

# **Challenges Faced by Jury Interpreters in Kazakhstan**

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## CHALLENGES FACED BY JURY INTERPRETERS IN KAZAKHSTAN

### **Abstract**

This study is dedicated to identifying the difficulties faced by jury translators in Kazakhstan, especially the linguistic, procedural and ethical issues that arise during court translation. Based on a survey and structured interviews with practicing court interpreters, the study identifies key obstacles such as the lack of standardized terminology, insufficient training for translators, and low salaries for translators. The results show that these problems can compromise both the accuracy of the translation, as a result of which the final translation can affect the judicial process. The study also revealed the need to improve training programs, create clearer procedural rules, and provide institutional support to improve the quality and reliability of jury reassignment in the courts of Kazakhstan.

**Keywords:** court interpreting, jury interpretation, legal translation, interpreter ethics, fair trial, Kazakhstan legal system, multilingual courts, interpreter training, courtroom terminology, interpreter compensation

### **Түйін**

Бұл зерттеу Қазақстанда алқабилердің алдында туындайтын қиындықтарды, әсіресе сот отырыстарында аударма кезінде туындайтын тілдік, рәсімдік және этикалық мәселелерді анықтауға арналған. Сот аудармашыларымен жүргізілген сауалнама мен құрылымдық сұхбаттарға сүйене отырып, зерттеу стандартталған терминологияның болмауы, аудармашылардың жеткіліксіз дайындығы және аудармашылардың жалақысының төмендігі сияқты негізгі кедергілерді анықтайды. Нәтижелер бұл мәселелер аударманың дәлдігіне қауіп төндіруі мүмкін екенін көрсетеді, нәтижесінде қорытынды аударма сот процесіне әсер етуі мүмкін. Зерттеу сонымен қатар Қазақстан соттарында алқабилер аудармаларының сапасы мен сенімділігін арттыру үшін дайындық бағдарламаларын жақсарту, неғұрлым нақты процессуалды

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нормаларын құру және институционалдык қолдауды жүзеге асыру қажеттігін анықтады.

**Түйін сөздер:** сот аудармасы, қазылар алқасы аудармасы, құқықтық аударма, аудармашы этикасы, әділ сот, Қазақстан құқықтық жүйесі, көптілді соттар, аудармашыларды оқыту, сот терминологиясы, аудармашылардың ақысы.

### **Аннотация**

Данное исследование посвящено выявлению трудностей, с которыми сталкиваются присяжные переводчики в Казахстане, в особенности языковых, процедурных и этических вопросов, возникающих во время перевода на судебных заседаниях. На основе опроса и структурированных интервью с практикующими судебными переводчиками, исследование выявляет ключевые препятствия, такие как отсутствие стандартизированной терминологии, недостаточная подготовка переводчиков и низкую оплату труда переводчиков. Результаты показывают, что эти проблемы могут поставить под угрозу как точность перевода, вследствие чего итоговый перевод может повлиять на судебный процесс. Исследование также выявило необходимость улучшения программ подготовки, создания более чётких процессуальных норм и осуществления институциональной поддержки для повышения качества и надёжности перевода присяжных в судах Казахстана.

**Ключевые слова:** судебный перевод, перевод присяжных, юридический перевод, этика переводчика, справедливый суд, правовая система Казахстана, многоязычные суды, подготовка переводчиков, судебная терминология, оплата труда переводчиков.

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### **Chapter One: Introduction**

#### **Background Information**

Jury interpreters have a significant impact in the process of ensuring a fair and transparent trial, this is especially important in Kazakhstan's multilingual and multicultural society. In fact, professional court interpreters are in high demand because of both their multilingual work in courtrooms, where Kazakh and Russian are usually spoken. In order for all parties to the trial, namely judges, jurors, defendants and plaintiffs, lawyer and prosecutor, and others present to understand the essence of the trial, these translators must be able to translate quickly and clearly, adjust to the speaker's pace, and be able to translate legal terminology. Due to the frequent high intensity of lawsuits and the difficulty of understanding and translating legal terminology, translators often experience severe stress, which makes their work both necessary and difficult.

The recent, widely publicized Bishimbayev case in Kazakhstan demonstrated the importance of precise interpretation in legal contexts. The region is closely following the trial of Kuandyk Bishimbayev, a former government minister accused of murdering his wife Saltanat Nukenova. Live coverage of the trial, which began in March 2024, drew widespread public attention and scrutiny. Bakhytzhan Baizhanov, the main suspect's accomplice, claimed he couldn't communicate in Russian, the trial language, forcing the court to call an interpreter (TENGGRI TV, 2024).

However, it was immediately clear that the interpreter was unprepared and lacked the necessary knowledge of legal terminology. Delays arose from its inability to clearly convey testimony and legal arguments. One key piece of evidence, for example, was misinterpreted by the interpreter at one point, perplexing the jurors and necessitating the judge's intervention

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to provide clarification (TENGRİ TV, 2024b). This case demonstrated the critical need for highly qualified and skilled jury interpreters, as even minor interpretation errors can jeopardize the rights of the parties involved and the integrity of the legal system.

Furthermore, the Bishimbayev trial highlighted broader societal and cultural issues surrounding domestic violence in Kazakhstan. Saltanat Nukenova's tragic death sparked a national dialogue about gender-based violence and the need for stronger legal protections for women. Because of the trial's high profile, the interpreter was under additional pressure to handle the case's emotional and cultural sensitivity, as well as its legal complexities (TENGRİ TV, 2024b). This case vividly illustrates the difficulties that jury interpreters face in high-stakes court proceedings, where the correct interpretation can have serious consequences for the parties and society as a whole.

### **Problem Statement**

Despite their importance, jury interpreters frequently face challenges that make it difficult for them to perform their duties effectively. These difficulties can be broadly classified into three types: procedural, ethical, and linguistic. From a linguistic standpoint, interpreters must deal with complex legalese, rapid speech, and the lack of equivalent terms in other languages. In the Bishimbayev case, for example, the interpreter struggled to accurately translate certain legal terms from Kazakh to Russian, resulting in delays and miscommunications. Language barriers are common in legal contexts where precise interpretation is required to uphold justice.

One notable instance is the Kuandyk Bishimbayev case, where the translator struggled to translate legal concepts and oversimplified the translation during court proceedings. Because the process was transliterated online, this resulted in misunderstandings and a considerable public reaction. It was anticipated that a precise and

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excellent translation would be heard, as the language barrier is not a novel aspect of court procedures. However, this did not occur. It's also important to remember that translators frequently deal with moral dilemmas including upholding neutrality, overcoming conflicts of interest, and bucking pressure to alter interpretation. Widespread public attention and media coverage of high-profile cases like the Bishimbayev case may make these ethical difficulties more pressing. The impartiality of translators and the fairness of the trial may suffer if they are compelled to modify their interpretations in order to suit political agendas or public opinion. This moral dilemma emphasizes the necessity of precise rules and support networks for translators operating in these circumstances.

Lack of preparation materials, logistical challenges like last-minute cancellations, and inadequate pay are typical procedural concerns that translators encounter. For instance, it is claimed that the interpreter at the Bishimbayev trial had little time to prepare since they were not given advance access to crucial papers.

It was challenging to comprehend the intricate legal arguments stated throughout the trial due to this lack of preparation. Although these procedural concerns have an impact on translators' work, they also have wider ramifications for the efficiency and equity of the legal system. Poor translation performance can result in judicial errors, delays, and a decline in public trust in the legal system.

However, after a series of these events, members of the Mazhilis proposed to raise the salary of a court interpreter. A group of AMANAT faction deputies, led by Mazhilis member Nursultan Baitilesov, expressed concern about improving the payment system for court interpreters. According to the law, Kazakh citizens who are unfamiliar with or lack proficiency in the language used in proceedings are entitled to free interpretation services. According to Baitilesov, "At a court hearing, an interpreter is a participant in the judicial

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process, and the quality of the translation directly influences the accuracy of important information relevant to the case." The interpreter's professional credentials determine the fairness of the justice system and the equality of the parties involved. A qualified specialist's employment is determined by their compensation (Ibadullayeva, 2024).

Interpreters in civil and administrative proceedings are currently paid in accordance with a government decree issued in 1992. This decree states that interpreters are paid 369 tenge, or approximately 0.80 USD, for translating a single page or providing an hour of interpretation; if the process takes half an hour, the payment is reduced to 180 tenge, or 0.40 USD. In Kazakhstan, however, translation services are significantly more expensive. An hour of work or a page of text can be translated for more than 5,000 tenge (about 0.80 USD 11 USD), with simultaneous interpretation starting at 10,000 tenge per hour (about 22 USD). "Today, interpreters participating in court proceedings refuse to provide services because the fees are so low," Baitilesov said. Court proceedings are thus postponed, necessitating the recruitment and use of additional interpreters (Ibadullayeva, 2024).

Furthermore, the deputy stated that the hourly wage for court interpreters in neighboring countries starts at 7,500 tenge (roughly \$16.50 USD), which is 20 times higher than Kazakhstan's current rate. Baitilesov emphasized that the Judicial Administration of the Republic of Kazakhstan has repeatedly proposed increasing interpreter remuneration with its own resources without seeking additional funding. However, the government has not approved this proposal. Baitilesov called for a review of interpreter compensation to bring it in line with market rates, claiming that this "will allow for the engagement of qualified and experienced interpreters to ensure the rule of law in courts" (Ibadullayeva, 2024).

Incorrect translation has serious consequences, as the Bishimbayev case has shown. The translator not only slowed down the trial, but also questioned the defendant's right to a

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fair trial. This case shows how important it is to solve the systemic problems faced by translators of Kazakhstani jurors. As the author of this study I hope to gain valuable information about challenges that jury interpreters face to improve the quality of interpretation in legal settings, and ensure fairness for all parties involved in trials by identifying these issues and examining how interpreters address them.

### **Research Purpose**

The purpose of this study is to identify the main linguistic, ethical, and procedural difficulties faced by jury translators. The research specifically aims to address systemic translation issues, which have been graphically highlighted in recent high-profile instances like the Bishimbayev trial, where inadequate interpretation caused delays and sparked questions about the justice system's fairness.

This study is particularly important because of ongoing legislative efforts to improve the working conditions of court interpreters, including the intention to raise their salaries to market rates. This research aims to help develop procedures and policies that provide translators with ethical support, preparation for their work, and fair remuneration. Article 81 of the Code of Criminal Procedure of the Republic of Kazakhstan guarantees the right to interpretation to those who do not speak or understand the language used in court proceedings, and requires these reforms to ensure the principles of fairness and transparency.

In addition, this study aims to strengthen the role of interpreters as important participants in the legal system by recognizing and appreciating the contribution of interpreters. By improving the quality of interpretation, this study can help improve the efficiency and fairness of court proceedings, which will increase public confidence in the legal system. The purpose of this study is to expand the discussion on how translators ensure equality and fairness in the legal systems of Kazakhstan and around the world.

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### **Significance of the Study**

For several reasons, this study is of great importance. First of all, there is a significant gap in the literature on jury interpretation in Kazakhstan, as very few studies address the specific challenges faced by translators in this field. Secondly, the results of the study will be useful to policy makers, legal experts, and participants in interpreter training programs. By identifying the main problems and offering solutions, this study can help improve the quality of interpretation and strengthen the legal system. Finally, this research helps us to improve our understanding of the role of translators in the legal context around the world, especially in countries with different cultural and linguistic backgrounds.

The legislation governing the activities of translators in Kazakhstan highlights the importance of this study. According to article 81 of the Criminal Procedure Code of the Republic of Kazakhstan, interpreters play a vital role in ensuring the impartiality and openness of judicial proceedings. According to this article, an interpreter must be appointed if the party involved in the trial does not speak or is unfamiliar with the language used in the trial. An interpreter should convey colloquial speech, legal jargon, and cultural nuances as accurately as possible so that each party can understand the course of the trial. In addition, the article highlights the importance of ethical conduct and professional competence in legal interpretation, giving participants the right to challenge the translator's impartiality or qualifications (Criminal Procedure Code of the Republic of Kazakhstan, dated July 4, 2014, No. 231-V (with amendments and additions, 2025)).

In Kazakhstan, translators continue to face numerous challenges, such as low wages, insufficient training, and ethical issues, as demonstrated by the Bishimbayev case and recent legislative discussions. According to a 1992 government decree, court translators currently receive a salary of 369 tenge (approximately 0.80 US dollars) per hour or per translated page.

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This is significantly lower than market prices. The lack of qualified translators willing to work in a legal environment has led to protracted and ineffective court proceedings. The study will address these issues and help develop policies and procedures consistent with the values set out in article 81 to ensure that translators receive fair compensation, appropriate training, and ethical support in their work.

In conclusion, the study is of great importance not only for improving academic understanding, but also for making specific changes that can improve the effectiveness of the jury's translators in Kazakhstan. This research can help develop a more effective and equitable legal system by addressing the linguistic, ethical, and procedural challenges faced by translators. This is done in accordance with the principles of fairness and transparency set out in article 81 of the Code of Criminal Procedure.

### **Research Question**

The main question of the study is: “What are the most important linguistic, ethnic and procedural problems faced by translators working on juries in Kazakhstan?”. This is because translators, especially in a multilingual and multicultural society like Kazakhstan, are crucial to ensuring fair and open legal proceedings. Recent high-profile cases, such as the Bishimbayev trial, have shown the consequences of misinterpretations such as delays, misinterpretations, and doubts about the impartiality of the judiciary. These problems are compounded by systemic issues such as low wages, insufficient training, and ethics issues. For example, judicial interpreters are currently paid 369 tenge per hour, which is significantly lower than market rates.

