results.

*Keywords*: Translators, Job Satisfaction, Work-Life Balance, Turnover Intention, Workload, Validity and Reliability
*JEL Classification*: J24, J28

# TÜRKİYE'DEKİ PROFESYONEL ÇEVİRMENLERİN NABZINI TUTMAK: KAPSAMLI BİR İŞ TUTUMU İNCELEMESİ

## Öz

Çeviri tarihin en eski mesleklerinden biri olsa da çevirmenler hem akademik hem de profesyonel çevreler tarafından oldukça ihmal edilmiş bir meslek grubudur. Çevirmenler, giderek daha talepkâr hale gelen ekonomi içerisinde, sürekli genişleyen küresel dil hizmetleri sektörünün günlük baskılarını hissetmekte ve iş ile yaşam arasında bir denge kurmaya çalışmaktadırlar. Aynı zamanda, daha yüksek düzeyde tanınma, profesyonelleşme ve adil ücretlendirme için mücadele etmektedirler. Profesyonel çevirmenlere odaklanan bir dizi umut verici çalışma olsa da bugüne kadar çevirmenler için geliştirilen iş tutumu araçları uygun geçerlilik ve güvenilirlik testlerinden yoksundur. Bu nedenle çalışma, farklı sektörler için geliştirilen iş tatmini, iş-yaşam dengesi, işten ayrılma niyeti ve iş yükü ölçeklerini çevirmenlere uyarlamayı amaçlamaktadır. Türkiye'nin farklı illerinde yaşayan ve çalışan 216 çevirmenin katılımıyla gerçekleştirilen çalışma, uyarlanan bu ölçeklerin Türkçe dilinde geçerli ve güvenilir ölçüm araçları olduğunu göstermektedir (Ki-kare/df: 1,71; RMSEA: 0,058; SRMR: 0,049; NFI: 0,96; NNFI: 0,98; CFI: 0,98, GFI: 0,90 ve AGFI: 0,85). Geçerlilik ve güvenilirliğin yanı sıra, bu çalışmada ölçeklerin analizlerinden elde edilen değişkenler arasındaki korelasyonlar incelenmiş ve istatistiksel olarak anlamlı sonuçlar elde edilmiştir.

*Anahtar Kelimeler* : Çevirmenler, İş Tatmini, İş-Yaşam Dengesi, İşten Ayrılma Niyeti, İş Yükü, Geçerlik ve Güvenilirlik
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## 1.    INTRODUCTION

The workplace can be defined as a safe space where individuals not only make a living but also express themselves, socialize, create social benefits, and realize themselves in line with their life goals. Therefore, working life is considered to have vital importance for the lives of individuals from all walks of life. Practicing one of the oldest professions in the world, translators (and interpreters) have a very high opinion of and pride in their profession. In the context of this study, the term 'translator' encompasses all professionals including translators, interpreters, reviewers, post-editors, localizers, etc., as these roles cannot be separated from the practice of translation.

As it is widely accepted (Moorkens, 2017; Katan, 2009), translators are struggling in the ever-expanding language industry, assuming new roles and responsibilities on the go. Still, the language industry demands them to work faster for longer hours and offer cheaper prices. What puts more strain on the translators is the fact that while they must keep up with the demand, they also endeavor to position themselves within a field that lacks proper professionalization. The lines of the professional translational field are not drawn, which means that the job descriptions of translators and other language service providers are not put into writing. This leaves them in a precarious position to fend for themselves against their clients who mostly have no clear idea about what a translation job should entail.

Translators' subservient status through ages (Simeoni, 1998) may have hindered translators from becoming full professionals in the services industry. However, the internationalization and globalization of businesses, along with rapidly developing technology, have brought about a high demand for fast and high-quality translation services. Thus, small-size translation offices have become language service provider companies with hundreds of in and out-of-house employees, as well as freelancers. At this point, translators as professionals should begin to attract the attention of occupational researchers, which has not fully occurred yet. Especially in the Turkish context, the fact that translators have received little attention from researchers in the field of economics is not surprising given the nonexistence of a legal framework encompassing translators and interpreters. To explain, in Turkey, there is no prerequisite such as a university degree, training, or examination to work as a translator or start a language services business. Therefore, undeclared work emerges as another problem that negatively affects the professionalization of translators. Moreover, with the current tools and methods at hand, it is not possible to know the number of translators working in Turkey, and extensive research should be conducted just to acquire this number, which some of the translator associations are planning to embark upon. As translators in Turkey are a semi-professional group without proper legislation addressing their occupational rights, obligations, standards, and ethics, this study can construct a vital basis to shed light on the sector.

