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OF SANTIAGO DE GUAYAQUIL**
FACULTY OF ARTS AND HUMANITIES
SCHOOL OF ENGLISH LANGUAGE

TITLE OF PAPER

**Emotional Factors that Bear a Negative Impact on the
Productivity of a Local Translator: Their Origin,
Contextualization and Endurance.**

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BACHELOR DEGREE IN ENGLISH LANGUAGE WITH A
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CERTIFICATION

We hereby certify that this research project was presented by **Loor Moreira Melissa** as a partial fulfillment of the requirements for the **Bachelor Degree in English Language with a Minor in Translation**.

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I, Loor Moreira, Melissa

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Under this statement, I am responsible for the content, truthfulness and scientific scope of the aforementioned paper.

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ABSTRACT

This research presents an analysis of some of the factors that bear an impact on translator's productivity in order to contribute to the establishment of parameters that could help spot possible causes of failure of local translators and how these elements of failure can be tackled. The development of this research project is a key contribution since working on the factors that may trigger precarious productivity will help build upon an approach for managing emotions, thus shaping the reputation of local translators and aiding an increase in clients and income. This project is not aimed at providing immediate solution to the problem brought about; i.e., the emotional factors compromising the translation product, yet it could be of great help for the acknowledgement of specific instances in which these two variables could trigger the aforementioned effects. Its main aim was to describe and analyze the emotional factors that bear a negative impact on the productivity of a local translator by gaining insights into their origin, drawing a contextualization of their nature and positing possible actions to assist local translators in dealing with them. For the sake of problem, it was necessary to operationalize the research and limit its scope; therefore, the analysis considered the context of the translator in Ecuador only, since the field of translation is still at an early development stage and several concerns have not been put forward yet.

Key words: Emotional factors, negative impact, productivity, parameter, local translators, emotions.

1. INTRODUCTION

Translation is an activity that has been carried out since the dawn of history and since the beginning of the writing activity itself. Throughout the times, many have been attracted to it and have, as a consequence, developed their own theories regarding strategies or methods to be used in specific tasks related to translation. However, today, the situation of the translation professional in many parts of the world is not a reassuring one. Several factors revolve around the field and specialization requires not only high competence, but also accommodation of conditions that go beyond the mere knowledge of the language. One of those is the fact that in a globalized world, every communication production act is an act that eventually demand a rejection into other contexts and linguistic scenarios, urging translators and translation agencies to provide for enhanced services within the realm of productivity and quality.

1.1. Statement and Justification of the Topic

The translation task is seen as something relatively easy to carry out – it is thought that if one has a proficient level of the target language, one could practically be a translator –, very few studies surrounding the translation profession have been conducted, even less about the emotional factors that have a crucial effect in the local translator's productivity.

For these reasons, research based on these factors is necessary in order to contribute to the establishment of parameters that could help spot possible causes of failure on the productivity of a local translator and how these elements of failure can be tackled.

The development of this research project is a key contribution since working on the factors that may trigger precarious productivity will help build upon an approach for managing emotions, thus shaping the reputation of local translators and aiding an increase in clients and income.

This project is not aimed at providing immediate solution to the problem brought about; i.e., the emotional factors compromising the translation product,

yet it could be of great help for the acknowledgement of specific instances in which these two variables could trigger the aforementioned effects.

2. RESEARCH PROBLEM

The purpose of this project was based on the research question “*What emotional factors influence local translators’ performance and productivity?*” Its main aim was to describe and analyze the emotional factors that bear a negative impact on the productivity of a local translator by gaining insights into their origin, drawing a contextualization of their nature and positing possible actions to assist local translators in dealing with them.

For the sake of problem, it was necessary to operationalize the research and limit its scope; therefore, the analysis considered the context of the translator in Ecuador only, since the field of translation is still at an early development stage and several concerns have not been put forward yet.

2.1. Objectives

2.1.1. General Objective

Establish the extent to which emotions have an effect on local translators’ productivity through existing data review and surveys in an attempt to provide a set of guidelines to help local translators handle emotional factors in a way that they do not interfere with their productivity and translation quality.

2.1.2. Specific Objectives

- Review existing data regarding stress in the translation field.
- Apply data gathering instruments to find out local perceptions concerning emotions and their impact on productivity.
- Triangulate data to correlate the main variables of this study.

3. LITERATURE REVIEW

Local translators might well acknowledge that translating is a highly challenging activity that not only requires deep understanding of both languages, but also the application of very specific strategies and techniques and nowadays also the help of technological innovation.

The main task for a local translator is to produce a TL text that is suitable and in compliance with the ST function and provides for the communicative needs of the audience. With a view to achieving this purpose, the translated product must be of good quality.

With this in mind, it is worth mentioning that carrying out a translation project is not an easy task as it requires the cognitive training that should be part of the local translator's background, as well as a convenient external environment and internal ease. The aforementioned elements can have either a positive or a negative influence in the translation outcome, hence the importance of analyzing their impact in the translation process and the local translator's productivity.

In relation with what is being posited regarding the environmental and psychological aspects affecting the translation process, there are many emotional factors that could hinder the productivity of the local translator, thus the following information is an attempt to provide insights into those factors that could bear an effect on the way local translators perform, the way they perceive situations of distress and even the way they think.

To delimit the constructs and render a clear picture of the concepts that the phrase "emotional" factors represent, the related theory has been set up in the following lines.

3.1. Definition of Emotion - Emotional

Defining the concept of "emotion" is a crucial stage. The reason behind this is the complex nature of this abstract concept, thus several definitions have been posited by different researchers in the fields that study this phenomena.

According to various authors, and cited by Schellwies, in her book *Multicultural team effectiveness: emotional intelligence as success factor* (2015, p. 22) emotions are understood to be a type of mental operations, which include motivation, cognition, used consciousness and the like. Motivation arises as a result of hunger or thirst; cognition refers to the process of learning; and emotions are what moves people, i.e. what generates a response as a result of an external stimulus. These can result in psychophysiological reactions that are a representation of said stimulus provided by the perception of an object, a person, a situation, a memory or a place.

Such emotions may affect thought processes; therefore, a change in how a person typically behaves may arise. (Schellwies, 2015)

This, together with the theory on how an individual behaves in certain situations or aspects in life (family, social life, work, etc.) go hand in hand, thus the importance of analyzing the level of influence of emotions on the productivity of a professional, whose job basically revolves around decision making, say a translator.

Emotions are substantial to people, therefore, they determine the way they acquire knowledge and how they perform at work. Some situations at the workplace can bear an impressive emotional impact on employees. Insofar as positive emotions can help them improve their performance and productivity, negative emotions can lower it. Translation is not the exception to the rule. (Rojo López & Ramos Caro, 2016)

According to Schellwies (2015, p. 13), “*several studies have shown the influence of emotions on creativity, motivation and performance at individual, group and organizational levels (e.g. Ashforth & Humphrey, 1995; Ashkanasy, 2000)*”.

3.2. Emotions and Mood

Most theories of emotion hold that emotions arise as a result of an individual’s conscious or unconscious evaluation (appraisal) of some event as

positively or negatively relevant to a particular concern or goal (Harkins, Williams, & Burger, 2017)

The term emotion is sometimes used interchangeably with affect or mood. However, these terms have distinct meanings. According to Frijda, as cited by Harkins, Williams, & Burger (2017) affect is a subjective feeling state that can range from diffuse moods (e.g., cheerfulness or depression) to specific and acute emotions (e.g., anger or fear). Among other things, emotion and mood are differentiated by the degree to which they are directed towards a specific stimulus—be it a person, an object, or an event. As Parrott (Emotions in Social Psychology: Essential Readings, 2001, p. 3) puts it, “emotions are about, or directed toward, something in the world”. In contrast, as Lazarus asserts in his book “Emotion and Adaptation” (1991) and to which Parrot writes: “moods lack this quality of object directedness; a person in an irritable mood is not necessarily angry about anything in particular – he or she is just generally grumpy”. Emotions are also typically more differentiated and of shorter duration, whereas moods tend to be more enduring and pervasive, if generally of lower intensity. (Van Kleef, Van Doorn, Heerdink, & Koning, 2011)

3.3. Emotional Intelligence (EI)

EI refers to the ability of a person to comprehend, appraise, and regulate the effects an emotion may have. Emotions are considered inherent to the personality of a person though affected by the reality individuals grow up in. Notwithstanding, some types of emotions can be adjusted. (Rozaimie, 2014)

3.4. Emotional Quotient (EQ)

As human beings, individuals need to make decisions all the time. They can either be simple or not so simple. They could also be important, easy, difficult, etc., but the capacity to anticipate and predict the result could be influenced by the emotional state of a person. Right decisions and emotion regulation will rule the success of communication and interpersonal relations. Consequently, the act of making good decisions depends on the ability to

understand the Emotional Quotient (EQ) of someone. EQ is way of measuring the level of emotional intelligence (EI) of a person. It shows an ability to perceive, to understand, conduct and apply emotions, to make effective decisions. (Rozaimie, 2014)

When someone has a positive EQ, it means he or she has the capacity to: establish good interpersonal relationships, deal with stress, show empathy to others, get through obstacles or difficult situations, and to have healthy and real relationships with others. The focal point of EQ is on the influence of emotions approaching the comprehension of what intrapersonal and interpersonal relationships are; the first ones involve the ability to understand oneself and the others the capacity to understand others. It has been exposed that there are five attributes of EQ:

3.4.1. Self-awareness:

So as to keep healthy relationships with others, it is necessary for a person to identify and understand his/her own needs, emotions, moods, and other aspects of his/her personality. *An emotion could affect a person's thoughts, behavior and productivity.* (Rozaimie, 2014)

3.4.2. Self-management (regulation):

Experience, knowledge and competences will shape the way an individual controls emotions, the ones that will bear an impact on the way they communicate and behave. An individual has to analyze a decision before showcasing any kind of emotions. Hence, a cloudless message and motivational forces permit a person to accomplish objectives and establish healthy relations with others.

3.4.3. Motivation:

It is a force which gives people the impetus to accomplish goals and succeed. People who feel motivated frequently possess a higher Emotional Quotient and are very skillful and productive.

3.4.4. Social awareness and skills:

In order to handle relationships and construct healthy social networks, especially in places out of our comfort zone, it is necessary to comprehend the socio cultural background of society.

