

Ergonomics of Translation and Its Impact on Agency Translators' Happiness at Work

Klaudia Bednárová-Gibová

University of Presov

In line with the sociological turn in Translation Studies (cf. Chesterman 2009), the attention of a number of researchers has shifted to the translator's persona. With regard to uncharted socio-psychological aspects of translator-oriented research, the issue of translators' happiness at work has been paid limited attention. More recently, the interest in translation process as a 'situated activity', i.e. at the translators' workplace, has been on the increase (Risku 2014; Ehrensberger-Dow – Hunziker Heeb – Massey *et al.* 2016 ; Ehrensberger-Dow 2017). Bridging the two research trends, the proposed paper aims to find out to what extent translation ergonomics impacts on translators' happiness at work. More specifically, it intends to explore parameters of organizational ergonomics of translation (cf. Ehrensberger-Dow 2017) and their impact on agency translators' happiness at work. The paper is methodologically built upon a quantitative analysis of questionnaires completed by agency translators in Slovakia, which was preceded by the author's ethnographic observations of their real office situation and interviews about their work routines. The goal of this paper is to explore correlations between the agency translators' work autonomy, the nature of translation jobs, breaks at work, opportunities to discuss translation problems, support for workflow, concentration, variety of deskbound routines, feedback and happiness at work. This paper is part of an undertaking in progress in which the author plans to examine other translator types along the continuum of Slovak translators, focusing also on freelancers, company translators and literary translators. The outcomes of the study reveal how an ergonomic perspective of translation can provide an inspirational framework for analysing translators' professional identity, self-concept and happiness at work. Based on the correlational analysis, it will be possible to give recommendations about how addressing organizational ergonomics issues could increase translators' happiness at work.

Key words: ergonomics, happiness at work, agency translators, professional identity, self-concept.

References :

- CHESTERMAN, A. 2009. The Name and Nature of Translator Studies. *Hermes – Journal of Language and Communication Studies*. 42: 13-22.
- EHRENSBERGER-DOW, M. – HUNZIKER HEEB, A. – MASSEY, G. *et al.* 2016. An International Survey of the Ergonomics of Professional Translation. In: É. LAVAUULT-OLLÉON, eds. *ILCEA – Approches ergonomiques des pratiques professionnelles et des formations des traducteurs*. 27. Available at <<http://journals.openedition.org/ilcea/3834>>.
- EHRENSBERGER-DOW, M. 2017. An Ergonomic Perspective of Translation. In: J.W. SCHWIETER – A. FERREIRA, eds. *The Handbook of Translation Studies and Cognition*. Hoboken: John Wiley & Sons, 332-349.
- RISKU, H. 2014. Translation Process Research as Interaction Research: From Mental to Socio-cognitive Processes. *MonTI Special Issue*. 1: 331-353.
- SINGH, S. – AGGARWAL, Y. 2018. Happiness at Work Scale: Construction and Psychometric Validation of a Measure Using a Mixed Method Approach. In: *Journal of Happiness Studies*. 19(5): 1439-1463.
- WARR, P. 2007. *Work, Happiness, and Unhappiness*. Mahwah: Lawrence Erlbaum.