This study stems from the aspiration to fill in a considerable vacuum in the related literature in Turkey. As a result of diligent desk research, we concluded that there is no valid and reliable scale to analyze the working life of professional translators living and working in Turkey. Within this context, this study aims to remedy this deficiency by adapting the job satisfaction, work-life balance, turnover intention, and workload scales originally developed for workers from other sectors to translators. In this context, the first section encompasses the literature review focusing on the translator's job satisfaction, work-life balance, turnover intention, and workload followed by the definitions of the related concepts. The third section is concerned with the methodology and the results are presented in the fourth section. Finally, a discussion, limitations, and suggestions for future studies conclude our paper.

## 2.     PREVIOUS RESEARCH

As academia has recently taken an interest in translators as professionals, several papers addressing translators' working conditions, especially job satisfaction as local cases have been published: Slovakia (Bednárová-Gibová and Madoš, 2019; Bednárová-Gibová), Finland (Ruokonen and Makisalo, 2018; Ruokonen et al., 2020), Danmark (Dam and Zethsen, 2011), Poland (Piecychna, 2016), South Korea (Lee, 2017), China (Liu, 2013) and Turkey (Çoban, 2017; Fırat 2021). In some studies, the terms job satisfaction, happiness-at-work, and work-related happiness are used interchangeably (Liu, 2013; Bednárová-Gibová and Madoš, 2019; Bednárová-Gibová, 2022). There have also been some attempts to develop a measurement tool to study translator satisfaction (Liu, 2013; Rodriguez-Castro, 2015).

Ruokonen et al. (2020) published the findings of their research on translator's job satisfaction comprised of three empirical studies utilizing both questionnaires and interviews. Although they solely focused on Finland, their research design was very comprehensive, encompassing concepts such as value, stress, influence, and colleagues. Another publication focuses on Finnish translators' job satisfaction related to their status and income (Ruokonen and Makisalo, 2018). Research from Danmark, the first country to pass a law drawing the legal framework of translators as professionals, investigated the translator's status and job satisfaction by analyzing several parameters of occupational prestige such as income, expertise, and visibility (Dam and Zethsen, 2011). Later, the same researchers conducted inductive content analysis through face-to-face in-depth interviews with 15 experienced translators (Dam and Zethsen, 2016). Both studies showed that Danish translators are proud of their profession and have high regard for their symbolic capital. A rather more comprehensive study by Courtney and Phelan (2019) shows that translators' job satisfaction is not negatively affected by their perception of occupational stress, which interestingly differs from the research on professionals from other sectors (see Cooper et al., 1989; Lo et al., 2017).

All these studies confirm the findings of Katan's global survey (2009) participated by nearly 1000 translators around the world. He emphasized that while translators have no clear job description or principles, they are very focused on professionalism and are satisfied with their jobs (Katan, 2009). Turkey is also a country in which translators' job descriptions and occupational rights and obligations are not guaranteed by law. However, there is only one study about translator's job satisfaction (Çoban, 2017) which focuses on emotional intelligence, utilizing Rodríguez-Castro's (2015) translator satisfaction index.

After reviewing the related literature, it is clear that there is a great gap in research on job satisfaction, work-life balance, turnover intention, and workload of translators all around the world, as well as in Turkey, which needs to be filled with valid and reliable quantitative research.

## 3. CONCEPTUAL FRAMEWORK

This section is comprised of theoretical information about the concepts of job satisfaction, work-life balance, turnover intention, and workload.

### 3.1. Job satisfaction

The concept of job satisfaction, one of the most frequently used concepts in the social sciences literature, was first expressed in the Hawthorne Experiments conducted in 1924. The concept was first defined by Robert Hoppock in 1935 in parallel with the meaning used nowadays as satisfaction with one's job as a result of a combination of psychological, physical, and environmental perception. Another widely accepted definition was drawn by Edwin Locke (1976) as emotional pleasure obtained by the

employee after the evaluation of one's job. Finally, Paul Spector (1985) defined job satisfaction as the employees' degree of satisfaction with their jobs.

Researchers have so far focused on employees from a wide range of sectors from all around the world. However, in the Turkish social science literature, the job satisfaction of some professionals such as informal workers (Göktepe, 2011), part/full-time workers (Karatuna and Başol, 2017), and remote workers (Başol and Çömlekçi, 2022) are addressed extensively, but the job satisfaction of translators has been investigated only in a few studies (Çoban, 2017; Fırat, 2021). Therefore, filling in this gap was the main motivation for the current research.

### 3.2. Work-life balance

Work-life balance as a concept became popular in the second half of the 1980s in parallel with globalization and the transformation that occurred in the workforce structure (acceleration of the transition from industry to services sector). However, its first real application dates back to before WWII. For the first time W. K Kellogg's company replaced the eight-hour-three-shift system with a six-hour-four-shift system and thus increased employee morale and productivity (Lockwood, 2003:1-2). With this change, employees were able to spend more time on their social lives during the day. Although the application does not conceptually include the term, it has been accepted as the first example of work-life balance by the studies in the literature.