The research question is also influenced by article 81 of the Criminal Procedure Code of the Republic of Kazakhstan, which guarantees the right of participants to interpretation if they do not have sufficient knowledge of the language used in court proceedings. Despite the

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legal conditions, translators face significant difficulties that limit their ability to work effectively. This shows how important thorough investigations are to detect and resolve these issues.

The purpose of this study is to provide practical recommendations for improving the quality of interpretation in legal contexts, focusing on the linguistic, ethical, and procedural issues faced by sworn translators. The results of the study will not only contribute to scientific understanding, but also guide real-world reforms such as higher translation fees and improved training initiatives to ensure that translators receive adequate support in their work. Finally, the aim of this study is to improve the legal system by preserving the principles of fairness and transparency, and ensuring equal access to the legal system for all, regardless of language.

## **Chapter Two: Literature review**

### **Defining the Jury Interpreter**

A court interpreter should help people communicate in situations where misunderstandings can have serious consequences. Claudia (2014) argues that court interpreters create a "triadic interaction" between the court, the accused, and other people in the courtroom. This feature includes transmitting not only words, but also goals and meaning, which goes beyond simple translation. Translators must take into account the complexities of the legal language, remaining neutral and objective in order to prevent interference in court proceedings. The job of an interpreter is complicated by the fact that the legal language is often complex and full of jargon. Kayaba Amina G. (2025) notes that legal terms should be precise and consistent throughout the legal system, but they may alienate those who are not familiar with them. Translators face a unique challenge because they have to make this specialized language understandable while maintaining technical accuracy. They ensure transparent and fair justice.

### **Linguistic Challenges in Court Interpreting**

Court interpreters face various linguistic challenges due to the variety of languages and legal systems they work with. Bill (2014) divides these problems into three categories: language, legal systems, and translation processes. Translators must demonstrate their skills, knowledge, and insight to deal with the various challenges related to each of these areas. One of the most difficult tasks a court interpreter has to face is understanding the differences between legal systems. Since legal concepts and terms actually have direct translations into various languages, it can be difficult to fully explain them. Kayabe Amine G. (2025) argues that the cultural and historical context in which a person lives influences how legal language

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is used, which can lead to misinterpretation when it is translated into another language. For example, the translator should explain the concept of "due process of law", as it may not have an exact counterpart in another legal system. This problem is especially important in Kazakhstan, where legislation differs greatly from that of other countries. Translators must be familiar with both the source and target legal systems in order to accurately convey the meaning of legal terms and concepts. This requires a deep understanding of the law and language proficiency.

The structural and cultural differences that exist between languages cause problems that are specific to each language. Lee (2009) studied the problems of Korean interpreters in English-speaking courtrooms. For example, the definite article "the" has no Korean counterpart, and sentences often do not contain a subject or object, but use context to convey meaning. Translators may have to make quick decisions about how to convey the text in the target language, because these differences can create ambiguity. Similarly, translators in Kazakhstan may face difficulties due to the structure and vocabulary of Kazakh, Russian and other languages used in court proceedings. For example, Kazakh and Russian may translate some legal terms incorrectly or vice versa. Translators should carefully consider these differences to ensure that all participants in the process fully understand and understand the meaning.

The accuracy and clarity of interpretation may be affected by difficulties encountered during the translation process. Bill (2014) argues that translation can make mistakes, especially when it comes to complex legal documents. For example, a translation that requires each word to be translated exactly as it is pronounced can be difficult, especially when the source language contains colloquial expressions or cultural allusions that are not directly translated. In addition, real-time operation may cause errors or errors. Interpreters

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often face the problem of simultaneous processing, translation, and listening. This requires not only good command of the language, but also the ability to remain calm and focused in a stressful situation.

Due to differences in language and culture, court interpreters face difficulties. Lee (2009) argues that if these differences are not accounted for correctly, misunderstandings may arise. For example, you may incorrectly express politeness and differences when you speak the same language, which affects the tone and manner of speech. Translators should understand these differences and be able to convey them effectively. Translators in Kazakhstan should have a good understanding of how to combine different cultures and languages. For example, translators should adapt their style to the way people speak Russian and Kazakh. Understanding cultural differences is necessary in order to feel valued and understood.

Additional details on the unique language challenges faced by court interpreters are also provided by Lee (2009). Based on the eight cases observed, the court found issues with the litigants' speed of speech, unclear vocabulary, use of colloquial language, personality bias, interpretation of source and target languages, polysemy, pronunciation, and verbatim interpretation (Lee 2009). This suggests that the legal system could be improved to ensure that litigants are treated fairly in every case that is heard. This lends credence to Grabau's (2006) claim that all litigants have the right to a fair verdict based on the laws that govern a country or institution.

The author used a streamlined Jeffersonian transcription system to transcribe the audio recordings (Hutchby & Wooffitt 1998: 73-92). The presentation of Korean words necessitated adaptation. English translations were unable to precisely place pauses and overlaps due to syntactic differences, such as word order. As a result, only transcripts of the

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original utterances contain details such as pauses and overlaps. The author's English translation is italicized next to the Korean utterances in a separate column, and non-Korean readers will benefit from the use of the Korean Yale Romanization system. Every name and location mentioned in the transcripts has been anonymized.

Certain aspects of Korean culture may present legal challenges in English-speaking countries. Due to space constraints, only a brief discussion of cross-linguistic differences relevant to this study is provided. First and foremost, singularity and plurality are not strictly defined in Korean. A suffix, while not always required, indicates the presence of multiple common nouns (Lee 2005:83). Second, demonstratives such as *i* ('this'), *ku* ('that/the'), and *ce* ('that') can partly replace definite determiners in Korean, which lacks a single form that denotes definiteness, such as the definite article 'the' (Kim 1985: 895; Sohn 1993: 278). However, Korean *ku* and English "the" have no lexical equivalent (Park 2007). Third, sentence-ending forms express varying degrees of deference and politeness, but Korean predicates do not agree with their subjects in terms of number, person, or gender (Kim 1985: 895). Due to cross-linguistic differences, Korean interpreters must make quick decisions based on context or seek clarification to produce grammatically correct renditions in English (see Lee, 2009b, for problems with interpreting inexplicit utterances of Korean witnesses).

Furthermore, the aforementioned paper investigated how linguistic and cultural differences can cause misunderstandings during courtroom examinations. The data analysis based on Korean interpreting in Australian courtrooms makes it abundantly clear that court interpreters' reluctance to do cultural interpreting or explain linguistic and cultural differences, which can sometimes be compounded by a lack of interpreting competence, can have a negative impact on court proceedings. Undisclosed cross-linguistic and cross-cultural issues can easily lead to miscommunication in the courtroom and work against either the

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prosecution or the defense, as minor inconsistencies can be used against the witness during cross-examination. The findings also suggest that the expected norm of remaining as unobtrusive as possible may be a ruse to avoid the obligation of accurate and moral interpretation. To provide the best interpretation possible in the courtroom, the author has emphasized the role of the professional interpreter, which includes identifying interpreting issues caused by linguistic or cultural differences. On the other hand, it is impossible to know whether the court is willing to hear the interpreter's uninvited remarks about cross-linguistic issues or untranslatable aspects (Kelly 2000; Lee 2009a). It is deemed necessary to disclose additional information that cannot be fully translated into linguistic forms, but given current working conditions, this may be difficult for the court interpreter. In addition, when the defendant testifies, the interpreter frequently sits next to them in the witness box or dock. The court interpreter must have the courage and discernment to make such a disclosure, which necessitates professional judgment in determining the type and extent of explanation that should be provided. Interpreter competence and collaboration between interpreting and legal professionals are essential for the interpreter to identify interpreting issues caused by linguistic and cultural differences. Court interpreters must inevitably undergo training and obtain specialized certification due to the complexity of the work and the need for expert judgment on the part of the interpreter. Examining how the interpreter's restrictive role causes ethical challenges for court interpreters, as well as working together to reach an agreement on the ideal role of court interpreters in cross-cultural and cross-linguistic communication, are critical and urgent tasks for all parties involved, including law enforcement and interpreters.

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### **Ethical challenges**

The ethical challenges that court interpreters face are equally important as the linguistic ones. According to the UK Visas and Immigration Code of Conduct for Home Office Registered Interpreters (Home Office, 2008), Chen (2024) addresses the work ethics of public service interpreters, which include impartiality, confidentiality, and accuracy. These standards require court interpreters to be impartial communicators who maintain confidentiality. Zhang et al. (2015) discovered that judges in Chinese courts rarely express ethical concerns about the interpreter's job. The primary court judge would simply remind the interpreter orally not to discuss the case with anyone outside of court; no non-disclosure document would be requested, and formal provisions do not explicitly state that confidentiality is required (Chen, 2024).

According to Hale (2008), court interpreters should only serve as faithful renderers. However, this essay contends that it is insufficient when dealing with defendants with limited English proficiency (LEP), because the interpreter is always involved in the conversation and must consider interpersonal roles. Courtroom environments, on the other hand, deviate from in-person interaction norms. As a result, the interaction style of courtroom interpreting may differ from other types of dialogue interpreting, such as medical interpretation. Most court interpreting guidelines forbid communication with the defendant before court. It is impossible to gain any party's trust or teach key players how to work effectively with the interpreter (Chen, 2024).

In their interactions with key court interlocutors, Chinese court interpreters frequently act as communication facilitators, assisting them in weeding out "irrelevant" information and achieving the communication's ultimate goal.

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Interpreters are essential in legal settings because they help parties communicate clearly and frequently go above and beyond simple translation to facilitate comprehension. They employ a variety of strategies, including restating, elaborating on legalese, and clarifying any potential misunderstandings. To bridge the communication gap, the interpreter may provide alternative explanations or even suggest visual aids if a witness or defendant appears perplexed. Their goal is to ensure that the legal process runs smoothly and that all parties involved fully understand what is happening.

Consider this instance: During the trial, the chief judge asks the defendant in Chinese whether they have a copy of the indictment. The interpreter correctly translates this, but the defendant reacts bewildered and repeatedly asks, "What?" The interpreter acknowledges the issue and tries several methods to provide clarification. They begin by rewording the question with more straightforward language, such as "copy" rather than "duplicate." When this fails, the interpreter identifies the root cause of the problem: the defendant may not understand the English word "indictment." They suggest showing the document to the defendant directly and informing the judge of this assumption. The process begins after the defendant confirms their understanding of the document.

Practically speaking, the interpreter understands the judge's question's primary goal, which is to quickly verify procedural details. Given that the trial would be impossible without the indictment, the defendant receiving it is merely a formality in this instance. The judge's goal of ensuring that the procedure is comprehensive yet efficient is consistent with the interpreter's actions. The interpreter keeps the proceedings moving and ensures that justice is served without unnecessary delays by addressing the defendant's confusion and proposing workable solutions. This method demonstrates the interpreter's ability to handle linguistic and procedural difficulties in a court of law.

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Court interpreters face a lot of pressure and challenges as a result of role confusion, including ethical challenges caused by the court's diverse and sometimes irrational expectations, as well as their own role struggles. However, the inherent characteristics of legal language make court interpretation difficult even in the absence of ambiguity and conflicts between multiple roles. Every working interpreter envisions the ideal role for themselves, and the court's principal interlocutors have different expectations of them. Interpreters frequently find themselves in a situation where their beliefs and obligations conflict. If the interpreter chooses to act as a faithful renderer, the question of how to define faithfulness in a legal context arises—specifically, how to choose between pragmatic and literal faithfulness. Because omitting tag questions may make the attorney's question less coercive, affecting the pragmatic force of the utterances, as previously stated, many legal professionals expect the interpreter to be completely accurate (Hale, 1999). However, Barsky (1996) believes that the interpreter has a moral obligation to improve communication by adding, removing, or embellishing as necessary.

To comply with the impartiality requirement, many court interpreting training programs would emphasize the importance of not having private discussions in court. However, Hale (2008) discovers that courtroom data frequently mentions the judiciary instructing interpreters to aid or support the defendant. Magistrates may be skeptical of the interpreters' professionalism because some of their statements were significantly shortened or extended. This causes them to lose trust in the interpreter's ability to accurately convey the message, lowering the defendant's perceived credibility.

Because the number of trials involving interpreters is still relatively small, many judges and barristers have limited experience working with them. They may disregard the interpreter's requirements, memory capacity, and even existence. As a result, they speak

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rapidly, overlap, disrupt the interpretation, or speak continuously. Interpreters are inevitably involved in dynamic interactions on the court, but this is overlooked by the non-person role.

In the judicial context, Morris (1995) emphasizes the limitations and impracticality of the "translate, do not interpret" prescription. To demonstrate this point, the author provides examples of common expressions such as English character reference, certificate of good conduct, and criminal record, as well as their equivalents in other languages. In English-speaking countries, anyone who has had a formal relationship with the person in question—particularly an employer—may provide a character reference or certificate of good conduct.

The police issue the Dutch *verklaring van gedrag*, the French *acte de bonne vie et moeurs*, or *certificat de moralité*, and a version of the German *Filhrungszeugnis*. To obtain the Dutch document, an application must be submitted to the local town hall and then forwarded to the Ministry of Justice in The Hague. Because every citizen of a Napoleonic Code-influenced nation has the equivalent of an easier *judicia ire*, whether *vierge* (clean) or not, the term "criminal record" is frequently rendered in French as "easier *judiciaire*," which is incorrect.

