

**COMPETENCY FRAMEWORK OF PROFESSIONAL  
THAI - JAPANESE INTERPRETER:  
NOT JUST LANGUAGE PROFICIENCY**



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**ABSTRACT**

Interpreter is one of the oldest career in the world which still has been playing important role until today for cross-language communication of people. Among various language interpreters, Japanese interpreter is one of the most wanted service for increasing communication demand. There are approximately 8,000 Thai-Japanese interpreters in Thailand. Unlike other nations in which interpreters have to be certified by a particular organization to control and ensure their quality, Thailand does not have any standard or certifying system for its Thai-Japanese interpreters. Accordingly, some issues were raised in public regarding poor quality of Thai-Japanese interpreters. To study about this, within this research the researcher developed Competency Assessment Framework for Professional Thai-Japanese Interpreter. The objective of this research is to find out requirements of being professional Thai-Japanese interpreter which might encourage any further establishment of standardization or certification of Thai-Japanese interpreter within Thailand.

This research summarized 8 requirements for professional Thai-Japanese interpreter; 1.Knowledge 2.Skill 3. Expertized knowledge of production system 4.Expertized knowledge of quality system 5.Expertized knowledge of accounting 6.General knowledge of Thailand 7. General knowledge of Japan and 8.Personality. The researcher also developed an easy form of assessment framework for using as evaluation tool by employer or as self-evaluation for interpreter who wants a quick checkup of own weakness and strength for further improvement in order to achieve professional level.

**KEY WORDS:** Thai-Japanese interpreter / Proficiency / Competency assessment / Professional requirements / Assessment tool

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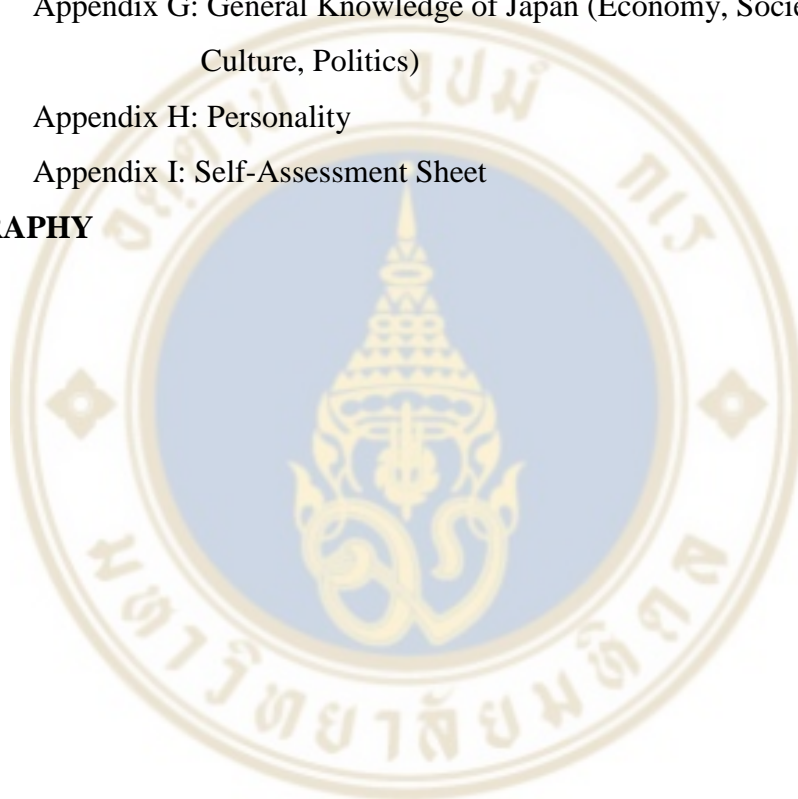
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# CHAPTER I

## INTRODUCTION

### 1.1 Background

Across the world there are 169 countries with more than 6,000 languages in the present time. And since people around the globe have been needing to communicate to each both within their own countries and across borders when two parties from different countries or languages need to communicate to each other, the most common method is using translating or interpreting service from an interpreter.

Talking about interpreter, it has been thousands years after first interpreter initiated interpreting service. The demand for this service has been increasing along with the development and expansion of global economy and commerce as well as noncommercial activities among nations around the world. Until now, interpreters are still serving their interpreting service which is considered as one of specific professional careers. They have been playing important roles in all sectors where people from cross-languages need for communication among variety of fields including science, technology, legal, commercial, industrial, medical, politics and even agriculture and so on. And this also includes people of all ranks who still need interpreting service from interpreters for their tasks starting from ordinary citizen, merchants, bureaucrats until royal family members.

Among those interpreters of all existing languages, Japanese interpreter is one of the most popular and requested services. Especially in Thailand where it hosts biggest numbers of Japanese people as the 4<sup>th</sup> rank of the world. This factor encourages the need of Thai-Japanese interpreting service to rise higher along with rising number of Japanese companies and organizations expanding to this country. From my personal working experience as a Thai-Japanese interpreter for 15 years, most of private and public Japanese organizations in Thailand basically rely on Thai-Japanese interpreting service by recruiting and hiring Thai-Japanese interpreter as regular employee for their own in-house use. The reason why Japanese people need



and rely so much on interpreters for their communication could be 2 points. *One*, linguistically Japanese people find many difficulties to pronounce and speak well English, Thai or other languages. *Two*, Japan is world number two in terms of economic and trade scale, they are powerful enough to raise the importance of Japanese language for doing business with the rest of the world. This reinforces Japanese people for not having to study and speak English either other languages well in order to do business with their foreign partners. They are just powerful and wealthy enough to hire interpreter to speak out target language for them.

Factors mentioned above has boosted up demand of Thai-Japanese interpreter in Thailand to increase and drive the number of supply side to rise along this situation. When there is demand there is always supply. Luckily, for this market in Thailand, there is not any barrier to entry and start to work as a Thai-Japanese interpreter at all. For this freedom of entry, there is only one very basic and general requirement; *being able in Japanese language literacy competence* by holding *Japanese Language Proficiency Test*, in short, JLPT. This JPLT is the standard test designed by Ministry of Education of Japan to certify Japanese language proficiency and capability of foreigners who study Japanese language. It is divided into 5 levels within this certification starting from N5 which is the beginner level until N1, the professional and highest level. For easier understanding, let's say that JPLT is similar to IELTS or TOIEC test for those who study English. Therefore, with this JLPT certificate in level 1 or 2 or even 3 anyone in Thailand can turn his/herself to Thai-Japanese interpreter right away once he/she wants to start. Unlike other profession careers, for example, lawyer, nurse or accountant that need to be strictly certified by public organization to hold appropriate qualification before they start their professional careers. And unlike other countries such as United States of America, Australia, United Kingdom, Japan and others where there are government, public and private organizations for certifying and control their interpreters' quality.

## 1.2 Problem Statement

However, by this freedom and the ease of starting a career as Thai-Japanese interpreter has both pros and cons. One of good points is sufficiency in terms

of number and variety of interpreters supplying into the market to respond to drastic increasing need and demand in this country. On the other hand, one demerit is, having too many varieties and quality levels of Thai-Japanese interpreter without any standard to judge and guarantee sometimes low quality interpreters cause a very obvious mistake to the public on their services. I believe that there are still much more serious cases about interpreting mistake which did not come out to the public view at the point it occurred.

### **1.3 Objective and Contribution**

Therefore, I am interested to study about Thai-Japanese interpreter in Thailand regarding their knowledge, skill, attitude, personality and other necessary requirements of being ideal professional Thai-Japanese interpreter under the topic **“Competency Framework of Professional Thai-Japanese Interpreter in Thailand.”** This study was focused on the perspective of practitioners by conducting deep interview and questionnaire survey for data collection. Moreover, in order to get better understanding and more appropriate and fruitful result about this study, it was designed to collect data from both Japanese practitioners who experienced using Thai-Japanese interpreter and Thai practitioners who are currently serving their Thai-Japanese interpreting service. Based on the findings of this study, I hope it would lead to fundamental development and appropriate improvement among Japanese interpreters in Thailand based on subjective perspectives of actual Japanese employers. I also hope that it would also lead to establishment of concrete certifying criteria or standard test and evaluation for those who aim to be a reliable and qualified professional Thai-Japanese interpreter in Thailand in the next future for this industry.