According to Barnett (1999:145-146), work-life balance refers to "having control both in and outside of working life". Clark (2000:751) defines work-life balance as "satisfaction and good functioning with minimal role conflict at work and home". While Lockwood (2003:2,) states that work-life balance is "the state of being in balance with the wishes of individuals regarding their job and their expectations regarding their personal life outside of work"; Pichler (2008:451) conceptualizes it as "the harmonization of demands arising from both work life and individual and family needs of the individual". Fapohunda (2014:72) defines work-life balance as "the ability of individuals to put the responsibilities of work and personal life in the right order of priority". Based on all these definitions, it is possible to define the work-life balance as the situation in which the work and private life of the individual are in balance.

Guest (2002:265) proposed a model that identifies three key factors for work-life balance. The first factor is the determinants of work-life balance, which include organizational factors such as work demands, and personal factors such as work orientation. The second factor is the nature of balance, which is made up of subjective indicators like perceived balance, and objective indicators such as working time. Finally, the third factor is the resulting equilibrium structure, which is expressed by the presence or absence of job satisfaction and well-being.

Work-life balance can be achieved by allocating equal time to work and private life roles, showing equal psychological participation, and obtaining equal satisfaction (Greenhaus et al., 2003:513). Therefore, the individual examines and evaluates her working life and private life in different dimensions and as a result, decides on the existence or conflict of work-life balance. Although it is defined differently by different authors, the essence of work-life balance can be stated as the ideal balance to be achieved between the time individuals allocate for work and their private lives.

### 3.3. Turnover Intention

The term turnover intention, one of the fundamental indicators of the quality of working life, entails an individual's dissatisfaction with their job and intention to quit. In the literature, there are several definitions of turnover intention having similar meanings (Tett and Meyer, 1993; Long et al.,

2012; Bothma and Roodt, 2013). In short, the turnover intention is the individual's loss of positive affect towards their job and desire to quit in the near future in a planned manner. Although turnover intention presupposes an aptitude, the research shows that it has a strong relationship with turnover behavior (Cho and Lewis, 2012; Hancock et al., 2013). Therefore, turnover intention causes a high turnover rate, which, as a result, has a negative impact on organizational effectiveness and success (Memon et al., 2016:407).

Turnover intention is considered a reactional behavior. Therefore, as the job satisfaction of a worker increases, her turnover intention decreases. Similarly, lower job satisfaction results in an increase in turnover intention. Moreover, research suggests that turnover intention is influenced by such factors as job satisfaction, organizational commitment, work-life balance (Li, Sawhney, and Tortella, 2019), perceived organizational support (Joo, Hahn, and Peterson, 2015), workload (Chang et al., 2007; Haldorai et al., 2019) and work-related stress (Lo et al., 2017).

### 3.4. Workload

It is necessary to imagine the concept of workload as a three-dimensional structure. Two of these dimensions are concerned with the high and low workload. While a low workload signifies that the amount of work an individual is supposed to complete in the organization is low; a high workload means that the individual encounters a high amount of work in a certain period of time which exceeds their capacity (Weaver, 2015). In both cases, the individual's positive affect towards work can be negatively impacted (Hancock and Matthews, 2019). The workload is considered to be balanced when it does not converge on either case. High or low workload perception depends upon factors such as time management, assignment of work requiring a wide range of skills to the same employee, the lack of necessary knowledge and skills, administration's disregard of the employee, and confusion and uncertainty of roles (Spector and Jex, 1998).

A balanced workload creates an ameliorating effect on the individual's attitude toward work while a high or low workload causes stress, pressure, loss of motivation, burnout, and turnover intention (Maslach and Jackson, 1981; Moloney et al., 2018; Hancock and Matthews, 2019; Inegdebion et al., 2020). On the other hand, an ideal workload helps protect workers' physical and mental health, therefore it is considered to be a vital strategy for organizations aspiring to attain a productive and profit-making profile.

### 4.    METHODS

### 4.1. Aim of Research

The first aim of this study is to adapt the job satisfaction, work-life balance, turnover intention, and workload scales developed for employees from different sectors to translators. Therefore, the first research question is as follows:

*RQ1: Are the adapted job satisfaction, work-life balance, turnover intention, and workload scales valid and reliable for translators and interpreters living and working in Turkey?*

Furthermore, the second aim of this study is to discover intercorrelations between job satisfaction, work-life balance, turnover intention, and the workload of translators. Therefore, the second research question is as follows:

*RQ2: Are there statistically significant correlations between translators' job satisfaction, work-life balance, turnover intention, and workload?*

### 4.2. Sample of the Research

The research population is comprised of translators and interpreters living and working in

Turkey. It is proposed that the sample size that represents the population should be ten times that of the number of items in the related scale(s) (Costello and Osborne, 2005). Therefore, 210 can be regarded as an adequate number of participants as the data collection tool we used has 21 items. Following the determination of the sample size, the research ethics committee approval No E-35523585-302.99-43114 dated 11/03/2022 was acquired from Kırklareli University, Turkey to apply the survey. We decided to collect data online as the research timeline coincided with the pandemic, and most translators can be identified as mobile workers located across Turkey.