The question that follows is whether he has a record. cannot be answered by *Est-ce qu'il y a un judicia ire plus facile?*, because the French response must be affirmative for all citizens of these countries, giving a completely false implication in an English-language legal context. The Ministry of Justice issues the equivalent of an *extra it de easier judicia ire*, which certifies the absence of any prior convictions, when a citizen of such a country is required to demonstrate that she has no criminal history.

The low pay for court interpreters in Kazakhstan is one of the most pressing procedural issues. According to Zharbulova (2024), court interpreters in Kazakhstan make significantly less than the going rate. They currently receive 369 tenge for one page of

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translation or one hour of interpretation. This is 20 times less than what Russian court interpreters are paid. Deputy Prime Minister Tamara Duisenova acknowledged that the cost of interpretation in court proceedings is significantly lower than the market rate for interpretation services.

A government resolution from 1992 established the current compensation for court interpreters, which is calculated as a tenth of the monthly calculation index (MCI). This means that civil and administrative interpreters are paid 369 tenge per hour of labor or one translated page. The fee is reduced to 180 tenge if the procedure takes 30 minutes. In contrast, translating a single page of text or an hour of labor costs more than 5,000 tenge in the Kazakh market, and simultaneous interpretation begins at 10,000 tenge. Court interpreters in Russia earn 7,500 tenge per hour, which is 20 times more than Kazakh courts pay their interpreters (Zharbulova, 2024).

Because of the significant pay disparity, there aren't enough qualified interpreters willing to work in the legal system. Court secretaries must spend more time looking for interpreters as a result, and court procedures are frequently delayed. This calls into question the quality of interpretation services provided while also impeding the effectiveness of the legal system. The compensation and availability of certified interpreters have a direct impact on the quality of interpretation services provided by the legal system. Nursultan Baitlesov, a Mazhilis member, emphasized the critical role interpreters play in ensuring the accuracy of information and the fairness of the legal system. Zharbulova (2024), quoting Baitlesov, says that hiring a qualified specialist depends on his salary, and low wages have led to a decrease in the quality of interpretation.

Baytilesov spoke about the recent scandalous case of poor interpretation quality for former Minister Kuandyk Bishimbayev. This case caused outrage because it emphasized

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how important it is to have certified translators in order to work in the legal system. The situation is aggravated by the fact that many translators refuse to work in the legal system due to inadequate salaries. The quality of interpretation services is crucial to ensure equal access to justice for all participants in the legal system. Misunderstandings, misinterpretations, and unfair results may be the result of poor-quality interpretation. The issue of compensation must be resolved in order to improve the quality of interpretation services and ensure the fairness of the legal system.

The judicial system of Kazakhstan suffers significantly from the procedural problems faced by court interpreters. Due to low wages and a shortage of qualified interpreters, the trial is delayed, which can undermine public confidence in the legal system. Delays in court proceedings can have serious consequences for all parties concerned, especially in cases where prompt administration of justice is required. In addition, the fairness and integrity of the judicial system directly depend on the quality of interpretation services. Judicial errors can be the result of a wrong conviction or acquittal of a person. This endangers stakeholders and the overall credibility of the legal system. As a result, the Judicial Administration recognized the need to address these issues and drafted a resolution to increase the salaries of court interpreters. However, the government's support for the proposed changes remains uncertain, as the project is still under approval. The resolution proposes to change the remuneration of court interpreters to match market rates in order to attract qualified specialists and improve the quality of interpretation (Zharbulova, 2024).

In conclusion, it should be noted that judicial interpreters in Kazakhstan face a large number of procedural problems. Underpayment of translators leads to a delay in court proceedings and a deterioration in the quality of interpretation. These issues have a significant impact on how effective and fair the legal system is. To solve these problems, a

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comprehensive strategy is needed, which includes ensuring the availability of qualified experts, increasing the salaries of court interpreters to market rates and improving the quality of interpretation. Although the draft resolution proposed by the Judicial Administration is a good start, the Government's support and commitment to solving these problems will determine its success. By addressing the procedural issues faced by court interpreters, Kazakhstan can improve the effectiveness and fairness of its legal system. This ensures that the legal system is preserved and that all parties have equal access to justice (Zharbulova, 2024).

Kazakhstani court interpreters face a variety of challenges, including systemic inefficiency, moral issues, and linguistic difficulties. This review addressed three main topics: barriers to procedure, moral issues, and language barriers. Each of these elements highlights the vital role that interpreters play in ensuring justice, while revealing structural weaknesses that make their work difficult.

The duties of a court interpreter are based on linguistic issues. Translators should be fluent in several languages and have a deep understanding of the legal systems they work with, as the legal language is complex, technical and often has cultural peculiarities. A translator in Kazakhstan has to deal with differences in structure, ambiguous terminology, and real-time translation requirements in courtrooms where Kazakh, Russian, and other languages are used together. The difficulties increase when a translator is expected to convey not only the words, but also the whole meaning and purpose behind them. Without special tools and professional training, even the most experienced translators face difficulties, which leads to misunderstandings that can affect the outcome of the case.

The translator's work is complicated by ethical issues. Court interpreters often face conflicting requirements, despite the fact that they are expected to be objective, accurate, and

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confidential. Should they translate word for word or change their translation, even if it means departing from the original text to make everything clear? The work of a "neutral guide" and a "cultural mediator" requires constant balance. In addition, translators often experience emotional stress when working on sensitive or traumatic cases because they must remain objective and professional. Since there are no clear ethical standards and institutional support, translators must solve these problems themselves.

Court interpreters face additional difficulties due to procedural issues. The wage gap is one of the most noticeable problems. While translators in Kazakhstan earn only 369 tenge per hour, their Russian counterparts earn 7,500 tenge per hour. The lack of qualified interpreters leads to delays in court proceedings and forces court staff to compete for available experts due to low salaries. The reform is urgently needed in light of the recent public outcry over the quality of interpretation in high-profile cases such as the trial of former Minister Kuandyk Bishimbayev. The judicial Administration did not respond quickly to these problems, which led to underpayment and overburdening of translators.

All these issues highlight an important fact: court interpreters play an important role in the legal system, but their work is often underestimated and they are not paid the right salary. They serve as a link between the legal system and those who do not understand the language of the court to ensure that everyone has equal access to justice. But the lack of sufficient assistance, fair compensation, and clear guidelines has put their ability to perform this important duty at serious risk. Judicial proceedings require a systematic approach. First of all, the salaries of court interpreters should be changed to match the changes taking place in the market in order to attract and retain qualified specialists. Secondly, clear moral standards and regular training are needed to help translators cope with the complexities of their work. Finally, systemic changes are needed to speed up legal processes and give

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translators the tools they need to successfully carry out their duties. Solving these problems will allow Kazakhstan to strengthen its legal system and ensure that justice is accessible to all, regardless of language barriers. Court interpreters advocate for equality and fairness in the legal system, and are also experts in the field of linguistics. Recognition, appreciation, and encouragement should be made for their contributions. Only then will the legal system be able to fulfill its promise to provide fair services to a diverse and multilingual population.

### **Chapter Three: Research methodology**

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### **Research Design**

This study uses mixed research methods that combine quantitative and qualitative methods that include data collection, evaluation, and interpretation. The study examines the problems faced by juror translators in Kazakhstan (Creswell, 2008). The mixed method is particularly suitable for this study because it allows for a thorough examination of the complex interrelationships between linguistic, ethical, and procedural aspects of legal translation. According to Meister (2018), mixed-method research is distinguished by its eclecticism and pluralism, which allows researchers to solve complex research problems using various types of data, methodology, and theories (p. 66). This is due to the fact that translation studies is an interdisciplinary discipline that often requires the integration of methods from various fields in order to gain a complete understanding of the phenomenon of translation (Meister, 2018, p. 72).

Biel (2017) provides additional support for this strategy by emphasizing the need for a multi-pronged approach to legal translation research. According to her, legal translation is a complex process involving participants, the process itself, the product (translations), as well as the context of production and perception. Through the use of a mixed methodological approach, this study can examine these aspects in detail. This will provide a deeper understanding of the problems faced by the jury interpreters. At the quantitative stage, the use of multiple-choice questionnaire questions will provide a comprehensive and widely applicable understanding of the types and prevalence of problems faced by translators working as part of the jury. The qualitative stage includes structured interviews that provide detailed, contextualized information about how translators deal with these issues. This fusion of methods eliminates the limitations associated with using a single method. It provides both breadth and depth of analysis (Creswell & Plano Claro, 2018, cited in Meister, 2018, p. 67).

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The following are just some of the reasons for choosing a mixed-method approach.:

Jury interpreters face a variety of challenges such as linguistics, ethics, and process. By using a combination of methods, a deep understanding of these interrelated issues is possible. Meister (2018) argues that research using mixed methods is most effective when studying complex topics that require both qualitative information (e.g., coping mechanisms and personal experiences) and quantitative data (e.g., the frequency of difficulties) (p. 67). According to Biel (2017), legal translation studies should take into account the versatility of the topic, which includes participants, procedures, products, and context (p. 76). By combining quantitative and qualitative methods, this study can explore elements that would be unavailable using a single method.

To use a mixed method of explanation, this study combines survey data and interview responses. This method uses cross-validation of the results of one method with the results of another to increase the validity and reliability of the conclusions (Greene, Caracelli, & Graham, 1989, cited in Meister, 2018, p. 71). High-quality interviews also provide a deeper understanding of issues. These interviews help clarify and refine the survey data (Meister, 2018, p. 71). Bill (Biel, 2017) emphasizes the importance of using multimethodology in legal translation research, saying that it allows researchers to assess text conformity, translation equivalence, and contextual factors influencing the translation process by combining quantitative and qualitative approaches (p. 77). This is consistent with the objectives of the study, which are to understand both linguistic correctness and the moral and procedural difficulties faced by jury translators.

In addition, researchers can change approaches according to the specific requirements of the study, since studies using mixed methods are naturally adaptable. This is especially important in translation studies, since research tasks often require the use of interdisciplinary

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approaches and the integration of various data sources (Meister, 2018, p. 72). This study uses both quantitative and qualitative data, which guarantees a complete and convincing study of the problems faced by sworn translators. Biel (2017) emphasizes the need for interdisciplinary research in the field of legal translation, which includes knowledge from linguistics, jurisprudence, and translation studies, in order to solve specific problems of legal translation (p. 76). Using a mixed methodological approach, this study can combine these points of view, which guarantees a more thorough and in-depth analysis.

### **Participants**

A target population for this study will be Jury interpreters from different regions of Kazakhstan who participated in court proceedings in different parts of Kazakhstan. For this, Sample Size will be approximately 20 jury interpreters. And most importantly Purposive sampling was chosen to be used in order to select participants with an actual and relevant experience in court interpreting.

### **Data Collection**

#### **A. Quantitative Phase (Survey)**

A purpose of the quantitative phase is to identify the most common linguistic, ethical, and procedural challenges faced by jury interpreters in Kazakhstan. As an Instrument the study provides a structured online survey with 11 multiple-choice questions, divided into three sections: 1. Personal Information: Work experience, region, and qualifications; 2. Linguistic Challenges: Terminology, lack of equivalents, and strategies for accuracy; 3. Procedural Challenges: Payment issues, ethical dilemmas, and logistical problems.

For analysis of the quantitative data Descriptive statistics (e.g., frequencies, percentages) will be used to analyze the survey data through Jamovi app.

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### **B. Qualitative Phase (Interviews)**

A purpose of the qualitative phase is to explore in-depth how jury interpreters navigate the challenges identified in the survey. As participants 5 jury interpreters will be selected from the survey respondents. As an Instrument the study provides Structured interviews conducted via Zoom, with questions focusing on: Ethical Challenges: Conflicts of interest, pressure to alter interpretations; Procedural Challenges: Payment delays, logistical issues; Linguistic Challenges: Handling fast speech, legal terminology.

For analysis of the Qualitative data Thematic analysis will be used to identify recurring themes and patterns in the interview transcripts.

### **Data Analysis**

#### **A. Quantitative Data Analysis**

The survey data will be analyzed using descriptive statistics such as frequencies and percentages to identify patterns and recurring issues. This will provide an overview of the linguistic, ethical, and procedural challenges faced by jury interpreters in Kazakhstan. The data will be presented in tables and diagrams to highlight important findings such as the most common problems and the prevalence of these problems in different locations.

#### **B. Analysis of Qualitative Data**

The thematic analysis will be used to examine interview transcripts to identify recurring themes and patterns. To do this, it is necessary to divide the data into categories (for example, payment problems, moral problems, and terminological difficulties) and analyze the results according to the research question. Survey results will be explained using qualitative data to better understand how jury translators face and overcome challenges.

### **Ethical Considerations**

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In order to obtain their informed consent, participants will be informed of the objectives of the study, their right to opt out, and the confidentiality of their responses.

**Confidentiality:** Audio recordings will be securely stored and data will be anonymized.

**Voluntary participation:** Participants can cancel their participation at any time or skip any questions.

**For Limitations:** There are only twenty participants in the sample, so it may not fully reflect all the translators of the jury in Kazakhstan. Translators who do not have reliable Internet access may be excluded from online surveys and interviews.