3.5. Productivity

Productivity, according to the Business Dictionary, is "a measure of the efficiency of a person, machine, factory, system, etc., in converting inputs into useful outputs." (Business Dictionary, 2017)

Also productivity could be defined as the efficiency indicator which relates the quantity of resources used with the quantity and quality of final production.

3.5.1. Productivity of a Person

Productivity is often taken to mean "production" or "performance", although "production" or "performance" means simply how much we produce or provide while "productivity" expresses how much people produce or provide per resources used. (Bernolak, 2009)

The basic meaning of productivity is simple. It means what and how much we produce with our efforts from the resources we use. We work in order to produce the goods and services that people want or need.

3.5.2. Translator's Productivity

Attila Gorog (2015), a member and blogger of *TAUS Enabling Better Translation*, posited a current belief surrounding the measurement of translation productivity: "*we take time as the only input and words as the only output. As a result, the more words produced in a shorter amount of time, the higher the productivity will be*". However, this should not be the case in the translation field as we are talking about a type of service that not only takes into consideration the number of words translated in a certain amount of time, but the quality and the level of accuracy of these at the moment of conveying the message transmitted in the source text as well.

Görög also mentions that there is a way to be ahead, and that will mean to include a number of variables present in the translation process such as the number of edits per hour on the productivity to score, as well as some other variables detailed below:

- Difficulty of the source content (using some measurement independent of language).
- Quality of the source content (based on human assessment by the translator or the reviewer).
- Resources available (also called translation process) whether the translator did or did not use an MT engine, a translation memory, glossary, etc.
- Quality of these resources (using fuzzy match and MT confidence information combined with edit distance).
- Number of corrections applied by the reviewer (s).
- Number of errors, weights and penalties applied by the reviewer (s) in the review cycle (s).

3.6. Emotions and Their Effect on Translator's Productivity / Affective Event Theory

Emotions are a very relevant part of people's lives, especially of their work lives. The model "Affective Events Theory", which was established in 1998 by psychologists Howard and Russel, shows how emotions and job productivity are related, according to Thompson and Phua, (2012), as cited by Owoseni (2015) in his journal article *Employees' Mood and Emotion as Imperatives for Perceived Job Satisfaction*.

This AET model determines that workers react emotionally to different situations that could happen to them at their workplace and that this reaction affects their job productivity. This model shows the relationship between workers' internal influences such as mental states, intelligence, emotions, and how they respond to events that happen in their work places that influence among other things, their job productivity.

Their proposal is based on the fact that emotions on employees have an impact on affective-related behaviors at work, whereas cognitive-related behaviors reflect job satisfaction, as posited by Wegge, Dick, Fisher, West and Dawson, (2006) and cited by Owoseni (2015). In addition, they affirm that positive and negative events taking place in the workplace have an impact at a great extent in the employee's level of satisfaction towards their job.

The theory also adds in that what may be regarded as positive and negative emotional incidents at work are different and do have a crucial impact in an individual's job satisfaction. *"This results in lasting internal (e.g., cognition, emotions, mental states) and external affective reactions exhibited through job performance, job satisfaction, and organizational commitment"* (Wegge, et. al., 2006; Citeman Network, 2012), cited by Owoseni (2015)

3.7. Emotional Factors That Could Affect a Local Translator's Productivity

It is important to take into consideration several emotional factors that could negatively affect a local translator's productivity.

Phillips and Gully, in their book "Organizational Behavior: Tools for success" (2013) say that the manner of behaving and job satisfaction are influenced by emotions. Managing these emotions in a good way, will increase employees' discretionary effort and obtain a better performance.

In the following lines, a few emotional factors will be analyzed and the theory will be supported by different important writers on how they could bear a negative effect on local translator's productivity:

3.7.1. Work Environment and Relations

One of the places where translators spend most of their time is at the work place; this is why it is very important to feel comfortable, particularly in the case of translators, who can work alone or in an agency, because if they work with other people they will cultivate and experiment interactions with others.

In their book *Affinity-seeking strategies and open communication in peer workplace relationships*, Gordon and Hartman (2009) state that people spend around 30% of the week among their coworkers, which equals to a vast share of any person's lifetime. A consequence of that is that people are more likely to cultivate friendships with their peers in this environment. These friendships, according to Berman et al., as cited by Gordon and Hartman (2009), if unequal, can be an issue if the members of such kinship have a different status within the workplace. This disparity may cause arousal of some feelings of discontent, such as resentment or rivalry, which directly hinders decision-making processes, something that is wholly present in the translation profession and is one of the primary elements when translating.

On the contrary, healthy friendships can be beneficial to the productivity of a person and the organization's wellbeing as said sort of kinship increases the level of satisfaction and commitment of the worker towards the company and his/her work. It has even been demonstrated that good relations among coworkers can diminish the turnover rate (Feely, Hwang, & Barnett, 2008; Morrison, 2004; Riordan & Griffeth, 1995; Shadur, Kienzle, & Rodwell, 1999; Sias & Cahill, 1998, cited by Gordon and Hartman (2009).

Additionally, those workers that handle their emotions in an effective way are able to build a competitive advantage for business. Building an environment that provides and supports positive emotional states in workers can positively impact a company's profits. *"Emotions affect productivity, creativity and career success"* (Phillips & Gully, 2013). In the case of translators, this is a fact that has a strong impact on how they perform in their translations, even if they work alone in an office or if they work in a place with many coworkers around, the emotional state of a translator and the environment where they develop their activities are important elements that could affect their productivity in a negative manner.

"The mind and body need to be in a state of health and well-being for work and concentration high productivity brings a sense of achievement for the individual as well as increased profits for the work organization" (Clements-

Croome, 2000). The work environment involves many aspects that could affect the kind of emotion translators can experiment and, as a consequence, could affect their productivity.

3.7.2. Emotional Contagion

As it is stated by Phillips and Gully, (2013) emotions play an important role in the work place. As a simple example, it is not difficult to see the difference in the performance of unhappy staff compared to a happy staff. It is easy for anybody to detect the emotions from another person drawing such conclusions on different factors such as gestures, facial expression, voice tone, etc. These are reactions that enable other people to understand how a person is feeling. The translator, who is usually a person trained to understand different situations and communicate appropriately, is able to transmit accurately cultural bound information, he or she is able to understand and analyze each word, each gesture very fast; they are usually defined as very sensitive and perceptive people, it is not difficult for them to feel if there is a negative environment and it will be not rare that this affects them emotionally, feeling uncomfortable in the place where they work, which at the same time will affect their productivity. Results yielded from research aimed at investigating the link between emotions and creative writing, which consisted in a study in which they had 56 subjects take a number of tests and that included the Myers-Briggs Type Indicator personality test as well, corroborated the hypothesis and shed light on this relationship. This study demonstrated that the majority of the subjects of study possess the intuitive trait on the MBTI scale. (Hubscher-Davidson, 2013)

Schellwies states that emotions are certainly significant in all related to human mind and the interactions among people *“When we meet people, either directly or remotely, in addition to communicating thoughts and attitudes, we also transmit emotions (Parkinson, et al., 2005, p. 25, as cited by Schellwies (2015). Social actions between individuals or groups, permanently involve the understanding and the expression of feelings in forms of happiness, anger,*

disappointment or hope and other emotions, and there is indication that these results can be favorable as well as the other way around. (Schellwies, 2015)

Phillips and Gully (2013) state that *emotional contagion* reflects the phenomenon where one person's expressed emotion causes another person to express the same emotion. This statement says that one person who experiences a particular negative emotion such as anger, could be a negative influence on another employee and, as a result, this other employee can transmit that kind of emotion to one or more coworkers. Taking this in consideration, it could be stated that in the case of translators, when they are within a translation process, if a coworker is experiencing a particular negative emotion, it could be transmitted to the translator and affect his/her emotional state and productivity.

This *emotional contagion* could be considered as a useful tool for leadership productivity and workgroup cohesion in the sense that a leader could be a good influence being an example of positive emotions to his/her employees or coworkers, for example when employees see a leader who is committed to his/her job and s/he transmits this emotion to others, employees will feel the same way and at the same time they will reflect this emotion in the way they do their jobs and their productivity.

On the other hand, leaders who are mean could generate aggressive workgroups; if they are mean to their employees all the time, and show negative emotions such as anger, through emotional contagion they could be capable of transmitting the same emotion to their employees obviously causing negative effects on their productivity. In the case of a translator is not different: a bad relationship with his/her leader or boss could affect his/her job performance and productivity. A bad management could affect translator's moral and cause stress, which sometimes could turn out not just in a lack of productivity but also could affect the whole agency.

3.7.3. Stress

According to the Health and Safety Executive web page (Health & Safety Executive, n.d.), stress is not an illness, but a state and there is a particular definition of work related stress which is *"The adverse reaction people have to excessive pressures or other types of demand placed on them at work"*. When there is deficient attention to work organization, it can turn into what is called *Work related stress*; it could be manifested when an individual is incapable of accomplishing the responsibilities given to him. *"Stress, including work related stress, can be a significant cause of illness and is known to be linked with high levels of sickness absence, staff turnover and other issues such as more errors"*. This affirmation shows that productivity can be affected when people from the team leave the job because they consider there are extremely high levels of stress, also causing the team members to commit more errors when performing; in the case of translators the same thing happens; being this a profession which demands work under stress in order to accomplish different goals during the translation process, sometimes this kind of stress could be excessive and let the possibility open for an increased level of mistakes during the translation process; thus, affecting productivity.

"Stress is something that emotions are linked to. If a worker develops the abilities in understanding and managing his or her own emotions, he or she can turn into a more productive staff member at work". (Phillips & Gully, 2013) This statement affirms that, since stress is related to emotions, it could be not easy to deal with and the people should be very careful when handling such emotions in order to avoid a negative impact on productivity and remain a productive part of the team.

According to psychologist Richard Lazarus (Stress and Emotion: A New Synthesis, 2006), it depends on how people interpret an event; they experience stress responding to a possibly stressful situation. Lazarus was the first to identify that challenging events cause stress only when they come with negative emotions; which means that people have the possibility to deal with stress. That

being said, if people change the interpretation of an event, they are able to replace negative emotions for positive ones and reduce stress.

