



Minority Representation and Experiences in the UK Language Services Sector

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Abstract

This dissertation will explore ethnic minority and minoritised group experiences in UK language services companies. Diversity, inclusion, and equality (DI&E) will compliment this topic and will provide an insight into what DI&E policies look like in this sector. Such information will be demonstrated via the results of a quantitative survey that was conducted in Autumn 2021 on employees in The Association of Translation Companies (ATC) affiliated companies. This study will aid in enhancing understanding about minoritised group experiences in the sector and aims to offer insight into the ethnic makeup of staff in this UK sector which until now has remained relatively unknown.

The Market Research Society (MRS) (Gervais, 2020) have reported on DI&E, and their definition will be adhered to due to the fact that it seems to be the most inclusive. This survey is a close replication of the MRS study, and it will compare results in the UK language services sector to those of the market research sector.

Both this academic and industry research will look at current data on minorities and ethnic minorities in order to effectively fill a gap that would enable the language services sector, the ATC, its members and the general public to address this issue with actual data, informing engagement and leading the way towards new DI&E policies and further research.

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List of Abbreviations

ATC – Association of Translation Companies

BAME – Black, Asian and Minority Ethnic

BME – Black and Minority Ethnic

CIOL – The Chartered Institute of Linguists

D&I – Diversity and Inclusion

DI&E – Diversity, Equity and Inclusion

ED&I – Equality, Diversity & Inclusion

LGB – Lesbian, Gay and Bisexual

LGBTQ(+) – Lesbian, Gay, Bisexual, Transexual and Queer (‘+’ has added meanings)

LGBTQIA+ – Lesbian, Gay, Bisexual, Transexual, Queer, Intersex and Asexual (‘+’ has added meanings)

LSC – Language Service Company

LSP – Language Service Provider

ONS – Office for National Statistics (UK)

MRS – Market Research Society

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I would like to acknowledge the Association of Translation Companies (ATC). for their wonderful collaboration in which if they I would not be able to present this dissertation and significant research had it not been for them. Particularly, I would like to single out Raisa McNab CEO of the ATC. I want to thank you for your support as you acted as my communication channel, my informer and future disseminator of my research.

I could not have completed this dissertation without the education and training from all my former professors and tutors at the University of Portsmouth, who laid an excellent foundation in my academic training and understanding of the translation and language services sector. Surely, everything I had learned 2 years prior to the end of this degree, helped me complete significant research that could hopefully better our sector one day.

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CHAPTER 1: Introduction

1.1 Background of the MRS study

This dissertation has been largely based on the survey conducted by the Market Research Society (MRS) in 2020. The MRS had conducted an earlier survey in 2018 “to understand how diverse and inclusive the research sector was” (Gervais, 2020, p. 1). The intention driving this research was “to embed many initiatives that would improve representation and opportunities for various groups that have protected characteristics under the Equality Act 2010” (Gervais, 2020, p. 1).

Likewise, the Association of Translation Companies (ATC) was interested in progressing their DI&E initiatives and could recognise that “the language services sector is multilingual and multicultural, and none more so than in the UK and its language service companies of different shapes or sizes” (The Association of Translation Companies, 2021). The ATC collaborates with universities like the University of Portsmouth because these “projects are used to increase the industry’s understanding of key issues, and to further develop the ATC’s activities and initiatives” (Association of Translation Companies, n.d. - a).

1.2 Definition of Language Service Companies

Language services companies can also be known as “language services providers” (LSP). The two terms can be seen as relatively synonymous; however, I will refer to “language service companies” because this dissertation is focused on a study within the ATC. It was impossible to find a concrete definition of an LSP or language service company within academic literature.

1.3 Statement of the Problem of a Lack of Current Data in the Sector

Currently, there is very little statistical information on workers with protected characteristics (as those that will be defined on page 15) in the field of language services in the UK. The ATC was particularly interested in finding concrete numbers of ethnic minorities working in the field.

Finding the number of ethnic minorities in this sector was complex, however it has been possible to determine that as of 2019, approximately 28,000 people were working in the translation and interpretation industry. The number who identify as ethnic minorities is unknown (Statista, 2021) as Ethnicity and Facts (United Kingdom Government, 2019) reported no official statistics for

ethnic minorities working in this sector. The closest industry is publishing – Hachette UK has reported that of their staff of 1,560, 7.7% are considered Black, Asian or Minority Ethnic (BAME) (Hachette UK, 2019). Thus, as there was no relevant data on statistics of ethnic workers in the industry, it follows that no information could be found on racial and minority discrimination within the UK language services sector.

It was noted that a quarter of BAME workers “reported being the victim of or have witnessed a racist incident in the workplace from a manager within the previous 2 years” (Department for Business, Energy & Industrial Strategy, 2018, p. 4). Many organisations also have a tendency to highlight gender as part of their diversity efforts, and there may be a hierarchy in the field of DI&E (Vassilopoulou et al., 2019). The survey sought to gain more information on this topic within the industry.

Bewley (2020) points out that in 2019, Hachette UK chose to publish its first Ethnicity Pay Gap report. It was found that “for the whole company the mean ethnicity bonus pay gap is 60.3%” and for those who identified as ‘white’ versus BAME in the average hourly rates of pay for their employees, the “mean ethnicity bonus pay gap is 70.9%” (Hachette UK, p. 2).

There was little information about LGBTQIA+ experiences in this sector, as this was not included in the 2011 Census (Aspinall & Mitton, 2008), and some ATC stakeholders have displayed interest in this. (R. McNab, personal communication, March 10, 2021). Hence, the questionnaire also sought out to find more information regarding LGBTQIA+ experiences in the field.

1.4 Significance of the Study: Why DI&E is Important

Before discussing why DI&E is critically important in the language services sector (or any sector), it is best to define the three concepts.

Diversity

The British Council (2017) define diversity as being

... concerned with creating an environment supported by practices which benefit the organisation and all those who work in and with it. It takes account of the fact that people, whilst similar in many ways, differ including (but not exclusively) on the basis of

gender, age, race/ethnicity, sexual orientation, physical ability, mental capacity, religion and belief, education, economic status, personality, communication style and approaches to work.

It has also been stated that diversity is of great importance to organisations, helping to provide employees with varied skills and talents, problem-solving abilities, strong and wide-ranging capacity to form relationships with customers, and adapt to change (Stone et al., 2020).

Inclusion

Inclusion has a close relationship with diversity as it represents an attempt to add diversification to the array of individuals in a work environment. Diversity does not have to be a trending business strategy to encourage and motivate workers or improve corporate social responsibility. Diversity is successful in the workplace. If a firm has hired a person of colour, it is often believed that the effort ends there. The next logical step is inclusion. An important consideration to bear in mind is Kirchenbauer's (2020) suggestion that the most difficult challenge is to retain diverse talent.

Equality

Equality has been a feature of inclusive discourse for some time and has been given various meanings. For example, Fleurbaey et al. (2017) suggest that it should be considered in the context of equal opportunity, but it can also relate to equality of outcome (which has become more controversial) or of treatment (Dahlerup, 2007; Klarsfeld et al., 2016), regardless of background. When organisations strive towards these things, they are able to position themselves as morally good even if their pursuit of equality is not foregrounded as a main goal (e.g., Barclays, 2002; Demuijnck, 2009; Guarnieri & Kao, 2008). Overall, equality is deemed desirable and can be aligned with a sense of social justice (e.g., Brewis, 2017; Choi & Rainey, 2014).

1.5 Terminology

1.5.1 Survey Versus Questionnaire

The term “survey” is used in this study in preference to “questionnaire” as a questionnaire typically implies “both open-ended and closed questions,” (Brace, 2018, p. 3); however, the questions in this study were closed-ended. Technically, questionnaires in the sector of market research imply self-completion by survey respondents, as noted by Curtis and Curtis (2011, p. 3) who state “surveys are characterised by the questionnaire, which is often self-administered”. Raisa McNab, CEO of the ATC who acted as my channel of communication and informant preferred to call it survey as she adhered to the semantic definition provided by the Cambridge dictionary (Cambridge, 2019).

1.5.2. Ethnic Minorities-Lexicon and Terminology

The categorisation of the sample profile was modelled very similarly to that of the MRS study. The study replicates the English and Welsh Census which breaks down ethnicities into:

18 ethnic groups recommended for use by the government when asking for someone’s ethnicity. These are grouped into 5 ethnic groups, each with an ‘Any other’ option where people can write in their ethnicity using their own words. These groups were used in the 2011 Census of England and Wales (UK Government, n.d.).

The only slight deviation was the addition of a “Rather not say option” and in the original census there was an “any other ethnic group,” and I preferred to specify it as “any other ethnic group not previously mentioned.”

Since this survey was heavily inspired by the MRS, it was worthwhile considering the use of some ethnic minority and racial terminology in the survey such as BAME (Black, Asian, minority ethnic) or BME (black, minority, ethnic), even though they were not terms used in the MRS study. It should be noted that the term BAME has many disadvantages (Saeed et al., 2019), so to make things as consistent as possible with the MRS study, I adopted the term “ethnic minority” in all survey questions and responses.

An ethnic minority is classified into 18 categories according to the UK census and these categories were used in the self-identification of the sample profile of this survey. However, it was uncertain whether these categories could have been confusing for the respondents. Respondents were asked for their ethnicity at the beginning of the survey, but at no point in the survey itself was “ethnic minority” defined in the responses or the questions. Even had I written “ethnic minority would be classified as x, y and z, according to the UK census”, respondents need not necessarily have been required to identify as ethnic minority according to my definition, nor that of the UK census.

The notion of race is critical to discussions of minorities; however, many see race as a social construct. There could be individuals who consider themselves to be *white* or White British; if they were raised in England. There are also those who may experience ‘white passing’ in the general population and one could argue that this makes them White British. Definitions of whiteness and “White Britishness” can therefore become blurred and skewed. In light of this, I slightly modified the 18 ethnic categories from the UK census and created “other white.” Although this category may seem vague, it allowed for Caucasian people taking the study who did not identify as British to include themselves in a category. This could perhaps even include those who are “white-passing,” such as fair-skinned Middle Eastern people.

Other complications in lexicon and categorization of ethnic minorities and other subset categories such as “religion,” is that the two often overlap. In the 2001 UK Census, a voluntary question was introduced that stated:

on religion, with response options of ‘none’, ‘Christian’, ‘Buddhist’, ‘Hindu’, ‘Jewish’, ‘Muslim’, ‘Sikh’, and a write-in ‘Any other’, and this was asked again in 2011. Religious belief is now one of a number of ‘protected characteristics’ under the Equality Act 2010. (Aspinall, 2020, p. 11)

While this survey did not incorporate specific ethno-religious identification in the questions nor answer options, respondents with this specific background could have subjectively chosen many options as this is still a very grey category.

This study demonstrated the fluidity of identity, culture and Britishness. As has been stated by Basit (2009, p. 730),

Young minority ethnic citizens viewed themselves as belonging to different ethnicities depending on how they were socialised and the context in which they were brought up. Yet, others showed an interesting mix of certainty and ambiguity regarding their identities, spontaneously calling themselves ‘British’, but immediately explaining the historical aspect of their non-British identity too.

How respondents in my survey identified their “Britishness” is undetermined as with the low sample profile, only 5 respondents out of 63 identified as anything other than White British, other white, or preferred not to say. Regardless, these types of questions can only be best explored in interviews and qualitative investigation.

1.5.3 LGBTQIA+

It can be argued that if race is questionable in self-identification, one would also deem self-identification in gender and sexual orientation as being rather subjective. If a respondent considers themselves a man but was born a biological woman, and this person identified themselves as a man in the survey and saw everything in the perspective of a white British male, one could question how this might affect the data. Very similar questions arise when choosing lexicon and terminology for gender and sexual orientation. I chose to not replicate vocabulary used in the MRS study as it was not current and up-to-date. In the MRS study, the report used the terminology “lesbian, gay, bisexual, transgender, queer and other people with nonconformist sexual orientations or gender identities (LGBTQ+)” (Gervais, 2020, p. 5). Although it was quite comprehensive, in 2021-2022 there seems to be other terminology utilised in mainstream

discourse and the most current and inclusive term was desired for this study. Selection of this term was significant because

LGBTQ communities can seize back the “power to name,” traditionally exerted by a heteronormative society upon marginalized groups, organizing their cultural and practical knowledge from within and by exercising the power to name themselves and their specific domains and cultural practices. (Campbell et al., 2017, p. 587).

Even in the broader context, Aspinall and Mitton (2008) point out that in the UK setting, it is difficult to make judgements about sexual orientation and it is often not inclusive enough in official surveys, which can lead to non-responses.

Thus, for the current study, the term to be utilised is LGBTQIA+. This stands for Lesbian, Gay, Bisexual, Trans-sexual or transgender, Queer or questioning, Intersex or Asexual. The “+” has several meanings, however (Betts, n.d.). This is a change from the previous “LGBTQ” to be more inclusive, particularly of new subset of the community such as:

- **ally:** a term for individuals that support and rally the cause even though they don’t identify within the community
- **pansexual/omnisexual:** similar to bisexual, this describes individuals with desire for all genders and sexes
- **androgynous:** describes those with both male and female traits
- **genderqueer:** a term used for those with no, both, or a combination of genders
- **two-spirit:** typically used by Native Americans to describe a third gender
- **demisexual:** describes someone that requires an emotional bond to form a sexual attraction
- **polyamorous:** term for those open to multiple consensual romantic or sexual relationships at one time

A range of scholarly literature has incorporated the most recent term LGBTQIA+ in articles (e.g., Burton et al., 2020), and this use of the term in current academic research and publications motivated its use in this study.

Initially, I was concerned that this was an American term and could be unfamiliar to a UK-British audience. However, the Chartered Institute of Physiotherapists (2021) published an informal article on their website discussing statistics, figures and facts on being LGBTQIA+ in the UK, which helped allay this concern. Likewise, the term can even be found on city council webpages. For instance, Oxford City Council has an entire webpage dedicated to LGBTQIA+ causes (Oxford City Council, n.d.).

It could be deemed statistically and logically problematic to include two different terms in two different studies and then compare them against each other as the same demographic. However, since LGBTQIA+ is an all-encompassing umbrella term that includes previous iterations such as LGBTQ (as used in the MRS study), it is safe to say the same demographic is being compared. In relation to this, Cherry (2020) suggests that the most important thing is that individuals actually have a choice in how they self-identify, rather than focusing on the terms used; in other words, if someone wishes to identify a particular way, then that identity should be acknowledged.

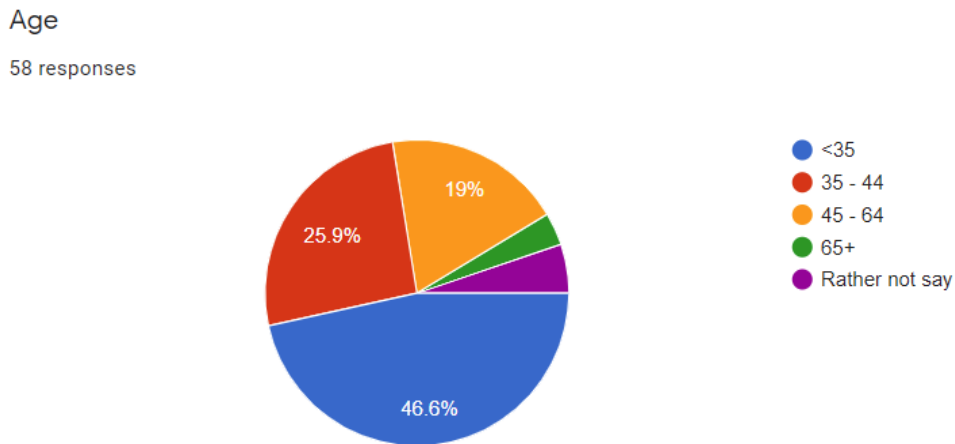
1.5.4 Generations: Millennials, Gen Z, Gen X, Baby Boomers

Defining a generational cohort is challenging but at the same time is helpful and lays the foundation for various analyses. First and foremost, it is important to define the four generational cohorts of the survey respondents according to academic literature.

The Pew Research Center chose 1996 as the last birth year for Millennials. Thus, those born between 1981-1996 (ages 25-40 in 2021) are considered Millennials. Anyone born from 1997 onward is the new generation which most know as ‘Generation Z.’ Various sources such as Merriam-Webster, Oxford English Dictionary and even Urban Dictionary now refer to this generation as those proceeding Millennials. As Dimock (2019) suggests, data from sources such as Google Trends indicate that the term Generation Z is leading people’s searches for generational information, showing that people are curious about generational demarcations.

On the opposite end of the generational spectrum are baby boomers, who were born post-WWII from 1946 up to a big drop in birth-rates in 1964. Then, Generation X falls in between the baby boomers and Gen Y in the period of 1965-1980 (Dimock, 2019). Figure 1 shows the distribution of age groups of participants in the current study.

Figure 1: Age Distribution of Participants in the Study



Nearly half of the participants (46.6%) were under 35 years of age which makes them either Millennials or Generation Z. Of the remaining participants, 48.3% were either ‘older millennials’ (ages 35-40), Generation X, or a small percentage of baby boomers. There were also 5.1% of participants who decided to not disclose their age. It is interesting to note that ‘younger participants’ (under 35 years of age) were also the least satisfied when it came to workplace motivation, sceptical about DI&E efforts, and felt less valued in their jobs. This will be further discussed in Chapter 7.

CHAPTER 2: Diversity, Inclusion and Equity in the UK: The Market Research Sector and Language Service Companies

2.1 The Market Research Sector

According to the MRS (n.d.), this sector is experiencing strong growth and expansion with around 4,000 businesses employing approximately 64,000 people. It has been estimated that – based on the government’s Business Register and Employment Survey 2019 – around 47,000 people work in companies with SIC codes 73200 or 72200 with an almost 70% to 30% split between full-time and part-time respectively. It is important to also take into account that these figures are pre-Covid.

2.2 Language Services Sector

It was difficult to find any facts or figures regarding DI&E in the UK language services sector. Even when search terms like “diversity and inclusion in LSP’s” or “DI&E in LSC’s” (where LSC refers to Language Services Company) were used, there were no results on any academic platform or database. Thus, I researched any news or articles within the last few years that discussed any topics of discrimination or “issues with diversity” in anything relating to the sector. Hence, it is hoped that the present study will fill this gap somewhat and will hopefully pave the way for more research to be done in the area, whether in the UK or elsewhere. In spite of the challenges in locating relevant information, one relevant study from Anderson (2021) was found in which the author discussed the statement put forward by The UK’s Translators Association regarding institutional barriers to translation and who should translate whom. Anderson (2021, para. 1) states that “the [Translators Association](#) and the [Society of Authors](#) in the United Kingdom have stepped forward to take [an eloquent stand on issues of race and access to work and opportunity](#) in their profession.” The article points out that among a raft of other issues, a key one is to mitigate any racism inherent in the system which in turn requires openness

in publishing, greater visibility of diverse translators, and more equal opportunity for early career translators.