### **Summary.**

Due to the variety and complexity of the problems faced by the jury translator in Kazakhstan, a mixed approach was used in this study. Qualitative and quantitative triangulation methods increase the reliability of research results. Although the survey data provides a general idea of how these problems are being solved and experienced, the interviews provide more detailed information. This integration eliminates the disadvantages of a unified approach and provides meaningful and generalizing results (Meister, 2018, p. 67).

Bill (2017) emphasizes the importance of using multimethodology in legal translation research to determine the equivalence and textual correspondence of translations, as well as contextual factors influencing the translation process. According to Bill, researchers can combine both quantitative and qualitative methods. This is consistent with the objectives of the study, which are to understand both linguistic correctness and the moral and procedural difficulties faced by sworn translators.

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In addition, Bill (2017) emphasized that since research in the field of legal translation is interdisciplinary, an approach that includes knowledge in linguistics, jurisprudence, and translation studies is required (p. 76). Using a mixed methodological approach, this study can combine these areas and provide a deeper understanding of the challenges faced by jury interpreters in Kazakhstan. Thus, a mixed methodological approach can help the study to be comprehensive and contextually grounded, and the conclusions can be deeper and more reliable. Since it is ideally suited for the multifaceted and interdisciplinary study of legal translation, this method is a useful foundation for further research in this field.

### **Chapter Five: Findings**

**Quantitative data analysis: Overview of Survey Responses**

As already mentioned, the quantitative component of this study consisted of a survey of court interpreters in three cities of national significance in Kazakhstan. Due to the difficulty of obtaining a large coverage, the method of selective selection of participants for the survey was chosen. As a result, 23 court interpreters participated in the survey. Each of them was informed that their data was confidential and would not be disclosed anywhere. Each participant was also explained the purpose of the survey and their right to skip any question or to withdraw if they were uncomfortable answering. The survey consisted of 11 questions that would help determine the region, experience and the nature of the problems the interpreter had encountered. The survey was also done as multiple choice questions in Google Forms to ensure the survey was quick to administer to survey participants (see Appendix 2). The quantitative data analysis was done through the application JAMOVI, it is a new “third generation” statistical spreadsheet. This application is free and specifically designed to be easy to use compared to expensive statistical products such as SPSS or SAS (ŞahiN & Aybek, 2019).

The data obtained through the survey in “Google Forms” was downloaded as an SVS file and entered into the Jamovi application. Then, each of the 11 variables were transformed, coded and defined as nominal and ordinal variables.

Since only 23 court interpreters participated in the survey, the Jamovi application used a descriptive type of data analysis with frequencies. The data obtained from this statistical application will be summarized in tables and charts. According to the components of the survey results, the difficulties encountered by the interpreters were identified in 4 aspects, such as: Ethical issues, Procedural problems, Language and terminological barriers, Psychological stressors. Each variable will be analyzed in depth below:

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The data from 1 variable to identify the region in which the court interpreter works was transformed into 3 levels, where level 1 is the capital of Kazakhstan Astana, level 2 is the city of republican importance Almaty, and level 3 is the city of republican importance Shymkent (see Table 1).

**Table 1**

Frequencies of Region

Region	Counts	% of Total	Cumulative %
1	11	47.8%	47.8%
2	7	30.4%	78.3%
3	5	21.7%	100.0%

*Note.* Number 1 means the capital of Kazakhstan Astana, number 2 means the city of republican importance Almaty, and number 3 means the city of republican importance Shymkent.

Table 1 shows that 47.8% of the respondents work as court interpreters in the city of Astana, 30.4% of the respondents work in the city of Almaty, and 21.7% of the respondents work in the city of Shymkent.

By the same principle on the rest of the tables, the data were transformed into levels, which are prescribed in the table itself. For example, level 1 - Bachelor's degree in translation/interpreting, 2 - On-the-job training without formal qualification, 3 - International Relations, 4 - Bachelor's and Master's degrees in translation/interpreting (see Table 2).

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**Table 2.**

## Frequencies of Specialization

Specialization	Counts	% of Total	Cumulative %
1=Bachelor's degree in translation/interpreting	17	73.9%	73.9%
2=On-the-job training without formal qualification	4	17.4%	91.3%
3=International Relations	1	4.3%	95.7%
4=Bachelor's and Master's degree in translation/interpreting	1	4.3%	100.0%

## Frequencies of Work experience

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Work experience	Counts	% of Total	Cumulative %
1=Less than 1 year	4	17.4%	17.4%
2=5–10 years	13	56.5%	73.9%
3=More than 10 years	6	26.1%	100.0%

*Note.* The number 1 means less than 1 year experience, number 2 means 5 to 10 years experience and number 3 means more than 10 years experience.=

As Table 3 for the third variable on the definition of work experience shows, most of the participants namely 56.5% of them have 5 to 10 years experience. Also 26.1% of the participants have more than 10 years of experience and 17.4% have less than 1 year of experience.

While the first 3 tables show a ranking by region, education and work experience, the remaining tables already identify certain linguistic, procedural and ethical issues. For example, Table 4 below shows an analysis of the linguistic challenges that court interpreters are most likely to face. The data is also transformed into levels, with the detailed breakdown already indicated in the table itself (see Table 4). The data showed that interpreters most often have difficulties with insufficient knowledge of legal terminology - 43.5%, also 26.1% have difficulties with jargons and slangs in speech, 13% have difficulties with speaker's

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accent, 8.7% have difficulties with regional dialects, 4.3% most often have difficulties with speech pathologies and 4.3% have no such difficulties.

**Table 4.**

### Frequencies of Linguistic Challenges

Linguistic Challenges	Counts	% of Total	Cumulative %
1=presence of jargon and slang in speech	6	26.1%	26.1%
2=No difficulties	1	4.3%	30.4%
3=insufficient knowledge of legal terminology	10	43.5%	73.9%
4=regional dialects	2	8.7%	82.6%
5=accent	3	13.0%	95.7%
6=speech pathology	1	4.3%	100.0%

Without straying from the topic of linguistic difficulties, by analyzing the data it was determined that the majority, namely 43.5% of the translators use the paraphrasing method when there is no direct equivalent in translation. 34.8% of the translators try to translate with

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simple words. And 13% do not experience such difficulties and 8.7% of translators prefer to consult lawyers (see Table 5).

**Table 5.**

Frequencies of No direct equivalents

No direct equivalents	Counts	% of Total	Cumulative %
1=I use paraphrasing	10	43.5%	43.5%
2=I try explain in simpler terms	8	34.8%	78.3%
3=I have not encountered such a problem	3	13.0%	91.3%
4=I consult with lawyers	2	8.7%	100.0%

More than a third of professionals 34.8% indicate that their main method of quality assurance is to study the topic of the upcoming court session (civil or criminal) in advance. This demonstrates a professional approach where interpreters make an effort to familiarize themselves with the specifics of the case in advance. One in five interpreters 21.7% use note-taking during court proceedings. This technique helps to capture and reproduce information more accurately, especially in long or complex sessions. Six respondents 26.1% indicate that

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they clarify information directly during the court session if necessary. This is an important professional skill to avoid errors in translation.

Only two professionals 8.7% report creating special dictionaries of legal terminology. Despite the obvious usefulness of this method, few people use it, which may be due to time costs. Two translators 8.7% apply all the above methods simultaneously, which demonstrates the most comprehensive and professional approach to ensuring translation quality (see Table 6).

**Table 6**

Frequencies of Quality of translation

Quality of translation	Counts	% of Total	Cumulative %
1=Thorough preparation on the topic of the hearing (civil, criminal)	8	34.8%	34.8%
2=Taking notes during hearings	5	21.7%	56.5%
3=Asking for clarification when necessary (during the court session)	6	26.1%	82.6%
4=Preparing a glossary of legal terminology	2	8.7%	91.3%

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5="All of the above"	2	8.7%	100.0%
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Five respondents out of 23 21.7% indicated that the main difficulty lies in the high speed of speech of the participants in the process. This creates significant difficulties for accurate and complete translation, especially when dealing with technical legal terminology. Eight specialists 34.8% mentioned the problem of protracted court hearings lasting more than 6 hours. Such marathon hearings lead to professional burnout and reduced concentration, which inevitably affects the quality of translation. Six interpreters 26.1% encountered situations when participants in the trial interrupt each other or speak at the same time. This creates additional difficulties in their work, requiring special skills in highlighting key information. Four respondents 17.4% complained about the lack of time to prepare in advance for meetings. The lack of opportunity to familiarize themselves with the case materials in advance significantly complicates the interpreter's work (see Table 7).

**Table 7**

Frequencies of Procedural challenges

Procedural challenges	Counts	% of Total	Cumulative %
1=Fast pace of speech	5	21.7%	21.7%
2=Prolonged court sessions (over 6 hours)	8	34.8%	56.5%

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3=Overlapping speech during the court session	6	26.1%	82.6%
4=Limited time for preparation	4	17.4%	100.0%

Statistics show that 43.5% of translators regularly have problems getting paid for their work. Another 34.8% experience such difficulties from time to time. Only 17.4% of respondents have no complaints about payments. Special attention should be paid to the 4.3% of professionals who note that although the payment rates are low, they try to find solutions to this problem (see Table 8).

**Table 8**

Frequencies of Wage rate

Wage rate	Counts	% of Total	Cumulative %
1=Yes, often	10	43.5%	43.5%
2=Yes, sometimes	8	34.8%	78.3%
3=No, I have not had payment issues	4	17.4%	95.7%

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4=Payment rate is low, but we try to find solutions	1	4.3%	100.0%
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Four respondents out of 23 (17.4%) indicated that all necessary expenses are fully reimbursed by the employer or the court system. This is an ideal situation, which is quite rare. Thirteen professionals (56.5%) - more than half of the respondents - pay their own transportation costs associated with attending court hearings. This is the most common item of additional costs. Two interpreters (8.7%) incur rental costs when sessions take place in another city or require extended attendance. Three study participants (13.0%) face the need to pay for both transportation and lodging, which creates a significant financial burden. One respondent (4.3%) noted that he has to take time off from his main job, thus losing part of his earnings. This is a special category of expenses related to part-time work (see Table 9).

**Table 9**

Frequencies of Additional expenses

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Additional expenses	Counts	% of Total	Cumulative %
1=No, all expenses are covered	4	17.4%	17.4%
2=Yes, transportation expenses	13	56.5%	73.9%
3=Yes, accommodation	2	8.7%	82.6%

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4=Yes, transportation and accommodation	3	13.0%	95.7%
5=Taking time off from your day job.	1	4.3%	100.0%

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Almost 40% of translators (39.1%) regularly experience stress at work. Another 30.4% face psychological difficulties from time to time. Only 30.4% of respondents claim that they do not experience stress in their professional activities. These figures vividly illustrate the emotional strain that court interpreters experience in their work (see Table 10)

**Table 10**

## Frequencies of Psychological difficulties

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Psychological difficulties	Counts	% of Total	Cumulative %
1=Yes, often	9	39.1%	39.1%
2=Yes, sometimes	7	30.4%	69.6%

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3=No, I have not experienced stress	7	30.4%	100.0%
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More than half of the participants (56.5%) occasionally experience postponement of court hearings. For 26.1% it happens frequently. Only 17.4% of interpreters did not encounter such situations. These data indicate serious problems with trial organization and interpreter scheduling (see Table 11).

**Table 11**

Frequencies of Cancellation & rescheduling of the court hearings

Cancellation & rescheduling of the court hearings	Counts	% of Total	Cumulative %
1=No, I haven't faced such issues	4	17.4%	17.4%
2=Yes, often	6	26.1%	43.5%
3=Yes, sometimes	13	56.5%	100.0%

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Thus, 23 professional court interpreters from three regions of Kazakhstan participated in the study. The geographical distribution shows a significant skew: 47.8% of respondents

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work in Region 1, while Regions 2 and 3 are represented by 30.4% and 21.7% of professionals respectively. In terms of professional experience, the sample shows balance: the majority (56.5%) have 5-10 years of practice, a quarter (26.1%) have more than 10 years of experience, and 17.4% are novice specialists with less than a year of experience. Analysis of the educational level revealed that 73.9% of the translators had received a basic university education in translation studies. At the same time, only 4.3% continued their studies at master's programs. A significant proportion of practitioners (17.4%) acquired skills directly on the job without formal education. It deserves special attention that 43.5% of respondents have difficulties with legal terminology, indicating a lack of specialized training in educational programs. The study revealed a set of language problems: almost half of the specialists (43.5%) note insufficient command of legal terminology. Every fourth (26.1%) has difficulties in working with jargon and slang, and 13% have problems recognizing accents. At the same time, only 8.7% systematically work with terminology glossaries, which indicates insufficient methodological training. Organizational difficulties are manifested in several aspects: 34.8% of respondents point out the problem of protracted meetings lasting more than 6 hours. Overlapping remarks of different participants of the process create difficulties for 26.1% of specialists. Fast pace of speech was cited as a problem by 21.7% of interpreters. These data indicate the need to optimize the judicial process, taking into account the peculiarities of interpreters' work. The financial situation of specialists is of serious concern: 56.5% bear their own transportation costs, and 13% additionally pay for accommodation during field sessions. The payment system shows significant shortcomings, with 43.5% regularly experiencing delays in payment. Only 17.4% of respondents report full compensation of all expenses by the employer. The emotional well-being of professionals is under threat: 39.1% experience constant professional stress. The main stress factors are high

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responsibility for the quality of translation (influence on court decisions), difficult working conditions and material instability. At the same time, there is virtually no psychological support system for this professional group. The analysis showed significant shortcomings in the organization of work: 56.5% of specialists regularly face postponements of meetings, which disrupts their work schedule. The preparatory stage also causes difficulties - 34.8% note the lack of time to familiarize themselves with the case materials. At the same time, only 8.7% purposefully work with terminology glossaries, which aggravates translation problems.