By keeping employees engaged in their day to day tasks, keeping them informed of changes, introducing new opportunities and showing appreciation for the work they do, productivity will go up and the work stress level will decrease. (Stinson, 2010)

3.7.4. Negative Feedback

According to Kaisa Koskinen, in her book *Translating Institutions: An Ethnographic Study of EU Translation* (2008, p. 106), it is hard for translators to see if they have succeeded in accomplishing the needs of their target audience if they do not receive any feedback on their translation, apart from their own revision. This statement explains how important feedback is for a local translator in order to improve his/her skills and accomplish his/her goals to have a good performance and productivity.

On the other hand, it is also necessary to state that a negative feedback could also be considered an undesirable emotional factor for a local translator and could affect his/her productivity. This statement is supported by a very interesting pioneering book which lectures about translation and interpreting studies, *the Handbook of translation and cognition*, edited by John W. Schwieter, Aline Ferreira (2017, p. 375). It says that according to the data of an experimental design, there is a beneficial effect of positive feedback on creativity and also shows the detrimental effect of negative feedback on accuracy both for novices and professional translators.

In the case of agencies, this is also an issue, because the managers could have an impact on their employees by rendering positive feedback as this helps them strengthen their skills and also show positive attitudes and emotions, in consequence managers will see the increase of their efforts in their jobs. But delivering negative feedback makes employees focus on their weaknesses rather than on their strengths according to Jean M. Phillips, Stanley M. Gully (*Organizational Behavior: Tools for Success*, 2013, p. 158)

3.8. The Translation Quality Assessment

Establishing an explicit concept of quality that applies to the provision of translation services has always been a complex task for those who are knowledgeable on this matter as the translation exercise and how its product is perceived by those interested in it is fraught with subjectivity. For this reason, any attempt to develop a framework or guideline in order to provide a comprehensive assessment of such product has been a hopeless endeavor. (Koby, Fields, Hague, Lommel, & Melby, 2014, p. 416)

To begin with, there is a broad array of elements to be taken into consideration when it comes to assessing the quality of the translation services and they depart from what has always been considered a priority to excel at providing a high-quality service, which is the linguistic aspect, i.e. the accuracy factor (cross-linguistic equivalence) when transmitting the message contained in the source text and that evokes the same reaction or that performs the same function in the target text, for a specific target audience.

Many translation scholars have posited different models in order to find a practical way to assess the translation product, yet these do not make space for said external elements that are equally relevant to the delivery of what might be considered a good translation service. These parameters can be classified into: timeliness in the delivery of the product, customer's satisfaction towards the product, among others, aside from the parameter that was previously mentioned, that is the accuracy in the transmission of the message.

3.8.1. Timeliness

Timeliness plays a huge role in the translation industry. As translation is basically the transmission of information into another language and that is instantly required – for instance, due to the radical change that the communication industry has experienced nowadays in the dissemination of information, thanks to the development of new technologies (House, 2016) – one of the aspects that will account for the client's choice when needing

translation services is going to be the amount of time that the service provider is going to take to render the translation. This will be one determining factor for a client to pick a translation service provider among several professionals and agencies.

It is worth mentioning that this factor has tremendous repercussion in the translation process as taking into account timeliness when working in a translation brings with it the element of pressure to meet the deadline and, more importantly, with high levels of accuracy. As Kelly & Karau posit, cited by Amabile, Mueller, Simpson, Hadley, Kramer and Fleming in "*Time Pressure and Creativity in Organizations: A Longitudinal Field Study*", (2002) "it has been demonstrated that time pressure does in fact boost performance, yet it does not mean that a translation outcome of optimal quality will follow".

Time pressure, according to Christensen-Szlanski, cited by Moore in "*Time Pressure, Performance and Productivity*", (2012) causes the worker to react in a quicker manner. As stated by Kruglanski & Freund in relation to the aforementioned idea, quick reactions trigger the use of "heuristic processing strategies", techniques that account for immediate, but not necessarily positive results.

3.8.2. Customer Satisfaction

In order to examine this aspect, one must first take into account that there are two types of customers in the translation industry: the requester and the end-user (Koby, Fields, Hague, Lommel, & Melby, 2014). As Williams posits in his article *The Assessment of Professional Translation Quality: Creating Credibility out of Chaos*, (1989) the customer (requester), and the target audience (end-user) are not the same person in the context of translation.

3.8.3. Accuracy of the message

This section cannot be closed without touching upon the element that is considered a major determinant to assess quality in the translation product. This feature is comprised by the identification and analysis of accuracy in the

transmission of the message firstly communicated in the source text and now being transmitted in the target text, and for this purpose, as it was mentioned before, throughout the years, several TQA models have been developed by an array of scholars. In theory, these models would help analyze and value the performance of the translation professional by means of analyzing if the translator succeeded at conveying the same message and fulfilling the same function of the text in the ST.

Some of these TQA models can be found in the publication *House's functional-pragmatic model of translation assessment and implications for evaluating English-Vietnamese translation quality* (Thuy, 2012); however, these models only represent an assessment of the linguistic aspect of the translation and are used with a view to securing the desired level of quality on the translator's side when rendering a message from a source language into a target language.

As well as many other industries that rely on standards and certifications in order to operate and function properly, the translation business also counts on standards or guidelines that, once met and certified, substantiate the efficiency of the business and the quality of the service provided. One of the world-renowned bodies that set guidelines and standards and whose objective is to 'facilitate the international coordination and unification of industrial standards' is the ISO, which stands for International Organization for Standardization. To achieve that objective, technical committees are established to carry out the preparation of standards and requirements. One of these technical committees, namely the ISO/TC 37, has developed and published the **ISO 17100:2015**, a standard regulating the translation activity, detailing factors that may influence the translation process and guidelines to be met by translation service providers. These global standards are addressed to any business offering translation services. (Online Browsing Platform, 2017)

These standards were modeled on the EN 15038, a European standard that establishes the aspects to be taken into consideration within the translation process where "quality is guaranteed not by the translation which is just one

phase in the process, but by the fact of the translation being reviewed by a person other than the translator” as well as the qualifications that must characterize the translation professionals involved in the translation process (translators, revisers, proofreaders) (BS EN-15038 European Quality Standard, 2017)

4. METHODOLOGY AND OPERATIONALIZATION

This study is based on empirical research, and follows a mixed method. Qualitative data was retrieved through three interviews made to managers of translation services and agents that are in charge of a team of translators while quantitative data was obtained by generating statistics concerning the correlation of the variables chosen for analysis and operationalized through a survey applied to local translators.

Concerning the data gathering tools, it was necessary to carry out structured interviews since some insights were left in the expectancy that further theory would emerge as experience in the field was put to test. On the other hand, the survey was meant to help the research to find out how emotional factors could affect local translator's productivity. The survey was given to a group of translators that range from experts with wide experience and beginners with little experience in the field.

Among the most relevant variables or constructs considered were: performance, productivity, relations, feedback, and timeliness as swayed by emotions. The indicators were put at test through the factors that are directly connected to the concepts, as analyzed in the literature review.

5. FINDINGS

Out of the interviews applied for collecting information concerning the correlation between emotions and performance, data inform that translation managers and agents do not perceive emotions are evidently connected to performance, since when consulted about what traits of character they thought hinder translators' performance, they mentioned confidence and communication skills backing that with the fact that if the translator is close-minded (narrow-minded), this will hinder communication hence good performance. However, these skills and the willingness to apply them will depend on the factors previously analyzed. Under what circumstances are people able or prone to cooperate? Do they not need to feel at ease and satisfied with their duties and their environment? Indeed, one of the interviewees articulated that moodiness is linked to performance.

The interviews included questions regarding the workload assigned to the translator in view of the fact that a key element of good performance is being able to cope with the amount of work given or demanded to a person; if people do not feel capable of generating good results because too much is demanded from them, anxiety will overcome, and together with it, poor performance.

When asked about the physical conditions that might hinder performance, one of the interviewees mentioned that equipment plays an important role, since, as he stated "a slow computer will make it difficult to do the work, thus the end product can be affected". On the other hand, if the translator is working freelance, this factor will be under the control of the translator. Other physical conditions mentioned were privacy –translators being in possession of their own space- and temperature. A factor that triggered extra research was the one mentioned by the third interviewee: ergonomics. According to the IEA (International Ergonomics Association) there are different domains in ergonomics, and they have to do with "*considerations of physical, cognitive, social, organizational, environmental and other relevant factors*" (International Ergonomics Association, n.d.). Concerning physical ergonomics, the IEA insists that the workplace must ensure safety and health. Cognitive ergonomics, on the

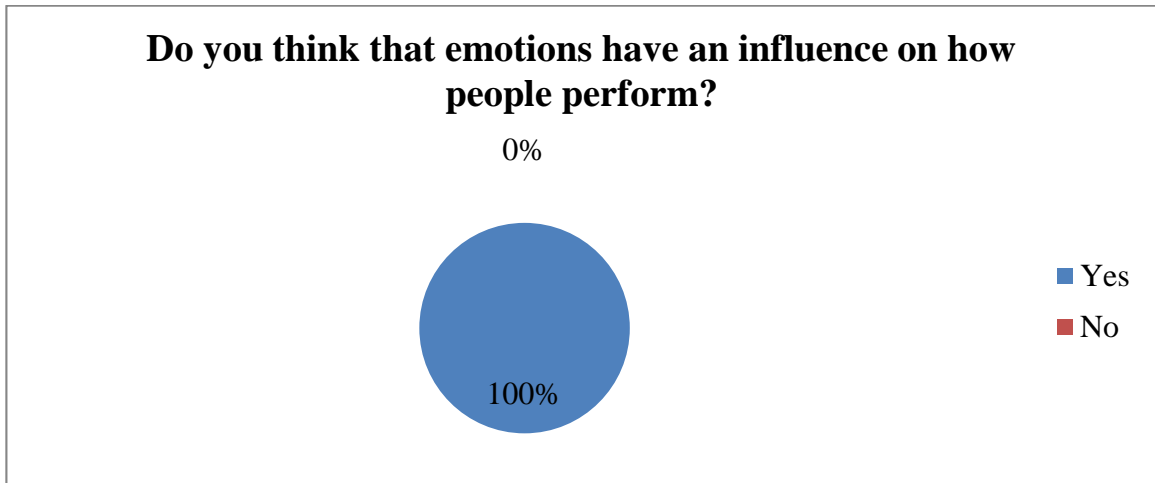
other hand, is something that has been neglected for a long time. It is the kind of ergonomics that deals with “mental processes, such as perception, memory, reasoning, and motor response, as they affect interactions among humans and other elements of a system”. (International Ergonomics Association, n.d.) Two of these elements of the system that get directly affected are productivity and translation quality, as analyzed throughout this paper.