## CHAPTER II

### LITERATURE REVIEW

#### 2.1 History of Interpreter

Interpreter means a person who translates orally from one language into another language. It is believed that interpreting has been existing since man has used the spoken word. It has therefore always played a vital role in the relationships between people of different origins since the beginning of mankind. However, there is a lack of hard evidence pinpointing the time of the creation of interpreting due to the fact that interpreting service, unlike written translations, it leaves behind without written proof since it has dealt on verbal communication. Based on the study of Olgierda Frumanek (2004) which found that the first written proof of interpreting service dates back to 3000 BC, at which time the Ancient Egyptians had a hieroglyphic signifying "interpreter." During ancient Greece and Rome era interpreting service was widely used. Slaves, prisoners and ethnic hybrids were forced to learn multiple languages and interpret for the nobility because it was considered that learning language of people that they conquered was so undignified. That raised up the awareness and importance of interpreter in the past time.

Until 17<sup>th</sup> century, Latin became *lingua franca* or the language of diplomacy, in Europe. Therefore all nations had to have some citizens who spoke Latin in order to carry on diplomatic relations. There are many factors supporting interpreting to spread widely across the world. One is religion. By the objective that people of many different religions have journeyed into international territories in order to share and teach their beliefs. Another one is Age of Exploration when many expeditions explored new lands they needed to speak a different language.

The awareness of interpreting for the recent 20<sup>th</sup> century was at the International Labor Conference in Geneva, Switzerland in 1927, simultaneous interpreting was used for the very first time. Since the 1970s, the needs for community interpreters has skyrocketed, causing steps towards more thorough and uniform

education and certification (Olgierda Furmanek, 2004). And throughout the world in present era, Gordon (2005) stated in this study that there are still 6,912 living languages including sign languages exist. Since there are different countries and languages all over the world, interpreters of various languages have still been existing and needed as long as people still want to communicate to each other across their mother tongues for any objective.

## **2.2 Factor of Popularity**

As early mentioned that at present time there are 169 countries with more than 6,000 languages across the world. Among thousands of languages spoken in all countries, ten most popular languages spoken worldwide based on the finding of Rosenberg (2017) are: Mandarin Chinese (882 million), Spanish (325 million), English (312-380 million), Arabic (206-422 million), Hindi (181 million), Portuguese (178 million), Bengali (173 million), Russian (146 million), Japanese (128 million), and German (96 million). Since people in this world have been needing to communicate to each other both within their own countries and across the borders, when two parties from different countries or languages need to communicate to each other, the most common method from the old time is, using translating or interpreting service from an interpreter.

Along with the popularity of spoken languages, there is a relation to ranking of popularity of translation and it would seem like common sense that the most translated languages would follow the same pattern as the list of most spoken languages even though it is slightly different. The most popular translation requests are; 1. English Translations 2. Spanish Translations 3. Simplified Chinese Translations 4. French Translations 5. German Translations 6. Japanese Translations 7. Portuguese Translations 8. Korean Translations 9. Russian Translations 10. Arabic Translations. Not surprisingly, English translation is the most popular. This is because it is the most popularly used language in North America and Europe and also because it is the international language, it is also the most frequently used language on the internet (Executive Linguistic, 2013). Although this popularity ranking above mentioned only about translation but from my experience I strongly believe that the popularity of

translation also reflects to interpreting popularity too since it shows the necessity of the communication in that language.

Regarding Japanese translation ranking on global scale, it is on the 6<sup>th</sup> rank. However, I assume that, within Thailand, Thai-Japanese translation and interpreting service could be ranked as the 1<sup>st</sup> or 2<sup>nd</sup> based on the information announced by the Embassy of Japan in Thailand mentioning that Japan invested at the highest volume in Thailand among all foreign investment followed by America and Singapore. Japanese enterprises have been expanding their business activities throughout continents around the world. Within Southeast Asian region, Thailand is now hosting Japanese people as world 4<sup>th</sup> rank in terms of number Japanese population outside Japan. Recent statistic from Ministry of Foreign Affairs of Japan (2016) showed that there are approximately 64,000 Japanese people staying in Thailand at the end of December 2017. By looking at this data, some may ask: “How do those Japanese people speak to local Thai employees when they run business in Thailand?” The answer is simple. Typically when Japanese people are running business in Thailand, they have to use Thai-Japanese interpreting service to communicate to local staffs within their organizations and to Thai stakeholders outside. One fact of this high need is that Japanese people do not speak English meanwhile Thai people either do not or may be even worse than Japanese.

This factor has raised the needs of Thai-Japanese interpreting service in Thailand since last decades with rising Japanese enterprise and organization have entered. The popularity of Thai-Japanese interpreter results in number of 7,900 Thai-Japanese interpreters registered on a group called Siam Free Tsuuyaku as of June 2017, a community group on Facebook fan page where I also registered as one of those members and run this fan page as one of the administrators. Why are there so many Thai-Japanese interpreters in Thailand? One reason could come from the increasing of Japanese investment in Thailand that has driven the needs of this service. And this need led supply side to produce human resource in this field which resulted in numbers of universities providing Japanese language study. Most of universities in Thailand are now serving Japanese language study for their students. Not just only universities, many junior high and high schools are also teaching this language since the beginning level. Moreover, there are a lot of Japanese language schools and other institutes providing this study across Bangkok and big cities in this country. One more part supporting the

increase in number of Thai-Japanese interpreter is Thai students who went to study in Japan and returned to Thailand.

However, it seems that number of supply is still not enough to respond to the rising needs. That is excellent market condition! And much better condition is that, it is very easy for anyone to start to work as Thai-Japanese interpreter like flipping your eyes. Just only one requirement is passing and holding the *Japanese Language Proficiency Test (JLPT)* of level N1 or N2. Even N3 are warm and highly welcomed. JPLT is the standard test designed by Ministry of Education of Japan to certify Japanese language proficiency and capability of foreigners who study Japanese language. It is divided into 5 levels within this certification starting from N5 which is the beginner level until N1, the professional and highest level. To start work as a Thai-Japanese interpreter, it has been a basic general standard requirement in this industry that a person should at least hold this certification. That is really enough for working as a professional Thai-Japanese interpreter in Thailand. How easy! When we compare this standard to other countries regarding interpreter, to control and guarantee the level of professional interpreting service, United States of America in 1978 the US Court Interpreters Act boosted the professional development in the field of court interpreting by requiring that interpreters take further education as offered by professional bodies or universities. In 1997 the National Accreditation Authority for Translators and Interpreters Ltd (NAATI) was created in Australia in order to set and maintain high national standards in the fields of translation and interpreting (Olgierda Furmanek, 2004). In Japan, the Japan Association of Translators (JAT) was established in 1985 in order to facilitate the exchange of information and ideas among translators working between Japanese and English, and to establish and maintain professional standards in the industry (The Japan Association of Translators, 2010).

### **2.3 Current Situation in Thailand**

What about interpreting quality control in Thailand? Or is there any organizations certifying Thai-Japanese interpreter as in other countries are doing? Nope. There is not any qualification, regulation nor certification established by government or

private organizations in this country. This means it is freedom for anyone who holds JPLT level N1 or N2 or even N3 can work as Japanese interpreter in country without screening, monitoring and controlling. Accordingly, if someone is holding JPLT certification but working in other job later on he/she can shift to be Japanese interpreter on the next day after he/she quits current job! How easy to work in Thailand as a Thai-Japanese interpreter! This sounds very supportive environment for anyone who wants to switch his/her career under the rising demand.

But coin always has 2 sides, there are many good benefits for barrier-free for entering into this industry. Meanwhile many demerits also exist. Without any standard qualification to screen, maintain and control the quality of the service, there could be some inferior quality services blending within the industry. And this assumption is not too exaggerate sine there has been many issues came out in the public regarding the mistake interpreting service caused by poor quality of some Thai-Japanese interpreters.