Afterward, we examined job satisfaction, work-life balance, turnover intention, and workload scales developed originally for other sectors and then acquired permission to use them from the researchers who had developed the scales. We decided to revise some of the items in the scales to adapt them for translators. During the adaptation process, we integrated the spatio-temporal flexibility of translators' working conditions into the scale items (e.g. "The things I do at work help me deal with personal and practical issues at home" was revised as "The things I do while working help me deal with personal and practical issues at home").

Then, a focus group interview was scheduled to discuss the data collection form and was conducted online with 6 professional translators, as the literature suggests at least four interviewees are necessary (McLafferty, 2004:190). Moreover, some questions related to demographics (e.g. full-time, part-time/project-based work) needed to be specified while some expressions were changed (e.g. "at work" was replaced with "while working"). A meeting was held with the participation of translators who suggested changes in the measurement tool to further discuss the changes. Afterward, a pilot study was conducted with 40 translators in which the purpose of the study was explained, and the comprehensibility of questions was discussed. We also added a "Comments and Suggestions" section as an open-ended question at the end of the questionnaire and requested feedback on the measurement tool. At the end of the pilot study, the findings showed that the questionnaire was comprehensible, thus we could begin the data collection process.

The questionnaire was disseminated as a "Google form" link through translators' closed social media groups, as well as other professional platforms such as LinkedIn. Between February 2022 and February 2023, a total of 216 translators participated in our survey voluntarily. All evaluations were carried out on the responses of 216 translators as there were no missing data.

Of the translators who participated in the research, 62.5% are women (135 respondents), 67.6% are single (146 respondents) and 75.5% have a BA degree (163 respondents). The main source of livelihood for 63.4% of translators is translation work (137 respondents), 62.5% are employed in part-time and project-based jobs (135 respondents), 67.6% work at home (146 respondents), and 68.1% are freelance translators. The ages of participants range from 19 to 80 and the average is 31±9.6 years while their job experience varies between 1 to 60 years and the average is 7.5±7.7 years. The average time spent translating is 25±16.2 hours per week and the average monthly net income earned solely from translation work is 5350±6075 TL (about 350 US dollars).

### 4.3. Data Collection Tool

The data collection tool used in the research is comprised of 5 parts. The first part consisting of 11 questions about gender, marital status, age, education, working style, etc. is aimed at determining the demographics of the participants. In the second part, we used a single factor 5-item scale aimed to measure the job satisfaction of the participants. The scale was developed by Judge et al. (1998), and its validity-reliability analysis in Turkish was carried out by Başol and Çömlekçi (2020). The third section is comprised of an 8-item two factor-scale (the negative effect of work on life, positive effect of work

on life) developed by Fisher et al. (2009) and adapted to Turkish by Ekinci and Sabancı (2021) which we used to measure the work-life balance of translators. In the fourth section, we used a single factor 3-item scale aimed to measure translators' turnover intention. The scale was developed by Wayne et al. (1997), and the Turkish validity-reliability was conducted by Küçükusta (2007). In the last section, a single factor 5-item scale developed by Spector and Jex (1998) and adapted by Tuncer (2019) aimed to measure the workload of translators was included. We measured all scales via a 5-point Likert-type evaluation (1: Strongly disagree; 5: Strongly agree). The scales are calculated by taking the average of the items, and an increase in the score means an increase in the level of perception about the related item.

## 5. RESULTS

### 5.1. Construct Validity

A two-stage method was used for the construct validity of the scales applied in this research. In the first stage, an Explanatory Factor Analysis-EFA- (SPSS 21), and in the second stage, a Confirmatory Factor Analysis-CFA- (Lisrel 8.71) was performed. Kaiser-Meyer-Olkin (KMO) Sampling Adequacy Test and Bartlett Test of Sphericity were carried out to determine the suitability of the data set to which the questionnaire was applied for the explanatory factor analysis process (Başol, 2016:118; Başol and Çömlekçi, 2020:23-24).

To determine the adequacy of the data set for an EFA, KMO, and Bartlett test analyses were conducted. The KMO test result was 0.894, and KMO>0.70 can be interpreted as significant. The Bartlett test was also significant (Chi-Square: 3632.573; Sig. = 0.00). In accordance with principal component analysis as an extraction method in explanatory factor analysis; Varimax with Kaiser Normalizer was used as the rotation method and the lowest factor load was determined as 0.40 (Sass, 2010:559).