In terms of creativity, the misinterpretation of the word may lead to confusion and even to utterances like “under no circumstances [the translator] can be creative in the result of his job, he must be precise and always should try to translate taking as a basis the ST, without adding or eliminating information.” In translation, creativity is what differentiates human translation from machine translation, and it can be hindered by superiors who think otherwise and boosted when it is assumed correctly, as another interviewee pointed out when he stated “*this allows them to find creative solutions to practical problems of translations...*”. Then, creativity must be assumed by translators, and it will be reached as long as their emotions have not been altered in a way that they feel blocked and worn out.

Motivation, as triggered by different emotional factors, was also monitored. Among the most relevant information, it was obtained that a translator is motivated when he is able to employ the skills he has developed in real world situations; thus converging in good, average or poor performance depending on how much effort is put in it, which in turns depends on how motivated the translator is.

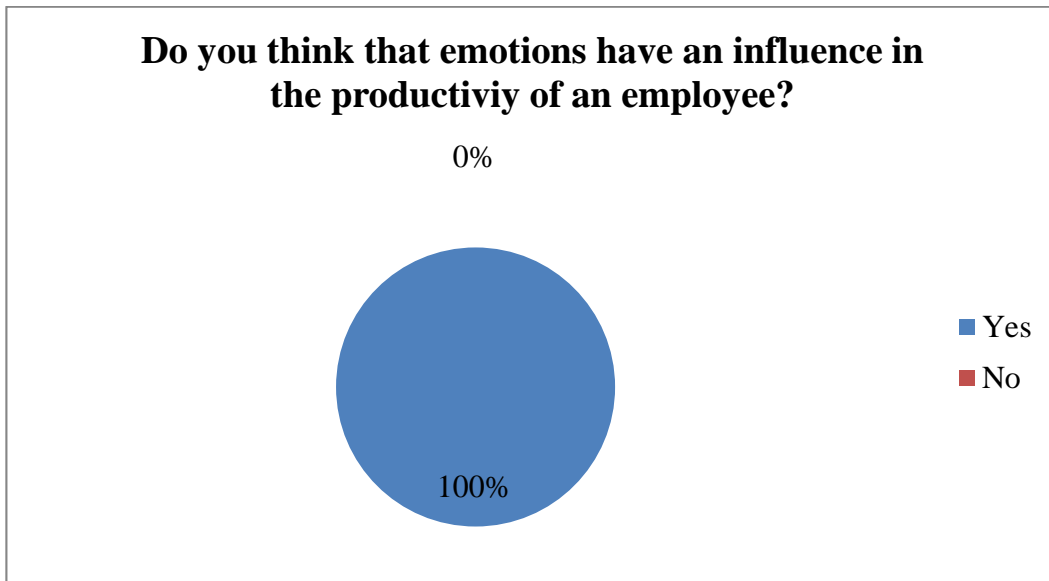
Reinforcing the interviews, a survey was applied to 20 people currently in the translation field. When asked whether they considered that emotions influenced on their performance as translators and in the performance of employees in general, all of them answered positively. Among the factors they pointed as the ones that most influence on people’s performance, stress and negative feedback were the highest ranked followed by work environment.

QUESTION 1



Graph: Influence of emotions on performance and productivity, question 1.
Prepared by: Melissa Loor Moreira

QUESTION 2

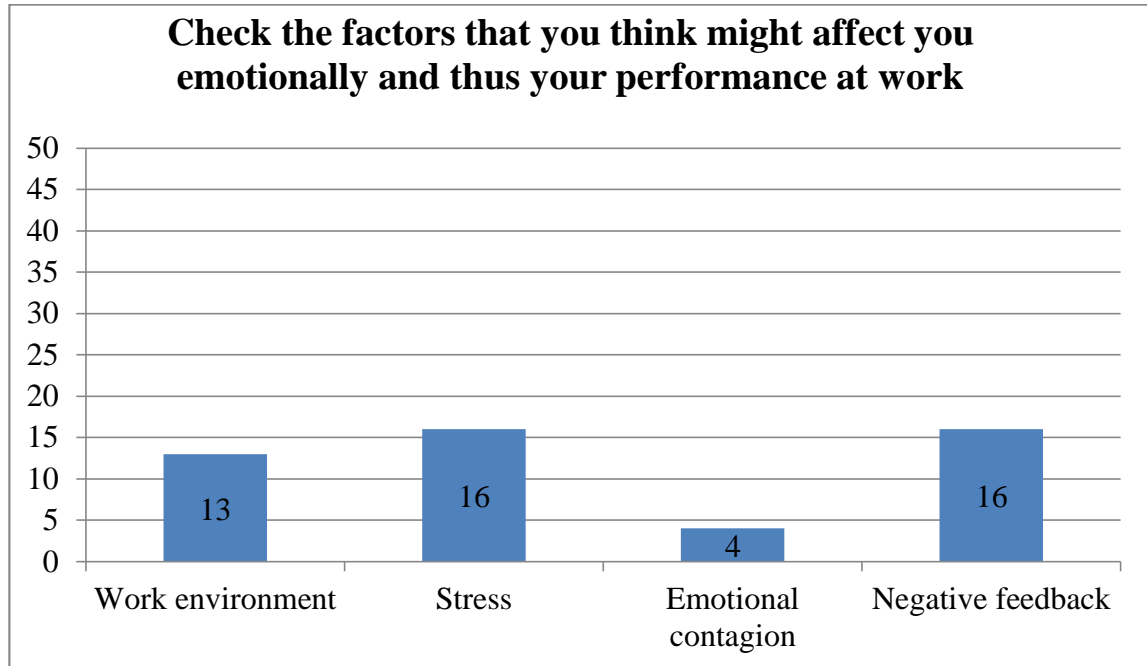


Graph: Influence of emotions on performance and productivity, question 2.
Prepared by: Melissa Loor Moreira

Over 55% of the respondents agreed that their relationship with their boss or their coworkers has somehow had a negative impact on their decision-making

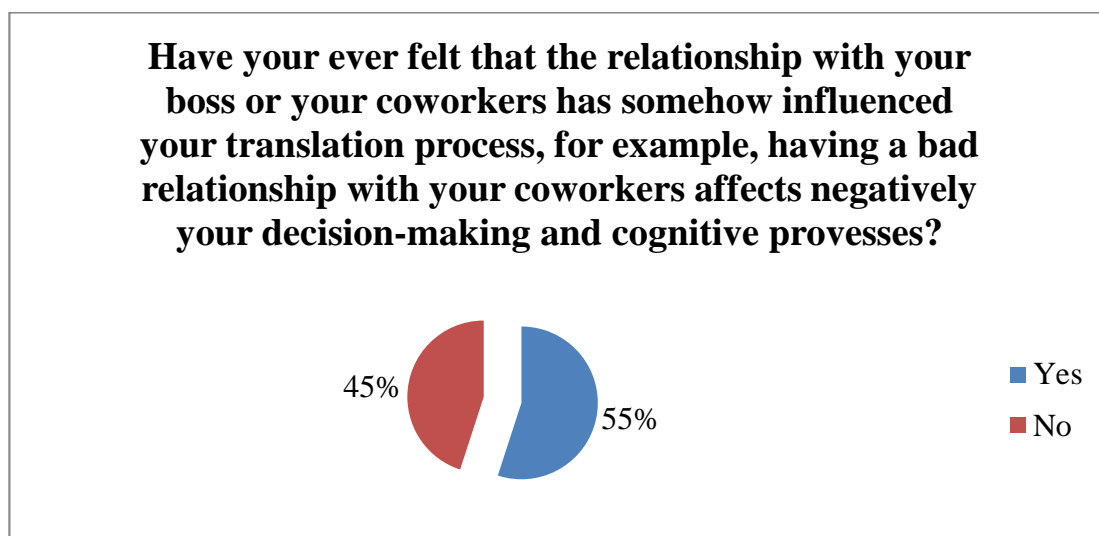
and cognitive processes. On the other hand, only over 30% said that the emotional state of their coworkers has interfered with their performance.

QUESTION 3



Graph: Influence of emotions on performance and productivity, question 3.
Prepared by: Melissa Loor Moreira

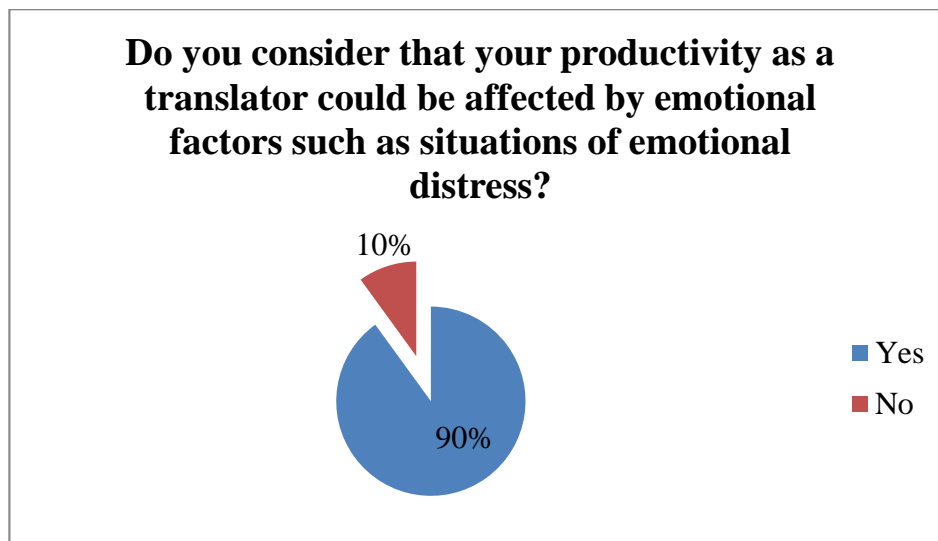
QUESTION 4



Graph: Influence of emotions on performance and productivity, question 4.
Prepared by: Melissa Loor Moreira

Regarding productivity, over 80% of the respondents saw a link between emotional distress and the amount of work they were able to cope with successfully. Since one possible cause of emotional distress is negative feedback, they were asked to relate these two and indeed more than 70% answered positively when asked if productivity had been compromised after receiving negative feedback.

