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Chapter IV

The Case Study: Method and Materials

One of the main shortcomings identified with translation theories and assessment models in the course of the critical analysis in the first chapter of this thesis was the lack of proper attention to the crucial role that assessors play in the process of translation quality assessment. The majority of theories and models investigated had a tendency to reduce the role of assessors to conducting a perfunctory comparison of textual features of the translated text against a set of universally valid criteria – a methodology which would invariably end in fixed results irrespective of the assessment skopi, and many other influential variables. Attempts were made in the second chapter to address this major problem by putting forward a theoretical model for translation quality assessment in which the process of assessment was defined as a complex procedure of decision making, which entailed collection, analysis, and interpretation of textual data by assessors. All through the second chapter, the central role of the assessor, as the person who is responsible for conducting different steps of the process of assessment and making an appropriate decision about the quality of translation, was highlighted. It was also argued that the agency of the assessor could not be simply ignored, because an assessment model alone, no matter how well-designed, is not capable of interpreting the textual data in numerous different contextual situations and passing judgments on the quality of translation. As a result, the model set forth in
Chapter Two treated the human element, i.e. the assessor, as an integral and inseparable component of the process of assessment. The innovative aspect of the theoretical model lies in the steps in which the assessor's own perspectives are incorporated into the model, rather than assuming that a quality assessment model can be applied without taking the contingencies of the assessment exercise itself into consideration.

The case study in this chapter focuses on the ‘human element’ as one of the most important yet widely neglected components of the actual process of translation quality assessment. Obviously, if assessors simply announce their final judgments about the quality of a given translation without making adequate reference to the processes through which they have arrived at such judgments, the final judgments will have little in their own to offer about the evaluative behavior of the assessors or the criteria they have used. The lack of knowledge about the process of decision making and the criteria used for judgment would often make the final judgments themselves look too whimsical and subjective. The main purpose of the case study in this chapter, then, is to make a controlled attempt at capturing the often subjective and intuitive judgments of the assessors in an objective manner. The case study simulates a real-life evaluation scenario in which two distinct groups of Persian speaking Iranian assessors (one consisting of ordinary readers and the other consisting of academic assessors) are requested to assess the fitness of three news articles that have been translated from English into Persian for publication in a well-known Iranian daily, and make statements about their quality. There are many features that make Iran a particularly suitable setting for a case study for understanding the nature of translation assessment and the needs for an assessment model which encompasses assessors’ judgments. Among these features are the long history of the practice of translation in Iran, which dates back thousands of years, the indispensable status of translation and translators in this country, the huge number of students studying translation in hundreds of Iranian universities, and the myriad of translated works that are published in Iran.
During the case study in this research, attempts are made to gain an insight into internal mental processes of the assessors, and decisions that they make during different stages of the task of assessment. To this end, the theoretical model put forward in the second chapter is used as a basis for constructing a questionnaire to collect information about the evaluative behavior of the participant assessors in a controlled and systematic manner. In the design of the questionnaire, however, the initial three steps for the process of translation quality assessment (see Chapter Two) are further divided into six more detailed steps, namely 1) Identification of the problematic areas, 2) Linguistic description of the problem, 3) Description of the frustrated expectations, 4) Determining the gravity of problems, 5) Suggesting solutions to the problems, and 6) Stating the results of the evaluation. The information collected through the questionnaire may help to indicate if there exists any regular pattern of similarity or difference in the evaluative behavior of the assessors within the specific socio-cultural context that was described in details in Chapter Three. Taking into consideration the huge significance of ordinary readers’ expectations in determining the success or failure of a given translation, the case study also seeks to compare the evaluator behaviors of the academic assessors with those of the ordinary assessors, who represent the ‘end users’ of translation. Obviously, the comparison will only be feasible in the case of problematic items that are not related to source text factors.