I was also able to note that there are other organisations, aside from the ATC, that use DI&E (they may use other acronyms for a similar meaning whether it be D&I or other terms like diversity and equity), as part of their mission statements on their websites such as that of the Chartered Institute of Linguists (CIOL), who publicise their policies transparently allowing all to know that their policies

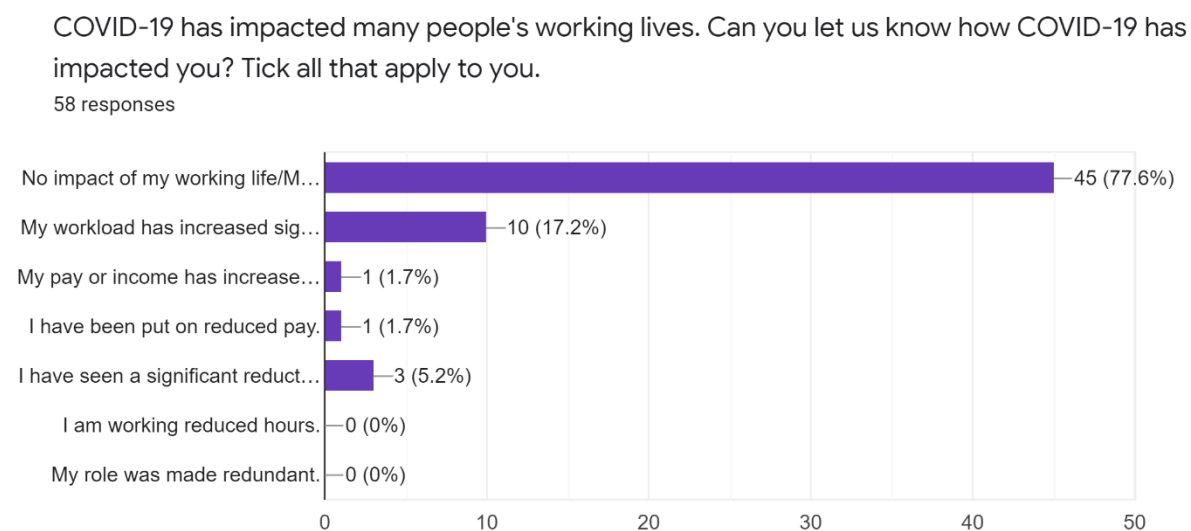
... commits (them) to ensuring there is no unjustified discrimination in all areas of (their) work, membership and examinations, as well as in the recruitment, training and retention of staff and volunteers. (They) expect all (their) external suppliers, contractors and partners to share (their) commitment to ED&I, to comply with and keep up to date with all relevant legislative provisions. (Gabler & Worne, n.d.)

In fact, if more translation agencies, institutions and LSCs in general adhered to DI&E policies, then DI&E could become more talked about and normalised within the industry, resulting in more positive data results when future studies like the present one is conducted.

It cannot be denied that the language services sector is growing. The ATC UK language services industry survey and report 2021 shows that over 50% of all organisations were able to report positive growth in 2020 in spite of the impact of the COVID-19 pandemic. There was a slight decrease from the previous year (67% growth) but this is to be expected given the pandemic (Karandysovsky, 2021). Karandysovsky (2021, p. 4) indicates that “the market for language services in the UK is growing. We estimate the current size of the language services market in the UK at between GBP1.5 and 1.7 billion. This is up from the GBP 1.35 billion we estimated two years ago.” This shows a significant increase in profitability, which were an unexpected outcome from the pandemic. Interestingly, and importantly, women-run language service companies provided optimistic insights into the future of the industry, with 37% of LSCs run by women. This is well above average compared to other industries (Karandysovsky, 2021).

When comparing these two industries, it can be deduced that both sectors have reported incremental growth in recent years and the language services sector has done particularly well given the situation with the pandemic. This study offers optimistic insights into the state of the industry. The data results of this survey also indicated that given the state of the pandemic, 77.6% of participants reported that Covid hasn't impacted their working lives which runs parallel to Nimdzi's optimistic reporting. Figure 2 gives an insight into how participants felt they were impacted by Covid.

Figure 2: Impact of Covid

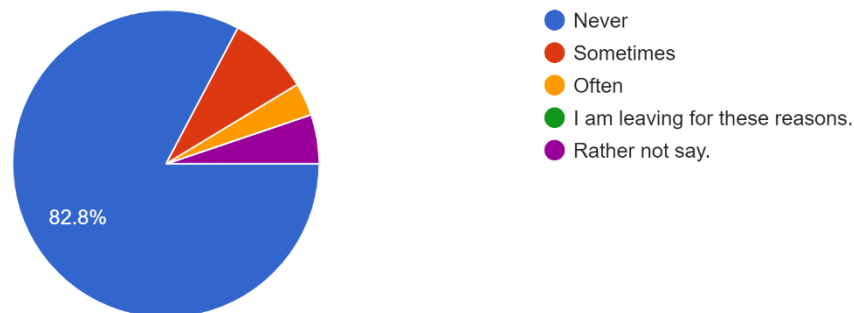


Both sectors must report to an official body or society which requires them to follow a code of conduct. In the case of the MR sector, it would be the MRS; however, in the language services sector it could be various bodies, including the ATC but also others such as the Institute of Translation and Interpreting (ITI), or the National Register of Public Service Interpreters (NRPSI), among others. Given that the MRS is highly regulated and has a Diversity, Inclusion & Equality Council, the overall conclusions of the study were that “discrimination and inappropriate behaviour at work are still commonplace” (Gervais, 2020, p. 23). Given that the ATC does not have such a council, 82.8% of participants said they would never leave their current (or most recent) organisation or role due to issues associated with discrimination or lack of DI&E (see Figure 3).

Figure 3: Concerns of DI&E and Discrimination

Have you ever considered leaving your current (or most recent) organisation or role because of concerns related to discrimination or the lack of diversity, inclusion, and equality?

58 responses



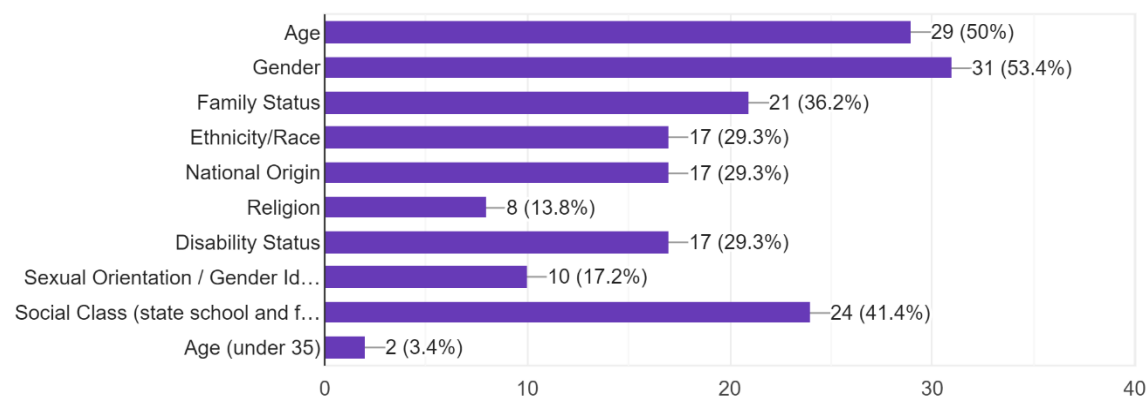
The language services industry has experienced a boom in women-run companies, but these figures are unknown in the MR sector. However, the Nimdzi studies claim that this number is much higher than other sectors. The MRS DI&E Council pledges to work towards government targets for women and “asks CEOs to make five commitments towards creating safer and more representative workplaces” (Market Research Society, n.d.). In the MRS 2020 Progress Report (2020, p. 18), “Women who work full-time, report earnings of £15,000 a year less than their male colleagues.” This is similar to my study, where survey participants thought that gender could hinder career opportunities and potential rewards/compensation (monetary or otherwise). It would be implied that the 53.4% who believed this were for the most part insinuating that women were experiencing a gender-based hindrance, suggesting that the glass ceiling is still an ever-present issue in any sector in the UK. This would reflect the current state of the UK as men earn four times more than their female counterparts in higher paying jobs in the UK. From 2015 to 2016, 2,000 women earned £1,000,000 annually compared to 17,000 men who earned the same amount during that same time period. Additionally, the median annual income for men was £5,400 higher than their female counterparts. Such evidence demonstrates that women earn less than their male peers which

indicates a troubling situation given that such numbers do not take into consideration those who work part-time or earn low-wages (Qian et al., 2020).

The way that respondents in this study felt about the influence of gender and other factors on fair reward in the workplace can be seen in Figure 4.

Figure 4: Rewards and Compensation in the Workplace

Below are a list of factors which may influence employees being rewarded fairly (monetarily or by other means), within the UK language services sector. These rewards or compensation. Tick all that apply.
58 responses



2.3 Diversity, Inclusion and Equality in the UK

Much of the catalyst for this dissertation is the UK's oppressive history in race relations. Many ethnic minorities have had to deal with "ethnic penalties" whose roots are in leftover disparities that continue until this day. This could pertain to what Heath and Yu (2005) explain as the chances people have of actually being successful in attaining higher-level jobs when their background and personal characteristics are taken into account.

Such ethnic penalties most likely resulted in the creation of equality laws and policies in the UK dating back to the 1960's and the earliest anti-discrimination laws which "were structured around the identification of grounds-based categories of discrimination rather than identified disadvantaged groups" (Malleon, 2018, p. 598). In 1995, anti-discrimination laws progressed further due to the creation of the Equality Act which protected people based on

certain grounds and characteristics. By 2010, more grounds were added known as “protected characteristics” under the Equality Act 2010 (Malleon, 2018). Malleon (2018, p. 600) states that:

The extended list of characteristics now constitutes a mixture of legally assigned identities such as gender, age and disability, and identities which are socially lived or externally perceived such as religious beliefs, race and sexual orientation. At the same time the courts have expanded the scope of these new characteristics, most notably in relation to the protected characteristic of religion or belief.

Much of the grounds of the Equality Act of 2010 and the definition of protected characteristics are adhered to in the methodology and creation of the questions and answer options of this survey.

CHAPTER 3: Methodology

This study was guided by two main research questions, and these will be outlined first in this section. Following this, the research context will be explained as well as the main research instruments being outlined. Key elements of the survey and its administration will also be explained.

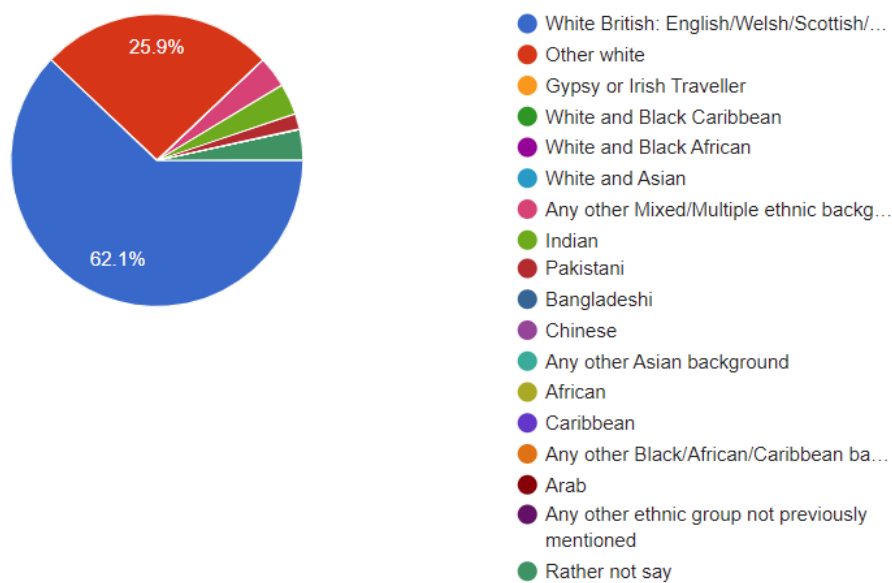
3.1 Research Question 1

The first research question of the study was:

How many ethnic minorities are in UK language services companies?

It is important to discuss this topic now as it will trickle down into further topics discussed within the dissertation. In total, 63 people completed the survey, which was a smaller number than anticipated. As a result, this data cannot be used to put forward bold statements claiming that the entire language services sector in the UK is a “certain way.” However, these small findings act as a base of knowledge the sector was lacking up until now, and could be the basis of much more interesting research to come. The ethnic makeup of the 63 participants can be seen in Figure 5.

Figure 5: Ethnic Makeup of Staff



This study revealed that White British were the overwhelming majority at 62.1% (36 people), followed by “Other White” at 25.9% (15 people), Mixed/multiple ethnic background at 3.4% (2 people), Indian at 3.4% (2 people), Pakistani at 1.7% (1 person), and 3.4% (2 people) who opted for “rather not say”. These ethnic categories were replications of the UK Census, not the categories of the MRS study, however there were two slight modifications. “Other White” was separated from “White British,” which revealed some interesting data in the analysis. This will be later discussed in 5.4 Sample Profile.

3.2 Research Question 2

The second research question of the study was:

What does DI&E look like in the language services sector?

The secondary focus of this dissertation is DI&E, which complements this topic and will provide an insight into what DI&E policies look like in this sector. Concrete data and interpretation related to the landscape of DI&E based on survey results will be continuously discussed throughout the entire presentation of the data and its interpretation.

3.3 Context

The study was conducted online with ATC member company employees. The mission of this study was to discover answers to Research Question 1 and Research Question 2 based on a sample of 63 people, assuming all participants were currently employed as ATC member employees in language service companies based in the UK.

3.4 Research Design and Instruments

The quantitative survey explored the experiences of workers (especially those of minoritised groups) in UK language services companies.

Survey questions were either exactly replicated and sometimes re-worded based on the MRS questions mentioned in the study, not the original survey. Several conversations were held with administration and management at the MRS office, but they were not willing to divulge their original survey.

A convenience sampling approach was adopted as this was given via self-selection (Schonlau et al., 2002). Respondents volunteered to take the survey via the ATC member

database of approximately 500 companies. ATC companies and their employees were asked to participate.

At the end of the survey, the form was closed and the raw data were extracted in Excel spreadsheets from Google Forms. With this raw data, the results could be recoded and interpreted. All pie charts seen within this dissertation come from automated Google Forms results, while all other graphs were produced from the raw data.

Privacy was upheld as it is “generally discussed under the rubrics of confidentiality and anonymity. These are usually chief concerns in survey using Survey Monkey, the market leader, Survey Gizmo, Snap, etc.” (Horn, 2012, p. 156). Such software is quite user-friendly, but ultimately Google Forms was used in the study. This will be further elaborated upon in Section 5.2 about informed consent.

Google Forms was very user friendly and allowed the survey to be previewed before releasing it to the participants. It was also easy to share as the link to access the survey can be shared on social media, accessed via a website, or sent in an email. The primary advantages to using Google forms was that there were no costs, and there was no maximum limit to questions and answers. However, there was one fundamental disadvantage to using Google forms in that if I wanted to work on the form, I needed internet access.

3.5 Survey Timing

The original data presented in this report are based on an online survey which was released during the period 8 October-8 November 2021. Originally the survey was to be conducted in the Summer of 2021, but it was necessary first to familiarise myself with statistics and quantitative research. This was conducted amidst the COVID-19 pandemic in the UK. This timing had the benefit of investigating how different demographics in the UK language services sector had fared during a global pandemic.

3.6 Method of Data Collection

This study was quantitative since “quantitative research employs the use of numbers and accuracy, while qualitative research focuses on lived experiences and human perceptions” (Rutberg & Bouikidis, 2018, p. 209). Although the present study did ask questions about lived experience, ultimately it is a purely quantitative study.

Quantitative data were gathered from a Google survey form that was created and sent to Raisa McNab in order to be disseminated to the ATC companies and their employees. The study began with an informal pilot study in September (see Section 3.11 about the pilot study) and then, once edited and approved by the School of Languages and Applied Linguistics in line with the university's ethics policy, it went live on October 8, 2021.

The topics of the survey included survey respondents' perceptions on issues of DI&E within their company, their own personal experiences or witnessed experiences with discrimination amongst other topics obtaining factual numbers on minorities (those with protected characteristics), and in particular an actual count of ethnic minorities working in the field.

The wording and order of the questions was important since they were sensitive topics that would affect the responses of participants. Regarding the former, the questions were kept as neutral as possible without trying to cause offence against anyone, especially those with protected characteristics. As for the order, the questions started with routing questions (see Section 3.8 for more detail on this), then to generic questions to gain demographic information on the sample such as age, ethnicity, gender-sexual orientation, etc. Following the basic questions, the core of the survey started with a disclaimer, reminding participants once again (even though there was a cover letter to the survey) about why they are doing this survey. The disclaimer read:

This questionnaire will aid in understanding more about ethnic minority and minoritised group experiences in UK language services companies. Diversity, inclusion and equality (DI&E) compliment this topic and will provide an insight into what DI&E policies look like in this sector.

The first two questions were aimed at gaining insight of employees' feelings of what hindrances they feel that they or their colleagues unfairly face while working. The second portion of the survey dealt with statements that helped gauge how they think their current (or most recent) company performs in relation to DI&E. Answers were based on a Likert scale with radio button

multiple choice options for how strongly they agreed or disagreed with these statements. The options to respond with were strongly agree, agree, neutral, disagree and strongly disagree.

The third section of the survey used statements to determine how participants felt in their current (or most recent) role within their respective companies. Once again, answers were based on a Likert scale via radio buttons on how strongly they agreed or disagreed with these statements, with the same options ranging from strongly agree to strongly disagree.

The last section started with a definition of discriminatory behaviour to ensure respondents were not confused (discrimination can be quite an umbrella term). Many of these questions could be skipped if respondents did not feel comfortable talking about such sensitive issues as racism, sexism, and witnessed discriminatory events at their work. Lastly, there was an optional question directed at full time employees requesting their salary/annual income from work before tax for the 12 months ending April 2021. Answers were in the previously stated range using radio buttons.

The order of questions was very important. The easy-to-complete and more general queries were at the beginning. The questions were structured and offered lists to select one or multiple answers, categories or five-point Likert scale answers to facilitate the analysis of data. There were no open-ended questions in the survey.