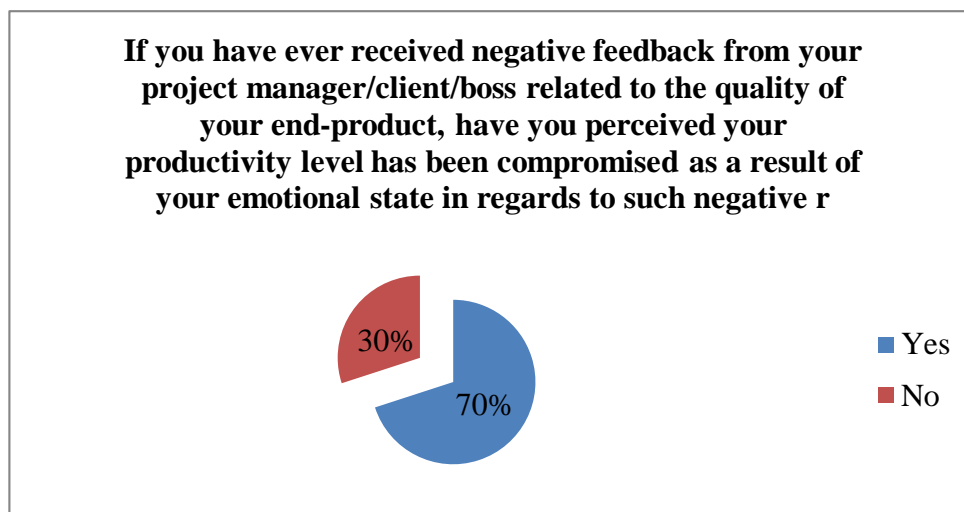
QUESTION 6



Graph: Influence of emotions on performance and productivity, question 6.

Prepared by: Melissa Loor Moreira

QUESTION 7

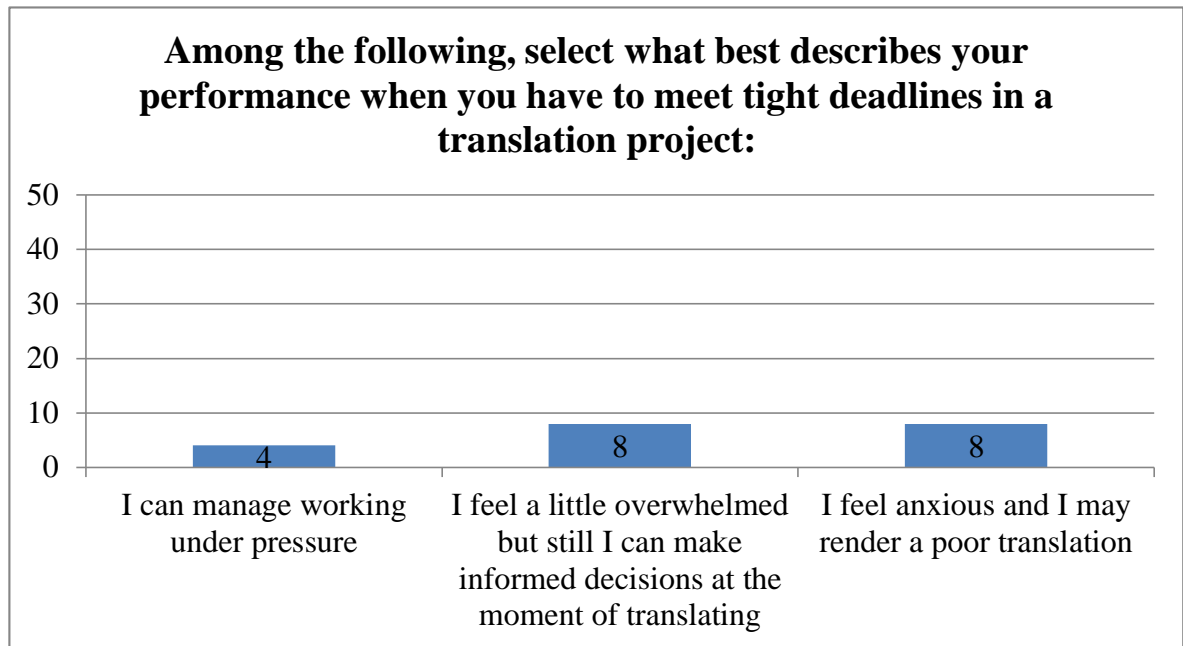


Graph: Influence of emotions on performance and productivity, question 7.

Prepared by: Melissa Loor Moreira

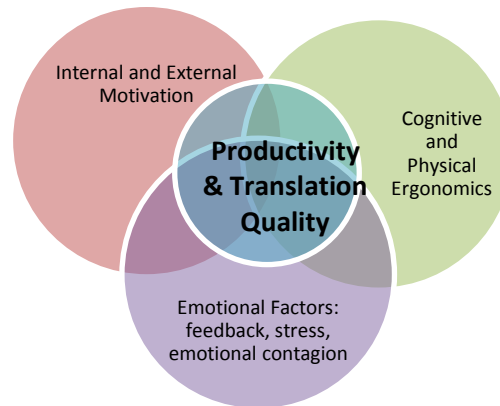
Finally, they were asked to say what best described their performance when they had to meet tight deadlines in translation projects and most of them stated that they felt a little overwhelmed but they could still make informed decisions at the moment of translating while some others felt anxious and as a result they said they were prone to rendering poor translation work.

QUESTION 9



Graph: Influence of emotions on performance and productivity, question 9.
Prepared by: Melissa Loor Moreira

Thus, considering the convergence of the factors encountered in the thorough review of the literature and the ones gathered through the interviews and surveys, a triangulation chart was devised where the logical relation among the elements that bear an effect on translator’s productivity and translation quality can be clearly depicted.



Factors that bear an influence on Translator's Productivity and Translation Quality

Prepared by: Melissa Loor Moreira

6. CONCLUSIONS AND RECOMMENDATIONS

It has been established that emotions change continually during the day, depending on the situations that people face and that they are directly connected to a person's productivity and quality of the work s/he does. Therefore, it is necessary to establish possible strategies for a person to be able to keep emotions under control thus boosting or stabilizing their productivity, and, in case of translators, quality of the work they render.

Data was analyzed by resorting to the most recent literature available in the field, and then it was necessary to design tools that helped to identify whether the claims were valid and proceed to prepare a scheme as a means to relieving the effect of the problem. This demanded more consultation to experts (people who have proven successful working under stress). Even when some data was retrieved, it would be a good practice to further this research by expanding the population and digging deeper into the matter.

Finally, a correlation was possible, and it was put forward by using a Venn diagram. With more time, an extra load of elements could be included so as to complement what has been posited.

7. PROPOSAL FOR ENDURANCE OF EMOTIONAL FACTORS AFFECTING LOCAL TRANSLATORS' PRODUCTIVITY

7.1. DESCRIPTION

The following are basic guidelines that have been considered relevant when attempting to restrain emotional factors, thus providing assistance for the actors within the translation field. These guidelines describe steps to be followed so as translators are able to manage or cope with the elements that hinder their performance and productivity.

7.2. FOUNDATIONS OF THE PROPOSAL

This proposal is based on the evidence that has been extracted about similar proposals in other fields that have demanded approaches like the one described in this report. Since this is a small-scale project, the guidelines proposed are meant to lay ground for further analysis.

7.3. OBJECTIVE

Provide a set of guidelines to be used by translators when attempting to deal with productivity and performance hindering factors through a brief analysis of the literature available in the field.

7.4. GUIDELINES FOR MANAGING EMOTIONS

For a better organization, the guidelines proposed herein have been divided into two areas: work environment factors and personal enhancement; bearing in mind that every person interacts with these two areas.

7.4.1. Work environment Factors

These are steps proposed which will help to stay in control of a few emotions and deal with them at work:

- ***Identify the emotion and the source of it.*** Taking the time to do it, you will be able to know exactly what you feel and why you feel

it. This information is very useful because it is the first step to know what the problem is so the next step will be how to deal with it.

- ***Use emotional intelligence:*** This is a skill which allows you to understand and express emotions, to assimilate and use them, and to know how to deal with emotions in ourselves and with others and at the same time it is easy to know what behavior is appropriate to apply with a specific emotion. This is an ability that improves every day with some practice.
- ***Avoid negative coworkers:*** It is important to try to spend more time with positive coworkers; avoiding negative coworkers will help you to reduce the possibility of emotional contagion.
- ***Create a happy environment, your space:*** As people who usually work under pressure and with a lot of stress, it is necessary to create a space which allows us to feel comfortable even if our workplace is not very “happy”. The small details are always important; create feelings of happiness and gratitude, this will be transmitted to the people around you and at the end it will be beneficial for everybody.

7.4.2. Personal Enhancement

Self-advancement will ensure better personal and professional results, which in turns will turn into a decisive factor to overcome frustration and all its consequences.

- **Establish personal short and long-term goals and make a complete plan to reach them:** this will help you stay focused consequently your emotional stability will be prolonged and strengthen.

- **Make positive affirmations:** affirmations are things that we say and think. We have the power over our own thoughts and words, and as stated by Louis Hay (1984) *“when we create peace and harmony and balance in our minds, we will find it in our lives”*.
- **Give for the sake of giving:** this element of altruism will help you shape your understanding of a real purpose in life. *“There are those who try to help others for the wrong reasons, out of the subtlest desire for recognition, or to cover up their own deep pain”* (Rudd, 2013) and this is what takes them to overreact when they realized their purpose was not achieved. On the other hand, giving for the sake of it, will help you build an attitude of calmness, selflessness and peace.
- **Seek spiritual balance:** there are some practices that will help balance a person’s emotions. As we read in Ecclesiastes 3:1 *“to everything there is a season, and a time to every purpose under heaven”* (Lockyer, 1990) there is wisdom in nature that wisdom is deployed in balance. Human beings are also capable of that balance through harmonizing their lives and neutralizing negative emotions; showing contentment and gratitude for whatever is happening in our lives and forgiving before being offended; i.e. dwelling in a forgiving attitude.
- **Learn something new:** learning is transforming, evolving to better versions of ourselves. Whatever it is that a person commits him/herself to learn, will help them enrich their nature and thus become happier and less emotional.