The results of the case study could be potentially interesting for translation pedagogy as well as for the translation industry. If the evaluative behaviors of the assessors are meticulously observed, it might be possible to identify potential

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9 The steps of the process of translation assessment in the theoretical model in Chapter Two were initially defined as: 1) data collection, 2) synthesis of information, and 3) interpretation of information (see page 81). In the design of the questionnaire, the step of data collection was further divided into identification of the problematic areas and linguistic description of the problems; the step of synthesis of information was further divided into description of the frustrated expectations and determining the gravity of problems; and finally the step of interpretation of information was divided into suggesting solutions to the problems and stating the results of the evaluation.
flaws in their behaviors during different steps of the process of assessment and, consequently, it might be possible to correct and improve their evaluative behavior by reminding them of their weaknesses, and raising their awareness of the complexity of the process of assessment. On the other hand, if the professional translator or translation trainees are told how their translations will be assessed by the potential assessors, they could in turn produce translations that are successful and meet the expectations of the evaluators in different situations.

4.1. Research Questions

The case study aims at finding the answers to the following set of specific questions about the evaluative behavior of the participant assessors during different stages of the process of assessment.

1. How do the ordinary and academic assessors behave during six different steps of the process of assessment?

2. To what extent do the decisions made at different steps of the process of assessment agree with each other within and between the two specific groups of assessors?

4.2. Participants

In addition to analysis of the evaluative behaviors of the professional assessors during different stages of the process of assessment, one of the objectives of the case study was to compare the evaluative behaviors of academic assessors with those of the ordinary assessors, who represented the ‘end users’ of translation. The participants in the case study, therefore, were comprised of two distinct groups: 1) the academic assessors, consisting of a group of 20 university professors/lecturers who were native speakers of Persian and had the experience of teaching English into Persian translation courses for a minimum of two years; and 2) the ordinary assessors, consisting of a group of 20 Iranian undergraduate/post-graduate students majoring in a variety of subjects in Iranian universities who were native speakers of Persian and representing the ‘end
users’ of translations. In a conventional real-life situation, unlike academic assessors, the ordinary readers or ‘end users’ of translations are not necessarily expected to be bilingual and have access to the source text. Consequently, the academic assessors were given a web-based questionnaire in English, which included both the target and the source text materials, and the ordinary assessors were administered with a similar questionnaire in Persian, which included only the target text material (see the following sections for more information on the materials and questionnaires). Invited participants voluntarily participated in the research and informed consent was obtained from all of them.

4.3. Materials
The materials chosen for inclusion in the current study were as follows:

1) The target/translation material: 3 translated news articles (from English into Persian) extracted from the Persian service of the Voice of America (VOA) website; and

2) The source text material: The source texts of the target/translation material extracted from the English service of the VOA website.

The target/translation material of the study served as the main object of quality assessment and was presented to all participants in the study (both academic and ordinary assessors) to be evaluated, but the source text material was made available only to the academic assessors, so that they could compare it with the target material.

In selecting the target/translation material of the study the following criteria and limitations were taken into consideration:

1) Subject matter and text-type: It is often considered necessary for translation assessors to be familiar with the subject field of the materials they are going to evaluate. One of the reasons I decided to use news articles from the archive of the VOA website as the main source for preparing the materials of the study is that all participants were assumed to be relatively familiar with the subject fields and text-
types of the news articles available on that website. News articles were available under 15 main categories on the VOA Persian website, namely “Iran”, “The United States”, “The World”, “The Middle East”, “Asia”, “Europe”, “Africa”, “Social”, “Human Rights”, “Economic”, “Health”, “Life and Culture”, “Science and Technology”, “Sport”, and “Disasters and accidents”. To ensure the diversity of the topics of the articles chosen for inclusion in the target material and also sufficient familiarity of the participants with them, I selected 3 articles from categories that were more known to the participants in the study, i.e. “The Middle East”, which received more news coverage in Iran than other areas of the world, “Health”, and “Life and Culture”, which were assumed to have rather simpler language and technical terminology compared to ‘Economic’, ‘Sport’, or ‘Science and Technology’. The selected articles were all published on the website of the VOA within a one-year time span starting from 1 September 2012.

2) Size and Manageability: The length of the selected materials was a determining factor in their inclusion in the materials of the study. Lengthy articles did not seem to be good fits for the study, because, most probably, they would make the potential participants hesitant to take part in the research, to say the least. The process of data analysis in such materials would also be extremely burdensome and time-consuming; as a result, the materials were mainly selected from news articles of maximum 4 or 5 short paragraphs that were considerably more manageable. Based on the results of a pilot study done to measure the average time required for assessing the selected translated articles in the case study, it would take about 45 minutes to one hour to complete the assessment of each translation.