**Table 1**: Results of Exploratory Factor Analysis

| Items | Job Satisfaction (F1) | Work-Life Balance | | Turnover Intention (F4) | Work Load (F5) |
|---|---|---|---|---|---|
| | | Negative Effect of Work on Life (F2) | Positive Effect of Work on Life (F3) | | |
| s1 | .876 | | | | |
| s2 | .830 | | | | |
| s3 | .648 | | | | |
| s4 | .900 | | | | |
| s5 | .868 | | | | |
| s6 | | .704 | | | |
| s7 | | .864 | | | |
| s8 | | .869 | | | |
| s9 | | .853 | | | |
| s10 | | .895 | | | |
| s11 | | | .617 | | |
| s12 | | | .773 | | |
| s13 | | | .783 | | |
| s14 | | | | .853 | |
| s15 | | | | .869 | |
| s16 | | | | .873 | |
| s17 | | | | | .757 |
| s18 | | | | | .798 |
| s19 | | | | | .796 |
| s20 | | | | | .823 |
| s21 | | | | | .756 |
| Eigenvalue | 4.581 | 3.993 | 2.418 | 2.763 | 3.439 |
| % of Variance | 21.815 | 19.016 | 11.515 | 13.159 | 16.374 |
| Total Variance | | | 81.878 | | |

Table 1 shows the factor loadings obtained from the Varimax rotation method. Accordingly, the factor loadings of all items (21 items) in the translators' job satisfaction, work-life balance, turnover intention, and workload perception scales are above 0.40 and it has been determined that the 21-item structure of the scale is statistically explained after factor analysis. A single factor is obtained in the job satisfaction scale and the factor loadings of the items vary between 0.648 and 0.900. The eigenvalue of the relevant factor is calculated as 4.581, and the explained variance rate is calculated as 11.515%. Two factors are obtained in the work-life balance scale and the factor loadings of the items vary between 0.617 and 0.895. The eigenvalue of the negative effect of work on life factor is 3.993 and the explained variance rate is 19.016%. The eigenvalue of the factor of the positive effect of work on life is calculated as 2.418 and the explained variance rate is calculated as 11.515%. A single factor is obtained in the turnover intention scale and the factor loadings of the items vary between 0.853 and 0.873. The eigenvalue of the relevant factor is calculated as 2.763, and the explained variance rate is calculated as 13.159%. A single factor is obtained in the workload scale, and the factor loadings of the items range from 0.757 to 0.823. The eigenvalue of the relevant factor is calculated as 3.439, and the explained variance rate is calculated as 16.374%. Finally, the total explained variance rate of the scales which consists of 5 factors and 21 items is 81.878% and this rate is above 60%, which is the expected total explained variance rate in social sciences (Hair et al., 2010; Beavers et al., 2013). These results show that the CFA process for the scale is feasible.

The purpose of the first-order Confirmatory Factor Analysis (CFA) is to test whether the resulting structure of the EFA yields the voluntary reporting variable. The five-factor structure obtained as a result of the EFA was first tested by a first-order CFA. The first-level CFA analysis is shown in Figure 1 and Table 2.



Chi-Square=307.29, df=179, P-value=0.00000, RMSEA=0.058
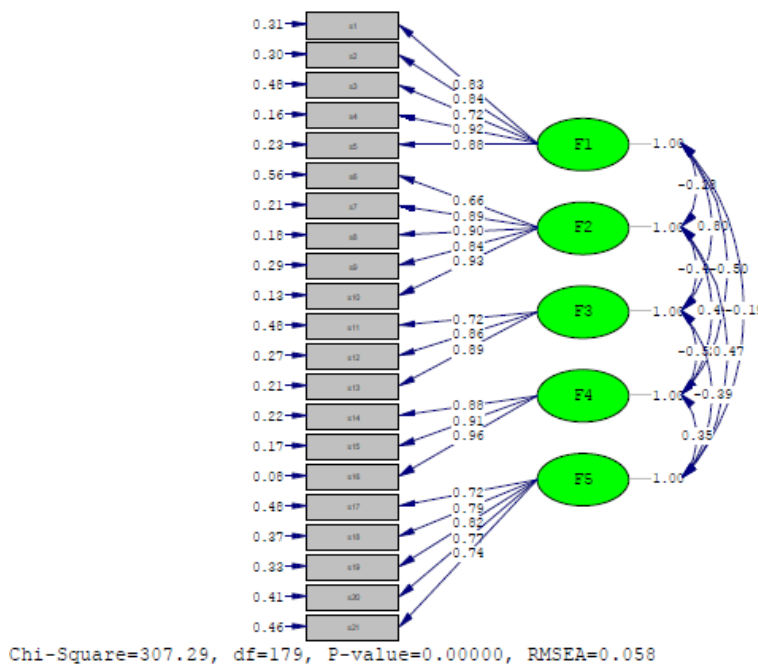
**Figure 1:** Path Diagram

Figure 1 shows standardized coefficient solutions for the scale. The standardized factor loadings of the items are between 0.66 and 0.93 and all paths are significant (t>1.96) (Hair et al., 2010:708).