### **Qualitative data analysis: Overview of Interview Codes and Themes**

For the qualitative component of this study, a structured interview was planned with five survey participants in order to obtain more expanded data beyond the answers in the questionnaire. The interview consists of five questions, the answers to which will help to supplement the data obtained through the questionnaire. In this way a whole picture can be seen. Each participant was informed that their data is confidential and will not be shared anywhere. Participants were given an interview consent form with all questions to be asked, the contacts of the researcher, the study leader, and the contacts of the Ethics Committee. Each participant was also explained the purpose of the interview and their right to skip any question or refuse to participate if they were uncomfortable answering. The interview was conducted through the Zoom app, and the responses were recorded with the permission of the participants.

Thematic analysis method will be used to analyze the data obtained through interviews. As an important research paradigm, qualitative inquiry involves intricate processes that necessitate methodical approaches to ensure valid outcomes. Although

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thematic analysis is frequently employed in qualitative studies, the field lacks detailed, practical guidance on executing this method with scientific rigor (Nowell et al., 2017).

**Table 12**

Summary of Common Challenges Faced by Jury Interpreters in Kazakhstan

Theme	Code	Participant				
		1	2	3	4	5
1. Professional invisibility	Exclusion from case preparation	✓	✓	✓	✓	✓
	Role boundary violations	✓	✓	✓	✓	✓
	Unprofessional treatment from legal professionals	✓	✓	✓	✓	✓
2. Linguistic & Terminological Challenges	Insufficient legal terminology knowledge	✓	✓	✓	✓	✓
	No direct equivalents in target language	✓	✓	✓	✓	✓
	Need for adaptive strategies (paraphrasing/glossaries)	✓	✓	✓	✓	✓
3. Emotional & Psychological Challenges	Moral responsibility for outcomes	✓	✓	✓	✓	✓
	Secondary trauma from cases	✓	⊙	✓	✓	✓

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	Lack of institutional support	✓	✓	✓	✓	✓
4. Procedural & Systemic Barriers	Time pressures and fast speech	✓	✓	✓	✓	✓
<hr/>						
	Unpredictable schedules/cancellations	✓	✓	✓	✓	✓
	Poor collaboration with court staff	✓	✓	✓	✓	✓

*Note.* In the table, the sign ✓ indicates that this code was said during the interview and □ indicates that it was not said.

### 1. Professional invisibility

Court interpreters face systemic exclusion from the legal process. INT1 notes: “In most cases you are not given enough or sufficient information to be prepared well for all the questions from different sides”, indicating a lack of access to case files. INT3 adds: “Defendants ask for legal advice, but it is outside of your interpreter's role”, emphasizing the problem of blurred professional boundaries. INT2 describes the disrespectful attitude: "In court, it's the inappropriate behavior of lawyers. Not all of them, of course, but many". INT5 confirms: "Legal professionals were unfamiliar with how to work with interpreters .... they would speak too quickly, interrupt".

### 2. Linguistic & Terminological Challenges

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Translators have considerable difficulty with legal terminology. INT1 notes: "The most difficult part was the terminology..... specific abbreviations related to the issue". INT5 emphasizes: "Legal English or Russian have no direct equivalent in Kazakh".

Different strategies are used to overcome these difficulties:

INT2: "I translate the essence of what's said into simple, accessible language"

INT3: "I provide an explanatory equivalent while maintaining fidelity to the speaker's intent"

INT4: "I utilize note-taking techniques and request the speaker to slow down"

### **3. Emotional & Psychological Challenges**

INT1 describes the pressure: "The translation can influence the decision related to someone's life, someone's freedom". INT3 notes: "Emotional problems often happen.... especially when vulnerable individuals are involved." INT4 uses self-regulation techniques: "Deep breathing and mindfulness enabled me to stay focused". INT5 emphasizes the importance of neutrality: "I strictly adhere to the interpreter's code of ethics".

### **4. Procedural & Systemic Barriers**

The analysis revealed significant systemic challenges that reduce the efficiency and accuracy of interpreters' work. INT3 explicitly refers to these problems: "Procedural challenges include navigating the rapid pace of legal proceedings, dealing with overlapping speech from multiple speakers, and adapting to different courtroom settings and protocols." This creates an extremely stressful working environment. INT1 notes the problem of preparation: "Regarding the procedural challenges, I can tell that generally it is maybe preparation for the process, because in most cases you are not given enough or sufficient information." INT5 adds examples of process violations: "Sometimes they would speak too

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quickly, interrupt or not pause for interpretation.” INT3 emphasizes instability due to “last-minute changes in case details or legal terminology,” and quantitative data shows that 56.5% of interpreters experience frequent cancellations or postponements. INT5's experience reveals systemic gaps: “Court staff or legal professionals were unfamiliar with how to work with interpreters.” This forces interpreters to train legal professionals themselves, as INT5 describes: “I would briefly explain the importance of allowing time for interpretation.” INT4 describes the high mental workload: “The swift pace of court proceedings necessitated intense concentration and quick thinking to keep up with testimonies and legal arguments.” INT3's strategy of “employing active listening techniques and requesting clarification” becomes a forced adaptation to these systemic shortcomings.

By doing so, these actions lead to consequences such as: Decrease in translation accuracy (INT4: "Ensuring no details were overlooked during interpretation"); Increase in professional stress (INT1: "It's adding certain pressure on the work");

Threaten the fairness of the court (INT4: "Might even impact the verdict or sentencing").

As INT3 correctly notes: “Preparation is key to overcoming procedural challenges” - these systemic barriers can be addressed through institutional reforms that address the professional needs of interpreters. The unanimity of complaints in all interviews indicates that these are fundamental procedural shortcomings, not isolated cases.

As INT4 notes: “The judicial system really depends on precise language to maintain legal standards”. Addressing the problems identified requires a systematic approach and recognition of the key role of interpreters in ensuring justice.

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### **Integration of quantitative and qualitative data analysis**

#### **Professional Invisibility**

Quantitative analysis revealed that 56.5% of interpreters regularly face hearing postponements, 34.8% don't receive sufficient time to review case materials, and only 8.7% systematically use terminology glossaries. These findings are reflected in qualitative research where INT1 notes: "In most cases you are not given enough or sufficient information to be prepared well for all the questions from different sides." INT5 adds: "Court staff or legal professionals were unfamiliar with how to work with interpreters," while INT2 observes: "In court, it's the inappropriate behavior of lawyers. Not all of them, of course, but many." This situation indicates systemic exclusion of interpreters from legal proceedings, confirmed by both statistical data and professionals' firsthand experiences.

#### **Linguistic & Terminological Challenges**

The study found that 43.5% of respondents struggle with legal terminology, 26.1% face difficulties translating jargon and slang, while only 8.7% regularly work with glossaries. These quantitative indicators are supported by interview data: INT5 highlights equivalence issues: "Legal English or Russian have no direct equivalent in Kazakh," INT2 describes their strategy: "I translate the essence of what's said into simple, accessible language," and INT3 explains their approach: "I provide an explanatory equivalent while maintaining fidelity to the speaker's intent." This situation points to significant gaps in terminology training and lack of systemic support tools, forcing interpreters to improvise, potentially compromising translation accuracy.

#### **Emotional & Psychological Challenges**

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Data shows 39.1% of professionals experience chronic work-related stress, 56.5% cover their own transportation costs, and 43.5% face payment delays. These statistics are complemented by personal accounts: INT1 emphasizes the weight of responsibility: "The translation can influence the decision related to someone's life, someone's freedom," INT3 notes emotional challenges: "Emotional problems often happen... especially when vulnerable individuals are involved," while INT4 shares coping methods: "Deep breathing and mindfulness enabled me to stay focused." This combination of factors creates conditions for professional burnout, exacerbated by lack of systemic support.

### **Procedural & Systemic Barriers**

Quantitative data indicates 56.5% of professionals deal with frequent hearing postponements, 34.8% work sessions lasting over 6 hours, and 26.1% struggle with overlapping dialogue.

The following behavioral characteristics were demonstrated in the interview: INT3 describes the working conditions: "Procedural difficulties include the ability to navigate the fast pace of court proceedings, working with overlapping speeches from several speakers," INT4 notes the cognitive load: "The fast pace of the trial required intense concentration and quick thinking," and INT5 explains the need for self-defense: "I would briefly explain how important such organizational problems make the work of translators even more difficult., creating additional professional obstacles.

The study showed that court interpreters in Kazakhstan face deep systemic problems at several interrelated levels. Qualitative and quantitative data indicate that this professional group is underestimated due to emotional overload, organizational instability, and terminological uncertainty. The main results show an alarming gap between the level of responsibility of translators and their professional support. The lack of resources for proper

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preparation is combined with the high cognitive load associated with the instant processing of legal information (INT3: "navigating the fast pace of court proceedings"), as well as the lack of resources for proper preparation (INT1). Meanwhile, financial insecurity and lack of psychological support exacerbate the emotional stress caused by awareness of the consequences of their decisions (INT1: "may affect a decision concerning someone's freedom").

Institutional misunderstanding of the role of translators in court proceedings is manifested both in the behavior of lawyers (INT2: "inappropriate behavior of lawyers" and in the absence of standard interaction procedures (INT5: "ignorance of how to work with translators"). When professional requirements do not match the actual working conditions, a vicious circle is formed in which systemic deficiencies are compensated solely by the personal efforts of translators. The study confirms that the current situation with court interpreters is a complex system of interrelated problems, rather than random problems. The problems that arise from a lack of understanding of the role of court interpreters in the administration of justice are the cause of these problems. As stated in INT 4 apply, the accuracy of wording is crucial for the judicial system, and problems with identifiers threaten not only working conditions, but also the basic principles of fair trial. These results should be seriously considered by all sides of Kazakhstan's legal system.

### **Chapter Six: Discussion**

This study showed that court interpreters in Kazakhstan face problems when their work is torn between systemic disrespect and demands for legal clarity. This study reveals a network of interrelated issues that jeopardize both the effectiveness of the translators' work and the fairness of the trial itself, using quantitative and qualitative interview data. These linguistic, ethical, and procedural challenges are not unique to Kazakhstan, but rather replicate broader global themes recorded in interpreting literature, resulting in a perfect storm that jeopardizes multilingual justice.

This section examines and reflects on the prior findings, linking them to the concepts and theories mentioned in the literature review. The purpose here is to make sense of the findings, not to repeat them—to explain what they mean, why they are important, and how they fit into the larger framework of court interpreting research. This section of the dissertation examines the specific experience of transferring jurors in Kazakhstan. It also examines broader academic debates about the functions, challenges, and requirements of court interpreters in multilingual legal systems. The main purpose of this study was to identify the main problems faced by translators with the participation of jurors in Kazakhstani

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courts. The aim of the study was to identify the most significant linguistic, ethical and procedural problems faced by translators with jury participation in Kazakhstan.

The findings indicated that jury interpreters in Kazakhstan are dealing with a complex set of issues. Many of them experience issues with legal language, particularly with phrases and notions that have no direct equivalent in Kazakh. Others discussed the ethical challenges they confront, such as being asked to provide legal advice, and how poorly constructed court procedures frequently leave them unprepared or overburdened. Furthermore, several interpreters reported major systemic issues such as payment delays, having to pay for their own transportation, and working in challenging conditions that increase the likelihood of mistakes and stress.

The information acquired in this study clearly demonstrates that interpreters labor under conditions that not only harm their own professional performance, but also jeopardize the fairness of legal procedures. Although these issues are formed by Kazakhstan's unique legal and linguistic framework, they also reflect worldwide trends seen in other countries' court interpreting systems. Kazakhstan is not alone, but the breadth and severity of some of the difficulties suggest that the situation is especially serious.

### **Interpretation of the results**

The results strongly support the original hypothesis. Both the survey data and the interview accounts made it clear that linguistic, ethical, and institutional barriers are all making it harder for interpreters to perform their duties effectively. Almost half of the participants reported struggling with legal terminology, which matches what scholars like (Biel, 2014) and (Kagaba Amina G., 2025) have argued about the cultural and legal complexity of translating legal language. The interpreters described practical strategies they

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use to deal with these gaps—paraphrasing, simplifying, or consulting with lawyers—but these strategies also show that interpreters are left to cope on their own, without enough institutional resources to help them. However, unlike in nations such as the United Kingdom, where psychological support is often accessible, Kazakh interpreters must deal with these situations on their own.

Confusion about interpreters' professional roles was a common theme in both the poll and the interviews. For example, interpreters were frequently forced to choose between simply translating and advising or guiding defendants, which went beyond their official responsibilities. This finding is consistent with the arguments made by Hale (2008) and Morris (1995), who both noted that the ideal of the interpreter as a "neutral conduit" frequently fails in real courtrooms. This produces significant emotional strain: approximately 40% of translators in this study experienced chronic stress. Some even admitted to being significantly affected by the tragic situations they worked on. This lends credibility to Chen's (2024) research on secondary trauma in public service interpreters.