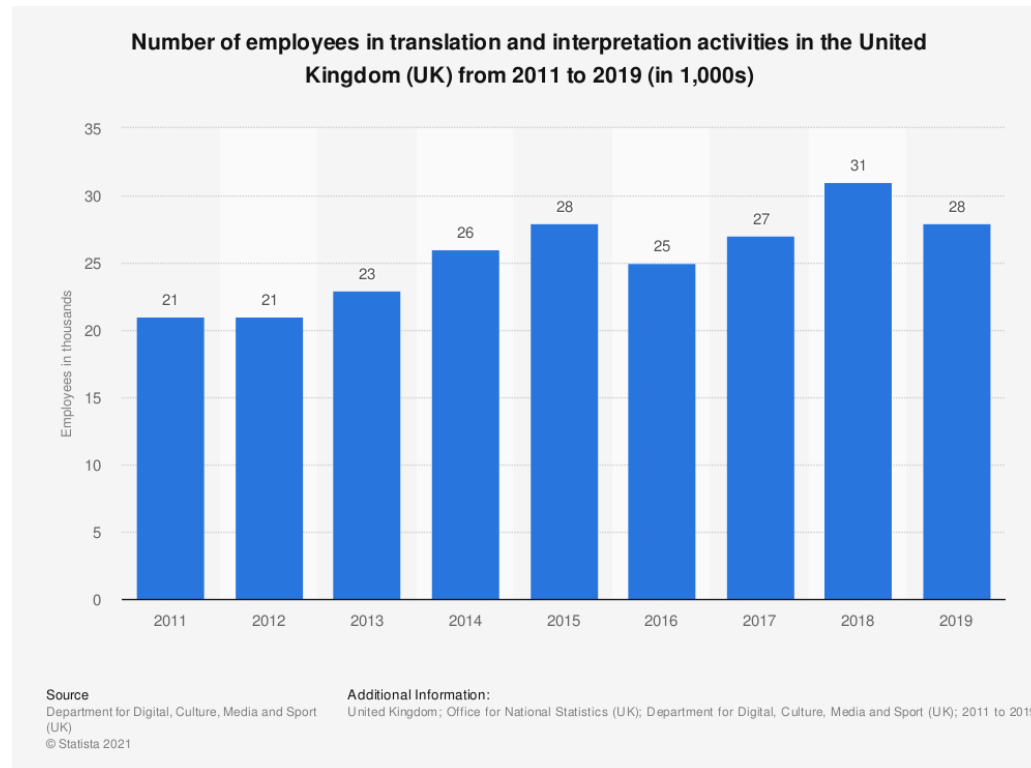
It is worth mentioning that before completing the survey, it was clarified to participants that it would be anonymous. This was vital so that they could express their opinion without feeling self-conscious. It is also important to mention that the survey had to be digital since it would be sent to potentially thousands of ATC member company employees. As mentioned earlier, Google Forms was the application chosen based on many of its merits and the results were analysed with Excel Sheets.

3.7 Survey universe, sampling frame and response rate

Statista (2021) established that the UK employed some 28,000 translation and interpretation employees in 2019. However, this universe does not necessarily count language service workers who are not translators and interpreters such as proofreaders, those trained in localisation, copywriters, etc. However, this is as close to a ‘complete’ universe in which was sought to be

represented in the survey. The trends in translation and interpretation employment figures can be seen in Figure 6.

Figure 6: Number of Employees in Translation and Interpretation Activities (Statista, 2021)



The sampling frame used was the ATC’s member database, these members’ associate companies and their employees. Primary targets were UK-based ATC member company representatives as many of the general mailing list recipients are based outside the UK, and 15.8% of the ATC’s member companies are also based overseas (Karandysovsky, 2021). The 63 respondents who accessed the survey were directed to it via the mailer or social media, with two mails being sent out to 214 ATC Member Companies which meant access to approximately 3,500 mailing list recipients. Thus, the 63 respondents who completed the survey indicated a response rate of slightly over 1% (see Table 1).

Table 1: Response Rate

Response Rate	Delivered email invitation	Completed Survey Total	TOTAL

ATC Members	3,500	63	1.8%
-------------	-------	----	------

The survey was promoted via the ATC’s social media on Twitter and LinkedIn and may have been shared it was not possible to obtain data on whether or not that actually occurred.

Given the controversial nature of many survey questions, it was essential to adopt and enforce stringent confidentiality measures. As a result, it cannot be known for certain how participants accessed the survey. It may have been via ATC social media or possibly as a result of the personalised emails – each is possible.

When observing this response rate, it is important to consider that the time the survey was launched coincided with the height of the pandemic and many, just as in any sector, were facing uncertainty regarding their unemployment.

3.8 Routing Questions

A common type of question used in survey-based research is the routing question. The purpose of these questions is to help determine whether a potential candidate is able to meet any eligibility requirements that are in place for the study. Some answers provided will be deemed as qualifying while others will be disqualifying and will help them to understand whether they can proceed in participating in the study.

It was extremely important to ascertain who were the right candidates to take the survey. There were some confusing factors such as if recently terminated workers could participate or temporary contractors who may not have full insight to the questions contained in the survey. The goal was to find workers that were permanently hired and or currently working or recently working in LSCs in the ATC member list. Undesirable survey respondents were screened out with the following routing questions (see Figure 7):

Figure 7: Routing Questions

Please choose one that suits you best. *

- ☒ I am working in a translation and language service company based in the UK.
- ☐ I have been furloughed from a translation and language service company based in the UK.
- ☐ I am soon planning to leave a translation and language service company based in the UK.
- ☐ I have been made redundant within the last several months from a translation and language service company based in the UK.
- ☐ I have never worked in a translation and language service company based in the UK.
- ☐ I am self-employed in the translation and language services sector.

The last two options are routing questions that would disqualify participants from the survey. Freelancers would not apply to many of the “company” questions and obviously anybody who has never worked in this industry would not be able to comment on any of the questions in the survey.

3.9 Invitation and Opening Letter (Cover Letter)

To recruit participants, a letter of invitation was sent from Raisa McNab to fellow ATC members (see Appendix A). Raisa had taken the relevant information from me including a quick explanation of what the survey was about, and had included this information in this mailer. This is an important stage of research, as indicated by Sue and Ritter (2011, p. 3) who state that invitations

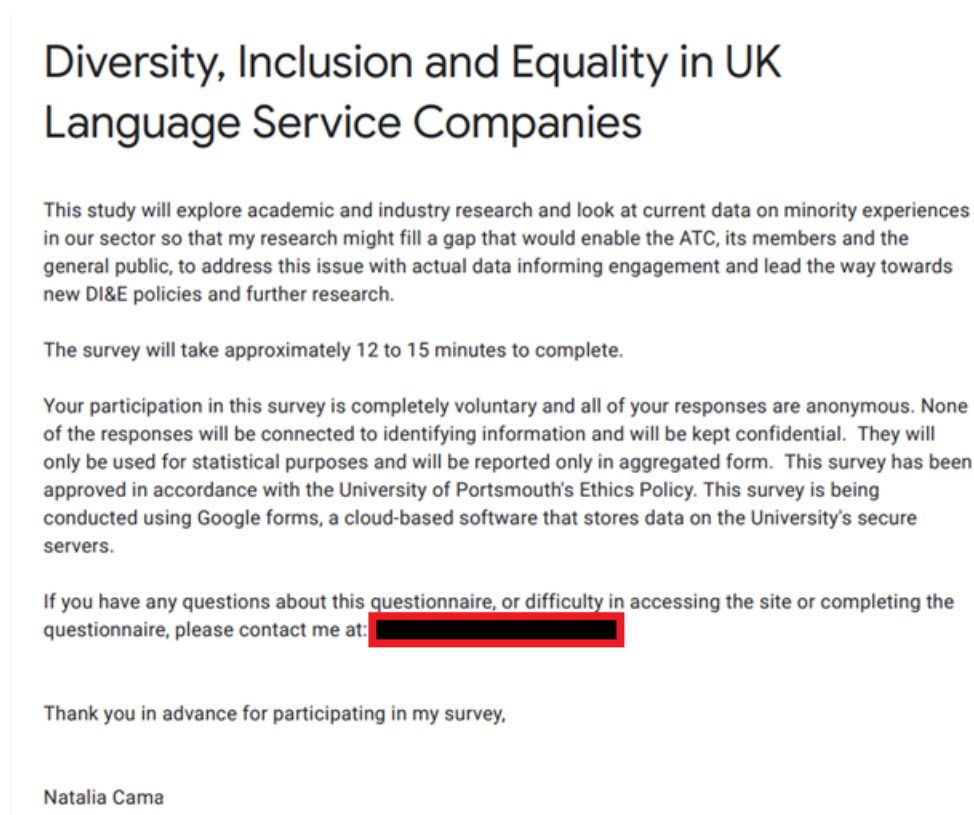
... are the first point of contact with the potential respondent. This is an opportunity for the researcher to sell the survey. If the invitation is not enticing, then the reader is likely to delete the message, close the pop-up window, or discard the request.

Equally, the cover letter leading to the routing questions and survey was designed to be short and simple, but still clearly explained the purpose of the survey and its importance. Sue and Ritter (2011) also highlight the need to advise of the time to complete the survey (which was 12-15

minutes as determined by the pilot study). In addition, the language of the survey was made to suit the audience including details on how to safeguard their personal information and privacy and a note of appreciation for the participation (Sue & Ritter, 2011).

The letter also included my email address in case there were any problems accessing or completing the questionnaire. Raisa McNab was the intermediary between me and the participants. There was not one case where a participant contacted me or Raisa due to technical problems in the survey. The cover letter can be seen in Figure 8.

Figure 8: Cover Letter for the Survey



Once respondents accessed the link to the survey, they were brought to an opening page that explained the objectives of the survey and thanked them for their participation. It was important to have a disclaimer in this letter to explain privacy and confidentiality. It was vital to make explicit that respondents' participation was completely voluntary and they were aware of this (De Vaus, 2014).

3.10 Thank You Message

It is important to express gratitude to research participants who have taken the time to complete the survey, and Thank-You Notes are an effective way to do this (Sue & Ritter, 2011). Thus, I included a thank you message for all participants. Participants who had been disqualified from the survey after the routing questions also received the same message, which was as follows:

Thank you for your response, your input is very much appreciated. This survey's objective was to explore minority experiences within staff members at UK language service companies, with a view to open the landscape up for further discussion and wider research.

3.11 Pilot Study

About two weeks before releasing the survey on October 8th, an informal pilot study had been released to some colleagues of the researcher who were able to give feedback on what could be improved or excluded from the survey. The importance of this process has been pointed out by Brace (2018, p. 3) who says that “questionnaires should be tested to ensure that there are no errors in them. With timescales to produce questionnaires sometimes very tight, there is often a real danger of errors.” In addition, attention was paid to such things as whether some participants skipped questions or indicated they did not know how to answer appropriately. Cowles and Nelson (2019, p. 36) suggest that “no answers and don’t knows could be an indication of a problem with the way the question is worded or it could indicate that the question asks for information that respondents can’t or don’t want to provide.”

CHAPTER 4: Methodology Flaws in Both Studies

4.1 Re-wording of Words

At times, it was necessary to reword some questions. For instance, in the MRS survey the meaning of ‘rewarded’ was questionable in the report (and the assumption can be made that it was used in the survey). The question had stated:

Do you believe that everyone in the market research research/insight/data analytics sector has the same opportunities to progress and is rewarded fairly regardless of each of these factors?

The ambiguity resides in whether it means “paid” in the monetary sense or rewarded in an abstract sense. Hence, this was broken down into questions and referred to monetary rewards in the survey (as is discussed in Section 6.1).

4.2 Likert Scale

A Likert scale is a widely used tool in quantitative, survey-based research. It is typically a 5-point scale that is utilised to help determine people’s beliefs and attitudes towards certain topics or phenomena. The typical structure of a Likert scale item asked people to indicate “the extent to which they agree or disagree with a statement” (Kotecha, 2016, p. 8) with responses ranging from strongly agree to strongly disagree.

Thus, given the quantitative focus of the current research, Likert scale items were employed. An example from the survey can be seen in Figure 9.

Figure 9: Example Likert Scale Item from Survey

Diversity & Inclusion are taken very seriously at all levels of the organisation. *

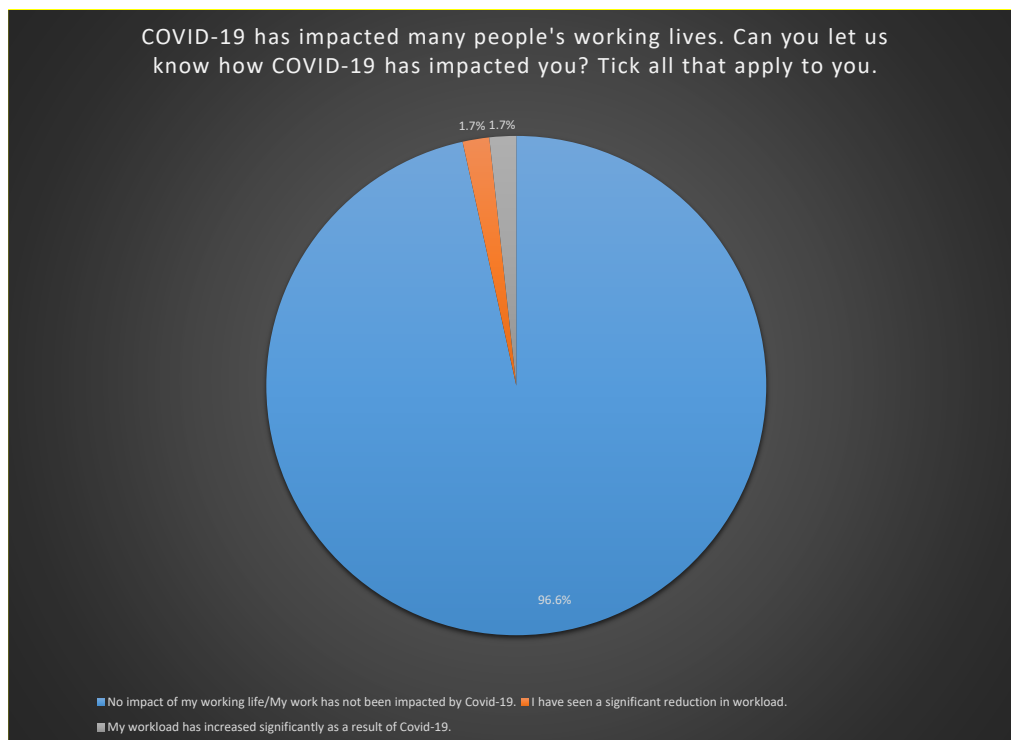
- ☐ Strongly agree
 - ☒ Agree
 - ☐ Neutral
 - ☐ Disagree
 - ☐ Strongly disagree
-

The Likert scale allowed the answers to be easily re-coded to demonstrate data on graphs. However, its limitations are that it does not allow a respondent to fully elaborate on his or her opinion. This is in addition to the fact that “neutral” was included in my response options. This is important to acknowledge as neutrality can be problematic. As Nemoto and Beglar (2014, p. 5) point out, the neutral option is something that does not exist in other areas of measurement, and, importantly, “middle categories cause statistical problems in that analyses of rating scales often show that neutral categories disturb measurement in the sense that they do not fit statistical models well or they are disordered.” Thus, this needs to be taken into consideration.

4.3 Issues with Coding

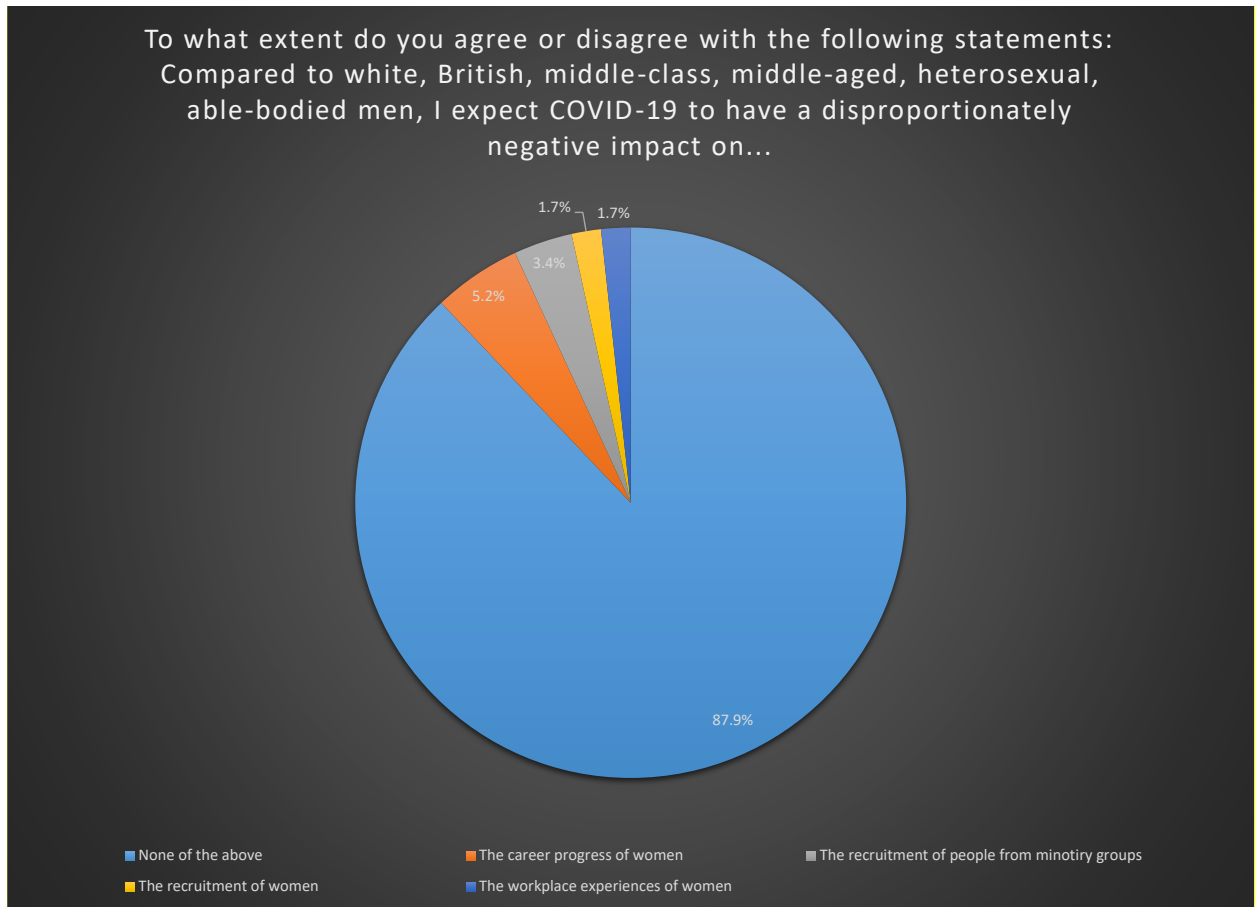
If referring to Figure 10a concerning the impact of Covid on working life, responses were coded in Excel as “no impact on my working life, my working has not been impacted by Covid-19.” In the Excel sheet anybody who said “no impact...” was coded as “1” and if they selected “I have seen a significant reduction in workload” they were coded as “0.” Also, if their workload had increased significantly as a result of Covid, they were coded with a “0.” What should be kept in mind is that with this methodology no responses were also coded as “no change or impact on my working life”, hence they became a “1,” as it was assumed that if the respondent did not give an answer, this was not important for them. This implies that the 96.6% of people who said that Covid had not impacted them or their career should be taken with a grain of salt (see Figure 10a):

Figure 10a: Impact of Covid on Working Life



The chart displayed in Figure 10b should also be taken with a grain of salt. There were 58 responses of which 51 selected “none of the above”, 3 participants said there would be an impact on the career progress of women, 2 said it would affect the recruitment of people from minority groups, 1 person said it would affect the recruitment of women, and 1 person said it would affect the workplace experiences of women. Again, non-respondents were grouped into the overall percentage of 87.9% so this could skew the interpretation of the data, especially when there was a significant number of empty responses which would have been recoded to “no impact...” Although the means of this methodology may have resulted in a con, the pro of these results and methodology is that it leads to the need for more data, which in turn means this study is leading the ATC and the sector in general to get more research done in the future.