One example of the mistake was a big issue which turned to be a talk-of-the-town both in Thailand and Japan when a man who appeared as Japanese interpreter on a live broadcasting TV program during April 2017. He was assigned to serve his Thai-Japanese interpreting service during the live interview with Japanese singer band consisting of 4 girl members. What happened was that, he was standing by putting this right hand into his trouser pocket and he could not catch what Japanese singers answered could not interpreted correctly even though the conversation was very simple with basic fact about the band. It was even worse when he pretended he could understand all well and interpreted into totally wrong story during that session. This surprised and shocked people who were Thai-Japanese interpreters and those who understood Japanese. Right after that this TV program and the interpreter were criticized strongly spread across Thailand and Japan through social media networks and news. After that, this TV program launched their apology through all media mentioning their problem of inappropriate selection of Thai-Japanese interpreter. However, this issue is assumed to be only one of many which did not appear to the public awareness. The cause of the mistakes of interpreting service could be a lack of tool, system or standard to certify the competencies of Thai-Japanese interpreters in Thailand.

Regarding competencies, Levy-Leboyer (1996) defined competencies as repertoires of behavior that are observable and can be transferred to the day-to-day working environment and which some people master better than others. They represent a line joining the individual characteristics, attitudes and qualities that are required to undertake particular professional tasks. However, at this present stage in Thailand, competencies of Thai-Japanese interpreters are not yet well defined by any organization. But still there is some book written in general about interpreting methodology and roughly mentioned about basic requirements or competencies of Thai-Japanese interpreter in the book. A book names 'Shortcut to Interpreter' written by Bussaba Banjongmanee (2006) categorized interpreting into 2 skills based on their interpreting methodology;

1. *Consecutive*: interpreting after the speaker speaks and pauses phrase by phrase.
2. *Simultaneous*: interpreting at almost the same time when the speaker speaks.

This book also mentioned about 'qualification of good interpreter' which seems to be more abstract rather than concrete and measurable ones. Those qualification of good interpreter are; 1.Ability to understand language 2. Written ability 3. Having good concentration and good skill for extraction of main content 4. Understanding the cultures 5.Ability to work in public place 6.Being curios 7.Having moral 8.Having good interpersonal relation 9. Being healthy.

After searching through many sources, I started to realize that there is a lack of concrete and measurable requirements, standards, qualifications or competences of Thai-Japanese interpreter. Therefore, in addition to the existing written materials I conducted a qualitative study by interview of 3 Japanese people who have been working as top management and using Thai-Japanese interpreter in their organizations and another 3 Thai-Japanese interpreters who I considered them as 'professional' interpreters based on their working profile.



## 2.4 Competency Framework

When I combined those perspectives from academic studies, books and interview results, I could see some intersections of some dimensions from those sources. However, in order to study and collect more data and information to apply as a source material in construct a “*competency framework for requirements of professional Thai-Japanese interpreter*” in Thailand I decided to conduct two-step study by interview and assessment both on Japanese persons who experienced using of Thai-Japanese interpreter as well as Thai persons who are working as Thai-Japanese interpreters at present time. By comparing those results one on one in each dimension, I hope that it would help us to understand more about the gap of expectation between Japanese, the users, and Thai-Japanese interpreter, the service providers. Moreover, I also hope that based on the result of this study, it would lead to the construction for the guidelines of requirements for professional Thai-Japanese interpreter in Thailand which will eventually take us to the development and improvement of instruction or training for Thai-Japanese interpreters in Thailand which would raise up the quality of Thai-Japanese interpreting service in Thailand in the future.



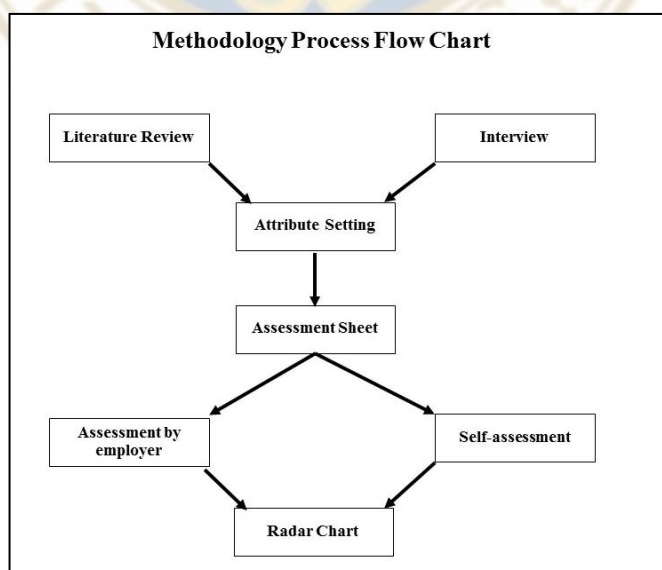
## CHAPTER III

### METHODOLOGY

In order to collect more detailed information to construct a framework then apply it as assessment tool regarding competency framework for requirements of professional Thai-Japanese interpreter, this study is relied heavily on qualitative data by interview and the assessment of the actual practitioners as Patton (2002) stated that qualitative data is considered as the most appropriate way to gain insight into a complex topic in which little research has been conducted. He also suggested that the most common sources of qualitative data include interviews, observations, and documents. And based on this concept, I designed process flow of my study as below.

#### 3.1 Methodology Process Flow

The methodology is divided into interrelated processes as shown in flow chart next page.



**Figure 3.1 Methodology Process Flow Chart**

## **3.2 Sample Selection**

Samples of this study are divided into 2 different batches for 2 different processes.

### **3.2.1 Participants for Interview**

During the first process of this study, the interviewees of this stage consist of 6 persons from 2 parties. Group one is 3 Japanese persons who experienced or has been using the interpreting service of Thai-Japanese interpreter. The condition is selecting the Japanese from different fields of industry. This is to have broad perspectives of many aspects and to prevent the bias of information if all are from same industry.

Another group two interviewees is 3 Thai persons who have been working as Thai-Japanese interpreters in Thailand. For more appropriate selection of 'professional' interpreter, I decided to select the interpreters who used to study in Japan holding JPLT level N1 and with at least 5-year service experience as basic criteria.

### **3.2.2 Participants for Assessment**

In the third process after the assessment tool was created, the second batch of sample group would have to be selected again. The objective is to use the assessment tool in the real environment for evaluation. This means, another group of Thai-Japanese interpreter will be asked to do self-assessment for their own. Then the same person will be assessed by his/her Japanese employer. To conduct this process, I selected numbers of Japanese persons and Thai-Japanese interpreters who are working in the same company or organization.

## **3.3 Literature Review**

The literature review was arranged and composed at first for this study. However, there are only some common attributes found in academic journal. In order

to find some more additional attributes, the interview was conducted next after this process.

### **3.4 Interview**

This step was individual interview with Japanese and Thai participants. The first interview question will start with *'In addition to knowledge and skill, what are requirements for professional Thai-Japanese interpreter and why?'* During the interview with 3 Japanese persons, main questions will be focused on asking about their concrete perspectives, concepts, ideas, definitions, recommendations rather than abstract ones about being a professional Thai-Japanese interpreter. On the same way this same focus will be applied on the interview with 3 Thai persons who are Thai-Japanese interpreters at the present time.

### **3.5 Attribute Setting**

The next process is summarizing all information from interview of all participants both Japanese and Thai and then arranging and grouping them under the same attribute. All attributes were defined concretely and clearly.

### **3.6 Assessment Sheet**

An assessment tool was developed based on the result of attributes set in early stage aiming to be used for the assessment in the next process.

### **3.7 Assessment Implementation**

Under this step, conducting the assessment by using the assessment tool from the second process was the major implementation. In this part, the assessment sheets were provided and assessed by 2 sides. That was self-assessment by an interpreter in order to grab an image how he/she evaluate his/herself. Against self-assessment, his/her Japanese employers were also asked to use the same assessment

tool to evaluate the same interpreter. The objective of doing this way was to show an image of difference in gap between the Japanese user and the Thai-Japanese interpreters' perspective.

### 3.8 Key Interview Questions

A set of key questions for interview are consisted of 4 mains questions:

- Do you think that Japanese Language Proficiency Test (JLTP) level N1 is the must for professional Thai-Japanese interpreter and why?
- Do you think that simultaneous interpreting skill is also the must for professional Thai-Japanese interpreter and why?
- In addition to knowledge and skill, what are requirements for professional Thai-Japanese interpreter and why?
- What are the first 3 departments should a professional interpreter know well in order to perform their interpreting service effectively?