3) Availability/accessibility: Persian is not a widely-spoken language at international level. As a result, at the time of conducting the case study (2013), it seemed that there were a very limited number of pre-established electronic bilingual corpora in English and Persian available to those who were interested in conducting comparative research in the field of translation or language. The
archive of the VOA website was one of the few resources that contained thousands of searchable electronic texts (news articles) in English and their translations in Persian, which was easily and freely accessible to all for research purposes.

After careful consideration of the aforementioned criteria and limitations, the following three articles were finally selected to be included in the materials of the study:

<table>
<thead>
<tr>
<th>The First Translated Persian News Article and its English Source Text</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lebanese Facets Deepen Involvement in Syria</strong></td>
</tr>
<tr>
<td>A struggle is heating up between Lebanese factions supporting opposite sides in Syria’s civil war, alarming authorities in Beirut trying to keep their country out of the bloody fighting next door. Lebanese backing Syrian President Bashar al-Assad and opponents supporting the mainly Sunni Muslim rebels trying to oust him have stepped up their operations to out-maneuver each other in recent weeks. Both sides in the Syrian civil war are anxious to keep support bases in Lebanon. The Assad government has been securing fuel, food and medical supplies with the aid of its Lebanese allies. The rebels have been using the country as a conduit for weapons and foreign fighters as well as a haven for wounded insurgents. This month, the Syrian government started helping its Lebanese supporters in their efforts to disrupt pro-rebel logistical efforts in Lebanon by ordering up air strikes on cross-border smuggling routes used by the rebels. The latest air strike came on April 10, when a Syrian government helicopter fired missiles on targets in Lebanon’s Bekaa Valley in two separate raids. One was near the Lebanon-Syria border and the other three kilometers northeast of Arsal, a Lebanese town serving as hub for the smuggling to the rebels. Damascus had warned Beirut earlier this month it would attack suspected rebel sites in Lebanon if incursions from across the border didn’t stop.</td>
</tr>
</tbody>
</table>

10 As mentioned earlier, the source text material was made available only to the academic assessors.
HIV/AIDS Afflicts Migrants Living in Wealthy Countries

The International Organization for Migration (IOM) is calling on governments to provide migrants with preventive care and treatment for HIV/AIDS. To mark this year's World AIDS Day, IOM is focusing on the plight of migrants who, it says, are disproportionately affected by HIV and AIDS in high-income countries.

This year's UNAIDS report on the global AIDS epidemic finds a sharp decline in HIV infections in low- and middle-income countries. For the first time in the history of AIDS, the report indicates that an end to the epidemic may be in sight.

But while the number of HIV infections is going down in the traditionally poor, less developed countries, it is rising in many of the more affluent nations. Data shows the total number of people living with HIV has increased in the last 10 years in high-income countries in North America and Europe.

The International Organization for Migration says migrants are particularly badly affected by AIDS in high-income countries. IOM spokesman Chris Lom says this is widely overlooked.

"Migrants and mobile populations, as you know, are at particularly high risk all over the world primarily because they face marginalization, exclusion and various barriers to accessing health promotion and health care, which indigenous people do not experience," said Lom.

UNAIDS reports 45 countries, territories and areas impose some form of restriction on the entry of people living with HIV. It says these discriminatory policies are not effective and do not protect public health.

IOM says there is a lack of awareness of migrants' vulnerability to HIV in high-income countries and this is reflected in the statistics. In Canada, for example, it says the estimated infection rate of migrants from HIV-endemic countries is 8.5 times higher than among other Canadians.
## The Third Translated Persian News Article and its English Source Text

### Some Swear by Chicken Soup to Battle Flu

During flu season, people often look to the kitchen, rather than the medicine cabinet, for relief.

Every culture seems to have its own healing ingredients. Some call for hot spicy sauces, garlic or ginger tea. But, for many, nothing comforts like soup.

Barley and noodle are just two of nine types of soups on the menu at Alborz, a Persian restaurant in Vienna, Virginia.

“The noodle soup is a real traditional Iranian dish,” says chef Afsaneh Atash. “It’s basically a year-round dish, but you’re going to eat during the winter time though.”

She serves her own version of her family’s traditional recipes; the basic ingredients are onions, carrots, cilantro, chicken broth and lemon juice.

“It has a lot of nutritious ingredients,” she says. “It’s really good to eat it in the winter time because people are always getting cold.”