Figure 10b: Impact of Covid Compared to White British Male Colleagues



CHAPTER 5: Participants, Sample Profile and Privacy

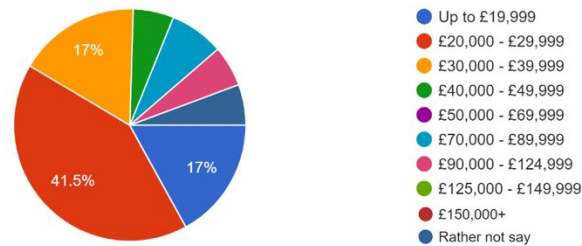
5.1 Participants

With regard to ethical behaviour toward research participants, De Vaus (2014, p. 56) states that “most professional codes of ethics stress the importance of five ethical responsibilities towards survey participants,” with these being voluntary participation, informed consent, no harm, anonymity and confidentiality, and privacy. The present study complied with all five aspects, as indicated by signing the University of Portsmouth’s SLAL Ethics checklist and gaining subsequent approval.

Participants were employees and were both ATC associate members and ATC accredited members; however, ATC’s audience extends to some non-member companies as well, so many follow the ATC without being members. Hence, if the survey was promoted on social media, these non-members could have had access to the survey since it was public. This is largely why routing questions were created – to filter who the ideal candidates would be to complete the survey. This process was supported by Raisa McNab (CEO of ATC), who sent out mailers to all employees in these companies. Whether these employees also included managers and those in positions of authority is unknown. If looking at the salary range of some of the participants (based on the last question), it could be assumed that some respondents were in positions of authority based on their high salaries. The issue of salaries was addressed in a survey question, and the results can be seen in Figure 11.

Figure 11: Annual Salary 2021

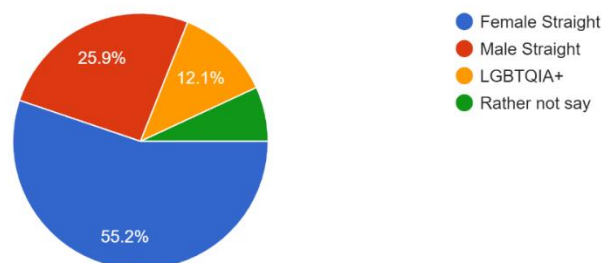
(Only full-time workers should respond to this question. If you are not full-time, you may submit the survey now). What was your salary/annual income before tax for the 12 months ending April 2021?
53 responses



From the 63 respondents, 3 earned £90,000-£124,999, and 4 respondents earned between £70,000-£89,999 annually, suggesting higher positions in their places of work. 55.2% of survey respondents were straight women, 25.9% were straight men, and a small minority at 12.1% identified as LGBTQIA+. As always, with such a sensitive question, a “rather not say” option was offered, and a small percentage chose to not disclose their sexual orientation (see Figure 12).

Figure 12: Sexual Orientation

Sexual Orientation
58 responses



5.2 Informed Consent and Protecting the Rights of Participants

Confidentiality must always be upheld in academic research. It is a participant’s “right to know who will have access to their data. The rate at which participants respond honestly to survey questions could increase if they are assured of the confidentiality of their answers” (Toepoel, 2017, p. 4).

The notion of being informed is also vital. A key aspect of being informed is that they are aware their participation is completely voluntary and that they are free to withdraw at any time without consequence (unless receipt of an incentive is tied to completing the study). It follows that informed consent requires a detailed description of the study and its purpose along with what the participants should expect to do, including time commitment. If there are any risks like stress or emotional responses, these should be addressed too (Toepoel, 2017).

5.3 Threatened Confidentiality

Online survey participants must accept that there is a small chance their data or information may be accessed by people who are not meant to. The personal information of relevance includes contact detail such as email or other identifiers. This is something that must be considered and participants made aware of (Toepoel, 2017).

The main point of contact within the industry was Raisa McNab, CEO of ATC. Her involvement meant that she facilitated contact with ATC members and acted as a channel for communication. As a result, I never had direct communication with participants, nor did I have any information that could link participants to their emails or general identities.

5.4 Sample Profile

The profile of the 63 participants by key descriptive variables is detailed below in pie charts in percentages. Key things to note are that 66.5% of the respondents were women, 12.5% of respondents identified themselves as LGBTQIA+, most respondents were in the age demographic of under 35 years of age (46.6%), 62.1% identified themselves as White British (English, Welsh, Scottish, Northern Irish), and 25.9% as “other white.” Thus, the remaining 12% of respondents were ethnic minorities – two Indian respondents and one person of Pakistani descent (mixed and multiple race included two people), with two respondents in that percentage of unknown ethnic descent since they commented “rather not say” (3.4%).

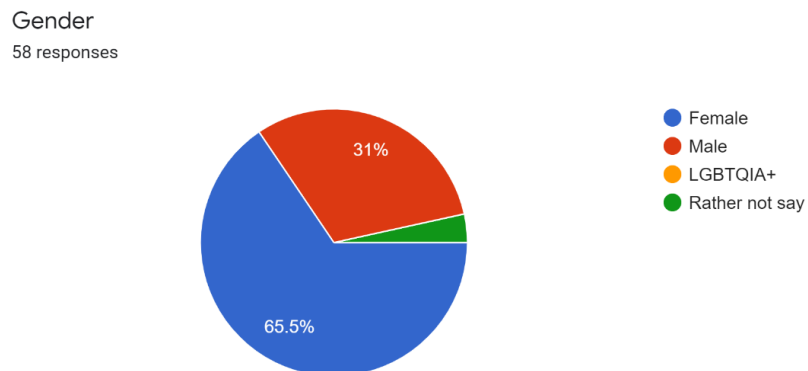
Interestingly, the majority of respondents (87.9%) worked in small companies of 6-99 employees and many of the graphs and comments in this study will be focused on small companies for this reason. One thing to comment on is that there were a few respondents that worked for extra small companies of under 6 employees (4 respondents at 6.9%), and they were

not included in the demographic of “smaller companies” in the highlighted data of this study since they were not in the majority.

Regarding religious status, the majority of survey participants did not have any religion (53.4%), whereas the second largest majority (32.8%) identified as Christian. The remaining 10.3% of respondents were Jewish, Muslim, or identified “other” religion. Only two respondents (3.4%) chose “rather not say.” Lastly, regarding age, nearly half of the survey participants were young workers aged 35 years and younger, with only 3.4% (two participants) being aged 65 years or over.

Figure 13 gives an insight into the gender identification of participants.

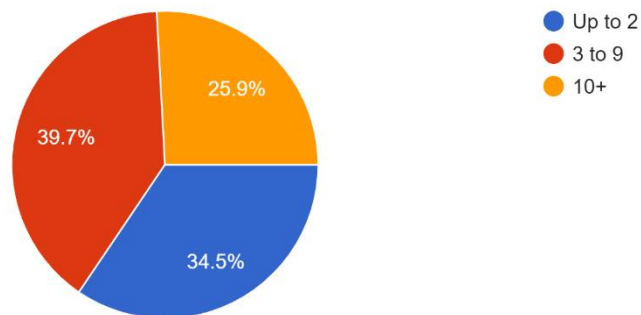
Figure 13: Gender Identification of Participants



It was also important to know the number of years the respondents had spent working in the sector, and this information is presented in Figure 14.

Figure 14: Years Working in the Sector

Years in the UK Language Services Sector
58 responses

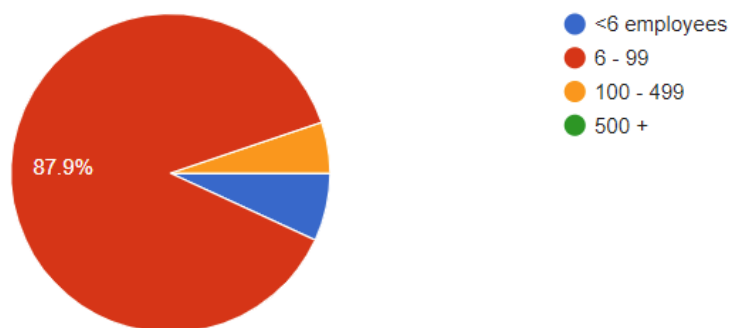


Company size varied among the participants, and this is indicated in Figure 15.

Figure 15: Company Size

Size of your Company

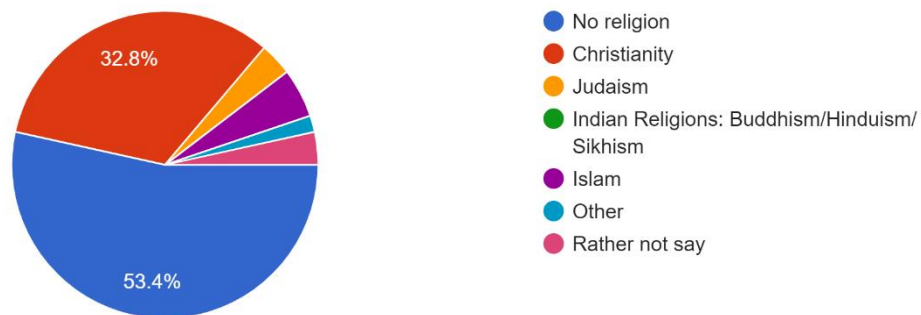
58 responses



In terms of religious status of the respondents, although just over half indicated no religion, there was diversity among the other respondents, as shown in Figure 16.

Figure 16: Religious Status

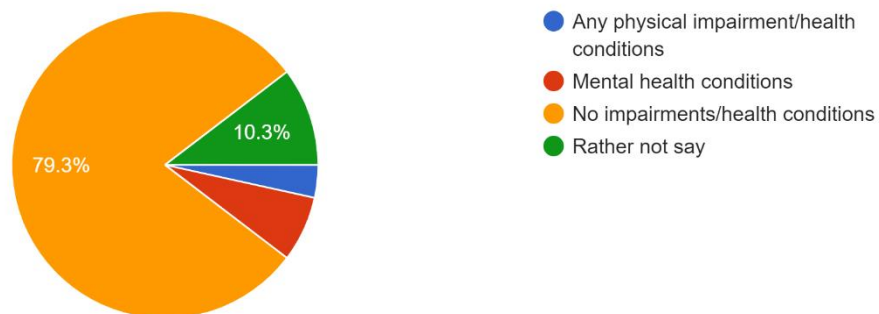
Religious Status
58 responses



With regard to disability status, the majority indicated they had no impairments or health conditions (see Figure 17).

Figure 17: Disability Status

Disability Status
58 responses



CHAPTER 6: Alterations and Modifications

6.1 Modifying MRS questions and answer options

Although this is a study homing in on the UK language service sector and the experiences of its minority workers through the eyes of DI&E, the study was based on and inspired by the MRS study and has a comparative aspect. Hence, many questions were replicated directly copied and pasted from the MRS study, but they were often modified and rephrased.

For example, a question in the MRS survey was:

Do you believe that everyone in the market research research/insight/data analytics sector has the same opportunities to progress and is rewarded fairly regardless of each of these factors?

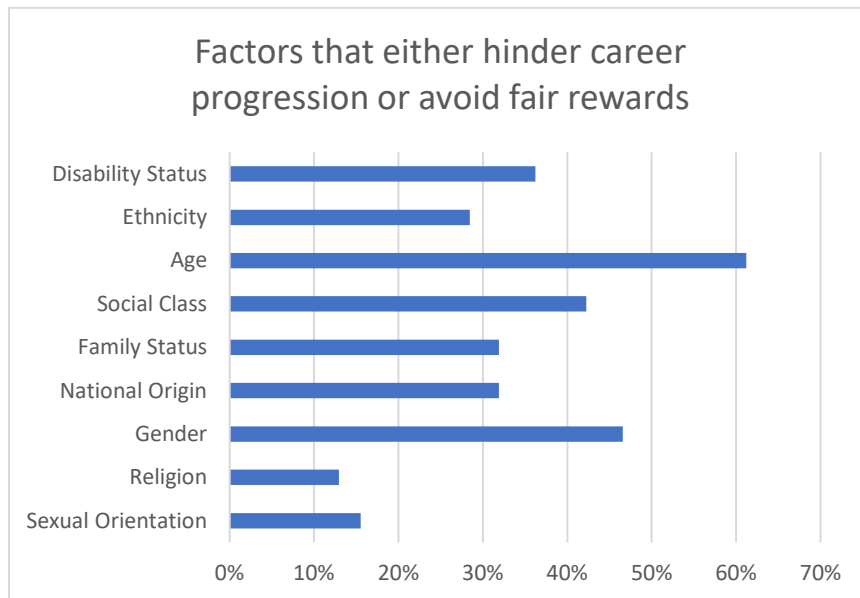
In the survey for this study, I divided this into two questions. For presentation of the data, I grouped them together, however for the sake of clarity for the respondents, I decided to divide them into two separate questions as to avoid a loading of questions (see Section 3.6 for earlier discussion). The questions were:

1. Below are a list of factors which may influence opportunities within the UK language services sector. Please check all those which you believe hinder career progression.
Tick all that apply
2. Below are a list of factors which may influence employees being rewarded fairly (monetarily or by other means), within the UK language services sector. Please check all those which you believe hinder these rewards or compensation. Tick all that apply.

However, the options in responses for both divided questions were the same: age, gender, family status, ethnicity and race, national origin, religion, disability status, sexual orientation and Gender Identity (LBGTQIA+), and social class (state school and first-generation university).

The manner in which participants responded to this is presented in Figure 18.

Figure 18: Career Progression and Fair Rewards



Answers were also modified answers when necessary. For instance, both the MRS and the present study asked:

What are you personally prepared to do to improve diversity, inclusion and equality in your day-to-day work?

For the most part, the responses were kept the same but language was occasionally tweaked in some questions. For instance, in the question asking respondents what they would be willing to do to advance DI&E in their workplace, the MRS original answer option was “Become a diversity, inclusion and equality **champion** at work.” However, it was felt that “Become a diversity, inclusion and equality **advocate** at work” was a better option as “Champion” was confusing and ambiguous language. It was not clear whether it referred to winning a contest or trying to be better than other colleagues in a competitive environment. Regardless, *advocate* was deemed a better option since it implies the concept of someone acting to “publicly support or suggest an idea, development, or way of doing something” (Cambridge Dictionary, 2020).

Sometimes, modifications were quite subtle, but did imply a significant change. Take for instance the question (which was the same for both):

Have you ever considered leaving your current (or most recent) organisation or role because of concerns related to discrimination or to the lack of diversity, inclusion and equality?

The answers in the present study were:

- Never
- Sometimes
- Often
- I am leaving for these reasons
- Rather not say

Although I do not have the original copy of the MRS survey (my questions were all taken from the report), it could be assumed what the options were in the original survey based on the following graph in Figure 19:

Figure 19: MRS Consideration of Leaving a Job



Base all participants currently working⁴. Base sizes shown in axis labels.
 Q.28 Have you ever considered leaving your current (or most recent) organisation or role because of concerns related to discrimination or to the lack of diversity, inclusion and equality?

As one can see, the options are essentially the same as the survey for the current study; however, I opted for the past tense as in “I did leave for these reasons.” If a participant selected this option, it would imply they are no longer working in the sector or at their present job, hence their data is void (hence the need for routing questions). In congruence with the routing questions which assume that people are still employed in their companies, the option was changed to “I am leaving for these reasons.” This implies that this person is still working in the industry (hence still eligible for the survey) and could imply that they are on their way out of the job or industry.

When asking questions regarding discrimination, it was important to reflect and ask, ‘what is discrimination’? in the eyes of the candidate. Before moving on to topics that discussed discrimination, a general definition that complemented the discussion of protected characteristics under the Equality Act 2010 was provided to define discrimination as being something both overt and something less visible. This definition can be seen in Figure 20.

Figure 20: Definition of “Discrimination” Provided to Participants

In the next section, please answer the following questions. Skip to the next question if it does not apply to you.

When discriminatory behaviour is observable in personal interactions, it is known as ‘overt discrimination’. This can be reflected in tone of voice, harassment, language, bullying, facial expressions, attitudes, exclusionary actions, or any other means of degrading a person based on their belonging to a minority group as defined by the 2010 Equalities Act. This includes characteristics such as: age, disability, gender reassignment, race (ethnicity), religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

There are also less ‘visible’ forms of discrimination which may be enacted by individuals who have no intention to discriminate whatsoever.

Regardless, both overt and less visible forms of discrimination are equally considered discrimination.

CHAPTER 7: Results and Discussion

7.1 Pertinent Findings

As seen in Figure 18, only 13% of survey respondents felt religion was a hindrance to career progression and fair rewards. Over half of the respondents (at 61%) felt age was the biggest obstacle to career advancement and fair rewards (see Figure 21, which was created from questions in the survey).