Each interview lasted about 45 minutes to 1 hour in which 1 Japanese and 1 Thai were interviewed through telephone.

## **CHAPTER IV**

### **ASSESSMENT MODEL DEVELOPMENT**

This chapter is describing about summary of interview results which lead to 8 concrete attributes. After that it is process of development for assessment model or tool to reconfirm the conformity of those attributes.

#### **4.1 Participants for Interview**

Participants of this process were recruited from 3 Japanese and 3 Thai-Japanese interpreters. Japanese participants include 1 female and 2 males. A Japanese female participant is working now as a coordinator for Japanese government organization based in Bangkok. With the task involving many Thai people, she has been using many Thai-Japanese interpreters to communicate with Thai partners in many projects. One Japanese male participant is currently working as an advisor for sales and marketing in an automotive part manufacturing company where there are many permanent and contracted Thai-Japanese interpreters working. And the last Japanese male participant is now working as a top management of a company producing home appliances. He has been using Thai-Japanese interpreter for more than 10 years in his factory in Thailand.

Thai participants are all Thai-Japanese interpreters who I consider them as 'professional' interpreters. To recruit them, I set the 3 basic criteria; study in Japan, passing JPLT level N1, and least 5-year working experience. Thai participants combine 2 females and 1 male Thai-Japanese. Male participant has 13 years of experience while 2 female has 18 and 25 years of experience consecutively. All of them are now working as freelancers after working as permanent interpreter employees in companies for a while. They are assumed for having experiences in serving their service in various fields, companies and organizations.

## 4.2 Professional Competency Attribute

The Merriam-Webster dictionary defines *professionalism* as "the conduct, aims, or qualities that characterize or mark a profession or a professional person"; and it also gives a meaning of a profession as "a calling requiring specialized knowledge and often long and intensive academic preparation." This means 'professional' is composed with a set of different attributes. So, what are they?

There is a study by Maria Pinto (2008) which suggested the concept of competencies that although quality of competence can vary, there are certain keys that can be used to distinguish a good professional. The concept of competence appeared on the scene over twenty years ago, in relation to the requirements (knowledge, attitudes and skills) that uphold professional, personal and life success.

The most basic requirements or so called *attributes* for all professional must be a set of competencies in a particular field. And in relation to the component of competencies, The Employee and Workplace Relation of Department of Education of Australia (2014) mentioned that competency unit includes of both *knowledge* and *skill*. Knowledge is what a person needs to know to perform the work in an informed in effective manner while *skill* is the application of knowledge in situations which understanding is converted into an outcome.

From above information by academic sources, these could be interpreted and concluded that basic requirements of professional competencies are composed with at least 2 common things; *knowledge and skill*.

However, these 2 attributes are just things in common for typical professional. *What about specific requirements for professional Thai-Japanese interpreter?* Due to a lack of academic studies for this topic, I conducted the individual interview with each participant by using a straight-to-the-point and semi-constructed question; *'In addition to knowledge, skill what are requirements for professional Thai-Japanese interpreter and why?'*

Start from conclusion, after interview with all participants, I found that under the context of Thai-Japanese interpreter, there are another 6 attributes in addition to the basic 2 ones. And all together they became 8 attributes of professional Thai-Japanese interpreter which are;



1. Knowledge (Japanese Language Proficiency Test)
2. Skill (consecutive interpreting skill)
3. Expertized knowledge (production system)
4. Expertized knowledge (quality system)
5. Expertized knowledge (accounting)
6. General knowledge of Thailand
7. General knowledge of Japan
8. Personality

Supportive ideas and reasons of each one are arranged in sequence separately in the following paragraphs.

#### **4.2.1 Knowledge (Japanese Language Proficiency Test)**

Under a topic of Japanese interpreter, it is definitely clear that core knowledge of this career must be the *Japanese language*. To identify what degree of knowledge about Japanese language a person has learned and mastered, since 1984 Japan Foundation and Japan Educational Exchanges and Services, nonprofit organizations of Japan have been using a test to measure and certify the Japanese-language proficiency of those whose native language is not Japanese. That is The Japanese-Language Proficiency Test so called JLPT. The JLPT is divided into 5 level starting from level N5 to N1 where N1 is the professional level and N5 is beginning level. This test is similar to TOEIC or IELTS test in terms of English language learners.

To check the importance of JLPT level perceived by Thai-Japanese interpreters in the interview, I started with the question; ‘*Do you think Japanese Proficiency Test or JPLT level N1 is a must for professional Japanese interpreter and why?*’ To this question, all 6 participants agreed for same opinion that it is a prerequisite to use Japanese effectively as Thai-Japanese interpreter which a professional Thai-Japanese interpreter must have this level. A participants among Thai-Japanese interpreters stated that;

*JPLT is the most fundamental basic qualification that can well guarantee a person’s ability to read, write, speak, listen and understand Japanese. Since there is not any*

*other examination or standard can prove this ability better than JPLT, I think it is only one standard we can trust at this moment. In the contrast, how can a person without JPLT level N1 prove his/herself for Japanese proficiency? That would be the most difficult or almost impossible to work as Japanese interpreter. It is a-must-item everyone absolutely needs to have. And a professional Thai-Japanese interpreter is supposed to pass for level N1 only.*

However, there is one Japanese participant for interview who gave interesting opinion:

*However, JPLT level N1 does not really guarantee the effectiveness of interpretation of all Thai-Japanese interpreters. For me, I experienced that some interpreters only with JPLT level N2 can sometimes interpret better than someone who has JPLT level N1 and this also includes general usage of Japanese in daily conversation. Of course, Japanese language proficiency for level N1 or N2 is the basic requirement. In addition to that, experience will support the professionalism. For example, the way an interpreter responds to general conversation, the way he/she connects the story or switch to other related topics. This may include the ability to sense the mood and nuance of situation too.*

#### **4.2.2 Skill (Consecutive Interpreting Skill)**

Similarly, if Japanese language proficiency is indicated as knowledge for this topic, the skill under this context should be *interpreting skill*. As mentioned earlier, there are 2 main interpreting skills for interpreter; consecutive and simultaneous. From the interview, it was found that *consecutive interpreting skill* is also a ‘must’ skill for all interpreter to use in daily working situations. It is more important than *simultaneous interpreting skill* which is only for occasional use in particular situations. Regarding this, I also constructed a question: ‘*How many percentage should a professional interpreter achieve for their interpretation?*’

Two of participants set out 100% of accuracy for professional interpreting service while the majority of 3 set out a standard at least 90% of accuracy. Most of them gave the similar reason that the more accurate the more effective in interpreting. Professional interpreter should be able to know, understand and interpret most of the contents of source language to target language. Therefore they required at least 90% of accuracy. The rest 10% of detail is for the compromising in minor details in which

interpreter might not be able to directly interpret well such as idioms, jokes or culturally difficult terms. To compensate that 10% many of Thai participants stated in similar way that:

*Ninety percent of accuracy doesn't mean leaving that 10% away without any interpreting. In real situation, interpreter is definitely allowed to reconfirm or ask for their understanding for accurate and appropriate interpreting service. So remaining 10% can be compensated by reconfirming and interpreting in the second round.*

While a Japanese participant also gave supportive opinion:

*I don't expect Thai-Japanese interpreter to be able to interpret all 100% of what I say. I understand difficulty and limitation of this field because I sometimes interpret from Japanese to English for my colleagues in Japan. Since I'm not English native and Thai-Japanese interpreter is not Japanese native, just 90% of accuracy for interpreting service is quite sufficient for me. And if they (interpreters) can't understand what I say, they can ask me again to confirm the meaning of my speech.*

Interestingly, a participant said a professional interpreter is supposed to interpret more than 100% due to the unspoken context, mood and nuance of Japanese speech is also important to interpret verbally to generate better understanding of the audiences. Jargons and technical terms are sometimes need additional definition or explanation form interpreter to facilitate the audiences in target language. This participant suggested that:

*A professional interpreter should be able to interpret over 100% of source language. The reason is that when Japanese source language is very complicated or difficult to understand, a professional interpreter should give additional explanation or definition of those parts of speech. This is in the case an interpreter knows those meanings. By this way, her/ his interpreting service will becomes more effective. So, if we measure into percentage that is over 100 and let say that it is about 110%.*