At DGS Delicatessen in Washington, D.C., chef Barry Koslow uses his grandmother’s Eastern European recipe for chicken soup with matzo balls.

“Matzo ball soup is definitely a very traditional Jewish soup and you see many different variations of it,” he says. "We start with a very rich chicken broth and we enhance that with onion, celery, carrots and garlic. We flavor it with a little bit of vinegar to bring a little bit of balance to the soup and salt and pepper.”

The matzo ball soup is one of the restaurant’s most popular dishes, according to manager Brian Zipin.

“Some people think that there is something in there that has healing powers,” he says. "But like any great comfort food, you feel good when you eat it. You feel better, especially at this time of year, when it’s cold out.”

But does a bowl of soup have real medicinal qualities? For one customer named Mark, the answer doesn’t really matter.

“My mother used to say even if it didn’t help, it certainly couldn’t hurt,” he says. "And this is..."

### سوب جوجه درمان سرماخوردگی و انفلونزا

هزاران با فارماسیون فصل سرماخوردگی و انفلونزا، مردم اغلب به یافتن مصرف دارو، برای مصرف مواد غذایی طبیعی به اشتراک گذاری روى می آورند.

مردم به فرهنگ برای درمان بهبودی از مواد غذایی خاص، آن فرهنگ استفاده می کنند. برخی از آنها این داده دارند، برای بهبودی مصرف می کنند. اما بهترین قطع برای درمان

بیماری سوب جوجه.

البته رستوران ایرانی شهر وینا در این ایده و برنجایی امروزی نوع مختلف سب کرده می کند که سوب جوجه...

ماکارونی قطع، دو نوع می آورند از آنکه:

افسانه این سرویس رستوران می گوید: "رشته واقعاً نویع غذایی سنتی ایتالیای است. مصرف در سراسر سال پخته می شود. اما اثرات خوردن آن برای فصل زمستان وابسته است.

خانم اش دو ایندیان رستوران را به وانستی خانواده خود تهیه می کند، هریش، گیاه، آب مرغ و لیمو ترش مواد اولیه از سوب جوجه. هستند.

می گوید: "مواد غذایی موجود در این سوب خیلی موفر هستند و جوهر مصرف زمستان رما می کند...

در «DGS Delicatessen» در وینا، جیم کلوسیس است. این رستوران با استفاده از دستور کهن، دو نوع سبک، به همراه آب مرغ، گیاه و کمی مرکب و فلفل، تهیه می کند.

"در جریان زمستان، بوی آب مرغ، کمی برای خوردن آن لعاب می میند. در این مورد، ما می توانیم هر چیزی بکنیم و با هر وسیله میکس کنیم و...

روی سوب می گوید: "اکثراً خیلی از برای خوردن آن در زمستان استفاده می کنند. هر طعم قطع بخک سیمی هستند، این نوع سوب برای افراد مبتلا به آن نوع سبک خاص خاص به همراه آب مرغ، کشور، کمی مرکب و فلفل قطع صورت می گیرد.

برای زیبایی، دور این رستوران می گوید این سوب محیج ترین غذای غذایی است.

اما آیا یک کسانیی که کسانیی که این سوب

مواد دارد که این بیماری مانع می شود. اما این سوب مثلاً هر طعمی با طعم خاص برای خوردن آن در زمستان استفاده می کنند. خوردن آن در این مورد

چسب و آمدم را پر می کند.

اما آیا یک کسانیی که کسانیی که این سوب به جای مصرف دارو، برای مصرف مواد غذایی طبیعی به اشتراک گذاری روى می آورند.

مانک می گوید: "سیمی همیشه می گفت خوردن آن حتی اگر هیچ چیزی فیزیکی یا شکافچه دارد، معنی مصرف ندارد. همین دلیل برای

خردن سوب کافی است. "

در وینا، جیم کلوسیس است. این رستوران با استفاده از دستور کهن، دو نوع سبک، به همراه آب مرغ، گیاه و کمی مرکب و فلفل، تهیه می کند.

می گوید: "شرایط است.
exactly the kind of thing that one needs.”

Dr. Gloria Addo-Ayensu, director of the Fairfax County Department of Health in Virginia, doesn’t believe soup can prevent the flu. “Getting a flu vaccine is the single best way to prevent influenza,” she says, but she understands the appeal of certain foods. “We all have had grandmother’s chicken soup when we were sick.”