Figure 21: Hindrance Between Relevant Groups and All Respondents

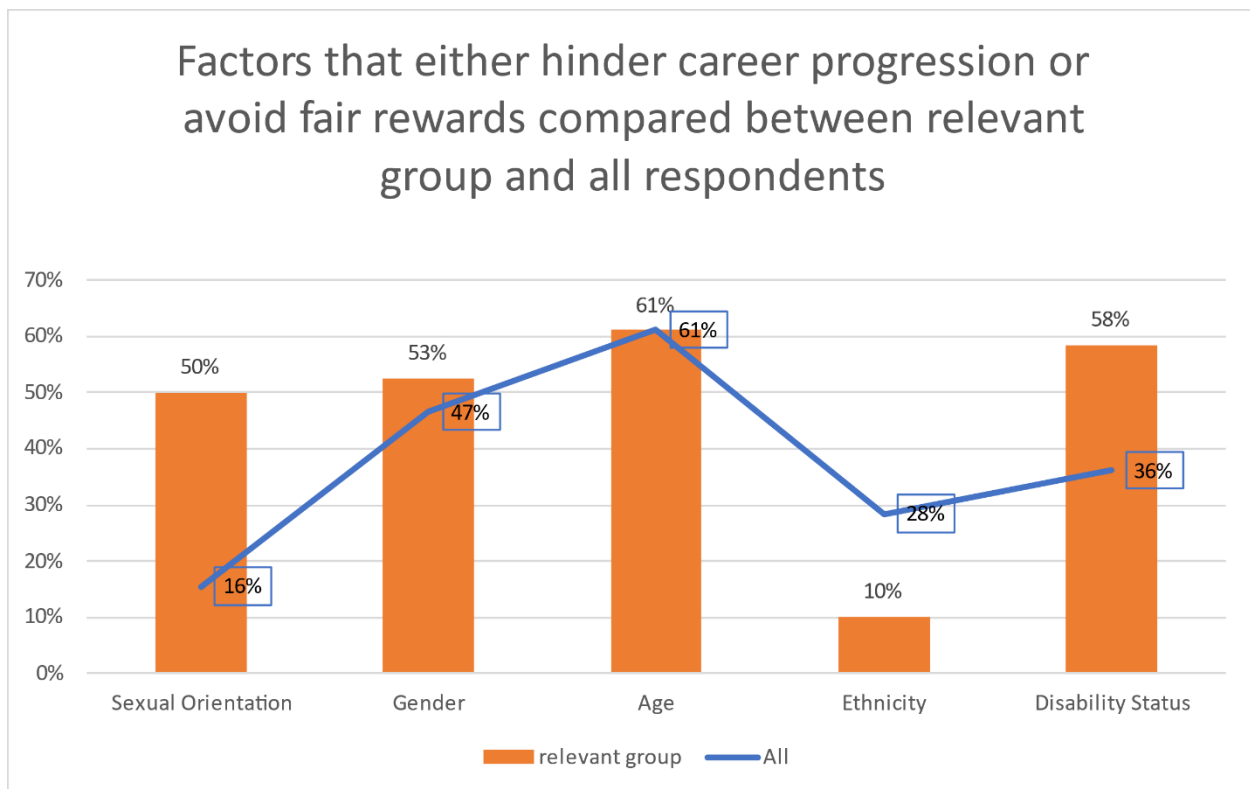


Figure 21 was created from the following two questions in the survey:

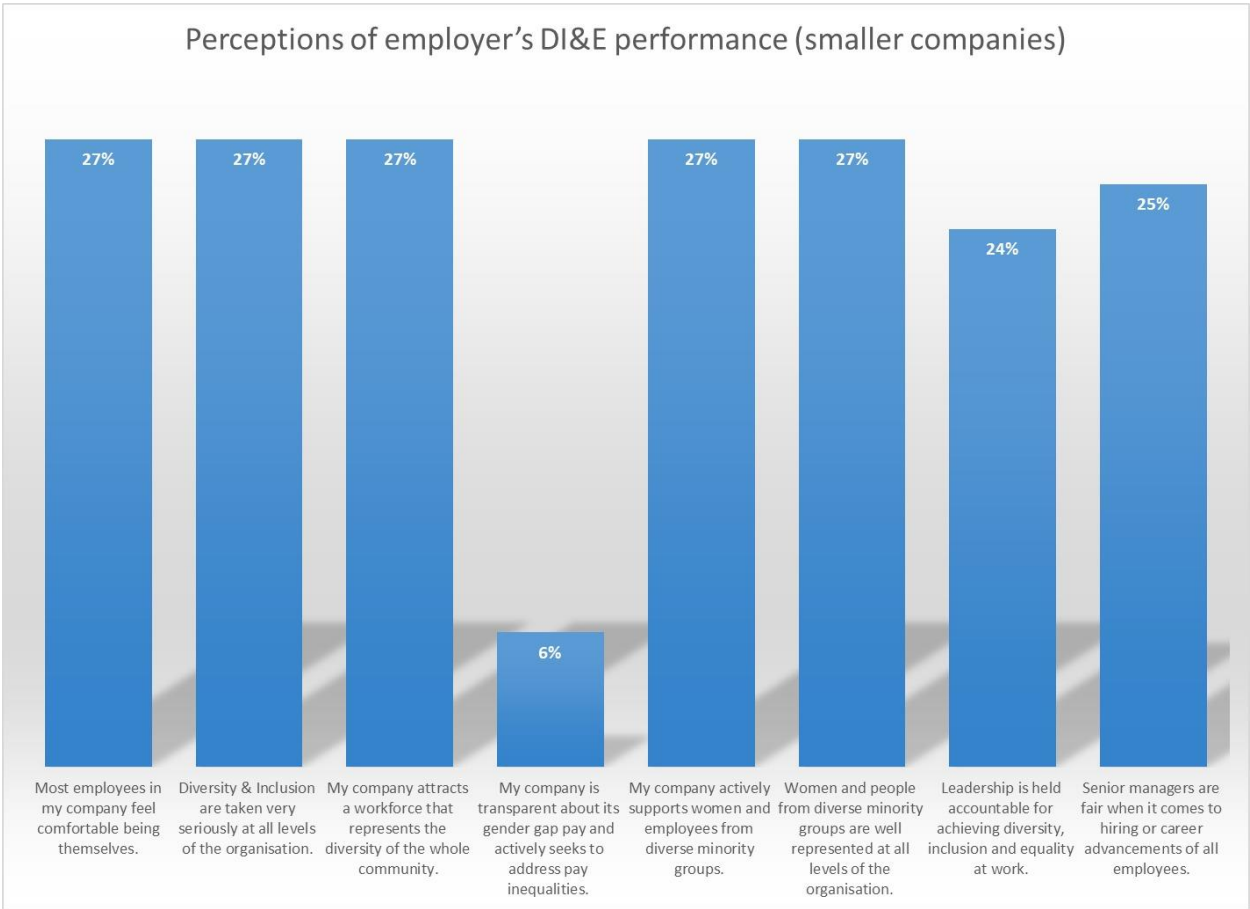
1. Below are a list of factors which may influence opportunities within the UK language services sector. Please check all those which you believe hinder career progression. Tick all that apply.

2. *Below are a list of factors which may influence employees being rewarded fairly (monetarily or by other means) within the UK language services sector. Please check all those which you believe hinder these rewards or compensation. Tick all that apply.*

What is interesting to note is that 50% of the LGBTQIA+ people believed that their protected characteristic group had a hindrance to fair rewards or career progression, whereas the average of all respondents marked by the blue trend line at 16% thought that being LGBTQIA+ is a hindrance in career progression and fair rewards. On the other hand, 10% of ethnic minority respondents believed there was a hindrance in career progression or fair rewards for their demographic, yet the overall average at 28% believed that they do have an obstacle for such things.

Another pertinent finding relates to the way DI&E performance was perceived among smaller companies, as shown in Figure 22.

Figure 22: Perceptions of DI&E Performance (Smaller Companies)

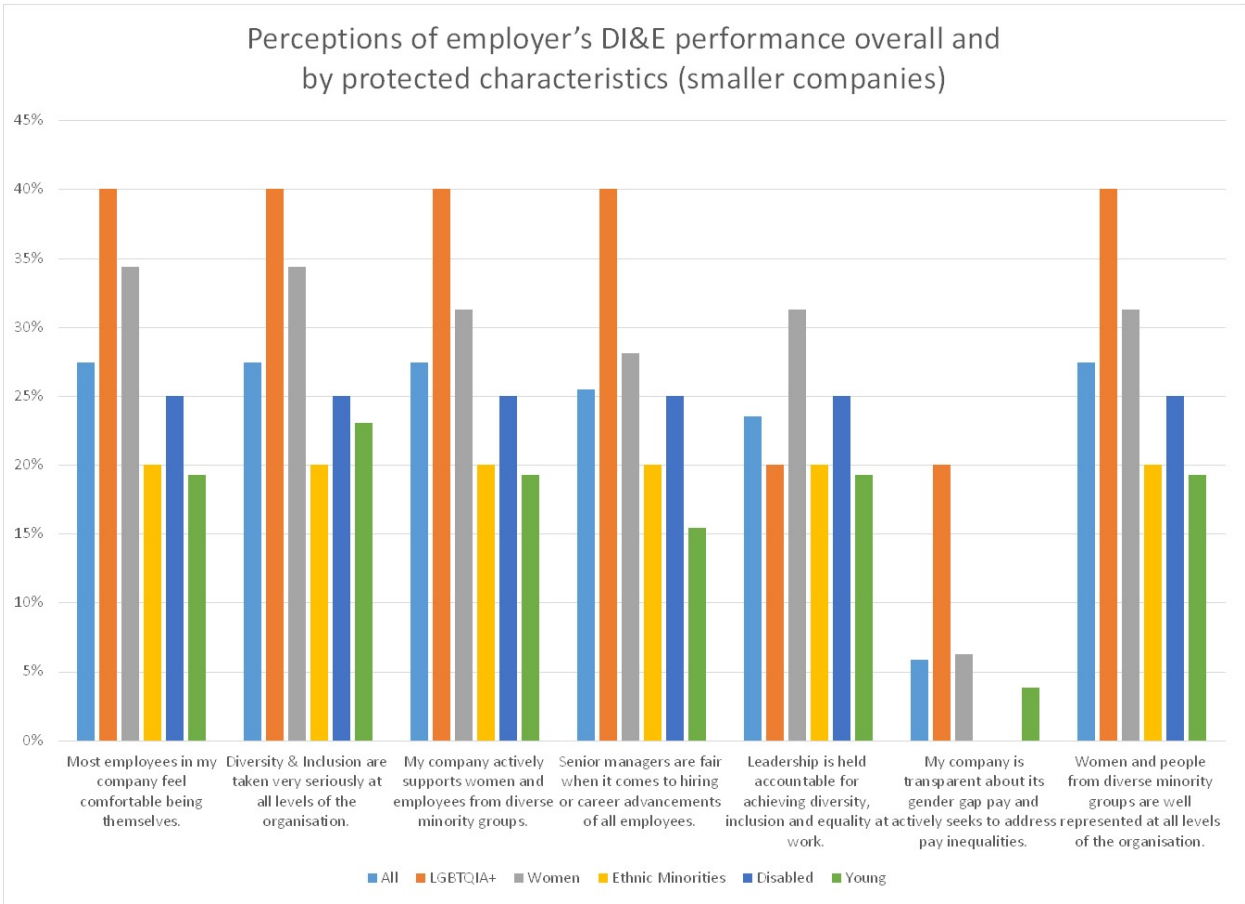


It can be seen that in the UK language services sector, almost a third of workers (27%) concur that in general, workers feel at ease and comfortable being themselves. It must be conceded that this is not as strong a result as would be desired. The same result (27%) was found in relation to employees perceiving that they are taken seriously in their work across all levels of their company. This could also be considered disappointing, as is the fact that only 27% believe that woman and workers from diverse minority groups are well supported. Finally, a quarter felt that senior managers demonstrate fairness in the context of hiring and supporting career development and advancement. In the result showing the second lowest outcome, 24% of respondents felt that accountability for leadership is present in relation to DI&E in the workplace. The most troublesome result was that a mere 6% felt that there was transparency in the organisation about the gender pay gap and steps to address this. Other results included 24% of respondents indicating a belief that women and those from diverse minority backgrounds enjoy strong

representation, and that the workforce of the company is reflective of broader community diversity (27%).

The protected characteristics of employees are of great importance and are critical to determining how well a company does in DI&E. Results for this topic are shown in Figure 23.

Figure 23: DI&E Performance by Protected Characteristics (Smaller Companies)



When considering the perceptions of companies’ performance on DI&E in minoritised groups with protected characteristics based on the Equality Act 2010, the picture becomes more complex.

LGBTQIA+ language service workers are broadly more in agreement to the statements made in Figure 23 compared to other employees regarding the same issues. At 40% they agree that their company actively supports women and employees from diverse minoritised groups but are strikingly less likely to think their company is transparent about its gender pay and

actively seeking to address pay inequalities (20%). Ethnic minority workers in these small companies are broadly aligned young people on the majority of the issues. They are more consistently less likely than the other groups such as the LGBTQIA+ workers and women workers to agree that DI&E is taken very seriously at all levels of the organisation and that they can feel less comfortable being themselves in their companies.

Disabled young people and women are more negative than other employees in relation to the statement that their company is transparent about its gender pay gap and actively seeking to address pay inequalities. It can also be seen that young people are the least likely to believe that senior managers are fair when it comes to hiring or career advancements of all employees (15%). They are also least likely to believe that leadership is held accountable for achieving DI&E at work (19%). In addition, they are the least confident that when it comes to women and people from diverse minority groups being well represented at all levels of the organisation (19%). The results also highlight that young people under the age of 35 are the most sceptical about DI&E in their workplace and feel that the sector warrants further investigation. Young people's motivation to work and be attracted to work in the UK language services sector is vital, but there are layers of concerns in the UK regarding young British attitude towards language acquisition and DI&E efforts should not add an additional layer to their demotivation to learn languages and work in the industry.

In one study, Coleman et al. (2007) administered a large-scale survey focusing on the language learning motivation of in excess of 10,000 students in English secondary education. The results revealed that the enthusiasm shown at a young age (11) tends to decline rapidly in the two years that follow, and this is accentuated for young boys. An important insight was provided by Coleman (2009, p. 115) in pointing out that:

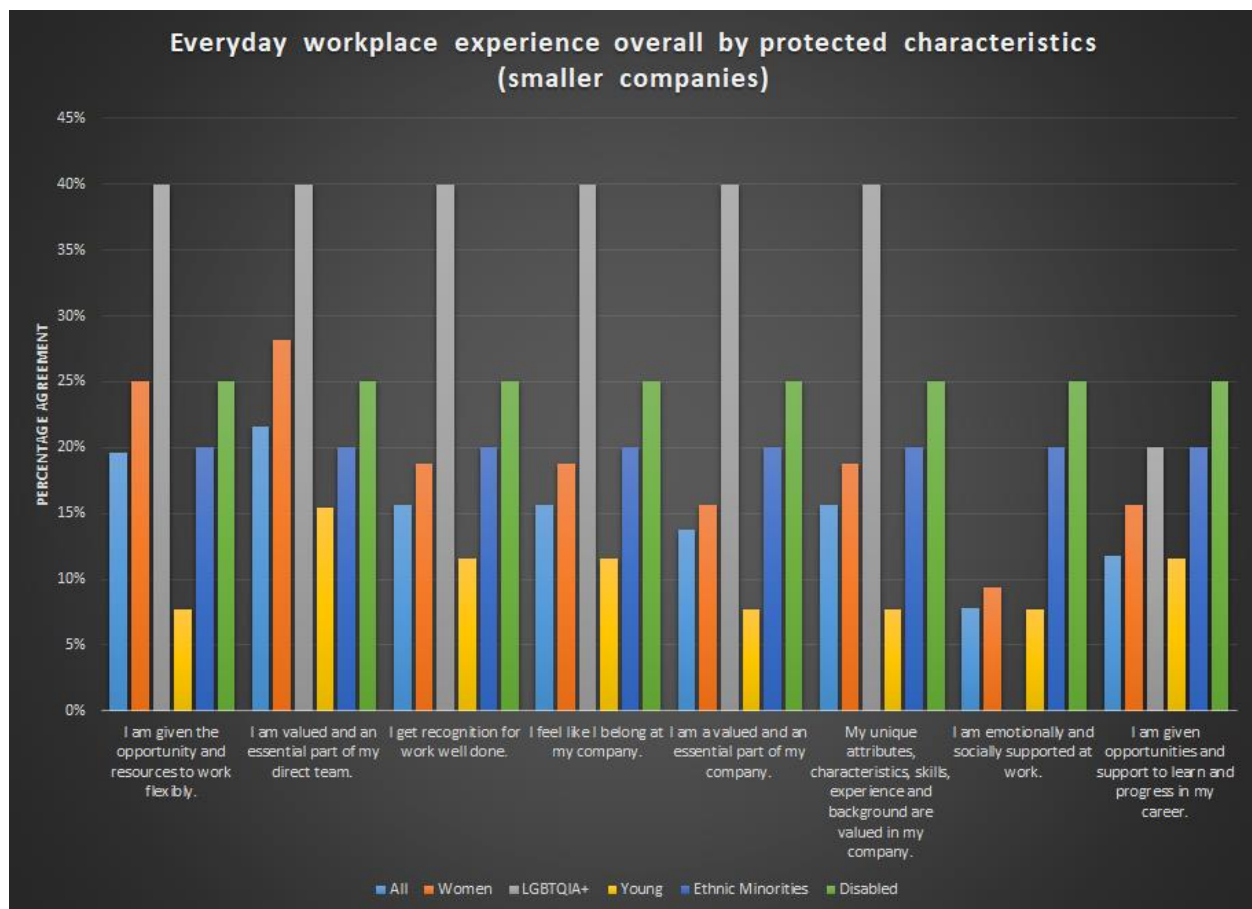
UK Prime Minister Gordon Brown, in his speech to the Specialist Schools and Academies Trust (SSAT) on 23 June 2008, asserted confidently that 'as the global economy expands, Britain can attract companies because of the skills that we have to offer here. If you have skills, educated in Britain, you can work almost anywhere in any part of the world'. Gordon Brown is thus furthering the myth that the world is crying out for monolingual native English speakers – an arrogant assertion.

This sheds further light on the need for language learning and motivation to do so for the benefits it can provide in terms of future employment.

7.2 Workplace Experiences

The survey explored everyday workplace experiences to tap into how it feels for different groups of people to work in their company. Overall, the results paint a more positive picture for LGBTQIA+ language service workers daily experiences at work compared to the other categories (see Figure 24a).

Figure 24a: *Everyday Workplace Experiences by Protected Characteristics*



The results showed that there is still a lot of DI&E work to be done in this sector, at least for smaller sized companies. A solid majority of language service workers feel that:

- They are a valued and essential part of their direct team (20%);

- They get recognition for work well done (16%);
- They belong at the company (16%);
- They are a valued and essential part of their company (22%);
- Their unique attributes, characteristics, skills, experience and background are valued in their company (16%);
- They are emotionally and socially supported at work (8%);
- They are given opportunities and support to learn and progress (12%);
- They are given the opportunities/resources to work flexibly (12%).

As with other themes, there are also differences in the workplace experiences of U- based language service workers based on their protected characteristics. Young workers are significantly less likely than other categories to feel they belong to their company (8% versus 20%), are a valued and essential part of it (8% versus 14%), or that their unique attributes, characteristics, skills, experience and background are valued (8% versus 16%). Note, disability status was defined as any physical impairment, health conditions, or mental health conditions.

The everyday workplace experiences were also revealed in the context of race and ethnicity as in Figure 24b.