**Table 2:** Criteria Values of the Fit Indices

| Fit Indices | Acceptable Fit | Values Obtained from Scales |
|---|---|---|
| $X^2/df$ | <5 | 307.29 / 179=1.71 |
| RMSEA | <0.08 | 0.058 |
| SRMR | <0.08 | 0.049 |
| NFI | >0.90 | 0.96 |
| NNFI | >0.95 | 0.98 |
| CFI | >0.95 | 0.98 |
| GFI | >0.90 | 0.90 |
| AGFI | >0.85 | 0.85 |

**Source:** (Başol and Çömlekçi, 2020; Dursun, et al., 2022)

The goodness of fit index values for the scale is shown in Table 2. After the analysis, the following figures are reported: Chi-square/degree of freedom: 1.71; RMSEA: 0.058; SRMR: 0.049; NFI: 0.96; NNFI: 0.98; CFI: 0.98, GFI: 0.90 and AGFI: 0.85. All of the determined values are above the acceptable goodness of fit values. Accordingly, the structure explained in 5 factors and 21 items in the explanatory factor analysis is confirmed in 5 factors and 21 items after the confirmatory factor analysis process. However, the convergent validity of the confirmed constructs should also be examined.

### 5.2. Convergent Validity

Table 4 shows the convergent validity values of the scale.

**Table 4:** Convergent Validity

| | AVE | F1 | F2 | F3 | F4 | F5 |
|---|---|---|---|---|---|---|
| F1. Job Satisfaction | 0.688 | 0.83√ | | | | |
| F2. Negative Effect of Work on Life | 0.705 | -.257** | 0.84√ | | | |
| F3. Positive Effect of Work on Life | 0.531 | .754** | -.365** | 0.73√ | | |
| F4. Turnover Intention | 0.748 | -.505** | .422** | -.499** | 0.86√ | |
| F5. Work Load | 0.619 | -.210** | .440** | -.341** | .315** | 0.79√ |

√: Square root of AVE  **p<0.01

According to the results of the analysis, the Average Variance Extracted (AVE) is greater than 0.50 (Bagozzi and Yi, 1988: 82) and the square root of the AVE is higher than the correlation values in the relevant column (Fornell and Larcker, 1981:47). Therefore, the scales of job satisfaction, work-life balance, turnover intention, and workload adapted for translators are valid.

### 5.3. Reliability of Scales

To test the reliability of the scales, Cronbach's Alpha internal consistency test and Composite Reliability (CR) test are applied. As a result of Cronbach's Alpha internal consistency test, the internal consistency value of the "job satisfaction" scale is 0.912; the "negative effect of work on life" scale is 0.925; the "positive effect of work on life" scale is 0.850, the "turnover intention" scale is 0.942 and the "workload" scale is 0.875. As a result of the Composite Reliability (CR) test, the value of the "job satisfaction" scale is 0.916; the value of the "negative effect of work on life" scale is 0.922; the value of the "positive effect of the work on life" scale is 0.770, the value of the "turnover intention" scale is 0.899, and the value of the "workload" scale is 0.890. The calculated values are above the expected value of 0.70, indicating that the internal consistency and composite reliability of the scales are reliable (Bagozzi and Yi, 1988; Taber, 2018:1279).

**Table 5:** Reliability Results

| Items | Total-Item Correlations | Cronbach's Alpha if Item Deleted |
|---|---|---|
| s1 | .789 | .892 |
| s2 | .781 | .892 |
| s3 | .656 | .920 |
| s4 | .863 | .875 |
| s5 | .827 | .881 |
| s6 | .632 | .940 |
| s7 | .863 | .897 |
| s8 | .850 | .899 |
| s9 | .795 | .910 |
| s10 | .891 | .891 |
| s11 | .636 | .867 |
| s12 | .742 | .770 |
| s13 | .789 | .723 |
| s14 | .853 | .938 |
| s15 | .877 | .920 |
| s16 | .916 | .888 |
| s17 | .664 | .859 |
| s18 | .726 | .843 |
| s19 | .743 | .839 |
| s20 | .719 | .845 |
| s21 | .671 | ,857 |

According to the results of the reliability analysis of the scale seen in Table 5, the internal consistency (Cronbach's Alpha) does not increase if any of the items are deleted, therefore the reliability level of the 21-item 5-factor scale is high. In addition, the item-total correlations vary between 0.656 and 0.916. Since the item-total correlation is greater than 0.30, the decomposition power of the items is high (De Vaus, 2002:187). Looking at the analysis as a whole, we have concluded that the adapted job satisfaction, work-life balance, turnover intention, and workload scales are valid and reliable for translators and interpreters living and working in Turkey (RQ1).

