

Introduction: PSIT in a changing world


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The topic chosen for Volume 10 of the journal, PSIT in a Changing World, seeks to continue to show the reality of PSIT in the 21st century. By the time this volume is being finalized, in March 2023, it will be three years since that fateful March 2020 when the world was paralyzed by the COVID-19 pandemic. And since then, the world has been caught up in a carousel of change. We are witnessing events that are affecting different facets of our lives: the consequences of COVID-19, constant advances in the field of technology and communications, international wars, and economic and humanitarian crises that require a global management and mediation process to help overcome the challenges and strengthen this fragile situation that the world is going through.

The globalized world in which we live favors migration. Large population displacements continue to take place, with people encountering language and cultural barriers in their new destinations; public services continue to make use of untrained *ad hoc* interpreters and translators; and the use of technology in our private and professional lives is constantly increasing. However, if we take a close look at the development and use of communication technologies, we realize that it does not only entail advantages. If we focus on PSIT, liaison interpreting is still the most widely used, yet the greatest technological advances are taking place in conference interpreting, which risks further widening the gap between conference interpreters and interpreters in public services. As for translation, we see how machine translation in Google or DeepL, for example, is available in many of the languages of migration or languages of limited diffusion (LLD): Somali, Swahili, Persian, Lingala, Hindi, Wolof, etc., and more and more professionals (health workers, judges, government officials, etc.) see their use as a solution to the problem of communication (Khoong and Rodriguez 2022).

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From this perspective, it seems that technology will soon replace service providers in liaison interpreting and translation in LLD. From the other side of the coin, at least three basic principles are forgotten: 1. The quality of communication, since the quality of such translations is not questioned or analyzed; 2. The legal responsibility of such an act, since in case of litigation it would be the users themselves (doctor, lawyer, etc.) who would be responsible, since its use already implies the signature of a consent that exonerates the companies from any liability; and 3. Confidentiality, a basic principle for the professional translator and interpreter, which is undermined, since everything that is translated through these tools ends up on a server owned by the large companies, without being able to know the use that can be made or is being made of this information.

In short, in addition to the benefits of a globalized world full of technological advances, there are also the challenges of avoiding further widening the technological gap, the lack of translation and interpretation services, or the scarcity of appropriate training proposals beyond the lingua francas, among other shortcomings that could be pointed out.

There are more and more voices, from different fields, that speak of the need to move towards more cosmopolitan and fairer societies in accordance with reality, given that institutions (local, national or supranational), like society itself, in this 21st century are permeated by multilingualism. Two examples follow.

Cortina (2021) speaks of the need to move towards a more cosmopolitan ethic that includes respect for dignity and compassion for vulnerable beings. In her analysis of today's society, she distinguishes two sectors, the social and the economic, and criticizes the lack of commitment of the latter to become agents of global justice. According to the author, the influence of business and financial organizations, as well as major state powers, is undeniable. However, they often only seek to protect and respect the good of "their" community and, therefore, to favor one part of society to the exclusion of another, which is often the most vulnerable.

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Rubalcaba, as coordinator of the COVAL project, is committed to transformations in European public administrations from the aspect of co-creation and innovation. He insists that we must move from the mentality of making policy and work in the public sector "for" citizens to making policy and work in the public sector "with" citizens, which implies the inclusion of end users in the design and implementation of public sector activities. Rubalcaba advocates the co-creation of public value that goes beyond mere participation, since it is not merely working together, but working together from what the other thinks and needs, where a certain kind of empathy is required, of putting oneself in the position of the other. As Rubalcaba rightly points out, this has enormous implications for any individual, for the public sector and for society as a whole.

Both proposals agree in the fact that it is necessary to work looking at those in front of us (migrants, clients, users, colleagues), considering their need, which is the same as each

one's own need. According to Rubalcaba, practical improvements are not the result of direct work with a few randomly selected citizens or in response to vested interests, but these are the result of the participation of third sector entities (foundations, NGOs, associations) that make it possible to represent citizens and make available the necessary knowledge and qualified personnel for co-innovation. Those of us who work in the PSIT environment certainly corroborate these words.

The articles that are part of this volume try in some way to respond to or approach these challenges from different angles and with different topics to show the great effort and tasks to be carried out in PSIT.

In the first article, entitled "Assessing the manner of speech in Australian courts: a study of Chinese-English professional interpreters in remote settings", Yi analyzes the perceptions, strategies and professional decisions of interpreters in relation to the manner of speech in their interventions, with the aim of providing pedagogical practices and encouraging interprofessional collaborations. Iacono and Pash, in their article entitled "Facing social, emotional and technological challenges in the virtual interpreting classroom", show the results of the development of a semi-structured role-play with the aim of preparing students for the technical, ethical, and emotional challenges related to remote interpreting in sensitive contexts, specifically in the field of gender-based violence. The article by Valderrey Reñones, Roiss, Flores García, Martín Ruano and Zimmerman González, "Proyecto TRADAPS: una iniciativa para implementar la metodología del aprendizaje-servicio en traducción", reports on a training experience using this methodology in the Translation and Interpreting degree program at the University of Salamanca. Sveda and Štefková, in their article entitled "Crisis management: Developing PSIT structures for Ukrainians displaced persons in Slovakia", analyze the results of an initial research study on the provision of PSIT in this country in the crisis situation due to the war in Ukraine and describe the basis for the development of a sustainable model. López Rubio, in her study entitled "Descriptive study on intercultural mediation in public sexual and reproductive health services with patients of Chinese origin" seeks to offer a review of the proposals for improvement that have been put forward in recent years in relation to linguistic and cultural services for patients of immigrant origin in the social and healthcare field. In the article of this study, entitled "The voice of allophone patients: an exploratory study of their experiences with healthcare interpreters in Spain", Pérez Estevan analyzes the experience of allophone patients to highlight the reality they encounter and to show the consequences of the absence of professional interpreters or the use of *ad hoc* interpreters in medical-health services. Finally, Runcieman, in his article entitled "The Challenges posed to Community/Public-service Interpreting by the introduction of 'Plurilingual Mediation' in the new Companion Volume to the Common European Framework for Languages" raises issues to be addressed in the new Companion Volume to the Common European Framework for Languages (CEFR), in which the importance of mediation as a plurilingual linguistic activity is expanded.

This issue's interview features the views of Raquel De Pedro Ricoy, Professor of Translation and Interpreting at the University of Stirling. De Pedro shares her impressions on the role of minority languages, the impact of the pandemic on communication with the migrant population and the importance of PSIT in crisis contexts.

In the next section we include four reviews of some of the most significant new publications that appeared over the last year in the field of Translation and Interpreting.

In the Research Corner section, Cedillo Corrochano presents the latest scientific and academic advances in PSIT since the last issue of the journal was published.

Finally, the Working Papers section includes the works of Ibrahim, entitled “The importance of the interpreter in cases of gender-based violence” and Sanz de la Rosa, “The text genre witness statement in Spanish: Analysis, characterization and its translation into English” as a sample of studies carried out by young researchers in the field of PSIT.

The authors are responsible for the content of their contributions, i.e., for the accuracy of the data, proper use of bibliographical references, as well as for the legal rights for the publication of the material submitted.

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