Figure 24b: Racial and Ethnic Everyday Experiences in the Workplace

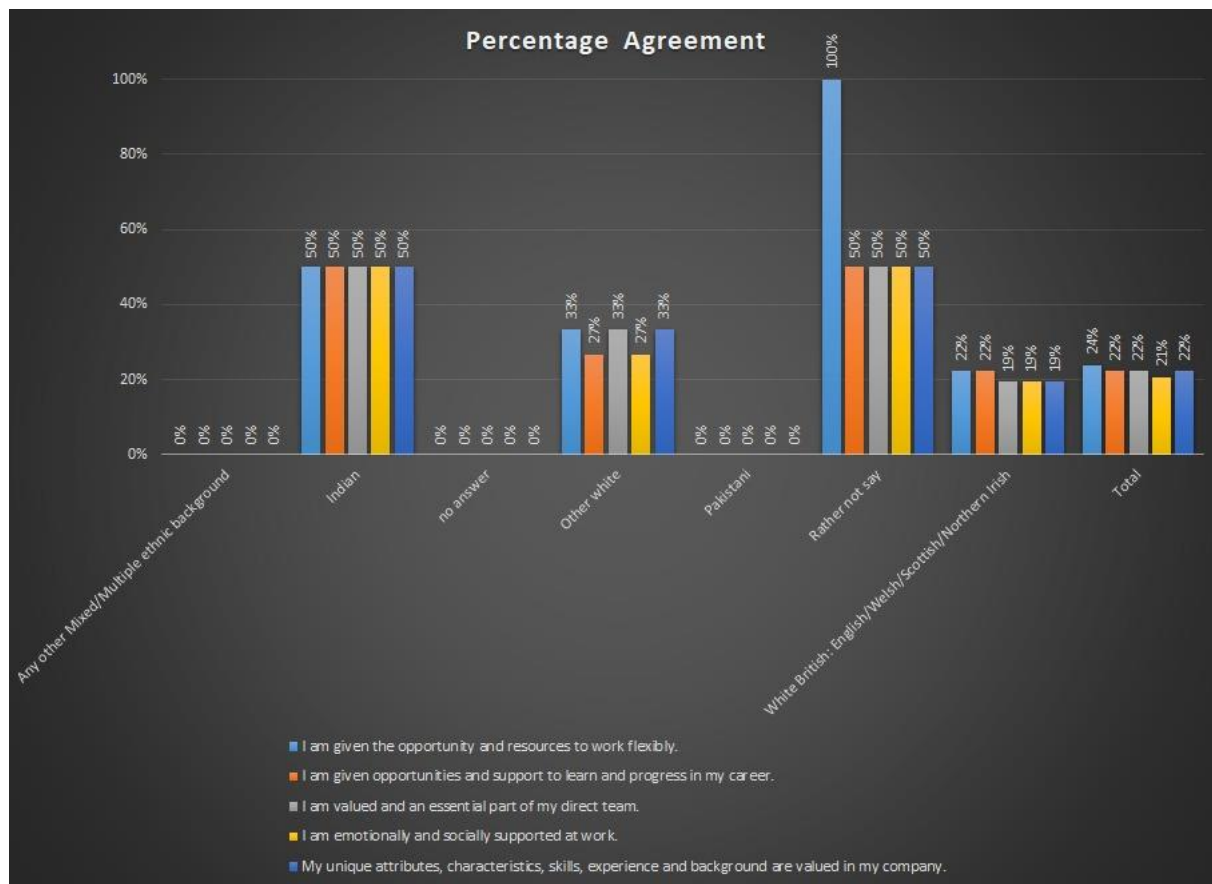
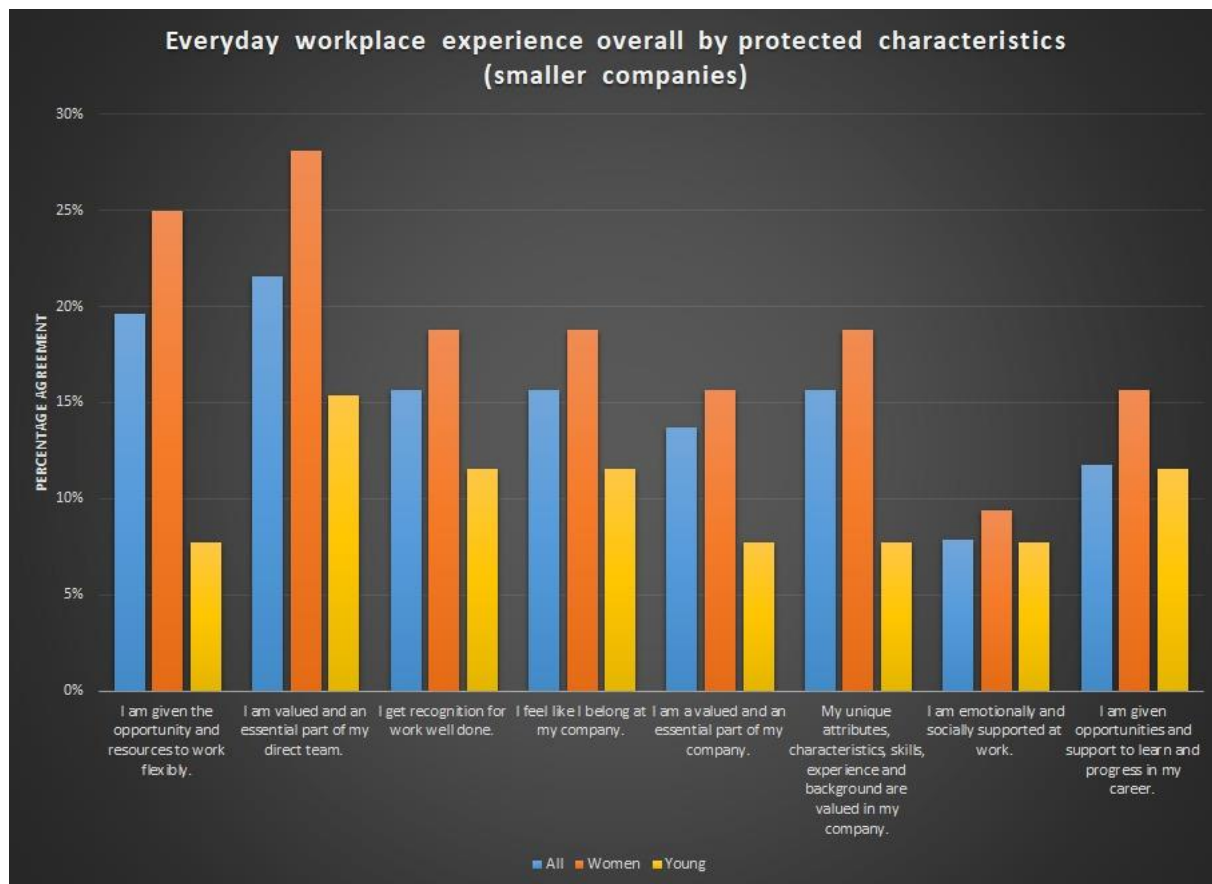


Figure 24b shows that half of the Indian respondents feel positively in their workday experiences, whether it be they are given the opportunity and resources to work flexibly, given opportunities and support to learn and progress in their careers, feel valued and essential as part of a direct team, feel emotionally and socially supported at work, or because their unique attributes, characteristics, skills, experience, and background are valued in their companies. Broadly, white British workers feel less confident than Indian workers when reacting to these statements. Notably, 22% do not feel they are given the opportunity to work flexibly, 19% feel that they are not emotionally or socially supported at work; and 19% do not feel valued or an essential part of a team.

Gender and young people are also very important variables, so it is also necessary to observe the findings in this context. Figure 24c highlights some of these key findings.

Figure 24c: Women and Young People Workplace Experiences



The results in Figure 24c show the most interesting patterns and highlights when contrasted with the previous three charts. It takes out the LGBTQIA+ group and disabled group which yielded monotonous responses, due largely to the low sample pool. This data tells a story as these three groups had the most to say regarding their everyday workplace experiences. Women were far more optimistic in their feelings towards their organisations when compared to all other groups. They feel like essential parts of the team and that they are given the right opportunities and feel their attributes are appreciated. On the other hand, young workers overall felt much less appreciated. In smaller companies, one has to wonder if young people are receiving the adequate training, having their needs met, and experiencing a good sense of team building as they would get in larger companies. This will later be discussed in recommendations (for language services sector overall).

7.3 Impacts of COVID-19 on DI&E in the Market Research Sector

If referring back to Figure 10a, there were 58 responses in total for this question and 56 people were grouped into the category of “no impact of my work life or my work has not been impacted by Covid-19.” As stated there, it should be noted that this figure could be misleading and should be taken with a grain of salt.

The overall majority (96.6%) of UK language service workers in this sample report claimed that their work and working life had not been impacted by COVID-19, at the time of completing the survey at least. Less than 2% (1.7%) had seen their workload increase; and the same amount (1.7%) had seen a significant reduction in workload. Note that the original question had more answer options, but nobody selected them hence they are not represented in Figure 10.

Referring back to Figure 10b, participants were asked if they agreed or disagreed with the following statement:

Compared to white, British, middle-class, middle-aged, heterosexual, able-bodied men, I expect COVID-19 to have a disproportionately negative impact on...

The majority (87.9%) do not believe that there is any difference between their demographic and the one previously mentioned. Notably, 5.2% of respondents do believe there will be a negative consequence on the career progress of women and 3.4% of believed that this could also negatively affect the recruitment of people from minority groups.

The original question (see Figure 25) shows that not all options are mentioned in the pie chart. This is simply because no respondents checked these boxes. For instance, “the pay and rewards of women,” was not checked by any participant, hence it is not represented in the pie chart.

Figure 25: Survey Question Pertaining to Negative Impacts of COVID-19

To what extent do you agree or disagree with the following statements: Compared to white, British, middle-class, middle-aged, heterosexual, able-bodied men, I expect COVID-19 to have a disproportionately negative impact on... *

Tick all that apply

- ☒ The career progress of women
- ☐ The pay and rewards of women
- ☐ The workplace experiences of women
- ☒ The career progress of people from minority groups
- ☐ The pay and rewards of people from minority groups
- ☐ The recruitment of people from minority groups
- ☐ The recruitment of women
- ☐ The workplace experiences of people from minority groups
- ☐ None of the above

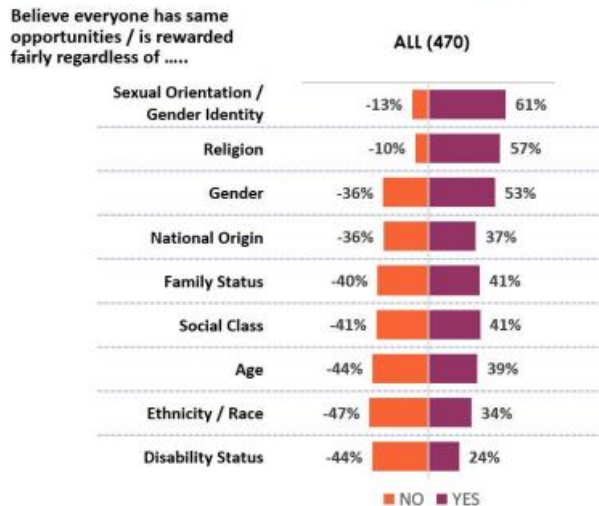
7.4 MRS Results Versus My Study in Collaboration with the ATC

One thing to note is that the MRS results are being compared to the present study in collaboration with the ATC; however, there are two things to take into account. Firstly, the sample size is strikingly different; there were 63 respondents in this study versus 470 in the MRS study. Secondly, many highlighted results and tables within the MRS report highlight data from employees working in larger companies. However, because in this study 87.9% of the respondents were working in smaller companies (6-99 employees), it was best to highlight results from smaller companies since they were in the overall majority. Sometimes graphs were re-named or re-categorised. For instance, 17 from the MRS study was separated into 10a and 10b, and when compared with the MRS study, graph 10b was contrasted with graph 19 of the MRS study.

Perceptions of fairness were observed by the MRS study in the manner shown in Figure 26.

Figure 26: Perceptions of Fairness (MRS)

Figure 1: Perceptions of fairness in the insight sector



Base: All (N = 470)

Q21) Do you believe that everyone in the market research research/insight/data analytics sector has the same opportunities to progress and is rewarded fairly regardless of each of these factors?

Participants in the present study had some similar views on the theme of career progression and fair rewards for some protected characteristics. Although my question was re-worded in the negative, the semantic meaning behind the question remained the same. Overall, 13% of participants thought religion would be an obstacle to fair career progression, which is clearly a relatively small percentage. Similarly, participants in the MRS study believed there was more fairness for career advancement and fair rewards despite religion. In my study, 16% believed that being LGBTQIA+ could hinder career advancements and fair progression which is optimistic and “overall, a majority (i.e., more than 50% of all participants) believe that lesbian, gay, bisexual, transgender, queer and other people with non-conformist sexual orientations or gender identities (LGBTQ+), people of all faiths and women can progress fairly” (Gervais, 2020, p. 5).

7.4.1 Figure 2 of the MRS Study Versus Figure 21 of the Present Study

A comparison between the MRS and the present study can be made in relation to minoritised groups' perceptions. Figure 27 displays the findings on this aspect from the MRS study.

Figure 27: Minoritised Groups' Perceptions (Figure 2 from MRS Study)

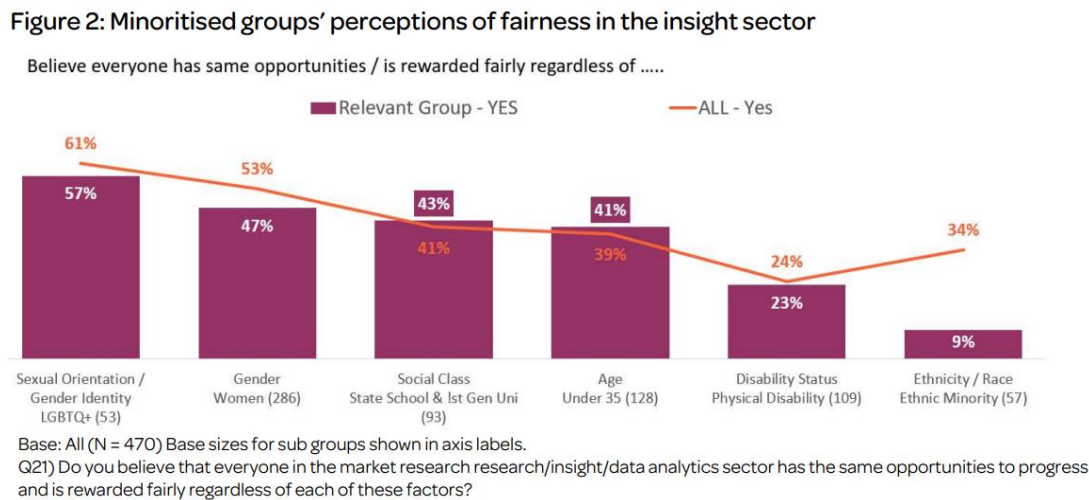


Figure 27 (which is Figure 2 from the MRS study) shows “the percentage of people in each group who believe that researchers with a profile similar to their own have equal opportunities to progress their career and are rewarded fairly” (Gervais, 2020, p. 5).

It can be seen that most minoritised groups and women feel that they are not treated fairly by the sector in terms of providing them with opportunities to progress. This is, however, with the exception of LGBTQ+ researchers (57%). It is clear that the most problematic area is in regard to ethnic minority researchers, where only 9% believe that they have opportunities to progress whereas ageism in my study was a more pressing issue with over half of the respondents feeling it was the largest barrier to career advancement and fair rewards (Figure 21).

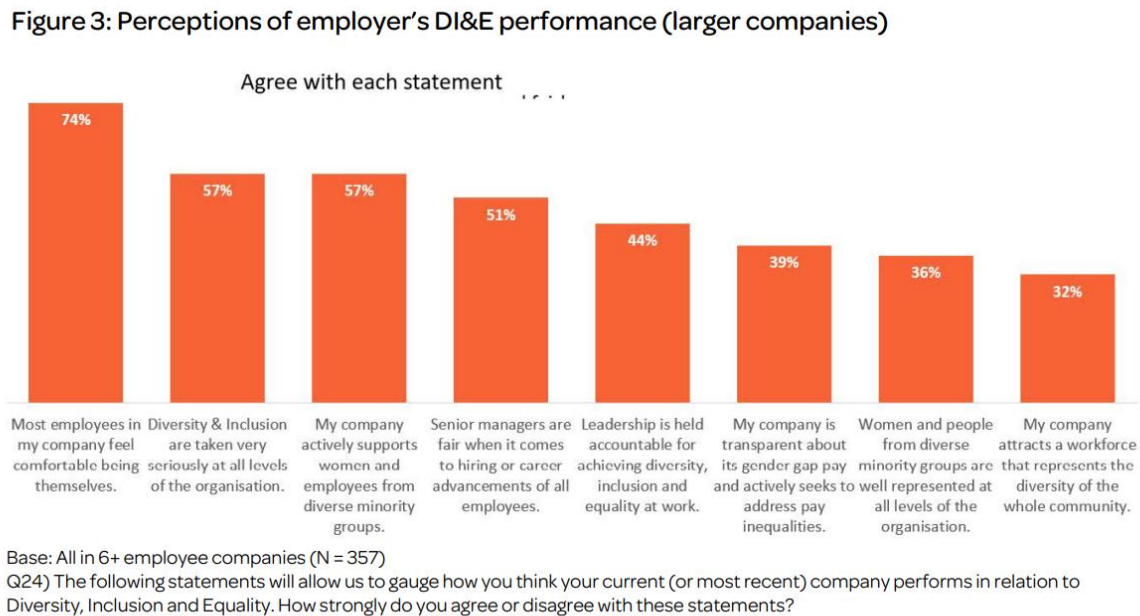
7.4.2 Optimism in the Present Study

When compared to Figure 27, my study's results revealed that ethnic minorities felt more optimistic about this theme – only 10% believed they felt such obstacles. Those with a disability status, at 58%, believed they have hindrances in career progression whereas the average at 36% (much lower) didn't feel as strongly. In the MRS study (Figure 28), 24% of all participants thought that disabled people receive equal opportunities to progress and get fair rewards, and

disabled people themselves agreed likewise at 23%. With my study, there was a larger disparity in opinion when it came to disabled people’s views of fair rewards and career progression versus what other participants said.

The MRS study also showed perceptions of employer’s DI&E performance in the context of larger companies (Figure 28).

