

The objective of this theoretical-empirical thesis is to investigate the assessment of interpretation performances by various groups of recipients. In the theoretical part, we provide an overview of the research results achieved up-to-date by theoreticians such as Hildegund Bühler, Ingrid Kurz, Andrzej Kopczynski, Peter Moser, Barbara Moser-Mercer, Daniel Gile, Franz Pöchhacker etc. The research results suggest that users' expectations can differ depending on their experience, education and/or professional background.

This fact prompted us to test the validity of this assumption by having interpreters' performances assessed by various groups of users, the hypothesis being that different groups of users are likely to assess performance differently.

To verify the hypothesis, we recorded three interpreters, who consecutively interpreted an eight minute speech from English into Czech, and asked the three groups of users (interpreters, lawyers and regular users of interpreting services – employees of multinational companies) to rate the performance in questionnaires designed for the purpose of this experiment. Subjects were asked to evaluate different criteria.

Having processed the data collected in the questionnaires, we found that the differences were of statistical relevance in two categories only – communicative aspects of interpreting and intonation, with conference interpreters showing greater tolerance (higher satisfaction). In all the other criteria the hypothesis had to be rejected. The most interesting finding is the degree of individuality that seems to make factors such as professional background and experience less significant.