She explains why we feel better after having a bowl of soup or a cup of hot tea with honey and lemon. “Honey and a little bit of lemon in water, hot water, might soothe your sore throat, for example,” Addo-Ayensu says. “Those kinds of things are more soothing than anything else.”

It could be a combination of warm memories and fragrant nose-clearing steam that is the real secret behind the healing power of a hot bowl of soup.

4.4. Apparatus

The main instrument used for data collection in the current case study was a web-based questionnaire, which was especially designed to acquire data about the evaluative behavior of the participants during different stages of the process of translation quality assessment; i.e. identifying and describing the problematic textual items, describing the frustrated expectations, determining the gravity of problematic items, suggesting solutions for the problematic items, and reporting the results of the assessment respectively.

The web-based questionnaire was designed and administered with the help of online questionnaire designing software called ‘Qualtrics’. Web-based questionnaires have many advantages over their traditional paper counterparts. The participants in the study were geographically dispersed across Iran, so the use of a web-based questionnaire made them easily accessible. The use of online survey software also allowed complicated skip instructions and conditional logics to be applied in designing the questionnaire. Other advantages of the web-based questionnaires were their cost-effectiveness and small size.
The questionnaire was prepared in two versions with similar contents and structures (one in English and the other in Persian). Apart from the language, the only difference between the English version of the questionnaire, which was meant for academic group of assessors, and the Persian version, which was meant for the ordinary group, was that in the latter version the source texts were not available alongside translations to the assessors as in the English one.

To make certain that the respondents would be able to add their personal ideas, in case they did not find the desirable answer among the multiple fixed choices offered to them, a combination of fixed and open questions was used in the questionnaire. Attempts were made at the time of designing the questionnaire to ensure good links between questions and the theoretical model put forward in the second chapter of the thesis. Taking into account the fact that not all assessors are necessarily familiar with specialized linguistic terms, careful attention was also exercised to simplify the technical language of the theoretical model in writing the questions of the survey.

Before being administered, the questionnaire was piloted to make sure of the clarity, unambiguousness, and general readability of its instructions and questions, and, consequently, some amendments/improvements were made to it. The piloting of the questionnaire also helped to estimate the average time needed for completion of the questionnaire by assessors in each group.

Figure 7 depicts the overall structure of different stages of the questionnaire during which each of the three news articles included in the target/translation material of the study were being assessed.
Figure 7: The Overall Structure of the Questionnaire
The questionnaire started with an introduction and a statement of the purpose of the questionnaire, namely to assess the fitness of the target texts for publication in a well-known Iranian newspaper called “Hamshahri”. As mentioned before, the assessment skopos is in fact the most important factor in the process of translation quality assessment. It controls the expectations of professional assessors and ordinary readers as to how the relationships between the translation and the source text, the target literary system, and the target society should be and thus dictates how different stages of the process of assessment, i.e. collection, synthesis and interpretation of data have to be conducted. Hamshahri is a newspaper which has a daily circulation of over 400,000 copies, and according to a survey conducted by the Iranian Ministry of Culture and Islamic Guidance, was the most read daily in Tehran, the capital of Iran, with 44.1% readership in March 2014\(^1\). The participant assessors in the case study were, therefore, expected to have a prior experience of reading Hamshahri and be fully familiar with its style, and consequently have certain expectations in their minds about the features of the news articles appearing on this newspaper.

The participants, then, were presented with the first target text (for the participants in the academic group alongside its source text) and were asked if they noticed any problem in the translated text. If the answer was “no”, a skip instruction would lead them to the last step of the questionnaire, i.e. reporting the results of the assessment (see figure 7). If the answer was “yes”, then the participants would be led to the first step of the questionnaire, which involved identifying the problematic items in the target text. At this point, the survey software would allow the respondents to mark the problematic items in the translated text by highlighting them in green. If the problem was because of a missing item in the translation, then the respondents were asked to mark its place by highlighting the two words in the translated text between which they

\(^1\) [http://www.hamshahrionline.ir/details/259014/Communication/media](http://www.hamshahrionline.ir/details/259014/Communication/media)
thought the missing item should have been placed. They were reminded that they were not allowed to highlight more than one problematic item at a time, and were reassured that, in case they noticed more than one problematic item, they would be given the opportunity to highlight them one by one at later stages of the questionnaire.