Figure 28: Employer’s DI&E Performance (MRS)



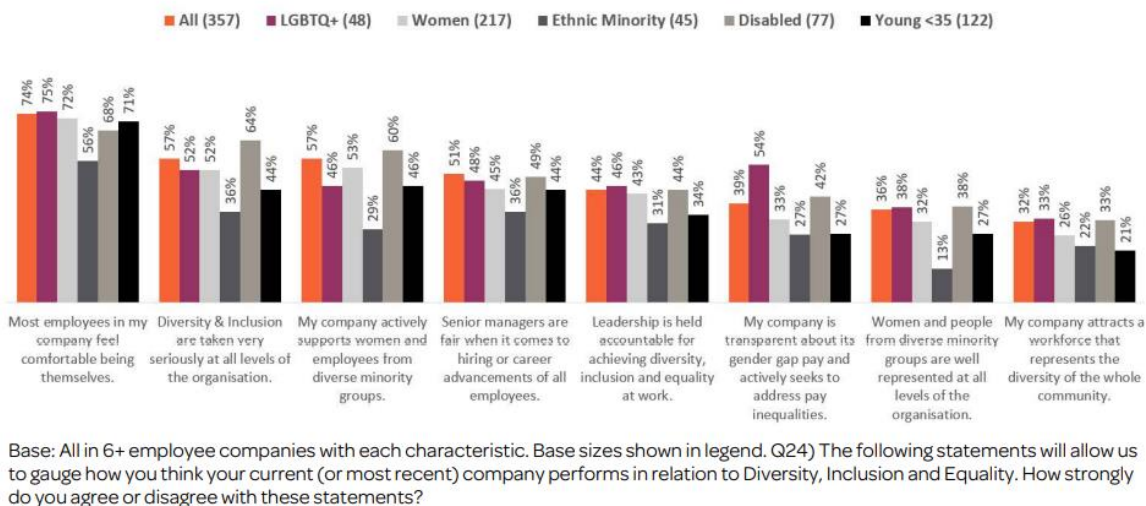
Perhaps the most striking contrast between the MRS and this study’s results is that 74% of researchers in the MRS study agree that they feel comfortable being themselves in their company whereas only 27% of language service workers in this study (Figure 22) feel the same way within their workplaces. This may relate to company size or perhaps this would insinuate more work needs to be done in the field of DI&E in the UK language services sector.

Another striking contrast is that only 6% of workers feel that their companies are transparent regarding the gender pay gap and actively seek to address pay inequalities in my study versus in the MRS study, 39% feel that there is transparency regarding these issues and that their organisations are actively seeking to resolve such problems.

It is also important to look at overall perceptions and how these compare across the studies, and Figure 29 shows this for the MRS study.

Figure 29: Overall Perceptions (MRS)

Figure 4: Perceptions of employer's DI&E performance overall and by protected characteristics (larger companies)

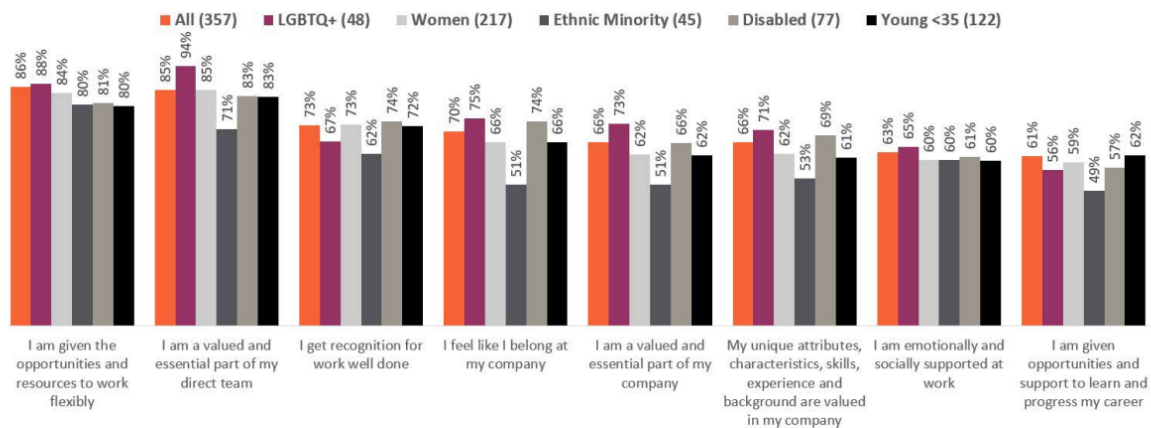


Overwhelmingly, when comparing Figure 22 of this study to Figure 29 (formerly Figure 4 of the MRS study), all respondents in smaller sized companies in the ATC felt less positive on all DI&E issues compared to those in larger companies in the MRS study. Again, this could come down to company sizes (large versus small), and it would be assumed that larger companies (for instance those in the MRS study) would have more advanced HR policies focusing in on DI&E.

The MRS study can also be compared to the present on in terms of everyday experiences by protected characteristics (see Figure 30 for the MRS results).

Figure 30: Everyday Experiences by Protected Characteristics (MRS)

Figure 5: Everyday workplace experiences overall and by protected characteristics (larger companies)



Base: All in 6+ employee companies with each characteristic. Base sizes shown in legend.

Q23) The following statements will allow us to gauge how you feel in your current role within your current (or most recent) company. How strongly do you agree or disagree with these statements?

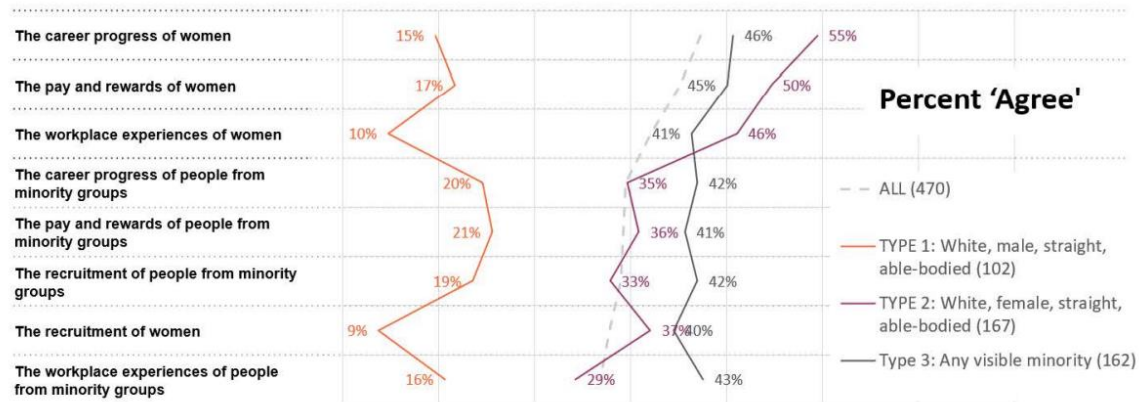
Overall, the results of the present study showed a grimmer view of language service workers' opinions on everyday workplace experiences by protected characteristics versus (Figure 24a of this study) when compared to the results in the MRS study (Figure 30, formerly Figure 5 in the MRS study). However, it must be remembered that two different sectors and two different sizes of companies are being compared. Those in my study highlight workers in smaller companies with a smaller sampling pool versus the MRS study which had an 86.6% larger sampler pool and focused on larger companies.

The MRS study, like this study, showed that the LGBTQIA+ demographic feels more comfortable in their day-to-day work-life experiences. For instance, in the MRS study, 88% of LGTBTQ+ research workers are given opportunities and resources to work flexibly whereas in the present study, 40% of LGBTQIA+ workers feel the same. This is less than half compared to that of the MRS study, but overall, compared to the other categories (20%), the LBGTQIA+ workers in my study felt more optimistic regarding this topic.

The final area of comparison is in relation to Covid impact, shown in Figure 31 for the MRS.

Figure 31: Covid Impact, MRS (Intersectional Types - MRS)

Figure 19: Groups expected to suffer disproportionately due to COVID-19 by Intersectional Types



Base: All. Base sizes shown in legend.

Q.29: To what extent do you agree or disagree with the following statements: Compared to white British, middle-class, middle-aged, heterosexual, able-bodied men, I expect COVID-19 to have a disproportionate negative impact on:

As seen in Figure 31 above, (Figure 19 from the MRS), they used a typology to compare the most significant demographics. They were able to show different areas of impact by using different researcher types to help analyse the varying impacts and perceptions in the professional community. This typology is used mainly in the section specifically on intersectionality, though it is referred to in some earlier sections of the report (Gervais, 2020, p. 4). The types they identified in the typology and that are used in Figure 31 were:

Type 1: White, male, able-bodied

Type 2: White, female, straight, able-bodied

Type 3: Any visible minority

This typology was not used for the present study if you were to contrast it with the pie chart in Figure 10b of this study. The intersectionality chart provided some interesting conclusions for the MRS, primarily that British white males (and able-bodied) seem to think women and minority groups are less

likely to have a more negative impact on the recruitment, pay, workplace experiences and career progression of women and people from minority ethnic backgrounds. This is well

below the percentage of women and people from minoritised groups who do anticipate such detrimental and unequal impacts on their working lives. (Gervais, 2020, p. 21).

For instance, 46% of visible minorities agreed that women would suffer disproportionately due to Covid-19 whereas for British men, only 15% believed this to be true. In my study, results were also optimistic showing that only around 12% of participants felt that Covid would have negative effects on the professional lives of women and minority groups.

CHAPTER 8: Conclusions, Limitations and Suggestions for Further Research

8.1 Limitations of Sampling Error, Statistical Power & Sample Pool Size

With a sample of 63 respondents, this was obviously very limited considering the UK's LSCs employ over 12,000 staff," (Association of Translation Companies, n.d.-a, p. 5) data. However, even that number is questionable as there is not much official data on the size of the sector in the UK in general. This sample is even smaller in comparison to the MRS study which had 470 respondents. In both cases, neither had a large enough sample to infer certain conclusions about the general sector, but on a positive note, small results from studies like these point us in the direction of elaborating on these studies in the future. The size could also have led to sampling error, which occurs when

statistical estimates are made based on sample data rather than population data. The particular sample selected for a survey is only one of a number of possible samples that could have been selected. The estimates (e.g., means or proportions) from each sample can therefore vary from sample to sample just due to chance. When using a probability sample, chance variability in sample estimates can be measured by standard errors of estimates associated with a particular survey (Sue & Ritter, 2011, p. 11).

The survey was directed at ATC members, however non-members (and the general public), could have had access to the survey since it was promoted on ATC social media and the link was available on a public website. This could suggest a possibility of frame error as my sample could include "respondents from outside the population of interest are incorrectly included" (Qualtrics, n.d.). Sampling error will always result in some element of uncertainty in the data and must be controlled. Hence, the routing questions were used as a filter so "undesirable" candidates would not fill out the survey. For instance, if a mechanic randomly came across the survey on the internet website, the routing questions would have immediately disqualified them from taking it. Further, statistical power can be negatively affected by low sample size as a study will generally gain in power with a larger sample size (Suresh & Chandrashekar, 2012). Clearly, this was not the case with this study. Even the MRS study with 470 respondents acknowledged that despite "the relatively small sample size overall, and for researchers with specific protected characteristics in particular, the findings do provide rich insights into the perceptions and

experiences of researchers in our industry. They paint a consistent picture and contain important lessons” (Gervais, 2020, p. 4). The same could be said about this survey as it does give us a small glimpse of what DI&E looks like in the language services industry in the UK and equally as important, we know have some data on minority experiences in this industry.

8.2 Conducting a Study During the Pandemic (Limitations)

As this was somewhat of a comparative study with the MRS study, like the MRS, this allowed the investigation of the work experiences of different groups of UK language service workers during the COVID-19 pandemic which initially began in March 2020 and has continued into 2022 with new variants like Omicron. Given the size of this global health crisis and its financial impact, its progression now with Omicron and the notably brutal toll it is taking on the UK, it is difficult to foresee how Omicron and future variants will affect the overall language services sector and the inequalities that lie within it.

8.3 Recommendations for Minoritised Groups Most Affected

As mentioned in Figure 10b, nearly 9% of respondents thought that Covid has had some sort of impact on women’s careers in this industry. On a positive note, no respondents mentioned that they were working reduced hours, nor were they made redundant during the pandemic.

Given the sample pool was so small (63 respondents), and of those 63 respondents only 5 people were known to be visible ethnic minorities (mixed multiple race, Indian and Pakistani), it was limited in getting varied responses on ethnic minorities experiences in this sector, or to get full insight regarding how they have been affected in the pandemic. However, some interesting insights were made when looking at Figure 24b of this study.

It is known that there were only two people who identified as Indians in this survey. Although this may not be significant in terms of general conclusions, it would suggest that this could be a point to further exploration for the ATC and industry given current racial tensions with Brexit and immigration. Albeit, the Indian response was only 50% for all the positive statements mentioned above, and clearly in an idea world it would be higher. The question lies in why White British survey respondents were even more grim when responding to the above statements. DI&E does not only affect ethnic minorities, but it also affects White British people.

Feelings of inclusion in a company are overall very significant as inclusion contributes to more productivity and success in a company (Gaudiano, 2020).

Certainly, more research will need to be done in the future. Perhaps, the ATC or another accredited language services institution in the UK could conduct a study only focusing on ethnic minority workers in the industry, and of course this would be done with routing questions, like in this study.

8.4 Recommendations for Organisations in the Language Services Sector

Looking at Figure 18, it showed that only 13% of survey respondents felt religion was a hindrance to career progression and fair rewards which is excellent and shows that at least in smaller scale companies, something is being done well. Over half of the respondents (at 61%) felt age was the biggest obstacle to career advancement and fair rewards. Again, data highlighted in my study focuses in on smaller companies since they represented the majority of companies at 87.9 %, but regardless, this shows that the ATC could enforce a discussion on ageism with relation to DI&E in its smaller companies.

If looking back at Figure 23 which examined perceptions of performance in smaller companies, if under 30% of survey respondents believe that their company fails to reflect the diversity of the community and that DI&E is taken seriously at all levels of the organisation, this strongly suggests that more work needs to be done to attract, retain, progress and reward fairly a more diverse array of talent.

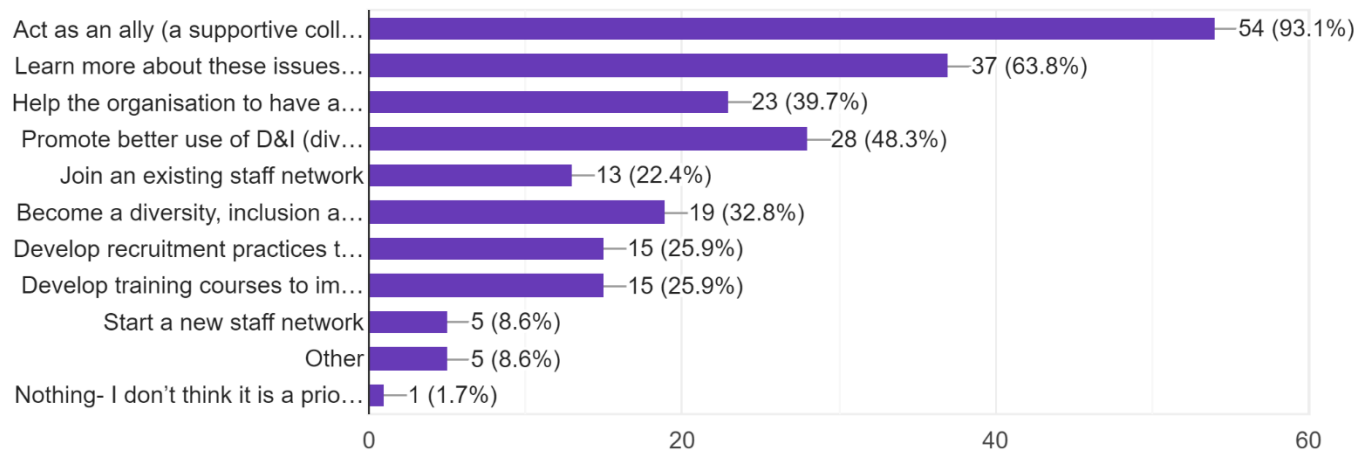
Further, if referring to figure 10b it is important to note that nearly 9% of respondents think there is some kind of impact on women's careers and progression due to Covid-19, it would therefore be interesting for the ATC to investigate this matter further.

Respondents in this survey were prepared to do more in terms of DI&E within their organisations as shown in Figure 33.

Figure 33: Ways to Improve DI&E as an Individual

What are you personally prepared to do to improve diversity, inclusion and equality in your day-to-day work? Tick all that apply.

58 responses



As can be seen, 93.1% of respondents are willing to act as an ally (a supportive colleague) at all times. Perhaps this could be enforced with programmes within organisations such as the MRS' Diversity, Inclusion & Equality Council. These types of councils or "organisations within organisations" help their members to be part of an engaged industry that is interested in improving the industry and the world more broadly through a focus on equality and accountability. It is essential to create a DI&E taskforce whose remit is to build capacity across the sector in relation to DI&E.

I would also suggest that the ATC add a further point in their Code of Professional Conduct. Number 10 states:

10. treat clients, employees, sub-contractors and other stakeholders, including other ATC Members with respect, courtesy, honesty and fairness, have proper regard for their legitimate interests and rights, and act in accordance with the high standards appropriate to ATC Members. (Association of Translation Companies, 2019, p. 8)

This reads as a nice statement but could be elaborated with some point like “and act in accordance with the Equality Act 2010”, or they could add a separate clause on the topic of DI&E.

It is further suggested that the ATC have more contact with smaller companies to make sure they are treating their employees fairly. Some data from the study revealed that there may not be proper protocol or “known authority” of whom to report to when there is an incident of discrimination or questionable behaviour. Having transparency in whom to report to (even if whoever is being reported is guilty of inappropriate behaviour), is fundamental in stopping or preventing experiences of discrimination from happening in the ATC workplace. Perceptions on this issue are evident in Figure 34.

Figure 34: Raising the Topic of Discrimination or Witnessed Discrimination

If you haven't raised the topic of a personal experience of discrimination or witnessed inappropriate behaviour at work to senior leaders o...xt question if this question does not apply to you.
3 responses



Whether the ATC or someone else conducts future studies on this topic, it will no doubt be beneficial for the UK language services industry overall. However, it is recommended that a qualitative study be done or one using a mixed methods approach.

8.5 Recommendations for Managers within Organisations

Firstly, keeping abreast of current research in the area of DI&E and the sector more broadly is essential for those in leadership positions. This would have the added benefit of being aware of

how employees are feeling about this. Managers need to provide an avenue for employees to voice their concerns through private discussions or feedback questionnaires. Furthermore, exit interviews can provide a useful foundation for improvement of the employee experience (Gervais, 2020).

Inclusivity is also critical. Discrimination must not be tolerated and those who experience it must be supported, and perpetrators must be sanctioned and educated. Additionally, Gervais (2020) suggests that leaders and managers must set realistic goals for DI&E in practice and recruitment that will help hold them to account. Training is also essential so workers understand what DI&E is and how to develop it and engage in it. This can be done by striving towards a workplace culture built around equality, fairness, inclusion, transparency and a strong sense of social justice.

