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Abstract (presentation)

"Just Take a Quick Look": Emerging Tensions in AI Use in Public Service Interpreting in Norway – A Survey of Interpreting Students

The use of artificial intelligence (AI) and language technologies is increasing across the Norwegian public sector, including in settings where communication is mediated by interpreters (Torvatn et al 2026). Yet empirical knowledge about how AI is used in interpreter-mediated encounters and how it affects communication, responsibility, and the professional role of interpreters, remains limited. Conducted as part of the *Interpreting in a Changing World* research project at Oslo Metropolitan University (OsloMet), this study explores how interpreting students who also work professionally as interpreters use and experience AI tools in their education and professional practice.

This exploratory study draws on an anonymous survey of 39 interpreting students. Responses to open-ended questions were analysed using structured tabular thematic analysis (Robinson 2021).

The findings suggest that AI is already embedded in interpreters' workflows and interpreter-mediated encounters more broadly, with participants describing AI use not only by interpreters tehmselves but also by public-sector professionals, and minority-language service users. The analysis identifies three key areas of tension: responsibility and quality assurance, control and trust, and transparency and role clarity. These tensions raise further questions about privacy, confidentiality, and professional autonomy. Taken together, the findings point to emerging tendencies and issues that warrant further investigation and underscore the need for research, education, and guidelines to support the responsible use of AI in interpreter-mediated communication.

Keywords: artificial intelligence, public service interpreting, interpreting students, language technology, ethics

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