#### **4.2.3 Expertized field (Production system, Quality system, Accounting)**

This question was asked to participants on the condition that if they are about to recruit a professional interpreter for their own use in their company where it is a manufacturing factory with full scale of all departments. The reason to set manufacturing company scenario is because the majority of Japanese companies in

Thailand involve in manufacturing rather than service providing. The question is *‘what are the first 3 departments should a professional interpreter know well in order to perform their interpreting service effectively within the company?’*

Almost all participants pointed that ‘Production Department’ is the top priority for interpreter to know and understand well in details both process flow and terminologies. Next is ‘Quality Department’ where Japanese companies always emphasize its importance for controlling how good production department do. Since quality issue is taken as the most serious issue in Japanese company, a professional interpreter should be able to understand quality system and its terminologies well in order to interpret well too. The last of top 3 rank is ‘Accounting and Financial Department’. Since accounting is a key basic function of all companies and all top managements always paying attention to significant digits on financial statement, it is important for interpreter to understand the accounting concept and terminologies to use for his/her interpreting service. A participant gave his opinion about production knowledge that:

*If an interpreter understands about the whole production process flow and supply chain of the production department, he/she can understand whole picture of a company how each section or department links to each other. And that helps a lot for more effective interpreting service. One more, the production section is like a heart of the manufacturing company, it is very important and always put in discussion and meetings every day so that an interpreter needs to know well about it.*

Another participant stated the idea about quality department in the second priority:

*Nowadays quality has been one of top important issues for not just only Japanese companies but the whole world. You can notice that lots of international quality standards and systems have been established to control quality such as ISO, TS, HACCP and many various standards. If you used to work in a Japanese company, you can know that quality issue is raised up to the discussion almost every day too. So a professional interpreter must understand internal, external, domestic and international quality systems, standards and technical terms to apply for his/her smooth interpreting. An interpreter with this filed of knowledge is more preferable.*

Accounting and financial section was rated as top priority number 3. Some of participants contributed similar idea like this one:

*Accounting and financial field is very technical and difficult to understand and interpret even though in Thai language. I found that interpretation about accounting and financial is not easy at all if you don't know and remember its special terminologies. Since this function involves income and expense of the company, top managements always pay attention to it on one-by-one item by having regular meeting and discussing in detail. If you don't get key concept about accounting, you would find suffering time when you can't interpret well for important contents during top management meeting. It is very stressful for interpreter. And every company has to talk about this very month after summarizing their business transactions. Thus a professional interpreter should be able to handle this field well too.*

#### **4.2.4 General knowledge of Thailand and Japan**

Living and working in the real world needs more than academic knowledge and skill, general information of one's environment and surrounding world is important to know. Also in real working environment of interpreter, there is not only working content conversation and discussion but general talking always comes out along the day.

Considering general conversation in daily life, from interview with participants, they suggested 4 major aspects that are often talked about in day-to-day conversation; economy, society, politics, and culture. Most of them gave similar idea: *For Thai-Japanese interpreter, grabbing general information of their country, Thailand only might not be sufficient to support their interpreting service. So that a professional Thai-Japanese interpreter is assumed to know information on Japan side too.*

A Japanese participant indicated a base line for this knowledge:

*When Japanese people come to Thailand, they are interested in many things about this country then they try to know as much as possible. But no need to have all information about everything. A good Japanese interpreter should know about often-asked-topic which are business environment, society, current political situation and culture. However, it is not necessary to know all everything so well and perfectly. It's impossible. You just know only about 60% to 80% of what's going on. I think that is totally enough to talk to new comer Japanese.*

On the opposite side, the same question was also asked regarding knowledge about Japan side. The overall degree of knowledge of this part seemed

lower than the former based on interview result. One reason from a Japanese participants was addressed:

*As a Thai-Japanese interpreter who lives in Thailand, knowing about Japan for a certain level is just enough since she/she is just a foreigner living outside Japan. Knowing just roughly about situation of Japan is sufficient for Japanese interpreter to involve and continue conversation with Japanese people. Knowing everything is impossible and somehow it's better for you not to know some topics because you can use that topic to extend your conversation by asking Japanese.*

While another one of Japanese participant provided additional suggestion:

*General knowledge of Japan is necessary for interpreter to put in their memory tank. Moreover, they should know some general concept of Japanese which they have been applied into general works and daily life too. That are, for example, 5S, PDCA, HoRenSo, and QCD. A good interpreter should understand these concepts since they always come into daily conversation with Japanese.*

#### **4.2.5 Personality**

In addition to skill and knowledge which are core competencies of professional interpreter, personality is another one important attribute to define a person as professional. It is believed that without good and acceptable personality, it might be impossible for a person to be considered as professional. This is what most of participants gave out their opinion. Thus, additional question about personality was asked to all participants: *'what are favorable personalities should a professional Thai-Japanese interpreter have?'* From all participants' answer sets, I grouped their similar answers in to 10 most preferred personalities. They are; *being clean, proper clothing, being healthy, being friendly, being polite, being active, being ethical, being punctual, having good attitude, and being curiosity.*

One participant gave the opinion regarding personality of professional:

*A professional one, no matter what career he/she masters, first impression from his/her outlook is extremely important at first sight. That includes his/her cleanliness of the clothes in the proper manner. Some interpreter, especially female, many of them showed up in too glamorous fashion and vivid colorful dresses which could makes Japanese people shocked since their business tradition is always black, white or grey tone. Moreover, being*

*healthy is important too because it implies how well a person can manage and take care of own health.*

That is about the outlook, another participant stated about internal personalities that cannot be seen from outside at first glance:

*If you work with Japanese, you must be punctual and this is top-of-the-top priority. Then you have to be friendly to people regarding your job. Greeting people, introducing yourself, chatting is what a professional interpreter should do before starting the job. It helps creating good atmosphere and facilitates smooth interpreting. In addition to these 2 things, I think professional Thai-Japanese interpreter has to be ethical. This means he/she is not God and cannot escape from mistake so it's impossible to know everything. Thus if once there are some terminologies, idioms, phrased that he/she doesn't understand and can't interpret, he/she must ask or reconfirm to understand and convey the accurate interpretation. Just DO NOT pretend to understand and interpret the wrong content. It reflects your ethics and morale.*

However, a Japanese participant gave a different perspective about this attribute:

*Regarding the personality of Thai-Japanese interpreter, I do not consider this point as an issue. I have been using many Thai-Japanese interpreters for years, I understand that most of professional Japanese interpreters used to study in Japan and that taught them how to behave or respond accordingly in proper way to Japanese people.*

In conclusion of this process, based on the result of interview and literature review, 8 major attributes were constructed as a set of professional requirements for Thai-Japanese interpreter. These attributes were once again, set into the assessment sheet for the next process to verify them under real circumstance.

### **4.3 Assessment Model Development**

As reported in the early part above, again, altogether there are 8 attributes for being professional Thai-Japanese interpreter which consist of 2 attributes from literature review and 6 attributes from interviews. To ensure and confirm its conformity of all attributes of this study, an assessment model was developed called '*assessment tool*' which later in the next process was used as an evaluation tool by

Japanese employers and self-evaluation for Thai-Japanese interpreters. The figure below shows an easy assessment sheet developed from 8 attributes summarized above.