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APPENDIX

INTERVIEW NUMBER 1

Emotions influence on creativity, motivation and performance

Name: Mr. Abel Gilces

Company: Todoviajes.com

Position at the company: Executive president, translation project manager

1. How many translators are you in charge of?

Due to the amount of workload I'm in charge of one translator per semester, rotating between the available interns of the school of English of the UCSG.

2. Could you tell me about their main duties?

Their main duty is the translation of documents, most of them of legal.

3. What characteristics and traits do you think they must possess to perform their duties successfully?

They must be patient, reliable, and fast, the rest are traits that can be acquired as their progress in their internship or their work with me, being speed one of them.

4. What traits of their character do you think might hinder their performance?

Too much confidence can hinder their performance. It is always necessary to double check their work and ask for clarification from any source available before turning in the rendering, sometimes the interns I work with do not even ask me for help or clarifications, they just trust their skills.

5. How is the workload assigned to the translators? Is it a balanced load or does it depend on particular elements of competence or skills?

The workload is given to them as it comes, it does not matter if it is a 10-page source text.

6. Are there any physical (work environment) elements that might hinder translator's performance? Mention them and how they influence on performance.

The only physical element I could think of is their actual presence; that is, they are never present at my office when given their tasks, they always work at home as freelancers. The fact that they work at home could hinder their performance by making them feel too comfortable (in a safe zone) since a translator should also have some experience as in-house translator, in my opinion working at home increases their confidence in their acquired skills, which is not bad, but too much confidence is not good either.

7. Do you think translators need to be creative beings? Why? Why not?

Creativity is also a trait that is required for their work, this allows them to find creative solutions to practical problems of translations, such as the translation of testimonies (legal translation), where they have to choose if they should either focus on the text or the target audience.

8. What do you think motivates translators to do a good job?

I think that payment for a job well done is what motivates them, but in one occasion a translator I had felt more motivated by the fact that he was able to employ his acquired skills in a real situation and payment was a plus, a necessary plus.

9. Do you think some are more motivated than others? Why? Do you know how their motives differ? How does this affect the final product of their work?

I think that not all of them are motivated; in fact, none of the interns I've had were motivated at all. As I explained before in one occasion, the translator I had did not feel motivated by his career because he felt that his skills were not being fully exploited in a real situation, when he started working with me, he realized that he felt more motivated now that the

skills that he acquired in class were being fully utilized, and that the work with me improved those skills.

INTERVIEW NUMBER 2

Emotions influence on creativity, motivation and performance

Supervisor: Mr. Eduardo Calderón H.

Company: SGI Eventos

Services: Simultaneous Interpretation, Consecutive Interpretation, Translation

1. How many translators are you in charge of?

The number varies depending on the size of the event or the type of document to be translated. In simultaneous and consecutive interpreting events, for example, I have come to be in charge of up to 28 interpreters of 11 languages for the same requirement

2. Could you tell me about their main duties?

Their main task was to facilitate communication among two or more people that don't speak a common language, be it oral or written

3. What characteristics and traits do you think they must possess to perform their duties successfully?

I think there are three characteristics that stand out on a translator/interpreter:

- Having a proficient knowledge of the language
- Having mental agility, this means to be fast
- Having the ability of staying calm

4. What traits of their character do you think might hinder their performance?

I think that it is really important that the interpret/translator have an effective communication with the company he works in, having in mind that it is a professional treatment the one that must be received.

This is why; having a strong and close-minded character for dialogue it could affect the work performance. In my view, and based on experience, I would dare to state that communication is the basis for a good performance.

5. How is the workload assigned to the translators? Is it a balanced load or does it depend on particular elements of competence or skills?

This will depend on the type of work. A person who speaks a language is not necessarily able to be a translator, and a translator isn't necessarily an interpreter. The idea isn't unthinkable; it is just that both of them are different areas of expertise.

When selecting the type of professional service it is very important to analyze the requirement and make a good choice, having in mind also the type of content, it means if the event is let's say regarding the medical field in oncology, it would be advisable to look for an interpreter with a vast medical knowledge.

6. Are there any physical (work environment) elements that might hinder translator's performance? Mention them and how they influence on performance.

Of course there are. As in any area of knowledge. For example, in the case of a translator, a slow computer will make it difficult to get to do the work, thus the end product can be affected.

In the case of simultaneous interpreters who rely on their voice, a cough or a flu may become an impediment in their work.

7. Do you think translators need to be creative beings? Why? Why not?

I think that the word creative can be very subjective. Being creative in the use of tools in order to make our job would be helpful to reduce the workload.

However, a translator/interpreter, under no circumstances can be creative in the result of his job, he must be precise and always should try to translate taking as a basis the ST, without adding or eliminating information.

8. What do you think motivates translators to do a good job?

Thanks to my work with translators, I've got to understand that this is a highly professional job; I would dare to say that so far I haven't come across a translator who sees translating as a hard or unpleasant activity. What's more, it would seem that for them each and every translation requirement is a new way to stand out.

What I want to say is that they have as a personal motivation that they are able to demonstrate the quality in their work and that it is recognized. Clearly, this is based on a good communication between the company and the translator.

9. Do you think some are more motivated than others? Why? Do you know how their motives differ? How does this affect the final product of their work?

Yes, just like any other type of job, there are people that are more motivated than others, or there are situations in which a translator may be more motivated.

For instance, some translators doesn't like that much medicine-related work, as motivation can be at risk in this type of work, however these are factors that are overcome since the quality in the end product must not be affected.

INTERVIEW NUMBER 3

Emotions influence on creativity, motivation and performance

Name: Sara Rivadeneira

Institution: Catholic University of Santiago de Guayaquil

Activity: Translator, revisor, translation project manager

1. How many translators are you in charge of?

Every semester I am assigned about 8 to 12 trainee translators. I have to coordinate their work for about 5 months.

2. Could you tell me about their main duties?

They are assigned documents to be rendered from English to Spanish and from Spanish to English depending on their skills and their academic level. They have to render the documents using WYSIWYG and considering every single detail of the text. They have to carry out basic and stylistic checks and deliver the work to me. Once I've provided the feedback, they have to check the improvements made to the file and record them so they can hand in their translation memoirs at the end of the process.

3. What characteristics and traits do you think they must possess to perform their duties successfully?

They need to possess or develop several personal and professional characteristics: commitment, honesty, timeliness, accuracy, willingness to improve, people skills, terminological research techniques, among others.

4. What traits of their character do you think might hinder their performance?

Inconsistency, moodiness, lack of internal motivation, lack of professionalism

5. How is the workload assigned to the translators? Is it a balanced load or does it depend on particular elements of competence or skills?

The workload is assigned depending on their skills and sometimes they are given tight deadlines since it is necessary to cope with the demands of each client. Other elements that are considered when assigning the workload is their compromise towards doing quality work. Some translators seems to be more committed than others and also some show more skill in dealing with intricate templates or layouts. On all these factors depends how much work is assigned to the trainee translators.

6. Are there any physical (work environment) elements that might hinder translator's performance? Mention them and how they influence on performance.

Yes, definitely. The work environment is a key element in translator's performance. Ergonomics, for instance, will determine how long the translator will be able to remain concentrated and in good physical and mental shape. Privacy and autonomy are two factors that could make a difference. A translator needs to feel free to make translator's decisions without restrictions, and to contribute to this autonomy, a translator needs to have a space on his/her own. The temperature and the lighting of the room could also bring comfort or discomfort going in favor or in detriment to the translator's work.

7. Do you think translators need to be creative beings? Why? Why not?

Yes, indeed. Without creativity, the translator would not differentiate his work with the work of a machine. Creativity does not mean changing the message, but delivering it at its purest, going beyond the words to the essence, the culture and the intertextuality.

8. What do you think motivates translators to do a good job?

Well, many things can be at play when talking about motivation. The thought of a good monetary reward can be one of them, an important one; not the most important though. The need for a name, a reputation... to build a reputation or to maintain and reinforce a reputation must be another factor. Yet, another could be the mere fact that as service

provided, we translators, are committed to delivering our best efforts to our clients for the sake of it. Finally, there is team empowerment. The feeling that your work is valued and that you are an important member of a team of experts that support and encourage each other will make a big difference.

9. Do you think some are more motivated than others? Why? Do you know how their motives differ? How does this affect the final product of their work?

Definitely, and that bears a direct influence in their rendering. A motivated translator will strive to do his or her best. There are many studies that have proven a big difference between the performance of a motivated employee and one that works just for the pay. Motives can be many as I already mentioned in the previous question, and yes, the final product will be, at a great extent, determined by how motivated the translator is.

SURVEY QUESTIONS

Age:

Sex:

Years working as a translator:

1. Do you think that emotions have an influence on how people perform?
Yes
No

2. Do you think that emotions have an influence on the productivity of an employee?
Yes
No

3. Check the factors that you think might affect you emotionally and thus your performance at work?
 - Work environment
 - Stress
 - Emotional contagion (transmitting an emotion to someone else)
 - Negative feedback superior

4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
Yes
No

5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?

Yes

No

6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?

Yes

No

7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?