The study also revealed that interpreters in Kazakhstan suffer significant financial and practical challenges. Payment delays, a lack of reimbursements, and long, tiring working hours were among the most common complaints. This is consistent with what experts such as Baitilesov (2024) and Zharbulova (2024) have documented in other nations, but the situation in Kazakhstan looks to be considerably worse in certain ways. Interpreters, for example, are paid significantly less than their Russian colleagues, making it difficult to retain qualified specialists in the area. Poorly structured judicial procedures, such as lengthy sessions, overlapping speeches, and last-minute cancellations, exacerbate the situation. These findings are consistent with previous research, such as Lee (2009), which revealed similar disorder in

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courtrooms elsewhere, but the scope of these issues in Kazakhstan reflects a particularly inadequate institutional structure.

What jumps out is that these findings both validate and highlight new, context-specific difficulties. The difficulty of nomenclature, for example, is a well-known concern in court translating around the world, but Kazakhstan's trilingual setting (Kazakh, Russian, and English) adds a level of complication not seen elsewhere. The lack of support mechanisms for dealing with stress and trauma is also a more pressing issue here than in many other countries. And, while financial insecurity is a global issue for translators, the extremely low pay rates in Kazakhstan make it a more serious danger to the profession locally.

To be more precise: The intricacy of legal language is at the core of interpreters' challenges; nearly half (43.5%) of those surveyed said that their biggest obstacle was a lack of understanding of legal terminology, and 26% struggled with jargon and slang. These figures reflect the frustrations expressed by interpreters in interviews, who talked about struggling with concepts that are difficult to translate, such as the lack of a Kazakh equivalent for "due process" or Russian legal abbreviations. INT5 highlights: "Legal English or Russian have no direct equivalent in Kazakh."

This difficulty is consistent with Biel's (2014) theory of translation-process-specific difficulties, in which the cultural embeddedness of legal language (Kagaba Amina G., 2025) results in inescapable gaps. The coping mechanisms used by interpreters, such as paraphrasing (43.5%), simplifying phrases (34.8%), and consulting lawyers (8.7%), reveal a systemic failure: the lack of standardized glossaries or training. While scholars universally underline the importance of such resources (Biel, 2014; Lee, 2009), only 8.7% of interpreters reported using self-created glossaries. This gap is especially concerning considering Lee's (2009) results in Korean-English courts, where untranslatable linguistic structures (e.g.,

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missing definite articles) prompted interpreters to make unsafe on-the-spot decisions. Similar concerns with Russian-Kazakh legal terminologies exist in Kazakhstan, highlighting a worldwide truth: without institutional support for terminology, interpreters become ad hoc legal theorists, risking miscarriages of justice with each paraphrase.

Interpreters are supposed to be "invisible conduits," but the study exposes how frequently they are dragged into ethical murky areas. Over half (56.5%) had hearings postponed with no advance notice, leaving them unprepared—a violation of procedural fairness. Worse, interpreters reported being regarded as "afterthoughts" by legal experts, with lawyers interrupting them or defendants requesting legal counsel in error (INT3: "Defendants ask for legal advice, but it is outside of your interpreter's function").

This role confusion exemplifies the conflict between theory and practice. Hale's (2008) vision of the interpreter as a "true renderer" crumbles under real-world demands, confirming Morris's (1995) criticism of the "translate, do not interpret" mandate as impractical. The emotional toll—39% of interpreters reported chronic stress—also erodes neutrality. INT3's report of a domestic violence trial ("The victim's testimony lingered with me for weeks") corresponds to Chen's (2024) findings on "secondary trauma" in public service interpreting. However, unlike the UK's Home Office Code (2008), which requires psychological help, Kazakhstan's interpreters bear this load alone, revealing a systemic disregard for their humanity.

The most devastating findings address systemic impediments. A stunning 43.5% of interpreters experienced payment delays, while 56.5% paid for their own transportation—a sharp contrast to Russia, where interpreters make 20 times more per hour. This financial precarity, documented globally (for example, Baitilesov's warnings in the Bishimbayev case),

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drives talented people out, resulting in a vicious cycle of understaffing and diminishing quality.

Procedural chaos worsens the crisis. With 34.8% of hearings lasting more than six hours and 26% including overlapping speech, interpreters work under error-prone situations. INT3 describes working conditions: "Procedural challenges include navigating the rapid pace of legal proceedings, dealing with overlapping speech from multiple speakers." It reflects a global pattern of courtroom disorganization (Lee, 2009), while last-minute cancellations (56.5%) highlight institutional disregard for interpreters' time. Such conditions not only wear out specialists, but also weaken public trust, as demonstrated by the Bishimbayev case, in which faulty interpretation generated national uproar (Ibadullayeva, 2024).

The study's findings require action, and the literature offers a road map:

**Professionalization:** 34.8% of interpreters supported Chen's (2024) model of certification programs, which combined terminology training and ethical role-playing. This supports Biel's (2014) plea for specialist legal-linguistic education.

**Structural Support:** As Zharbulova (2024) shows, matching fees with regional standards (e.g., Russia's 7,500 tenge/hour) is essential for maintaining talent.

**Institutional Accountability:** Hale's (2008) call for judge-interpreter collaboration resonates with INT5's explanation of necessary self-advocacy: "I would briefly discuss the need of giving time for interpretation." Simple protocols, such as pausing for translation and presenting materials ahead of time, have the potential to significantly improve efficiency.

This study dispels the myth that interpreters are simply "linguistic instruments." They are, in reality, the defenders of fairness in a bilingual judicial system—but they labor in conditions that undermine their mission. The dichotomy is stark: while Article 81 of

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Kazakhstan's Criminal Procedure Code provides the right to interpretation, the state fails to provide interpreters with the necessary means to give it.

The route forward is clear. Kazakhstan would not only improve a profession by investing in interpreters' training, compensation, and well-being; it would also strengthen the foundation of its judiciary. The time to act is now, and world literature illuminates the path. By combining local discoveries with international insights, Kazakhstan's courts can become bastions of equitable justice for all language communities.

These data demonstrate how important interpreters are to the operation of Kazakhstan's court system. They are more than just linguistic tools; they are essential to ensure that individuals understand and participate equitably in legal proceedings. However, the gap between the promises provided by the law—such as the right to interpretation under Article 81 of the Criminal Procedure Code—and the reality of interpreters' working conditions is significant. The rights exist on paper, but interpreters are not given the resources they need to put them into practice. The literature offers some obvious recommendations about how to remedy the issue. Professional training programs that incorporate legal terminology and ethical role-playing, as described by Chen (2024), may provide interpreters with the necessary skills and confidence. According to Zharbulova (2024), fairer remuneration will help attract and retain talented workers. Better collaboration between judges and interpreters, as Hale (2008) has long recommended, could make judicial procedures more efficient and sensitive to interpreters' demands.

This study shows that juror interpreters in Kazakhstan operate in a system that significantly complicates their tasks. Although they are crucial to ensuring fairness in a bilingual judicial system, they are expected to work independently without receiving additional assistance. The contradiction is obvious: although the law guarantees the right to

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interpretation, the State does not provide translators with the tools necessary to perform this function.

### **Chapter Seven: Conclusion**

During this study, you will be able to better understand the work of court interpreters in Kazakhstan by getting acquainted with the profession that exists between language, law and justice. Thanks to the translators' voices and statistical information, it has become clear that dedicated professionals face great difficulties in defending the principles of fair trial in a multilingual society. After completing the study, it's time to think about what has been achieved, whether the purpose of the study has been achieved, and how these results can help build a more equitable future for Kazakhstan's legal system.

#### **Brief summary of the findings**

According to the main results of the study, linguistic, ethical, and procedural issues combine in a way that undermines the legal procedure in Kazakhstan and its legitimacy. Firstly, many translators have encountered linguistic problems. Almost half of the translators (43.5%) said that legal terminology was the most difficult issue they faced. The translation

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of complex legal concepts, which often have no direct counterpart in the Kazakh and Russian legal systems, requires exceptional competence and quick reaction.

### Linguistic challenges

Almost half (43.5%) of the participants named legal terminology as the most difficult problem. This is due to the fact that concepts that are difficult to translate between the legal systems of Kazakhstan and Russia are difficult to understand. "The point is not only to find the right word, but also to convey complex legal concepts that may not exist in another language," one translator quipped. This problem is compounded when one has to deal with special vocabulary or legal concepts that differ from cultural ones and require immediate decisions that can affect a person's future.

### Ethical challenges

The ethical issues that arise from this linguistic confusion may be even more troubling. The translators said they were pushed in several ways.: They expected to remain neutral while the accused sought help, were forced to remain inconspicuous, and were blamed when they forgot details. The speech is clearly emotional: 39 percent of translators report constant stress, especially after dealing with sensitive topics such as child abuse or domestic violence. One participant's statements stood out: "After translating for a child abuse case, I couldn't sleep for days." But there's no support system; you're simply expected to go on to the next case."

### Procedural challenges

Underlying these professional issues is a system that does not support its interpreters. The figures speak for themselves: 56.5% of interpreters pay for transportation, 43.5% endure payment delays, and everyone works with fees that are 20 times lower than those in neighboring Russia. This financial precarity creates a vicious cycle in which talented

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professionals are driven away by inadequate compensation, resulting in last-minute substitutions and, as witnessed in high-profile cases such as Bishimbayev's case.

### **Contribution to knowledge**

This study adds to the academic knowledge of court interpreting by providing one of the first complete studies of the profession within Kazakhstan's legal framework. While worldwide research has long documented similar concerns in other multilingual jurisdictions, this study offers data and testimony unique to Kazakhstan's trilingual context. It reveals how the country's legal and cultural characteristics impact court interpretation in distinct ways. The findings presented here contribute to a greater scholarly understanding of how interpreting functions in emerging multilingual judicial systems, as well as placing Kazakhstan in a global discussion regarding interpreter-mediated justice. In practice, these findings have important implications for how Kazakhstan's courts operate. The organization of translator support is crucial. Certification programs should include language training and legal knowledge, as well as an updated glossary of legal terminology adapted to the legal situations of Kazakhstan and Russia. In order for translators to be aware of changes in legislation, continuous training is necessary. In order to attract and retain talented employees, they must receive fair remuneration and receive it on time. Prior access to the case file, as well as time limits for consecutive translations, can significantly improve translation accuracy and make translators less tired. The most important thing is to train judges and lawyers on how to properly interact with interpreters. In addition, clear standards of the judicial process must be established to ensure that interpretation is seamlessly integrated into court proceedings.

**Practical implications**

In light of the fact that the main problems faced by court interpreters in Kazakhstan are language complexity, ethical issues and systemic procedural deficiencies, the question now arises as to how these problems can be effectively addressed. The study not only identified problems, but also suggested solutions that can improve the lives of translators and preserve the integrity of the trial. This study goes beyond theory and invites policy makers, judicial institutions, and legal professionals to discuss specific topics.

First of all, it is obvious that Kazakhstan should abandon informal solutions and instead create institutional support networks for legal interpreters. Currently, inconsistencies and inefficiencies arise due to the fact that professional knowledge and practice remain at the disposal of individual translators. To solve this problem, it is necessary to create official certification programs. Such programs should include advanced language skills and legal knowledge so that translators are proficient in Kazakh and Russian and understand legal systems and procedures. It will provide translators with reliable reference resources that will contribute to the correctness and consistency of judicial translations, as well as certify, create and distribute bilingual glossaries of legal terminology specially designed for the legal environment of Kazakhstan and Russia. Similarly, the creation of continuing education initiatives is vital. Translators should be able to update and deepen their knowledge as legal systems change. They can keep abreast of developments in both the legal and linguistic fields through continuous retraining and seminars. Secondly, it is difficult to deny that the current attitude towards court interpreters is impractical and unethical. Urgent improvements are needed so that translators can work efficiently and without strain. Increasing tariffs for translation services in accordance with regional standards is an important step; adequate compensation confirms talent and responsibility and helps retain experienced professionals in

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this field. In addition, since the current delays are damaging both financial stability and morale, it is imperative that payments are made on time.

In addition, translators should be given earlier access to the case file. Although this is a minor improvement, it will provide interpreters with the time and conditions for proper training, increase accuracy, and reduce cognitive stress during real-time court sessions. Interpretation preparation is necessary for objectivity and quality. To prevent errors caused by fatigue, appropriate limits should also be set on the duration of consecutive transfers. Interpreting is cognitively taxing, and asking interpreters to work long hours without breaks jeopardizes both their well-being and the quality of their work.

Perhaps the most important thing about this study is that it highlights how vital it is to change the registration procedure for translators and their treatment in the justice system. Many of them are no longer seen as integral participants in the justice system, but rather as providers of support services. Judges, lawyers, and court staff should be trained in the effective use of interpreters. It requires cultural change. Targeted training programs can help lawyers gain a better understanding of interpretation processes, leading to better communication and mutual respect in the courtroom. In addition, courts should develop and implement clear and fair protocols for oral disputes. To avoid unnecessary burden on translators, these principles will ensure consistency and clarity.

Finally, translators should be recognized and treated as essential professionals, not just assistants. Their work is crucial to ensure equal access to justice for all participants, regardless of language training. Recognizing their status, providing them with the necessary resources, and integrating support policies into the legal infrastructure will improve their working conditions, as well as enhance the fairness and legitimacy of Kazakhstan's legal system as a whole. The practical application of the research is obvious: significant changes

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are needed in two directions. A systematic and reasonable solution to these problems will lay the foundation for a fairer, more effective and inclusive judicial system. This system will allow translators to perform their basic duties in accordance with the highest standards.