Each attribute is divided into 5 levels where 1 is 'lowest professional level' and 5 is 'highest professional level' and each level was given a definition or explanation to facilitate the appropriate decision making for assessment of participants. However,

No.	Attribute Item	1 Poor	2 Fair	3 Good	4 Very good	5 Excellent
1	Japanese Language Proficiency Test (JLTP)					
2	Interpreting skill (consecutive)					
3	Expertized knowledge (production)					
4	Expertized knowledge (quality)					
5	Expertized knowledge (accounting)					
6	General knowledge of Thailand					
7	General knowledge of Japan					
8	Personality					

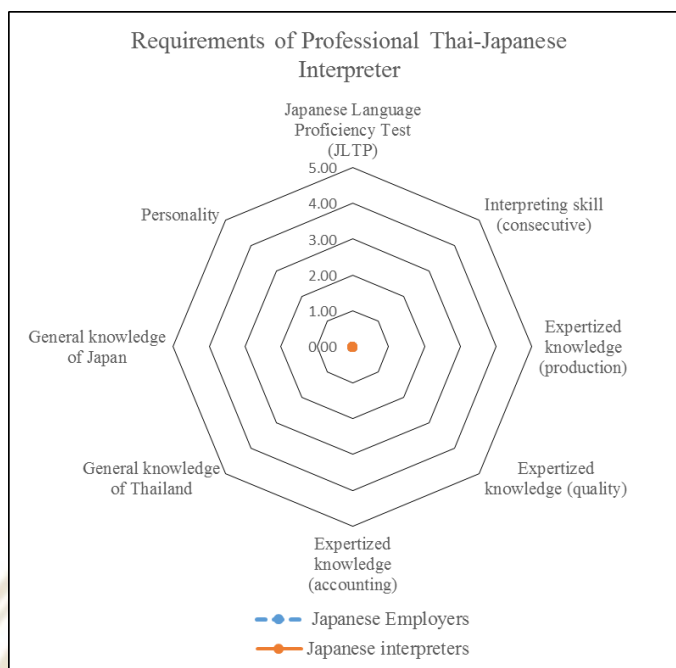
not all attributes were set beforehand by academic study or government organizations. Only JPLT certifying standard is with clear description initiated by Japanese government organization. The rest attributes were defined by interview, discussion and confirmation with participants and set them based on Linkert scale.

**Table 4.1 Assessment Sheet**

#### 4.4 Expected Result of Assessment Model

After demonstration of assessment tool developed in this process, the result will be summarized into radar chart to use for further analysis.





**Figure 4.1 Radar Chart of Requirement of Professional Thai-Japanese Interpreter**

## **CHAPTER V**

### **CASE DEMONSTRATION AND FINDINGS**

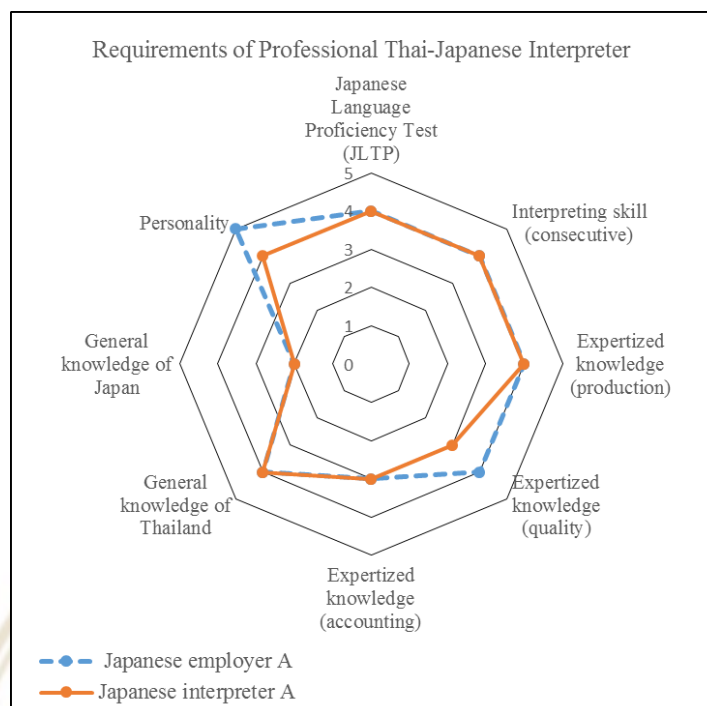
Result of assessment tool developed in early process was summarized under this chapter. The assessment tool was demonstrated in real working situation in order to figure out how it contributes to confirm those 8 attributes.

#### **5.1 Participants for Assessment Demonstration**

Participants of this process have to be in the same workplace working together in order to evaluate by using the same assessment tool. I asked 3 Thai-Japanese interpreters to conduct self-assessment while their 3 Japanese employers evaluate them once again. For this assessment, I asked for cooperation from an automotive parts manufacturing company where there are about 30 Japanese and 4 Thai-Japanese interpreters working together. Therefore, there were 3 pairs; A, B and C of assessment demonstration which summarized into 3 radar charts; 1, 2, and 3.

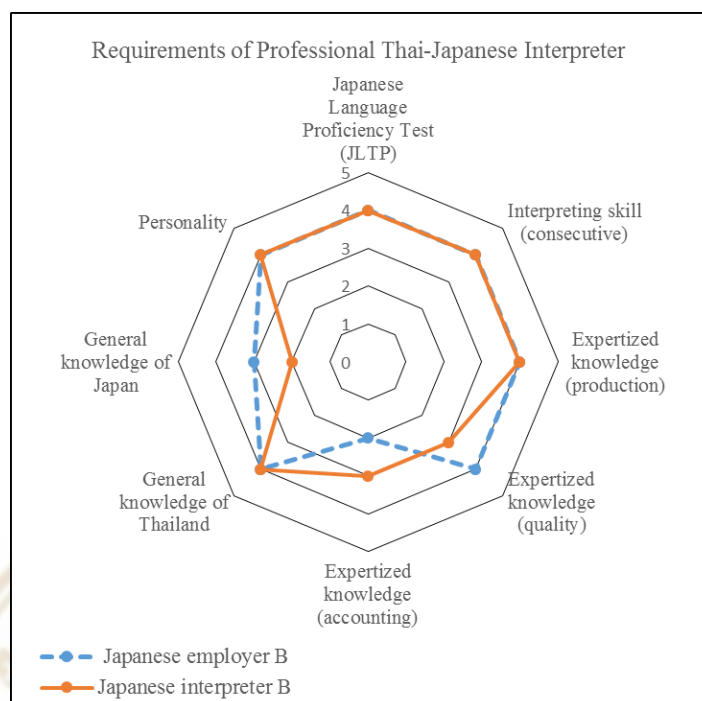
#### **5.2 Result of Assessment**

Radar charts shown below are all results of assessment conducted by participants who were recruited based on conditions described above. There are 3 radar charts from 3 pairs of participants. To make all results in an easy way to understand, they are arranged in alphabetical sequence A, B and C without regarding assessment score.



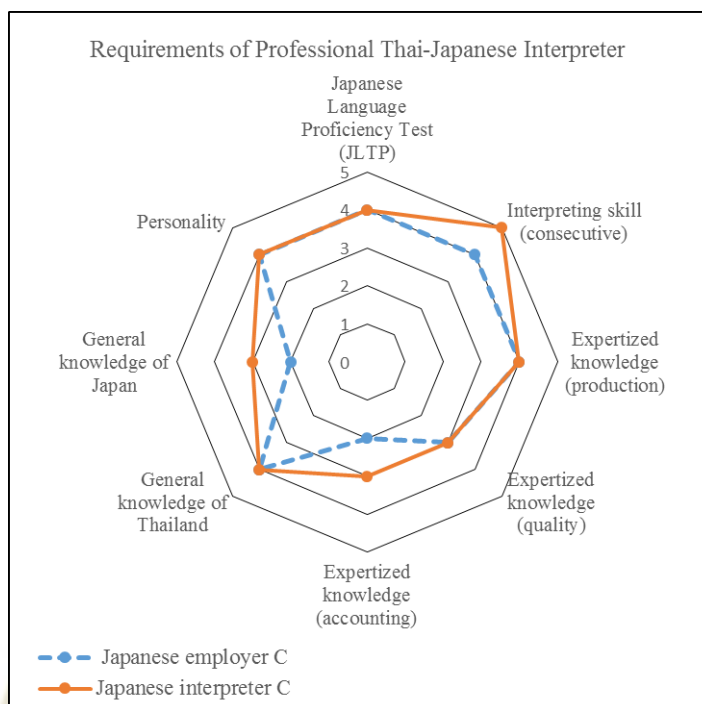
**Figure 5.1 Result of Assessment Model in Radar Chart**

As result shown in radar chart, pair 1 between Japanese employer A and Thai-Japanese interpreter A, 6 attributes out of 8 were evaluated at the same levels considered as very good level. Two attributes were evaluated by Japanese employer in better result higher than self-assessment, expertized knowledge of quality and personality. The highest score rated by employer was personality while the lowest was placed on general knowledge of Japan with only 2.0 point. To summarize this, interpreter A needed to improve almost of attributes to achieve professional level especially general knowledge of Japan, expertized knowledge of accounting and expertized knowledge of quality where they are considered as fair or good.