### 5.4. Correlation Results

As the second aim of this study, we analyzed the descriptive statistics and correlation results, which are given in Table 6. The average of the job satisfaction factor is 3.82±0.98, the average of the negative effect of work on life is 3.07±1.09, the average of the positive effect of work on life is 3.02±1.03, the average of the turnover intention factor is 2.38±1.29 and the average of the workload factor is 3.37±0.87. Assessing all the results, we can conclude that the job satisfaction of translators is high while the positive and negative reflections of work on life are moderate and similar, the turnover intention of translators is low and lastly, the workload of translators is medium-high.

**Table 6:** Descriptive Statistics and Correlation Results

| Scales | Mean ±SD | 1 | 2 | 3 | 4 |
|---|---|---|---|---|---|
| 1. Job Satisfaction | 3.82±0.98 | - | | | |
| 2. Negative Effect of Work on Life | 3.07±1.09 | -.257[**] | - | | |
| 3. Positive Effect of Work on Life | 3.02±1.03 | .754[**] | -.365[**] | - | |
| 4. Turnover Intention | 2.38±1.29 | -.505[**] | .422[**] | -.499[**] | - |
| 5. Workload | 3.37±0.87 | -.210[**] | .440[**] | -.341[**] | .315[**] |

**p<0.01

Moreover, there is a significant, opposite, and low-level relationship between job satisfaction and the negative impact of work on life (r: -0.257, p<0.01), as well as a significant, and strong relationship between job satisfaction and the positive impact of work on life (r: 0.754, p<0.01). There is a significant, opposite, and moderate relationship between job satisfaction and turnover intention (r: -

0.505, p < 0.01). There is a significant, opposite, and low-level relationship between job satisfaction and workload (r: -0.210, p < 0.01). Accordingly, higher job satisfaction among translators decreases the pressure of work on life, strengthens the nurturing of work on life, and decreases turnover intention and workload perception. There is a significant, opposite and low-level relationship between the pressure of work on life and the positive effect of work on life (r: -0.365, p < 0.01). There is a significant, medium-level relationship between work pressure on life and turnover intention (r: 0.422, p < 0.01) and workload perception (r: 0.440, p < 0.01). Accordingly, the more translators perceive work pressure on life, the less likely they are to experience a positive impact on life, while turnover intention and workload perception increase. There is a significant, opposite, and moderate relationship between work-life balance and turnover intention (r: -0.499, p<0.01) and perception of workload (r: -0.341, p<0.01). An increase in translators' perception of work-life balance decreases turnover intention and workload perception. There is a significant, same-directional, and low-level relationship between turnover intention and workload perception (r: 0.315, p<0.01).

All in all, an increase in translators' job satisfaction reduces the pressure of work on life, strengthens the possibility that work nourishes life, and reduces turnover intention and perceptions of workload. On the other hand, an increase in the perception of work pressure on life decreases the likelihood that work nurtures life, while increasing turnover intention and perception of workload. In addition, an increase in translators' perception that work nurtures life decreases turnover intention and workload perception, and finally, workload perception increases translators' turnover intention. After correlation analysis, we concluded that there are statistically significant correlations between translators' job satisfaction, work-life balance, turnover intention, and workload (RQ2).

Consequently, we confirm that translators' job satisfaction, work-life balance, turnover intention, and workload scales are valid and reliable measurement tools for translators in the Turkish language. From this point of view, we can claim that research question 1 is confirmed. Lastly, we confirm that there are statistically significant correlations between translators' job satisfaction, work-life balance, turnover intention, and workload; therefore, we can claim that research question 2 also is confirmed. Although this study is designed specifically for translators, it can be applied to mobile workers, project-based workers, digital nomads, and gig economy-type workers who typically have similar work styles.

## 6. DISCUSSION AND CONCLUSION

In this study, which aspires to fill an important gap in the literature, we aim to adapt the job satisfaction, work-life balance, turnover intention, and workload scales for professional translators in Turkey. When we analyzed the profile of the participants (216 respondents), we found that the majority of them were single women with university degrees, part-time, project-based, or freelance workers. Our findings suggest that professional translators in Turkey have high levels of job satisfaction, similar and average perception levels of positive and negative effects of work on life, low levels of turnover intention, and finally, moderately high levels of workload perception. The correlation analysis shows that translators' job satisfaction negatively correlates with the negative effect of work on life, turnover intention, and workload, and positively correlates with the positive effect of work on life. On the other hand, the perception of work pressure on life negatively correlates with the likelihood of work nurturing life, while it positively correlates with turnover intention and perception of workload. Finally, translators' perception of workload increases their turnover intention.

It should be noted that the research was conducted under certain limitations. Firstly, it is focused only on the aforementioned scales aiming to adapt them to translators in Turkey. Secondly, while

reaching 210 people is technically sufficient for the research, it would have been possible to reach more generalizable results if the sample size were higher than 216. Finally, while the technical analyses were conducted via the LISREL program, the AMOS or SMARTPLS programs may have shown different results.