Yes

No

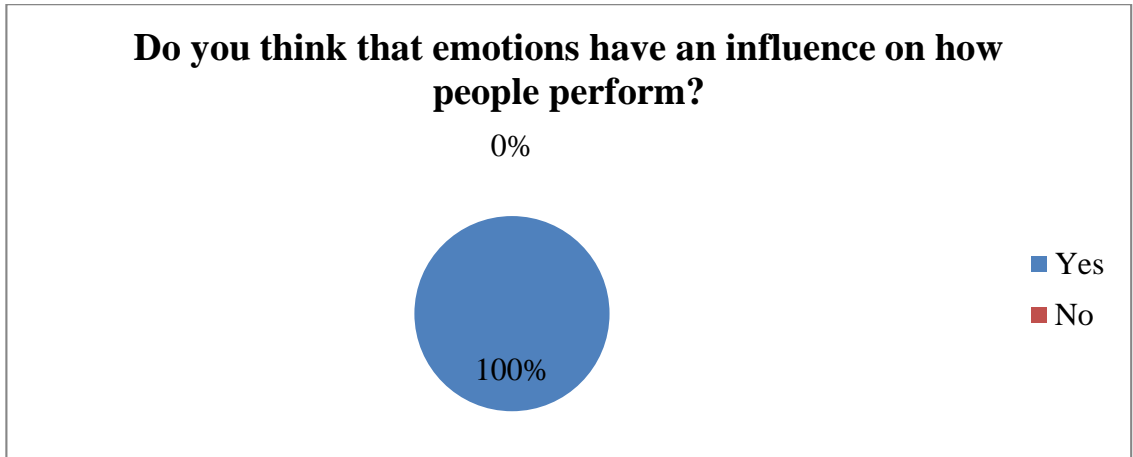
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:

- I can manage working under time pressure
- I feel a little overwhelmed but still I can make informed decisions at the moment of translating
- I feel anxious and I may render a poor translation

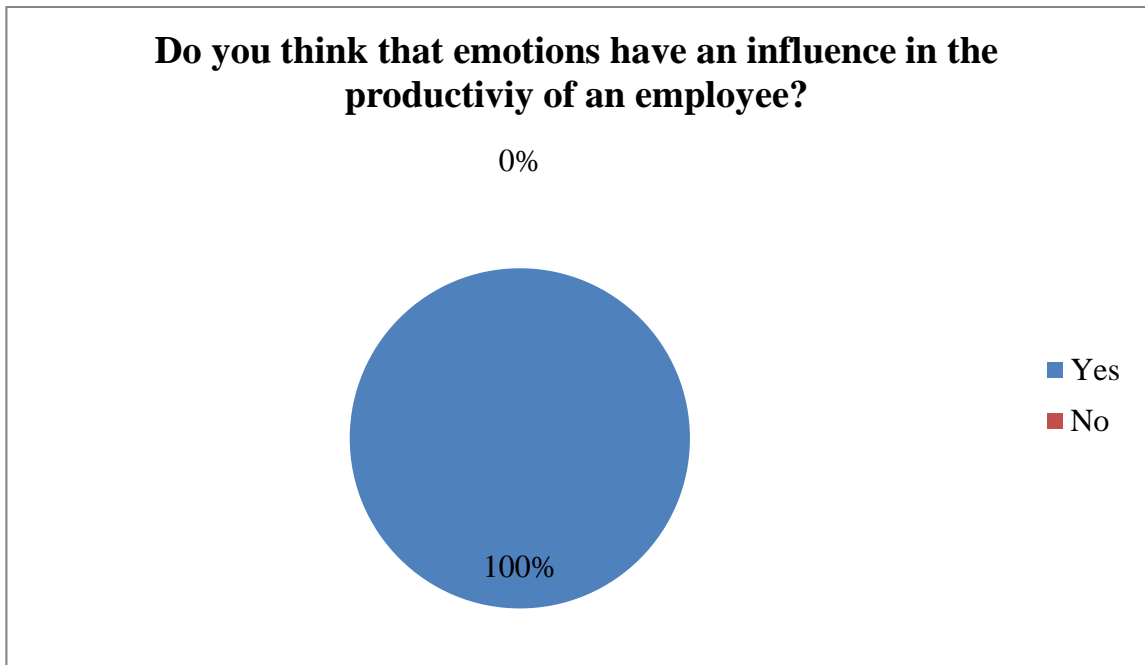
10. Please comment on the factors that influence your choice in question number 9

PIE CHARTS

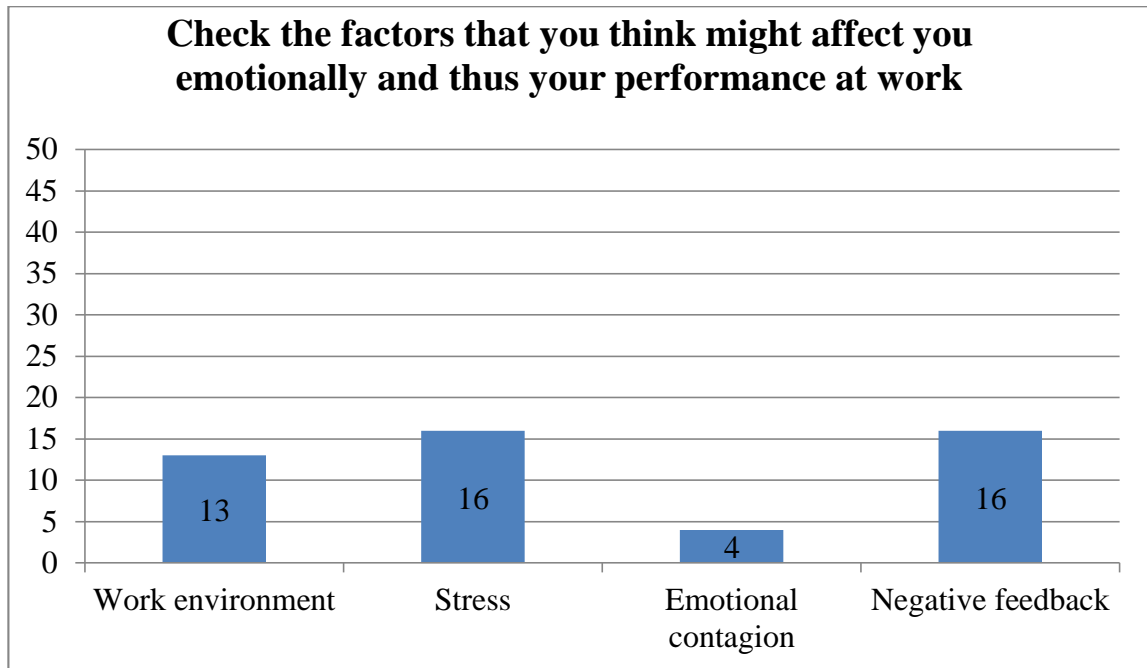
QUESTION 1



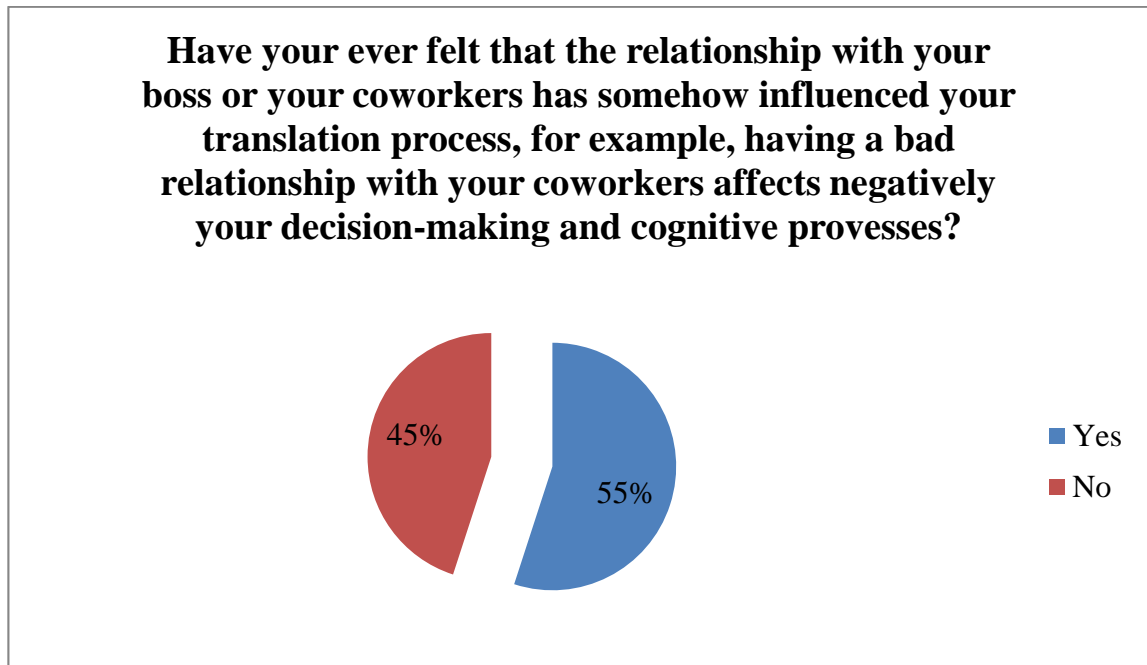
QUESTION 2



QUESTION 3

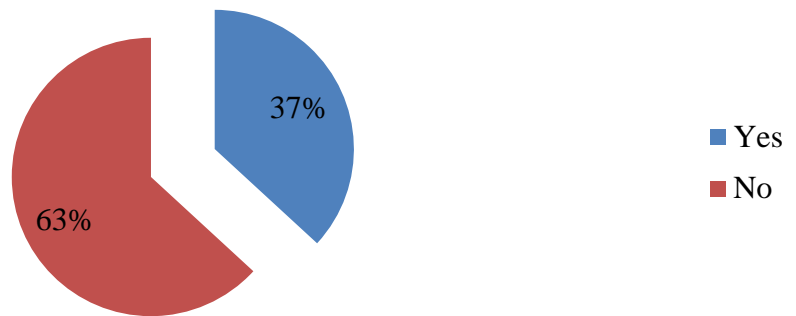


QUESTION 4



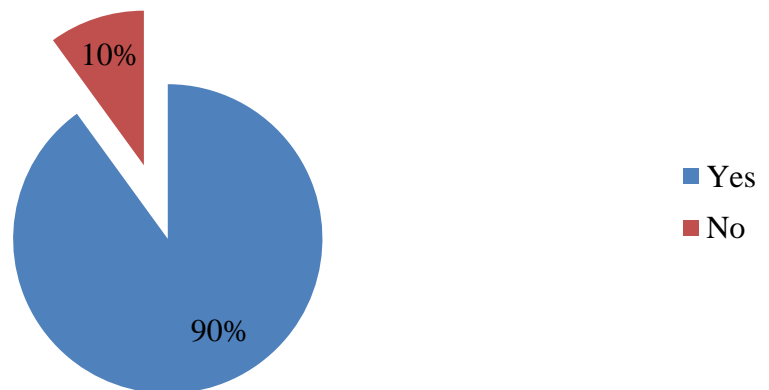
QUESTION 5

At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?