8.6 Recommendations for Individuals

In Figure 21 of this study, it was interesting to note the disparity in opinion between workers with a disabled status and the remaining who are able-bodied. Over half of the disabled participants believed they receive a lack of fair rewards or had obstacles in their career progression and the overall average at 36% believed less strongly regarding the same statement. Perhaps it would be good for language workers in the UK to have open dialogues regarding fair treatment and career progression with their less able colleagues.

A great starting point for many individuals working in this sector is to be curious and read about DI&E, privilege, discrimination, and other related concerns. It is vital to talk about personal responsibility for DI&E regardless of the position and socio-demographic profile an individual holds, and it is important to consider many things. For instance, taking part in future surveys like this one so that all voices are heard, progress can be tracked and areas for improvement can be identified is important. In addition, stepping out of conformity, joining or pressing for DI&E initiatives within one's company is recommended. Lesser actions are equally as important such as acting as allies or becoming DI&E "advocates." This could come about by reporting and taking action against any instances of discriminatory behaviour that has been either experienced or witnessed, and then following through for an update on the progression of the report. As this survey demonstrated, young people were often the most sceptical and pessimistic on the topic of DI&E within their sectors. For this reason, it is great to mentor younger diverse

staff or to be “reverse mentored” by someone. Lastly, putting oneself or diverse colleagues forward for ATC Awards.

8.7 Final Conclusions

Because of sample limitations this survey cannot give the industry enough insight quantitatively on what exactly the language services sector looks like in terms of DI&E and the full-on experience of minorities (especially ethnic minorities) as was originally proposed. However, it does paint an insider picture of some of the experiences of language service sector workers in the UK. Most of the language service workers surveyed can acknowledge that there are issues of DI&E in the industry that need to be addressed and overall, there is still a lot of improvement to be made. Significant issues exist, especially amongst younger people in the industry who seem to feel like there are lesser opportunities for them and do not feel as valued compared to their counterparts.

On the positive side, the majority of respondents do not feel disadvantaged in the time of the pandemic when it comes to their white, British, middle-class, middle-aged, heterosexual, able-bodied male counterparts. However, this research could indicate that there is less ethnic diversity in the industry as well over half of the respondents were White British workers, and over a quarter were Caucasian of some other descent. This would be interesting to investigate in future studies. Additionally, it would be interesting to further investigate pay parity amongst the sexes. It was difficult to develop any type of solid conclusions on this matter, but a very low percentage of workers felt their company was transparent about its gender pay gap and actively seeks to address pay inequalities. There were simply too many restrictions with sample size to draw any meaningful conclusion on this topic.

On the other hand, one has to bear in mind that nearly 66% of survey respondents were women, so their perspective on this matter should be investigated more. Another disturbing topic that would invoke further investigation in future studies is the fact that 66.7% of participants felt that raising a topic of personal experience of discrimination or about witnessing inappropriate behaviour to senior leaders could have a negative impact on their careers. This would equally warrant further investigation into reporting cases of abuse or bullying in the workplace, what the escalation process looks like and how the companies and senior leaders respond to such incidents. On a positive note, LGBTQIA+ people felt much more optimistic regarding topics of

DI&E in the industry. There could be several factors on why they feel so positively that would go beyond the scope of this dissertation. This could certainly indicate good leadership and solid foundations currently in place in DI&E in language service companies. It would be great if whatever initiatives that are currently working so well regarding sexual orientation and pride in the sector could trickle down to other demographics represented in this survey. On a greater whole it demonstrates that people from minority groups are reactive and adapting to change and DI&E efforts in some fields are paving the way for equal opportunities amongst all demographics.

This research indicates there is both across the board appreciation and awareness of DI&E issues and there exists an eager driving force for change. With the right resources, further research and backing of DI&E initiatives, the future generation of Generation Z in the language services sector, has a lot to look forward to and will benefit from ongoing progress and change that is happening currently in the here and now.

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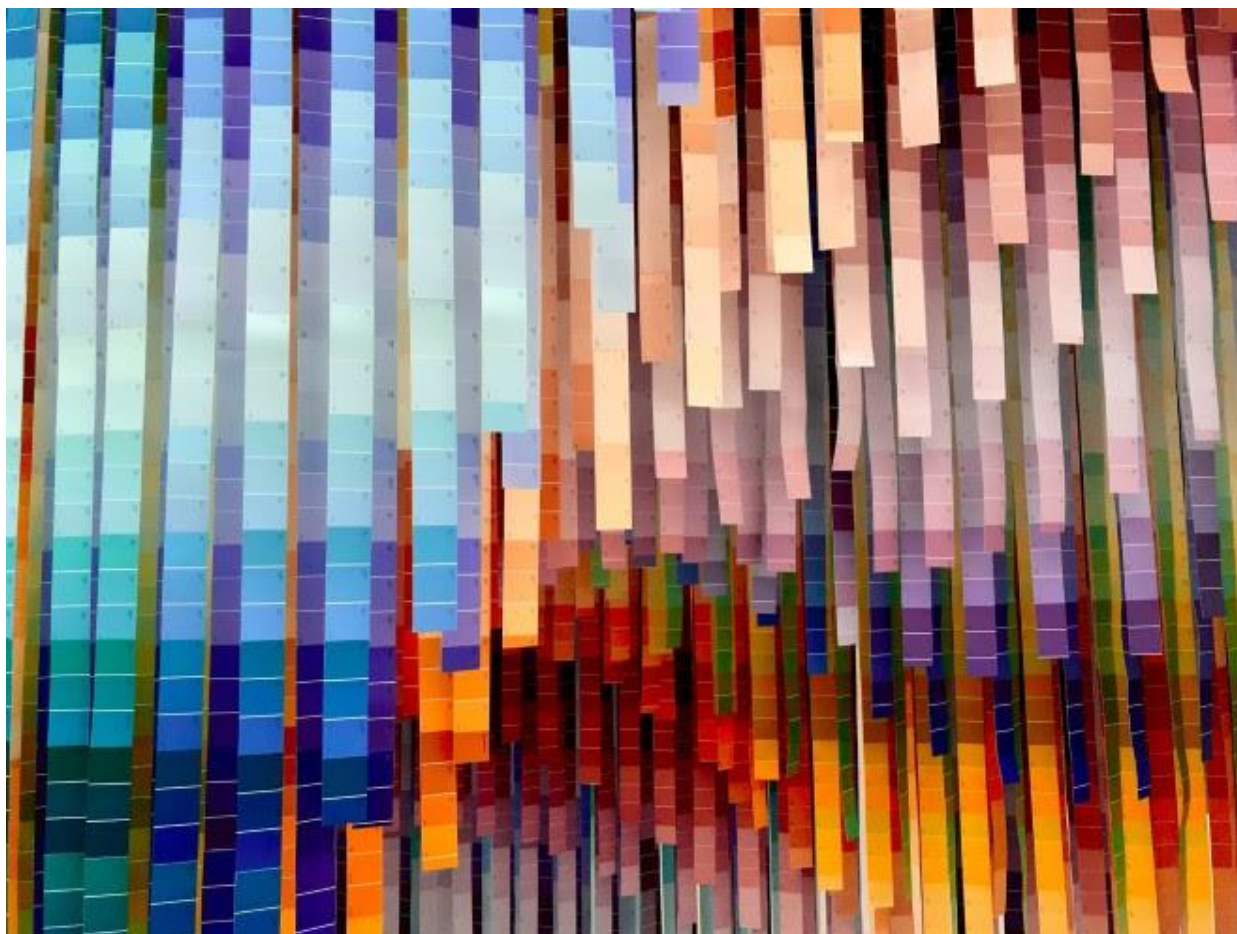
Appendices

Appendix A

ATC Mailer



**SHARE WITH YOUR STAFF: Survey
on Diversity, Inclusion and Equality in
LanguageServices**



By default, the language services sector is multilingual and multicultural, and none more so than in the UK and its language service companies of different shapes or sizes.

But what shape do diversity, inclusion and equality actually take inside British language service companies? What role does ethnicity and DI&E play within language service companies and their staff?

Collaborative MA dissertation

Natalia Cama-Giustra's MA Translation Studies dissertation at the University of Portsmouth focuses on the experiences of ethnic minorities in UK language service companies.

This study is at the cutting edge of research into DI&E practices. Very little academic literature exists, and certainly none on the language services industry. In 2020, the prestigious Market Research Society (MRS) conducted a similar [study](#) which has acted as inspiration for this one.

The study will explore academic and industry research and look at current data on minority experiences in our sector so that it research may fill a gap enabling the ATC, its members, and the general public, to address

this issue with actual data informing engagement and lead the way towards new DI&E policies and further research.

Open survey for language service companies and their staff

A critical part of the study is an open survey for language service companies and their staff. Please take the survey and share it with your staff!

You and your staff's participation in this survey is completely voluntary and all of your responses are anonymous. None of the responses will be connected to identifying information and will be kept confidential. They will only be used for statistical purposes and will be reported only in aggregated form.

The survey will take approximately 12 to 15 minutes to complete.

Thank you in advance for participating in the survey, and for your hugely valuable insights into this topical issue.

Appendix B

Routing Questions and Survey

Routing Questions



Description (optional)

Please choose one that suits you best. *

- ☐ I am working in a translation and language service company based in the UK.
- ☐ I have been furloughed from a translation and language service company based in the UK.
- ☐ I am soon planning to leave a translation and language service company based in the UK.
- ☐ I have been made redundant within the last several months from a translation and language service comp...
- ☐ I have never worked in a translation and language service company based in the UK.
- ☐ I am self-employed in the translation and language services sector.

Preliminary Questions



Now that you have been routed to the questionnaire, please tick one option that best describes you from each category:

Gender *

- ☐ Female
- ☐ Male
- ☐ LGBTQIA+
- ☐ Rather not say



Sexual Orientation *

- ☐ Female Straight
- ☐ Male Straight
- ☐ LGBTQIA+
- ☐ Rather not say



Age *

- ☐ <35
- ☐ 35 - 44
- ☐ 45 - 64
- ☐ 65+
- ☐ Rather not say

Ethnicity *

- ☐ White British: English/Welsh/Scottish/Northern Irish
- ☐ Other white
- ☐ Gypsy or Irish Traveller
- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed/Multiple ethnic background
- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background
- ☐ African
- ☐ Caribbean
- ☐ Any other Black/African/Caribbean background
- ☐ Arab
- ☐ Any other ethnic group not previously mentioned
- ☐ Rather not say

Size of your Company *

☐ <6 employees

☐ 6 - 99

☐ 100 - 499

☐ 500 +

Years in the UK Language Services Sector *

☐ Up to 2

☐ 3 to 9

☐ 10+

Disability Status *

- ☐ Any physical impairment/health conditions
- ☐ Mental health conditions
- ☐ No impairments/health conditions
- ☐ Rather not say

Religious Status *

- ☐ No religion
- ☐ Christianity
- ☐ Judaism
- ☐ Indian Religions: Buddhism/Hinduism/Sikhism
- ☐ Islam
- ☐ Other
- ☐ Rather not say

Survey



This questionnaire will aid in understanding more about ethnic minority and minoritised group experiences in UK language services companies. Diversity, inclusion and equality (DI&E) compliment this topic and will provide an insight into what DI&E policies look like in this sector.

Below are a list of factors which may influence opportunities within the UK language services sector. Please check all those which you believe hinder career progression. Tick all that apply. *

- ☐ Age
- ☐ Gender
- ☐ Family Status
- ☐ Ethnicity/Race
- ☐ National Origin
- ☐ Religion
- ☐ Disability Status
- ☐ Sexual Orientation / Gender Identity (LGBTQIA+)
- ☐ Social Class (state school and first-generation university)

Below are a list of factors which may influence employees being rewarded fairly (monetarily or ^{*} by other means), within the UK language services sector. Please check all those which you believe hinder these rewards or compensation. Tick all that apply.

- ☐ Age
- ☐ Gender
- ☐ Family Status
- ☐ Ethnicity/Race
- ☐ National Origin
- ☐ Religion
- ☐ Disability Status
- ☐ Sexual Orientation / Gender Identity (LGBTQIA+)
- ☐ Social Class (state school and first-generation university)

The following statements will allow us to gauge how you think your current (or most recent) company performs in relation to diversity, inclusion and equality. How strongly do you agree or disagree with these statements?

Description (optional)

Most employees in my company feel comfortable being themselves. ^{*}

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

Diversity & Inclusion are taken very seriously at all levels of the organisation. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

My company actively supports women and employees from diverse minority groups. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

...

Senior managers are fair when it comes to hiring or career advancements of all employees. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

Leadership is held accountable for achieving diversity, inclusion and equality at work. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

...

My company is transparent about its gender gap pay and actively seeks to address pay inequalities. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

...

Women and people from diverse minority groups are well represented at all levels of the organisation. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

My company attracts a workforce that represents the diversity of the whole community. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly Disagree

The following statements will allow us to gauge how you feel in your current (or most recent) role within your company. How strongly do you agree or disagree with these statements?

Description (optional)

I am given the opportunity and resources to work flexibly. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

I am valued and an essential part of my direct team. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

I get recognition for work well done. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

I feel like I belong at my company. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

I am a valued and an essential part of my company. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

My unique attributes, characteristics, skills, experience and background are valued in my company. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

I am emotionally and socially supported at work. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

I am given opportunities and support to learn and progress in my career. *

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

In the next section, please answer the following questions. Skip to the next question if it does not apply to you.

When discriminatory behaviour is observable in personal interactions, it is known as 'overt discrimination'. This can be reflected in tone of voice, harassment, language, bullying, facial expressions, attitudes, exclusionary actions, or any other means of degrading a person based on their belonging to a minority group as defined by the 2010 Equalities Act. This includes characteristics such as: age, disability, gender reassignment, race (ethnicity), religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

There are also less 'visible' forms of discrimination which may be enacted by individuals who have no intention to discriminate whatsoever.

Regardless, both overt and less visible forms of discrimination are equally considered discrimination.

Have you directly been subjected to any of the following within the last 12 months at work? Tick all that apply. Skip to the next question if this question does not apply to you.

- ☐ Feeling undervalued compared to colleagues of equal competence.
- ☐ Being regularly made to work on tasks below my skills or pay grade.
- ☐ Colleagues taking sole credit for shared efforts.
- ☐ Being unfairly spoken over or not listened to in meetings.
- ☐ Feeling uncomfortable in the workplace.
- ☐ Being passed over for promotion.
- ☐ Demeaning language, stereotypes, insults or other hurtful comments.
- ☐ Exclusion from events or activities.
- ☐ Sexual harassment or inappropriate behaviours.
- ☐ Bullying, physical harassment or violence.

Have you directly witnessed others in your organisation subjected to any of the following within the last 12 months at work? Tick all that apply. Skip to the next question if this question does not apply to you.

- ☐ Feeling undervalued compared to colleagues of equal competence.
- ☐ Being regularly made to work on tasks below my skills or pay grade.
- ☐ Colleagues taking sole credit for shared efforts.
- ☐ Being unfairly spoken over or not listened to in meetings.
- ☐ Feeling uncomfortable in the workplace.
- ☐ Being passed over for promotion.
- ☐ Demeaning language, stereotypes, insults or other hurtful comments.
- ☐ Exclusion from events or activities.
- ☐ Sexual harassment or inappropriate behaviours.
- ☐ Bullying, physical harassment or violence.

...

If you have raised the topic of a personal experience of discrimination or witnessed inappropriate behaviour at work to your senior leaders or HR, how did you do so? Skip to the next question if this question does not apply to you.

- ☐ I underwent a process of escalation/complaints procedure.
- ☐ I brought it to the attention of my senior leader.
- ☐ The person responsible was my immediate manager and I confronted them.
- ☐ Other

If you haven't raised the topic of a personal experience of discrimination or witnessed inappropriate behaviour at work to senior leaders or HR, why didn't you? Skip to the next question if this question does not apply to you.

- ☐ I do not trust the process of escalation complaints/procedure.
- ☐ I thought it could have a negative impact on my career.
- ☐ The person responsible was my senior leader.
- ☐ I did not think it was my place to do this.
- ☐ The person responsible was my immediate manager.
- ☐ There was a lack of clarity about what to do or who to inform when discrimination or inappropriate behavi...

If you had reported an incident at work, were you satisfied with the outcome? Skip to the next question if this question does not apply to you.

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied



Have you ever considered leaving your current (or most recent) organisation or role because of concerns related to discrimination or the lack of diversity, inclusion, and equality? *

- ☐ Never
- ☐ Sometimes
- ☐ Often
- ☐ I am leaving for these reasons.
- ☐ Rather not say.

COVID-19 has impacted many people's working lives. Can you let us know how COVID-19 has impacted you? Tick all that apply to you. *

- ☐ No impact of my working life/My work has not been impacted by Covid-19.
- ☐ My workload has increased significantly as a result of Covid-19.
- ☐ My pay or income has increased significantly as a result of Covid-19.
- ☐ I have been put on reduced pay.
- ☐ I have seen a significant reduction in workload.
- ☐ I am working reduced hours.
- ☐ My role was made redundant.

To what extent do you agree or disagree with the following statements: Compared to white, British, middle-class, middle-aged, heterosexual, able-bodied men, I expect COVID-19 to have a disproportionately negative impact on... *

Tick all that apply

- ☐ The career progress of women
- ☐ The pay and rewards of women
- ☐ The workplace experiences of women
- ☐ The career progress of people from minority groups
- ☐ The pay and rewards of people from minority groups
- ☐ The recruitment of people from minority groups
- ☐ The recruitment of women
- ☐ The workplace experiences of people from minority groups
- ☐ None of the above

...

What are you personally prepared to do to improve diversity, inclusion and equality in your day-^{*} to-day work? Tick all that apply.

- ☐ Act as an ally (a supportive colleague) at all times
- ☐ Learn more about these issues and about my own privileges
- ☐ Help the organisation to have a greater focus on women and diverse audiences/customers
- ☐ Promote better use of D&I (diversity and inclusion) data to develop tailored responses
- ☐ Join an existing staff network
- ☐ Become a diversity, inclusion and equality advocate at work
- ☐ Develop recruitment practices to improve diversity, inclusion and equality in the organisation
- ☐ Develop training courses to improve diversity, inclusion and equality in the organisation
- ☐ Start a new staff network
- ☐ Other
- ☐ Nothing- I don't think it is a priority for my company or my clients

(Only full-time workers should respond to this question. If you are not full-time, you may submit the survey now). What was your salary/annual income from work before tax for the 12 months ending April 2021?

- ☐ Up to £19,999
- ☐ £20,000 - £29,999
- ☐ £30,000 - £39,999
- ☐ £40,000 - £49,999
- ☐ £50,000 - £69,999
- ☐ £70,000 - £89,999
- ☐ £90,000 - £124,999
- ☐ £125,000 - £149,999
- ☐ £150,000+
- ☐ Rather not say