### **Acknowledging the Study's Limitations**

Although this study provided important information about the problems faced by sworn translators in Kazakhstan, it is important to note that there are a number of limitations that affected both the scope and depth of the research results. Although these limitations do not make the results less valuable, they create a useful environment for evaluating the results and making suggestions for further improvement of research. Recruitment of participants is one of the most important obstacles at the data collection stage. Despite months of joint efforts to attract court clerks, personal contacts and professional acquaintances, the number of responses to surveys and interviews exceeded expectations. Most of the interpreters interviewed declined to participate, despite the fact that 23 survey responses and five interviews were successfully received. Their indecision was caused by a variety of reasons, each of which reflects more important facts about the current state of affairs in the profession.

I started by saying that the translators pointed to time constraints as the main reason for their inactivity. Court interpreters rarely have time to participate in other activities, such as interviews or interviews, due to their work, which usually involves long hours, an uncertain schedule, and numerous business trips. Given their current workload, some said that participating in the study would take too much time.

Secondly, a large number of potential participants expressed doubts due to the fact that their experience in court interpretation dates back several years, if not a decade. These individuals did not respond because they believed that their response would not add value to

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the ongoing investigation. While this was acceptable, their self-exclusion inevitably narrowed the range of viewpoints in the dataset, especially from experienced practitioners who can provide a valuable long-term overview of changes in the profession.

In addition, I have witnessed cases where respondents refused to participate in the survey in a particularly rude or contemptuous tone. Although a small part of the respondents replied that they were in the market area or worried about privacy, institutional consequences, or simply refused to participate in the discussion of their work. This type of rejection indicates a deeper concern in the profession, which may be caused by a sense of marginalization or underestimation of interpreters in the judicial system. In addition, it highlights how sensitive the topic is and how susceptible practitioners who work in high-risk legal situations but often lack proper professional guarantees are.

It is important to note that although the sample was aimed at interpreters working in large cities such as Almaty and Astana, it does not fully reflect the experience of interpreters working in rural or remote parts of Kazakhstan. The geographical imbalance in the samples may indicate that some regional obstacles, logistical constraints, or systemic deviations were overlooked in this study. Similarly, due to the delicate nature of some of the ethical and emotional problems highlighted, several experiences may have gone unreported even among those who did engage. These restrictions highlight the difficulties of examining a small, dispersed, and underfunded professional group. However, rather than detracting from the study's significance, they underscore the same dynamics the researchers wished to investigate - a profession distinguished by high expectations, little institutional support, and cautious engagement with external criticism. They also provide compelling justification for further, more in-depth investigation.

### **Recommendations for Future Research**

Several directions for further work become obvious.

1. More comprehensive research that encompass more areas and court kinds are required, as well as comments from judges and lawyers on their experiences dealing with interpreters.

While this study has provided the groundwork for a better understanding of the issues that court interpreters encounter in Kazakhstan, much more research is needed. In order to provide a more complete picture of the profession and contribute to significant improvements, future research should seek to expand the scope and depth of research.

First, broader research is needed covering various fields, including rural and small-scale courts. This would provide a better understanding of how institutional and geographical factors affect the interpretation experience. To better understand how all participants in the trial perceive and handle communication through an interpreter, include the opinions of judges, lawyers, and other legal experts.

The proposed improvements should be evaluated in individual countries before they become nationwide. Special attention should be paid to the quality of the trials and the retention of interpreters.

2. Secondly, the practical reforms proposed in this paper should be evaluated by applied research. Courts can initiate pilot projects that include certification procedures, continuing education, court records, and improved compensation structures. Before their implementation throughout the country, it is necessary to conduct a thorough assessment of their impact on the retention of interpreters, the accuracy and quality of judicial proceedings. Such a study would identify the most effective ways to improve the quality of interpretation and support.

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3. Formal interpreting associations might be established to provide much-needed support networks and advocacy avenues for these solitary professions.

Third, future scholars should look at the feasibility and impact of forming professional associations for court interpreters in Kazakhstan. Studies on how such associations might give interpreters with support networks, lobbying possibilities, and professional development platforms would be useful in advancing the profession.

4. Kazakhstan can learn from other multilingual jurisdictions that have faced comparable issues and succeeded.

Comparative studies that analyze Kazakhstan's challenges and solutions alongside those of other multilingual legal system.

These avenues of future research are not only academically valuable but practically necessary. Continued investigation will ensure that reforms are grounded in evidence and that Kazakhstan's court interpreters receive the recognition, resources, and support they need to safeguard the integrity of justice in a multilingual society.

**Why This Matters**

At its heart, this study tells a story about the critical role of communication in the pursuit of justice. Interpreters are more than just linguistic technicians; they are the protectors of due process in a multilingual society. When support for them fails, it is not only individual professionals who suffer; the entire principle of equal justice under the law is jeopardized.

The offered remedies are not pipe fantasies, but rather actual, attainable actions. Yes, investment is essential, but the penalty of inaction—more high-profile failures, more miscarriages of justice, and a loss of public trust—must also be addressed.

As was told by one interpreter, "When I do my job well, no one notices. When anything goes wrong, everyone notices." It is time for Kazakhstan to acknowledge the value

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of its interpreters, appreciate their expertise, and provide the resources and assistance required to ensure that the justice system is really just for all residents, regardless of language.

The route forward is clear. There remains only a common determination to overcome this. This study should help people understand the importance of court interpreters by providing them with the professional level and structural support they need. After all, justice must be understood and implemented just as well. Understanding begins with interpretation in multilingual courtrooms in Kazakhstan.

### **Final Reflection**

This dissertation examines the problems faced by juror translators in Kazakhstan. Jury interpreters are a group of specialists who are inconspicuously present in a multilingual judicial system, but largely support the principles of fair trial and linguistic equality. From the very beginning, the aim of the study was to find and understand the specific problems faced by translators at the interface of language, law and intercultural communication. The investigation revealed that the topic turned out to be much more complex than expected, and raised important issues about professional recognition, human rights, and justice.

Throughout my research, I have carefully explored the relationship between linguistic, moral, and procedural barriers that affect the daily working conditions of court interpreters. From a linguistic point of view, translators must navigate complex legal vocabulary, which often has no clear analogies in the legal systems of Kazakhstan and Russia. Even under intense emotional pressure, they find an ethical compromise between the need to remain impartial and the human ability to support and explain. They work in a system that often underestimates their work, provides them with little institutional support, and exposes them

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to financial and professional degradation. These data demonstrate the impartiality and integrity of legal procedures for citizens, as well as individual interpreters.

First of all, structured interviews with translators working in the study provided valuable information that quantitative methods could not provide. The stories told by the participants demonstrated not only the difficulties associated with their work, but also their dedication. Listening to their voices has confirmed the value of qualitative research that sheds light on human-related issues that have been insufficiently explored in research on translation and interpretation. However, it is obvious that this technique has drawbacks. The variety of points of view presented was limited by a small number of participants due to the practical limitations and subtleties of this field. Future studies with larger samples, combined with courtroom views and viewpoints from legal professionals, will surely improve comprehension. Studying this field on a personal level has enhanced my academic and professional abilities. Thanks to this procedure, my abilities to collect qualitative data, thematic analysis and scientific argumentation have improved. More importantly, it expanded my ethical understanding of the duties of legal interpreters, which sometimes go unnoticed, but have significant consequences for both the accused, victims, and participants in the trial. As someone working in the field of translation and intercultural communication, I gain more knowledge about how translators do more than just translate words; they also exchange rights, cultural understanding, and legal realities.

I hope that this thesis makes a significant addition to the scholarly discussion of legal interpreting in Kazakhstan. More importantly, I hope it lays the groundwork for meaningful reforms in policy and practice. The expectations presented here, which include the introduction of formal training and certification programs, improved working conditions, and

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clearer professional protocols, are based on empirical evidence and can be implemented if there is an institutional will.

Finally, this study showed that access to understanding is closely related to access to justice. Interpretation is essential for the transparency, fairness and inclusiveness of judicial processes in Kazakhstan. Court interpreters do not say a word about the protection of this right. Now institutions, scientists, and governments must recognize their value, continue to support them, and ensure that their opinions are heard as clearly as those who translate them. This is both the completion of my thesis and the beginning of a broader discussion that I plan to continue in the coming years.

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## Appendices

### Appendix 1

#### Informed Consent Form

Title: Challenges Faced by Jury Interpreters in Kazakhstan.

Introduction. This form explains the purpose of this research, your rights as a participant, and how your information will be used. Please read it carefully and ask any questions before agreeing to participate.

Purpose of the Study. This study aims to explore the professional, linguistic, and procedural challenges encountered by jury interpreters in Kazakhstan, as well as the strategies they use to address these challenges. Your participation is highly valued and will contribute to a better understanding of the role and difficulties faced by interpreters in the legal system.

Procedures. You will participate in a 10-15 minute survey. And if you do not mind, afterwards you will be invited to the interview (at least 5 questions) which will be conducted via Zoom/Teams, depending on the participant's preference and availability. The choice of time and date will be arranged at your convenience.

The purpose of the survey and interview is to find "What are the most significant linguistic, ethical, and procedural challenges faced by jury interpreters in Kazakhstan?". The discussion will cover topics such as:

Personal Information: Work experience, region, and qualifications.

Linguistic Challenges: Terminology, lack of equivalents, and strategies for accuracy.

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Procedural and ethical Challenges: Payment issues, ethical dilemmas, and logistical problems.

The interview will be audio-recorded for transcription and analysis purposes. If you are comfortable, video recording may also be used to capture non-verbal cues for research accuracy. However, if you prefer not to be recorded, the researcher will take detailed written notes instead. You may decline to answer any question or withdraw at any time.

**Voluntary Participation.** Participation is entirely voluntary, and you can withdraw at any time without any penalty. You can choose not to answer any question you are uncomfortable with.

**Confidentiality.** All collected data will be kept strictly confidential. Your identity will be anonymized using pseudonyms (e.g., Participant 1, Participant 2), and all recordings and transcripts will be securely stored on a password-protected device. Only the researcher and their supervisor will have access to the raw data. The data will be used exclusively for this research project and may be included in the researcher's master's thesis and future academic publications (such as research papers or conference presentations). No personally identifiable information will be shared in any reports or publications.

**Risks and Benefits.** This research involves minimal risk. To minimize risks, please be informed of your right to withdraw at any time without consequences. Every effort will be made to protect your identity and ensure the confidentiality of responses. The anticipated benefits of this study include contributing to the academic understanding of the challenges faced by jury interpreters in Kazakhstan. The findings may also inform training programs, professional guidelines, and policies to support interpreters in the legal system. While there may be no direct benefits to you, your participation will help advance knowledge in this field.

**Contact Information.** If you have any questions, you may contact:

Researcher: Saltanat Dair

Email: [dair\\_s@kazguu.kz](mailto:dair_s@kazguu.kz)

Supervisor: Karlygash Kenzhigozhina

Email: [k\\_kenzhigozhina@kazguu.kz](mailto:k_kenzhigozhina@kazguu.kz)

Research Committee of the School of Liberal Arts of MNU

Email: [rec\\_sla@kazguu.kz](mailto:rec_sla@kazguu.kz)

**Consent.** By signing below, you confirm that:

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You understand the purpose and procedures of this study.

You agree to participate voluntarily.

You give permission for the interview to be recorded.

Participant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix 2

### Survey Protocol

#### Section 1: Personal Information

In which region do you work as a court interpreter?

- a) Almaty
- b) Astana
- c) Shymkent
- e) Other (please specify): \_\_\_\_\_

What is your education (training or qualification)?

- a) Bachelor's degree in translation/interpreting
- b) Certification in legal translation
- c) On-the-job training without formal qualification
- e) Other (please specify): \_\_\_\_\_

How long have you been working as a court interpreter?

- a) Less than 1 year
- b) 1–5 years

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- c) 5–10 years
- d) More than 10 years

### Section 2: Linguistic Difficulties

What linguistic difficulties do you most often encounter in court proceedings (interpreting)?

- a) insufficient knowledge of legal terminology
- b) presence of jargon and slang in speech
- c) regional dialects
- d) accent
- e) speech pathology
- f) Other (please specify): \_\_\_\_\_

How do you handle situations where there are no direct equivalents for legal terms in Kazakh, Russian, or other languages?

- a) I use paraphrasing
- b) I try explain in simpler terms
- c) I consult with lawyers
- d) I have not encountered such a problem
- e) Other (please specify): \_\_\_\_\_

How do you ensure accuracy and clarity in your translations, especially in complex or important cases?

- a) Thorough preparation on the topic of the hearing (civil, criminal)
- b) Taking notes during hearings
- c) Asking for clarification when necessary (during the court session)
- d) Preparing a glossary of legal terminology
- e) Other (please specify): \_\_\_\_\_

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## Section 3: Procedural Difficulties

What procedural difficulties do you face in the courtroom?

- a) Limited time for preparation
- b) Overlapping speech during the court session
- c) Fast pace of speech
- d) Prolonged court sessions (over 6 hours)
- e) Other (please specify): \_\_\_\_\_

Have you encountered low wages?

- a) Yes, often
- b) Yes, sometimes
- c) No, I have not had payment issues
- d) It affects my motivation and willingness to take cases
- e) Other (please specify): \_\_\_\_\_

Do you have any additional expenses (such as for transportation or accommodation) that are not covered?