**Figure 5.2 Result of Assessment Model in Radar Chart**

Regarding pair 2, Japanese employer B and Thai-Japanese interpreter B, 5 attributes out of 8 were evaluated at the same levels at 4.0 point or very good. However, 2 attributes were rated as the lowest score at 2.0 point which equals to fair level on expertized knowledge of accounting by self-assessment and general knowledge of Japan by employer's assessment. Even though expertized knowledge of accounting was evaluated higher than self-assessment but it is only fair level which means more improvement is needed to put in consideration. Two attributes were rated at higher results than self-assessment; expertized knowledge of quality and general knowledge of Japan. None of attribute achieved professional level at 5.0 point. This can be clearly said that interpreter B needed to put more effort to reach employer's expectation and meet professional level.



**Figure 5.3 Result of Assessment Model in Radar Chart**

Interpreter C's result of self-assessment seemed to be slightly exaggerate when it showed 3 attributes were given higher score than employer; interpreting skill, expertized knowledge of accounting, and general knowledge of Japan. Among those, expertized knowledge of accounting and general knowledge of Japan were scored at only 2.0 point with fair level and this implied the priority of self-improvement of this participant. Five attributes were rated with same level by both participants. Interpreting skill was placed highest score at 5.0 point but by self-assessment. In summary of interpreter C, it is very obvious that this participant also needed to improve many attributes especially 2 items with lowest score.

## CHAPTER VI

### DISCUSSION AND RECOMMENDATION

#### 6.1 Discussion

Regarding radar chart shown in chapter 5 where dot line represented assessment result by Japanese employers who have been using interpreting service from their Thai-Japanese interpreter and bold line represented self-assessment result by Thai-Japanese interpreters.

As overall results clearly indicate that none of Thai-Japanese interpreter participants could achieve professional level. All of them still need to learn and improve more in many weak areas of their own. Especially *expertized knowledge of accounting* and *general knowledge of Japan* seem to be things in common of all participants to set high priority for improving. On the other hand, *personality* may be considered as strength of each Thai-Japanese interpreter that showed up with good score placed by their employers. However, attribute with good rating score did not imply that they need no more improvement. Under this study, since these attributes are considered as the first priority and core competency of this career, they are supposed to get as high score as possible by studying more to achieve professional level and meet customer or employer's expectation.

What I could learn from this study is that, it gave me clear picture between Japanese employers and their Thai-Japanese interpreters in terms of expectation and real performance where it reflected on the gap of radar chart for each attribute. And one more thing that I could realize more from analyzing the result of radar chart is frank result how participants over-evaluated themselves without any bias.

From the finding of this study, it reveals the current situation and issues of individual Thai-Japanese who are still working in this industry right now. There are still many different alignments of viewpoint, standard and expectation between Japanese employers and their Thai-Japanese interpreters. Those differences reflect

strength and weakness of their current level which all need to take into consideration to maintain or improve until they could achieve the professional level.

## 6.2 Recommendation

This study is just one of a few studies of this field since there is a lack of this study in Thai academic world regarding this topic. One reason might come from the minority of this field where its importance is not playing outstanding role in society like lawyer, doctor or architect. However, as one of professional careers in which its professional competencies take important part for communication for all careers including lawyer, doctor architect and so on, it is supposed to set up a standard criteria to certify or guarantee its professional requirements.

My suggestion for some applications of the findings from this study is that, it could be applied to for using within 4 sectors; business enterprise, government organization, educational institute, and individual.

*Business enterprises* may apply this finding as a criteria for recruitment of Thai-Japanese interpreter and as a framework for setting up training plan and performance evaluation tool for existing Japanese interpreter to raise up their level of professionalism. While *government organizations* can also use this as a rough guideline to study more about setting up a certification system for Japanese interpreter in Thailand guarantee and raise up the reliability of this professional career. On the other side, *educational institutes* may also consider this findings as a concept for improving their existing or new course curriculum of Japanese interpreter to incubate their students for better level before sending out to a real world. And lastly, for *individuals*, Thai-Japanese interpreters who could use this study as their baseline for further study, self-assessment as well as self-improve especially those who intends to achieve professional interpreter.

Although the findings of this study implicitly defined that being professional Thai-Japanese interpreter should be at least by 8 attributes at this moment. However, this is just a study under limitations of scale, timeframe, methodology and et cetera, it cannot be claimed that this is a fully complete studies. There are supposed to be some more appropriate attributes with further qualitative and quantitative study

with more complete setting in many factors such as methodology and sample size. However, at least, I hope this study could be a useful for any purpose regarding Thai-Japanese interpreter in Thailand at this present stage.





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To provide clear understanding about the assessment of each attribute, I have summarized the degree of level within an attribute. Basically, each attribute is divided into 5 level where 1 is 'lowest professional level' and 5 is 'highest professional level' and each level has been given definition or explanation as written in each table.

### Appendix A : Japanese Language Proficiency (JLPT)

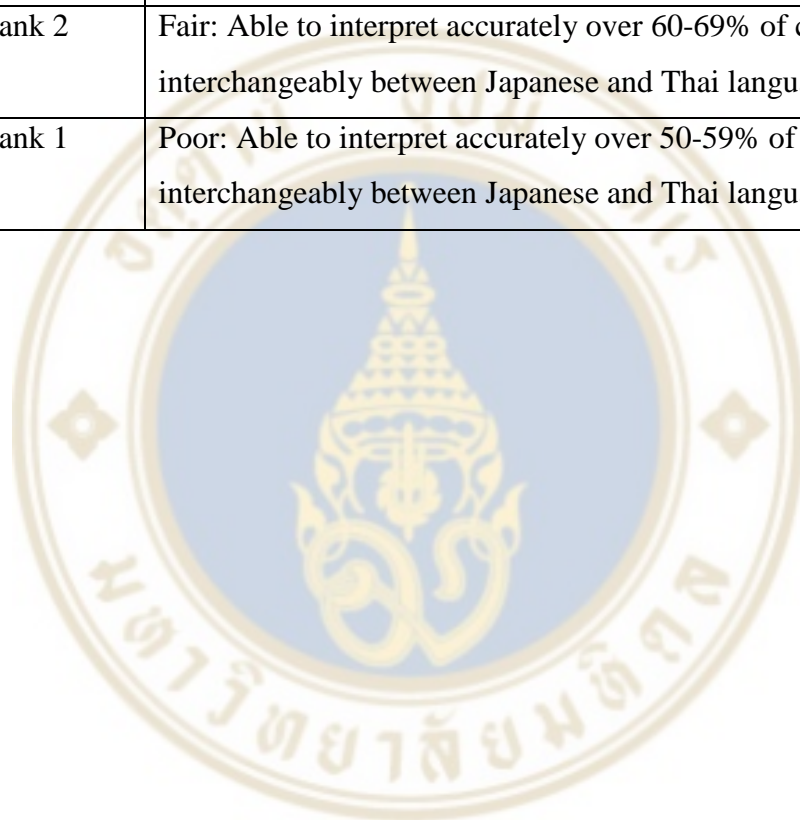
<p>Rank 5 Professional</p>	<p>N1: The ability to understand Japanese used in a variety of circumstances.</p> <p><b>READING</b></p> <ul style="list-style-type: none"> <li>• One is able to read writings with logical complexity and/or abstract writings on a variety of topics, such as newspaper editorials and critiques, and comprehend both their structures and contents.</li> <li>• One is also able to read written materials with profound contents on various topics and follow their narratives as well as understand the intent of the writers comprehensively.</li> </ul> <p><b>LISTENING</b></p> <ul style="list-style-type: none"> <li>• One is able to comprehend orally presented materials such as coherent conversations, news reports, and lectures, spoken at natural speed in a broad variety of settings, and is able to follow their ideas and comprehend their contents comprehensively. One is also able to understand the details of the presented materials such as the relationships among the people involved, the logical structures, and the essential points.</li> </ul>
<p>Rank 4 Advanced</p>	<p>N2: The ability to understand Japanese used in everyday situations, and in a variety of circumstances to a certain degree.</p> <p><b>READING</b></p> <ul style="list-style-type: none"> <li>• One is able to read materials written clearly on a variety of topics, such as articles and commentaries in newspapers and magazines as well as simple critiques, and comprehend their contents.</li> </ul>

