

## Summary in English

The study aims to examine the expectations and perceptions of all three groups of participants - service providers (SPs) and minority language speakers (MLSs), as well as trainee interpreters (TINTs) concerning the interpreter's role - interpreter's controls, decision making and (in)visibility, control/ power in the interaction and factors for effective interpreter-mediated interactions in immigration and police (IAP) settings in Poland. The thesis aims to explore whether the interpreter can be considered a visible and active participant of the interaction by all parties and whether they are subjected to incompatible and conflicting expectations, as well as what the differences and similarities in perceptions can be attributed to. This research project draws on two areas of scientific interest: sociology of translation and role theory.

The study is directed by the following research questions:

1. What are the perceptions of the interpreter's visibility in terms of **physical presence** (seating) by service providers (SPs), minority language speakers (MLSs), and trainee interpreters (TINTs)?
2. What are the key **factors** for effective interpreter-mediated interactions? Who/ what is responsible for the success of the interaction and what does the interpreter's role depend on, from the perspective of service providers (SPs), minority language speakers (MLSs), and trainee interpreters (TINTs)?
3. Who is considered the most **powerful/dominating party(-ies)** in interpreter-mediated interactions and why, from the perspective of service providers (SPs), minority language speakers (MLSs) and trainee interpreters (TINTs)? Who controls the interaction?
4. What are the expectations and perceptions of the **interpreter's controls** and **decision-making** in the face of (ethical) dilemmas from the perspective of service providers (SPs), minority language speakers (MLSs) and trainee interpreters (TINTs)?
  - 4.1 Do service providers, minority language speakers and trainee interpreters tend to follow deontological or teleological ethics and display mechanistic or non-mechanistic approaches in the face of (ethical) dilemmas?

5. Does the institutional setting influence the interpreter's role behaviour? Is the interpreter (truly) an active and visible participant of the interaction in the **institutional and normative setting**?

Chapter 1 presents an overview of literature relevant to the discussion of the public service interpreter's role and its expectations in immigration and police (IAP) settings, which are the scope of the present thesis. Chapter 1 aims to consider its sections as interrelated themes presenting a discussion about the complexity of the public service interpreter's role, which is the scope of the empirical part of the thesis. Demands affecting the interpreter's role and public service interactions are first explored (Section 1.1). This is followed by the examination of the public service interpreter's role from the perspective of role theory (Section 1.2). Section 1.3 contains a review of literature pertaining to public service interpreter's controls, visibility and decision-making in immigration and police (IAP) settings. The concept of expectations from the perspective of role theory and previous studies exploring the perceptions of the public service interpreter's role from the perspective of service providers (SPs), minority language speakers (MLSs) and the interpreters' self-perception is then presented (Section 1.4). Finally, the institutional and normative character of public service interpreting is discussed (Section 1.5), followed by the summary of chapter 1 (Section 1.6).

Chapter 2 is devoted to the methodology applied in the study. For the purpose of the present study, qualitative research was adopted. To answer the research questions, a qualitative survey instrument (Braun et al. 2020) was used in the form of a self-administered questionnaire as a data collection method and a primary data source. The questionnaire was addressed to all three groups of participants (SPs, MLSs and TINTs). Section 2.1 presents the participants of the study, while Section 2.2 outlines the research design and data collection method. Within this section, the following sub-sections provide information about survey research (Section 2.2.1), provide an explanation for the selection of the qualitative survey as the chosen instrument (Section 2.2.2), discuss vignettes methodology in qualitative research (Section 2.2.3) describe the pilot study (Section 2.2.4) and provide a description of the questionnaire utilised in the current study (Section 2.2.5 and 2.2.5.1). Section 2.3 is devoted to data analysis procedures.

The results of the study are presented in Chapter 3 and 4. Chapter 3 provides a demographic information about the participants in the study, i.e., two groups of primary participants (PPs) - service providers (SPs) and minority language speakers (MLSs), and trainee interpreters (TINTs) - all participants working and/or living in Poland.

Chapter 4 reports on the results of the study. The chapter is divided into four sections. Section 4.1 presents the results of Question 1 of the questionnaire concerned with the interpreter's physical presence and (in)visibility in the interaction – seating arrangements, among all three groups of respondents - service providers (SPs), minority language speakers and trainee interpreters (TINTs). Section 4.2 presents the results of Question 2 of the questionnaire regarding the most dominating/ powerful party/-ies in the interaction (i.e., the SP, MLS, INT) expressed by all three groups of respondents - service providers (SPs), minority language speakers and trainee interpreters (TINTs). Section 4.3 discusses factors for effective communication between all of the parties in the interaction (Question 3 of the questionnaire), as enumerated by all three groups of respondents - service providers (SPs), minority language speakers and trainee interpreters (TINTs). Section 4.4 presents results from the thematic analysis of six vignettes in which various dilemmas (demands) existing in the practice of interpreting were portrayed (question 4 of the questionnaire).

Chapter 5 is devoted to the discussion of the key findings of the study. The conclusions presented in the chapter are based on the qualitative analysis of the vignettes and the open-ended responses characteristic of the qualitative survey instrument (Braun et al. 2020). The findings have been grouped into four sections. Section 5.2 presents expectations of the INT's physical presence in the interaction. Section 5.3 presents factors for effective interpreter-mediated interactions, while section 5.4 addresses perceptions of power and control in the interaction. Section 5.5 is devoted to the expectations of the interpreter's controls and decision making. The thesis ends with concluding remarks.

Keywords: public service interpreting, the interpreter's role, expectations, immigration and police settings (IAP), the interpreter's controls and decision-making, the interpreter's physical presence, factors for effective communication, vignette methodology