- a) Yes, transportation expenses
- b) Yes, accommodation
- c) Yes, transportation and accommodation
- d) No, all expenses are covered
- e) Other (please specify): \_\_\_\_\_

Have you experienced psychological stress or emotional difficulties while interpreting in court?

- a) Yes, often
- b) Yes, sometimes
- c) No, I have not experienced stress
- d) Other (please specify): \_\_\_\_\_

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Have you encountered last-minute cancellations or rescheduling of court hearings?

- a) Yes, often
- b) Yes, sometimes
- c) No, I haven't faced such issues
- d) Other (please specify): \_\_\_\_\_

Протокол опроса

Раздел 1: Личная информация

В каком регионе вы работаете судебным переводчиком?

- a) Алматы
- b) Астана
- c) Шымкент
- e) Другое (укажите): \_\_\_\_\_

Какое у вас образование (подготовка или квалификация)?

- a) Бакалавр по переводу/устному переводу
- b) Сертификация по юридическому переводу
- c) Обучение на рабочем месте без формальной квалификации
- e) Другое (укажите): \_\_\_\_\_

Как долго вы работаете судебным переводчиком?

- a) Менее 1 года
- b) 1–5 лет
- c) 5–10 лет
- d) Более 10 лет

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## Раздел 2: Лингвистические трудности

С какими лингвистическими трудностями вы чаще всего сталкиваетесь в судебных процессах (устный перевод)?

- a) недостаточное владение юридической терминологией
- b) наличие в речи жаргонов и сленгов
- c) Региональные диалекты
- d) акцент
- e) патология речи
- f) Другое (укажите): \_\_\_\_\_

Как вы справляетесь с ситуациями, когда нет прямых эквивалентов юридических терминов на казахском, русском или других языках?

- a) Я использую перефразирование
- b) Я пытаюсь объяснить простыми словами
- c) Я консультируюсь с юристами
- d) Я не сталкивался с такой проблемой
- e) Другое (пожалуйста, уточните): \_\_\_\_\_

Как вы обеспечиваете точность и ясность в своих переводах, особенно в сложных или важных делах?

- a) Тщательная подготовка по тематике заседания (гражданское, уголовное)
- b) Ведение записей во время заседаний
- c) Просьба о разъяснении при необходимости (во время судебного заседания)
- d) Формирование глоссария по юридической терминологии
- e) Другое (укажите): \_\_\_\_\_

## Раздел 3: Процедурные трудности

С какими процедурными трудностями вы сталкиваетесь в зале суда?

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- a) Ограниченное время на подготовку
- b) Речь с наложениями во время судебного заседания
- c) Быстрый темп речи
- d) Затяжные судебные заседания (от 6 часов)
- e) Другое (укажите): \_\_\_\_\_

Сталкивались ли вы с низкой оплатой труда?

- a) Да, часто
- b) Да, иногда
- c) Нет, у меня не было проблем с оплатой
- d) Другое (укажите): \_\_\_\_\_

Есть ли у вас дополнительные расходы (например, на транспорт или проживание), которые не покрываются?

- a) Да, транспортные расходы
- b) Да, проживание
- c) Да, транспорт и проживание
- d) Нет, все расходы покрываются
- e) Другое (укажите): \_\_\_\_\_

Испытывали ли вы психологический стресс или эмоциональные трудности во время перевода в суде?

- a) Да, часто
- b) Да, иногда
- c) Нет, я не испытывал стресса
- d) Другое (укажите): \_\_\_\_\_

Сталкивались ли вы с отменами или переносами судебных заседаний в последний момент?

- a) Да, часто
- b) Да, иногда

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c) Нет, я не сталкивался с такими проблемами

d) Другое (укажите): \_\_\_\_\_

## Сауалнама Протоколы

1-бөлім: Жеке ақпарат

Сіз қай өңірде сот аудармашы ретінде жұмыс істейсіз?

a) Алматы

b) Астана

c) Шымкент

e) Басқа (көрсетіңіз): \_\_\_\_\_

Сіздің біліміңіз (дайындық немесе біліктілік) қандай?

a) Аударма/ауызша аударма бойынша бакалавр

b) Заңды аударма бойынша сертификат

c) Ресми біліктілігі жоқ жұмыс орнында оқу

e) Басқа (көрсетіңіз): \_\_\_\_\_

Сіз қанша уақыт бойы сот аудармашы болып жұмыс істейсіз?

a) 1 жылдан аз

b) 1–5 жыл

c) 5–10 жыл

d) 10 жылдан астам

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## 2-бөлім: Лингвистикалық қиындықтар

Сіз сот процестерінде (ауызша аударма) қандай лингвистикалық қиындықтармен жиі кездесесіз?

- a) заң терминологиясын жеткіліксіз меңгеру
- b) сөйлеуде жаргондар мен сленгтердің болуы
- c) аймақтық диалектілер
- d) акцент
- e) сөйлеу патологиясы
- f) Басқа (көрсету): \_\_\_\_\_

Сіз заң терминдерінің қазақша, орысша немесе басқа тілдерде тікелей эквиваленттері жоқ жағдайларда қалай әрекет етесіз?

- a) Мен перефраздауды қолданамын
- b) Мен қарапайым сөздермен түсіндіруге тырысамын
- c) Мен заңгерлермен кеңесемін
- d) Мен мұндай проблемамен кездеспегенмін
- e) Басқа (өтінемін, нақтылаңыз): \_\_\_\_\_

Сіз өз аудармаларыңызда, әсіресе күрделі немесе маңызды істерде, дәлдік пен анықтылықты қалай қамтамасыз етесіз?

- a) Сот процессі тақырыбы бойынша мұқият дайындық (азаматтық, қылмыстық)
- b) Сот процессі кезінде жазбалар жүргізу
- c) Қажет болған жағдайда (сот процессі кезінде) түсініктеме сұрау
- d) Заңды терминология бойынша глоссарий құру
- e) Басқа (көрсетіңіз): \_\_\_\_\_

## 3-бөлім: Процедуралық қиындықтар

Сіз сот залында қандай процедуралық қиындықтармен кездесесіз?

## CHALLENGES FACED BY JURY INTERPRETERS IN KAZAKHSTAN

- a) Дайындыққа шектеулі уақыт (спонтанды сот шақырулары)
- b) Сот процессі кезінде сөйлеудің қабаттасуы
- c) Сөйлеудің жылдамдығы
- d) Ұзақ сот отырыстары (6 сағаттан артық)
- e) Басқа (көрсетіңіз): \_\_\_\_\_

Сіз төмен жалақыға тап болдыңыз ба?

- a) Иә, жиі
- b) Иә, кейде
- c) Жоқ, менде төлем мәселелері болған жоқ
- d) Басқа (көрсетіңіз): \_\_\_\_\_

Сізде өтелмейтін қосымша шығындар (мысалы, транспорт немесе тұрушылық) бар ма?

- a) Иә, транспорт шығындары
- b) Иә, тұрушылық шығындары
- c) Иә, транспорт және тұрушылық
- d) Жоқ, барлық шығындар өтеледі
- e) Басқа (көрсетіңіз): \_\_\_\_\_

Сіз сотта аударма кезінде психологиялық стресс немесе эмоционалдық қиындықтарды сезіндіңіз бе?

- a) Иә, жиі
- b) Иә, кейде
- c) Жоқ, мен стресс сезінген жоқпын
- d) Басқа (көрсетіңіз): \_\_\_\_\_

## CHALLENGES FACED BY JURY INTERPRETERS IN KAZAKHSTAN

Сіздің тәжірибеңізде соңғы сәтте сот отырыстарының тоқтатылуы немесе уақытының ауыстырылуы болды ма?

- a) Иә, жиі
- b) Иә, кейде
- c) Жоқ, мен мұндай проблемалармен кездеспедім
- d) Бұл менің кестеме, табысым мен жоспарлау мүмкіндігіме әсер етеді
- e) Басқа (көрсетіңіз): \_\_\_\_\_

### *Appendix 3*

Interview protocol

Duration: 10-15 minutes.

Thank you for taking the time to participate in this interview. Your insights are invaluable to this research.

The goal of this interview is to explore the challenges you face as a jury interpreter, particularly ethical, procedural, and linguistic challenges, and how you address them. Please note that your responses will remain confidential, and your identity will not be disclosed in any reports or publications.

The interview will be audio-recorded for transcription and analysis purposes. If you are comfortable, video recording may also be used to capture non-verbal cues for research accuracy. However, if you prefer not to be recorded, the researcher will take detailed written notes instead. You may decline to answer any question or withdraw at any time.

You may decline to answer any question or withdraw from the interview at any time. Do you consent to proceed?

Interview questions:

What particular ethical problems have you encountered in your career as a jury interpreter?

How did you resolve these ethical problems?

What particular procedural challenges have you encountered in your work?

## CHALLENGES FACED BY JURY INTERPRETERS IN KAZAKHSTAN

How did you try to address these procedural challenges?

Have you experienced linguistic challenges in your work? For example, fast speech, difficult legal terminology, or lack of equivalent terms?

Thank you for sharing your experiences. Is there anything else you would like to add about your experiences as a jury interpreter? Your input is greatly appreciated and will contribute significantly to this research. If you have any further questions or would like to follow up, feel free to contact me.

Протокол интервью

Продолжительность: 10-15 минут.

Спасибо, что нашли время для участия в этом интервью. Ваши мнения очень важны для данного исследования.

Цель этого интервью - исследовать проблемы, с которыми вы сталкиваетесь как судебный переводчик, особенно этические, процедурные и лингвистические проблемы, а также то, как вы их решаете. Пожалуйста, имейте в виду, что ваши ответы останутся конфиденциальными, и ваша личность не будет раскрыта в каких-либо отчетах или публикациях.

Интервью будет записано на аудио для последующей транскрипции и анализа. Если вы не против, может быть также использована видеозапись для захвата невербальных сигналов для точности исследования. Однако, если вы предпочитаете не быть записанным, исследователь сделает подробные письменные заметки. Вы можете отказаться отвечать на любой вопрос или выйти из интервью в любое время.

Вы можете отказаться отвечать на любой вопрос или выйти из интервью в любое время. Согласны ли вы продолжить?

Вопросы для интервью:

С какими конкретными этическими проблемами вы столкнулись в своей карьере как судебный переводчик?

Как вы решали эти этические проблемы?

## CHALLENGES FACED BY JURY INTERPRETERS IN KAZAKHSTAN

С какими конкретными процедурными трудностями вы столкнулись в своей работе?

Как вы пытались решить эти процедурные трудности?

Испытывали ли вы лингвистические трудности в своей работе? Например, быстрая речь, сложная юридическая терминология или отсутствие эквивалентных терминов?

Спасибо за то, что поделились своим опытом. Есть ли что-то еще, что вы хотели бы добавить о своем опыте как судебного переводчика? Ваш вклад очень ценен и значительно поможет этому исследованию. Если у вас есть дополнительные вопросы или вы хотите продолжить общение, не стесняйтесь связаться со мной.

Интервью протоколы

Ұзақтығы: 10-15 минут.

Бұл интервьюге қатысу үшін уақыт бөлгеніңізге рахмет. Сіздің пікірлеріңіз бұл зерттеу үшін өте маңызды.

Бұл интервьюдің мақсаты – сіздің сот аудармашысы ретіндегі кездесетін мәселелеріңізді, әсіресе этикалық, процедуралық және лингвистикалық қиындықтарды зерттеу, сондай-ақ оларды қалай шешетініңізді анықтау. Сіздің жауаптарыңыз құпия болып қалатынын және сіздің жеке басыңыз кез келген есепте немесе жарияланымда жарияланбайтынын ескеріңіз.

Интервью аудиоға жазылады, кейін транскрипциялау және талдау үшін. Егер сіз қарсы болмасаңыз, зерттеу дәлдігін қамтамасыз ету үшін невербальды сигналдарды түсіру үшін бейнежазба да қолданылуы мүмкін. Дегенмен, егер сіз жазылғыңыз келмесе, зерттеуші егжей-тегжейлі жазбаша ескертпелер жасайды. Сіз кез келген сұраққа жауап беруден бас тартуға немесе интервьюден кез келген уақытта шығуға құқылысыз.

Сіз кез келген сұраққа жауап беруден бас тартуға немесе интервьюден кез келген уақытта шығуға құқылысыз. Жалғастыруға келісесіз бе?

Интервью сұрақтары:

Сіз сот аудармашысы ретіндегі мансабыңызда қандай нақты этикалық мәселелерге тап болдыңыз?

Сіз осы этикалық мәселелерді қалай шештіңіз?

## CHALLENGES FACED BY JURY INTERPRETERS IN KAZAKHSTAN

Сіз жұмысыңызда қандай нақты процедуралық қиындықтарға тап болдыңыз?

Сіз осы процедуралық қиындықтарды қалай шешуге тырыстыңыз?

Сіз жұмысыңызда лингвистикалық қиындықтарды сезіндіңіз бе? Мысалы, жылдам сөйлеу, күрделі заң терминологиясы немесе эквивалент терминдердің болмауы?

Тәжірибеңізбен бөліскеніңіз үшін рахмет. Сот аудармашысы ретіндегі тәжірибеңіз туралы қосымша не айтқыңыз келеді?

Сіздің үлесіңіз өте құнды және бұл зерттеуге елеулі түрде көмектеседі. Егер сізде қосымша сұрақтар болса немесе байланыс орнатқыңыз келсе, маған хабарласудан тартынбаңыз.