	<ul style="list-style-type: none"> <li>• One is also able to read written materials on general topics and follow their narratives as well as understand the intent of the writers.</li> </ul> <p><b>LISTENING</b></p> <ul style="list-style-type: none"> <li>• One is able to comprehend orally presented materials such as coherent conversations and news reports, spoken at nearly natural speed in everyday situations as well as in a variety of settings, and able to follow their ideas and comprehend their contents. One is also able to understand the relationships among the people involved and the essential points of the presented materials.</li> </ul>
<p>Rank 3 Intermediate</p>	<p><b>N3:</b> The ability to understand Japanese used in everyday situations to a certain degree.</p> <p><b>RAEADING</b></p> <ul style="list-style-type: none"> <li>• One is able to read and understand written materials with specific contents concerning everyday topics.</li> <li>• One is also able to grasp summary information such as newspaper headlines.</li> <li>• In addition, one is also able to read slightly difficult writings encountered in everyday situations and understand the main points of the content if some alternative phrases are available to aid one's understanding.</li> </ul> <p><b>LISTENING</b></p> <ul style="list-style-type: none"> <li>• One is able to listen and comprehend coherent conversations in everyday situations, spoken at near-natural speed, and is generally able to follow their contents as well as grasp the relationships among the people involved.</li> </ul>

<p>Rank 2 Novice</p>	<p><b>N4:</b> The ability to understand basic Japanese.</p> <p><b>RAEADING</b></p> <ul style="list-style-type: none"> <li>• One is able to read and understand passages on familiar daily topics written in basic vocabulary and kanji.</li> </ul> <p><b>LISTENING</b></p> <ul style="list-style-type: none"> <li>• One is able to listen and comprehend conversations encountered in daily life and generally follow their contents, provided that they are spoken slowly.</li> </ul>
<p>Rank 1 Beginner</p>	<p><b>N5:</b> The ability to understand some basic Japanese.</p> <p><b>RAEADING</b></p> <ul style="list-style-type: none"> <li>• One is able to read and understand typical expressions and sentences written in hiragana, katakana, and basic kanji.</li> </ul> <p><b>LISTENING</b></p> <ul style="list-style-type: none"> <li>• One is able to listen and comprehend conversations about topics regularly encountered in daily life and classroom situations, and is able to pick up necessary information from short conversations spoken slowly.</li> </ul>

### Appendix B: Consecutive Interpreting Skill

Rank 5	Excellent: Able to interpret accurately over 90% of content interchangeably between Japanese and Thai language.
Rank 4	Very good: Able to interpret accurately over 80-89% of content interchangeably between Japanese and Thai language.
Rank 3	Good: Able to interpret accurately over 70-79% of content interchangeably between Japanese and Thai language.
Rank 2	Fair: Able to interpret accurately over 60-69% of content interchangeably between Japanese and Thai language.
Rank 1	Poor: Able to interpret accurately over 50-59% of content interchangeably between Japanese and Thai language.



### Appendix C: Expertized Knowledge of Production System

Rank 5	Excellent: Understand overall complicated terminologies and detailed content of production system and also can explain to others to understand well.
Rank 4	Very good: Understand overall complicated terminologies and detailed content of production system and can explain to others at a certain level.
Rank 3	Good: Understand most of complicated terminologies and basic concept of production system.
Rank 2	Fair: Understand some complicated terminologies and basic concept of production system.
Rank 1	Poor: Understand only simple terminologies.

**Appendix D: Expertized Knowledge of Quality System**

Rank 5	Excellent: Understand overall complicated terminologies and detailed content of quality system and also can explain to others to understand well.
Rank 4	Very good: Understand overall complicated terminologies and detailed content of quality system and can explain to others at a certain level.
Rank 3	Good: Understand most of complicated terminologies and basic concept of quality system.
Rank 2	Fair: Understand some complicated terminologies and basic concept of quality system.
Rank 1	Poor: Understand only simple terminologies.



### Appendix E: Expertized Knowledge of Accounting

Rank 5	Excellent: Understand overall complicated terminologies and detailed content of accounting standard and also can explain to others to understand well.
Rank 4	Very good: Understand overall complicated terminologies and detailed content of accounting standard and can explain to others at a certain level.
Rank 3	Good: Understand most of complicated terminologies and basic concept of accounting standard.
Rank 2	Fair: Understand some complicated terminologies and basic concept of accounting standard.
Rank 1	Poor: Understand only simple terminologies.

### **Appendix F: General Knowledge of Thailand (Economy, Society, Culture, Politics)**

Rank 5	Excellent understanding about general knowledge of Thailand regarding economy, society, culture and politics. Able to explain and discuss for deep detail in specific conversation. Able to give appropriate suggestions and advises for each topic.
Rank 4	Very good understanding about general knowledge of Thailand regarding economy, society, culture and politics. Able to discuss for some detail in general conversation. Able to give appropriate suggestions for each topic.
Rank 3	Good understanding about general knowledge of Thailand regarding economy, society, culture and politics. Able to discuss for some detail in general conversation.
Rank 2	Fair understanding about general knowledge of Thailand regarding economy, society, culture and politics. Able to discuss for a certain level in general conversation.
Rank 1	Poor understanding about general knowledge of Thailand regarding economy, society, culture and politics. Unable to discuss much in general conversation.

### **Appendix G: General Knowledge of Japan (Economy, Society, Culture, Politics)**

Rank 5	Excellent understanding about general knowledge of Japan regarding economy, society, culture and politics. Able to explain and discuss for deep detail in specific conversation. Able to give appropriate suggestions and advises for each topic.
Rank 4	Very good understanding about general knowledge of Japan regarding economy, society, culture and politics. Able to discuss for some detail in general conversation. Able to give appropriate suggestions for each topic.
Rank 3	Good understanding about general knowledge of Japan regarding economy, society, culture and politics. Able to discuss for some detail in general conversation.
Rank 2	Fair understanding about general knowledge of Japan regarding economy, society, culture and politics. Able to discuss for a certain level in general conversation.
Rank 1	Poor understanding about general knowledge of Japan regarding economy, society, culture and politics. Unable to discuss much in general conversation.

## Appendix H: Personality

Rank 5	Excellent level of overall 10 favored characteristics of professional consisting of; being clean, being healthy, proper dressing, being friendly, being polite, being active, being ethical, being punctual, having good attitude, and being curiosity.
Rank 4	Very good level of overall 10 favored characteristics of professional consisting of; being clean, being healthy, proper dressing, being friendly, being polite, being active, being ethical, being punctual, having good attitude, and being curiosity.
Rank 3	Good level of overall 10 favored characteristics of professional consisting of; being clean, being healthy, proper dressing, being friendly, being polite, being active, being ethical, being punctual, having good attitude, and being curiosity.
Rank 2	Fair level of overall 10 favored characteristics of professional consisting of; being clean, being healthy, proper dressing, being friendly, being polite, being active, being ethical, being punctual, having good attitude, and being curiosity.
Rank 1	Poor level of overall 10 favored characteristics of professional consisting of; being clean, being healthy, proper dressing, being friendly, being polite, being active, being ethical, being punctual, having good attitude, and being curiosity.

## Appendix I: Self-Assessment Sheet

Thank you very much for your cooperation regarding this assessment sheet. It is a part of the study at College of Management Mahidol University on ‘**requirements for professional Thai-Japanese interpreter**’ which will lead to better understanding about necessary requirements for this career. There are 8 items which will take about 5 minutes to be completed.

Instructions: Please rate the following questions to reflect your opinions. The following items are on a rating scale of 1-5 where 1 is ‘lowest professional level’ and 5 is ‘highest professional level.’

Name: \_\_\_\_\_

Section: \_\_\_\_\_

Year of experience: \_\_\_\_\_ years

No.	Attribute Item	1	2	3	4	5
1	Japanese Language Proficiency Test (JLTP)					
2	Interpreting skill (consecutive)					
3	Expertized knowledge (production)					
4	Expertized knowledge (quality)					
5	Expertized knowledge (accounting)					
6	General knowledge of Thailand					
7	General knowledge of Japan					
8	Personality					

Additional opinion:

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