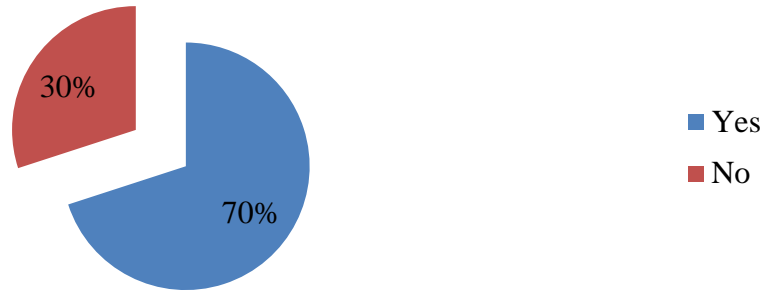
QUESTION 6

Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?



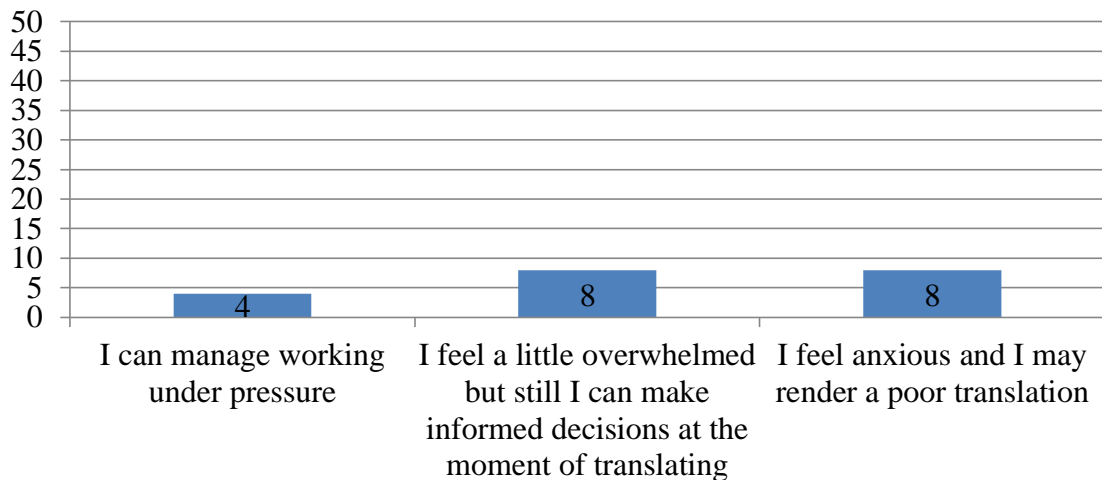
QUESTION 7

If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative r



QUESTION 9

Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:



TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 28

Gender: male

Years working as a translator:

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating
10. Please comment on the factors that influence your choice in question number 9

I am not very good working under pressure, so I may usually ask for a longer deadline.

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 25
Gender: Female
Years working as a translator:

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating
10. Please comment on the factors that influence your choice in question number 9

I think that stress is a negative factor that can influence all aspects of your life.

I need time and calm in order to render a translation properly.

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 39

Gender: MALE

Years working as a translator: 3

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating
10. Please comment on the factors that influence your choice in question number 9

IT IS ABOUT BEING RESPONSIBLE.

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 22
Gender: Male
Years working as a translator: 3 years

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating

10. Please comment on the factors that influence your choice in question number 9

Mostly depends on the amount of work received.

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 29

Gender: female

Years working as a translator: three years

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating
10. Please comment on the factors that influence your choice in question number 9

Not having the terminology required to do the translation.

2

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 20
Gender: Male
Years working as a translator: 2

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating
10. Please comment on the factors that influence your choice in question number 9

I am able to handle pressure while working

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 24

Gender: F

Years working as a translator: 6 months

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects/negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating
10. Please comment on the factors that influence your choice in question number 9

Although I feel anxious ~~and~~ I can manage working under time pressure

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 22

Gender: Male

Years working as a translator: 3.5

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating

10. Please comment on the factors that influence your choice in question number 9

I can manage working under time pressure because I always state how much available I am and depending on that I accept or not, or the client decides if the time I am proposing meets his conditions or not.

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 26

Gender: F

Years working as a translator: 3

- 1. Do you think that emotions have an influence on how people perform?
 Yes No
- 2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
- 3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
- 4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
- 5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
- 6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
- 7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
- 9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating

10. Please comment on the factors that influence your choice in question number 9
 when working on a type of translation or text I don't enjoy too much (such as financial or legal) the pressure overwhelms me a little but I can still perform adequately though not always smoothly. Contrastingly, when rendering documents (y) I enjoy (such as literary texts, journalistic texts, poetry). The pressure helps me strive to (g) make a better translation.

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 22

Gender: Female

Years working as a translator:

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating

10. Please comment on the factors that influence your choice in question number 9

While doing internships was really difficult because at that time I had a lot of paperwork from the High School I used to work for, so meeting the deadline and working under pressure was stressful.

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 24

Gender: F

Years working as a translator: 1 year and a half

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation.
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating

10. Please comment on the factors that influence your choice in question number 9

Generally, I can manage working under time pressure, but when it relates to translation the conditions are different and I can't feel confident enough so I need extra time in order to render a HQ translation.

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 54
Gender: Female
Years working as a translator:

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating

10. Please comment on the factors that influence your choice in question number 9

As I feel stress, I overlook my decision so I think, as many times, I work on something and compare possible effects, I do choose a good option.

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 23
Gender: female
Years working as a translator: 2

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating
10. Please comment on the factors that influence your choice in question number 9

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 23

Gender: F

Years working as a translator: 1

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating
10. Please comment on the factors that influence your choice in question number 9

I still finish the re-rendering and make conscious decisions, even though I might be stressed and anxious

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 29
Gender: female
Years working as a translator:

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work/understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating
10. Please comment on the factors that influence your choice in question number 9

Pressure.

8

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 23
Gender: female
Years working as a translator: 4

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating

at the beginning, then I got used to it :)

10. Please comment on the factors that influence your choice in question number 9

Basically, PRESSURE !!

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 23

Gender: Female

Years working as a translator:

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating
10. Please comment on the factors that influence your choice in question number 9
Pressure

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 22

Gender: female

Years working as a translator: 1

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating
10. Please comment on the factors that influence your choice in question number 9
time and a negative feedback can affect the way I translate
(I necessary to have a good relationship and environment in order to feel comfortable)

TRANSLATOR SURVEY

Influence of emotions on creativity, motivation and performance

Age: 30

Gender: Male

Years working as a translator: 0

1. Do you think that emotions have an influence on how people perform?
 Yes No
2. Do you think that emotions have an influence in the productivity of an employee?
 Yes No
3. Check the factors that you think might affect you emotionally and thus your performance at work
 Work environment Emotional contagion (transmitting an emotion to someone else)
 Stress Negative feedback superior
4. Have you ever felt that the relationship with your boss or your coworkers has somehow influenced your translation process; for example, having a bad relationship with your coworkers affects negatively your decision-making and cognitive processes?
 Yes No
5. At work, have you ever felt that the emotional state of your coworkers has interfered with your work, understanding also that you have a good relationship with said coworker?
 Yes No
6. Do you consider that your productivity as a translator could be affected by emotional factors such as situations of emotional distress?
 Yes No
7. If you have ever received negative feedback from your project manager/client/boss related to the quality of your end-product, have you perceived your productivity level has been compromised as a result of your emotional state in regards to such negative remarks?
 Yes No
9. Among the following, select what best describes your performance when you have to meet tight deadlines in a translation project:
 I can manage working under time pressure I feel anxious and I may render a poor translation
 I feel a little overwhelmed but still I can make informed decisions at the moment of translating

10. Please comment on the factors that influence your choice in question number 9

I always try to stick to the goal; even if I feel stressed, I do my best.



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Plan Nacional
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SENESCYT
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DECLARACIÓN Y AUTORIZACIÓN

Yo, **Loor Moreira Melissa**, con C.C: # 0912114881 autora del trabajo de titulación: **Emotional Factors that Bear a Negative Impact on the Productivity of a Local Translator: Their Origin, Contextualization and Endurance** previo a la obtención del título de **Licenciada en Lengua Inglesa con mención en traducción** en la Universidad Católica de Santiago de Guayaquil.

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C.C: 0912114881



REPOSITORIO NACIONAL EN CIENCIA Y TECNOLOGÍA

FICHA DE REGISTRO DE TESIS/TRABAJO DE TITULACIÓN

TEMA Y SUBTEMA:	Emotional Factors that Bear a Negative Impact on the Productivity of a Local Translator: Their Origin, Contextualization and Endurance.		
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FACULTAD:	Artes y Humanidades		
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PALABRAS CLAVES/KEYWORDS:	Emotional factors, negative impact, productivity, parameter, local translators, emotions.		
<p>RESUMEN/ABSTRACT (150-250 palabras): This research presents an analysis of some of the factors that bear an impact on translator's productivity in order to contribute to the establishment of parameters that could help spot possible causes of failure of local translators and how these elements of failure can be tackled. The development of this research project is a key contribution since working on the factors that may trigger precarious productivity will help build upon an approach for managing emotions, thus shaping the reputation of local translators and aiding an increase in clients and income. This project is not aimed at providing immediate solution to the problem brought about; i.e., the emotional factors compromising the translation product, yet it could be of great help for the acknowledgement of specific instances in which these two variables could trigger the aforementioned effects. Its main aim was to describe and analyze the emotional factors that bear a negative impact on the productivity of a local translator by gaining insights into their origin, drawing a contextualization of their nature and positing possible actions to assist local translators in dealing with them. For the sake of problem, it was necessary to operationalize the research and limit its scope; therefore, the analysis considered the context of the translator in Ecuador only, since the field of translation is still at an early development stage and several concerns have not been put forward yet.</p>			
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