Figure 8 presents a schematic view of the second step of the questionnaire, during which respondents were invited to offer a linguistic description of the problem they had identified by answering a series of questions. These questions were designed based on the theoretical framework put forward in the second chapter of the thesis (specifically, Table 2.1 on page 91 and Table 2.2 on page 93).

**Figure 8: A Schematic Diagram for the Second Step of the Questionnaire**

The second step asked the respondents to specify whether the identified problem was related to the structural or lexical properties of the translated text. As mentioned before, by including the choice “other (please specify)” in the answers
all through the questionnaire, the respondents were given the opportunity to add their own answer, in case they did not find their desirable answer among multiple fixed choices. If the assessors identified the problem as being related to the structural properties of the translated text, then they would be asked to further specify if it was related to “order of the textual material”, “grammatical function of the textual material”, “grammatical and lexical cohesion between the textual materials”, “grammatical complexity of sentences”, “spelling”, “punctuation” or “formatting and layout of the text” (cf. Table 2.1 in Chapter Two). If the assessors identified the problem as being related to the lexical properties of the translated text, then they would be asked to further specify if the lexical problem was at micro level (below the level of the sentence) or macro level (above the level of the sentence). In case they identified the problem to be at micro-textual level, they would be asked to clarify whether the problem was related to “the referential meaning”, “the associative meaning” or “the collocation” of the problematic word/combination with other lexical items in the translated text. If they detected a lexical problem at macro level, then they would be asked to specify whether it was related to “the logical/pragmatic coherence in/between sentences”, “the literal meaning of the sentence”, “the pragmatic meaning of the sentence”, “the information quantity”, “the subject matter” or “the style of writing” (cf. Table 2.2 in Chapter Two).

After linguistic description of the problematic item, the respondents were led to the third step of the questionnaire, i.e. description of the frustrated expectations. Here, the assessors were asked to explain how they had noticed the problematic item. They had to specify if the problematic item violated norms relating to “the source text” (only the academic respondents), “the target language”, or “the target society”. If they determined the problematic item as being a result of the violation of the norms relating to the target society, they were then asked to further specify whether the violated social norm was related to the “ideological”, “socio-cultural”, “religious”, “economic”, “political”, “ethical”, “historical”, “logical”, or “aesthetic” factors (cf. Table 2.3 in Chapter Two).
The fourth step of the questionnaire asked the respondents to determine the degree of seriousness (gravity) of the identified problematic item on a scale from “very serious” to “not serious at all”.

The fifth step, which was optional, asked the assessors to provide a suggestion as to how the problematic item might be corrected, if possible. They were given enough space to describe their possible suggestion in the web-based questionnaire.

After completing the fifth step of the questionnaire, the respondents were asked to verify if there was another problematic item in the translation. On an affirmative response, they were led to the first step of the questionnaire again and the cycle of assessment procedure would be repeated (see fig. 7). The survey software’s settings were adjusted to allow the respondents to mark a maximum of 25 problematic items in the assessment of each translation. On a negative response, the respondents were led to the sixth step of the questionnaire, i.e. reporting the results of the assessment.

The sixth step of the questionnaire required the assessors to declare their overall assessment of the translated text on a scale from “excellent” to “poor”; and ultimately, they were asked to state the final decision they would put forward to the publishers of “Hamshahri” to be taken concerning publication of the translated article in the newspaper.

4.5. Procedure
All participants were sent similar e-mails containing an invitation for participation in the research and an individual link that would lead them to the web-based questionnaire. The individual links that were sent to the academic assessors (see section 3.2. on participants) would lead them to the English version of the questionnaire (see section 3.3. on apparatus) and the links sent to the ordinary assessors would lead them to the Persian version of the questionnaire. A cover letter was attached to each email explaining the
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objectives of the study, instructions, the average time required for completion of
the questionnaire, and some other practical matters. It was made clear to all
participants that participation was on a voluntary basis and that they would not
receive any financial compensation by participating in the research. Informed
consent was obtained from all of the participants. They were informed that the
allowed time for completion of the questionnaire was 8 weeks maximum. The
participants were reassured of the privacy of their personal information and the
data they provided by completing the questionnaire.