In the course of this research, we observed from the questionnaires and translators' social networks that there is strong resistance to the strict legal professionalization of translators among paraprofessionals, i.e., those who translate as side jobs, because they could be excluded from the translation field without formal training or certification. However, those who have received proper higher education and training in translation and work as full-time translators have a strong sense of duty and a high regard for professional ethics. They strive to improve the status of translators and thus achieve institutionalization and professionalization. Therefore, interdisciplinary studies such as this one, conducted in a highly collaborative spirit, can contribute to professionalization efforts.

We may have a few recommendations for future researchers interested in the subject. The first one is to use these scales to examine the mediating and moderating relationships and to reveal the behavioral patterns underlying professional translators' attitudes toward work. In addition, conducting validity and reliability studies for other working life attitudes (e.g. job stress, learned resilience, etc.) could be of great benefit. Finally, a comparative study of the levels of job satisfaction and work-life balance of translators from different countries will have valuable implications for the culture, the profession, and its international integration.

### Ethical Statement

The study titled "Taking the Pulse of the Professional Translators in Turkey: A Comprehensive Study on Work Attitude" was written and published in compliance with the rules of Research and Publication Ethics. No falsification was made in the data obtained for the study, and ethics committee permission was obtained in accordance with the rules.

### Contribution Rate Statement

All authors contributed to every stage of the process, from writing the study to drafting the manuscript, and they all read and approved the final version.

### Disclosure Statement

This study did not lead to any individual or institutional/organizational conflict of interest.

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**Extended Abstract**

**Taking The Pulse Of The Professional Translators In Turkey: A Comprehensive Study On Work Attitude**

**Aim of the Research:** This study is a pioneering effort to address a significant gap in the literature on professional translators in Turkey. Our thorough desk research revealed a lack of valid and reliable scales to analyze the working life of these professionals. To fill this void, we propose to adapt existing job satisfaction, work-life balance, turnover intention, and workload scales, originally designed for other sectors, to the unique context of professional translators in Turkey.

**Method:** The research population consists of translators and interpreters in Turkey. To ensure a representative sample, we aimed for a sample size ten times the number of items in the scale(s) used. Therefore, 210 participants were deemed sufficient, considering our data collection tool has 21 items. After determining the sample size, we obtained research ethics committee approval No E-35523585-302.99-43114 dated 11/03/2022 from Kırklareli University, Turkey, to conduct the survey. Due to the pandemic and the mobile nature of most translators, we opted for online data collection.

The data collection tool used in the research is comprised of 5 parts. The first part, consisting of 11 questions about gender, marital status, age, education, working style, etc., is aimed at determining the demographics of the participants. In the second part, we used a single factor 5-item scale to measure the participants' job satisfaction. The third section is comprised of an 8-item two factor-scale (the negative effect of work on life, positive effect of work on life), which we used to measure the work-life balance of translators. In the fourth section, we used a single factor 3-item scale aimed to measure translators' turnover intention. In the last section, a single factor 5-item scale aimed to measure the workload of translators was included.

**Results:** Of the translators who participated in the research, 62.5% are women (135 respondents), 67.6% are single (146 respondents), and 75.5% have a BA degree (163 respondents). The main source of livelihood for 63.4% of translators is translation work (137 respondents), 62.5% are employed in part-time and project-based jobs (135 respondents), 67.6% work at home (146 respondents), and 68.1% are freelance translators. The ages of participants range from 19 to 80, and the average is 31±9.6 years, while their job experience varies between 1 to 60 years, and the average is 7.5±7.7 years. The average time spent translating is 25±16.2 hours per week, and the average monthly net income earned solely from translation work is 5350±6075 TL (about 350 US dollars).

Exploratory factor analysis results show that the factor loadings of all items (21 items) in the translators' job satisfaction, work-life balance, turnover intention, and workload perception scales are above 0.40, and it has been determined that the 21-item structure of the scale is statistically explained after factor analysis. After the confirmatory factor analysis, the following figures are reported: Chi-square/degree of freedom: 1.71; RMSEA: 0.058; SRMR: 0.049; NFI: 0.96; NNFI: 0.98; CFI: 0.98, GFI: 0.90 and AGFI: 0.85. All of the determined values are above the acceptable goodness of fit values. Accordingly, the structure explained in 5 factors and 21 items in the explanatory factor analysis is confirmed in 5 factors and 21 items after the confirmatory factor analysis process. To test the reliability of the scales, Cronbach's Alpha internal consistency test and Composite Reliability (CR) test are applied, and results show that the scales are reliable.

As a result of correlation analysis, an increase in translators' job satisfaction reduces the pressure of work on life, strengthens the possibility that work nourishes life, and reduces turnover intention and perceptions of workload. On the other hand, an increase in the perception of work pressure on life decreases the likelihood that work nurtures life while increasing turnover intention and perception of workload. In addition, an increase in translators' perception that work nurtures life decreases turnover intention and workload perception, and finally, workload perception increases translators' turnover intention.