



Republika e Kosovës – Република Косово – Republic of Kosovo
Qeveria – Влада – Government
Zyra e Kryeministrit – Канцеларија премијера – Office of The Prime Minister
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Office of the Language Commissioner

ANNUAL REPORT ON LANGUAGE COMPLIANCE IN MUNICIPALITIES

Mart 2019

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Introductory remarks

Honourable,

The Office of the Language Commissioner (OLC), following the comprehensive monitoring in 2014, issued the report "*Monitoring and Evaluation of Language Rights in Kosovo*", in which special attention was paid to the implementation of Law no. 02 / L-37 on the Use of Languages and language equality in municipalities. Due to the identification of significant shortcomings, additional efforts were needed to overcome the existing difficulties. For this purpose, the OLC has continuously cooperated with municipalities to address the identified challenges and has tried to improve the situation through communication, various meetings and language courses.

Having in mind all the challenges faced by municipalities in implementing and respecting language policies, OLC, in order to define and quantify their problems and thus assist them in better implementation of the Law, launched the "Monitoring Mechanism" of municipalities. Therefore, using this mechanism, the Office, during the past year, collected relevant information on civil servants dealing with language and their translation practices, on local level, which will help us plan the future strategy of cooperation with municipalities.

The monitoring is very important due to the fact that it provides relevant quantitative data on the current situation in municipalities, which will later be of help in monitoring the progress made in implementing the Law on the Use of Languages in municipalities. They are supplemented with quality data in the form of comments, remarks and suggestions by translators and the Language Policy Network.

It should be kept in mind that this monitoring was conducted for the first time and should be understood as a pilot project, which, according to results, will further be altered during subsequent monitoring. I also want to emphasize that although the OSCE and OLC created questions and indicators for monitoring of the municipalities, those who filled out the questionnaire through this mechanism are municipal officials and contact persons, therefore these data should be considered primarily as self-evaluation of municipalities. Whether and to what extent the data is correct and true will be determined during the visit to each of the municipalities, where the real state will be directly determined and as such complement or change existing data.

Besides that, the biggest challenge for OLC was the collection of data, where a number of challenges were faced. Namely, the problem still exists in completing the questionnaire due to the change of contact persons in the municipalities, the inaccurate contacts they provided, lack of interest for cooperation or inadequate filling of the questionnaire.

All this leads to the conclusion that the focus of the OLC in the coming years should be to strengthen communication with the Language Policy Network and translators at the local level, as well as greater engagement of these two sides in advancing language rights in Kosovo.

Below you will see the detailed, qualitative and quantitative monitoring results for each municipality, carried out in 2018. I reiterate that the data are exclusively based on questionnaires filled in by the municipalities, so I would like to thank all the municipalities for their contribution through the Monitoring Tool and look forward to even more successful cooperation in the future.

Sincerely,
Slavisa Mladenovic

Acronyms

| | |
|------|--|
| CP | Contact Person |
| MLGA | Ministry of Local Government Administration |
| OLC | Office of Language Commissioner |
| IT | Information Technology |
| MT | Monitoring Tool |
| LUL | Law on the Use of Languages |
| OSCE | Organization for Security and Co-operation in Europe |
| ECMI | European Centre for Minority Issues |
| LPN | Language Policy Network |

Acknowledgements

For the contribution and assistance provided in compiling this report, initially, we thank the Organization for Security and Co-operation in Europe (OSCE) and the expert contracted by this organization, Xhevdet Gegollaj, for development of the Monitoring Tool, delivering training, providing guidance and for his readiness to help at any time.

Then we extend our gratitude to all Contact Persons of the Language Policy Network from the municipalities of the Republic of Kosovo who have filled in the Monitoring Tool and forwarded it to the OLC.

We also thank the OSCE-contracted expert Milos Milovanovic for the assistance provided during the data collection, and especially thanks and gratitude for all the OLC staff for their input in the compilation of this report.

1. Introduction

The constitution of Republic of Kosovo¹ provides that the Albanian and Serbian languages and their respective alphabets are official languages at central level and enjoy equal status. In Addition, Law No. 02/L-37 on the Use of Languages (LUL)² (hereinafter the Law), defines the status of official languages at central level, official languages at municipal level, as well as languages in official use. This means that, in addition to the Albanian and Serbian languages, official language at the local level also are Turkish and Bosnian languages³. Turkish, Bosnian and Roma languages⁴, are also languages in official use in some Kosovo municipalities, therefore municipal bodies are obliged to provide services to citizens as defined by legal provisions.

Given the challenges and difficulties faced by municipalities, other institutions are obliged to continuously develop policies addressing the identified challenges related to language rights and find relevant solutions.

Commitment to working with and helping Kosovo municipalities in providing a favourable environment for integration of language communities should be a joint undertaking of all central and local institutions. Since the OLC, according to its mandate, monitors the implementation of the Law on the Use of Languages in all institutions, providing public services both at the central and local level, prior to requesting a municipal report is committing to enhance co-operation and clarify the role of Contact Persons and the Language Policy Network (LPN)⁵. With an aim to facilitate monitoring, a Monitoring Tool (MT) has been developed whereby, through a questionnaire, OLC asked the municipalities to report about language services they provide and level of implementing the Law they do. Thus, this report includes the local level and the monitoring conducted through the MT.

The report is exclusively based on data submitted by municipalities⁶, because it was impossible for the OLC, due to technical reasons, to be present in each municipality whenever it was needed. For this reason, the MT was created, in one hand, to

¹ CONSTITUTION OF THE REPUBLIC OF KOSOVO, Article 5, available at: <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=3702> , visited on 17 January 2019.

² Law No. 02/L-37 ON THE USE OF LANGUAGES, Article 2, available at: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2440> , visited on 17 January 2019.

³ Ibidem, Article 2.3.

⁴ Ibidem, Article 2.4.

⁵ Article 15 of the Regulation of the Office of the Language Commissioner.

⁶ The data exclusively belong to municipalities. OLC has not intervened or changed anything in any case.

facilitate communication with municipalities and to provide online monitoring of LUL implementation, on the other. The MT was developed in cooperation between OLC and OSCE through the engagement of an expert who, jointly with the Office staff, compiled the questionnaire.

The present data provide a form of self-assessment for municipalities in the area of language services provided and give us an overview of the real situation. The data gathered through questionnaires give us a signal indicating that since 2014 no major changes have been made in the process of advancing the language policies.⁷

In order to identify a better solution to the challenges encountered in municipalities, a preliminary analysis has been carried out and, with the questionnaire, measures have been introduced, through which we can identify where the deficiencies are, where more attention should be focused, and which are the relevant mechanisms that will help to improve the implementation of the Law and promote language policies. A realistic overview of the situation in municipalities helps us to find ways and solutions where there are greater shortcomings as well as identify what are the biggest challenges that municipalities must overcome.

Fulfilling legal obligations does not always mean improving the quality of translation of documents originating from municipalities. This finding is best illustrated by institutional mechanisms for the protection of language rights at the central level and international organizations dealing with this issue. Based on the findings, the relevant institutions dealing with language rights, and especially OLC, are obliged to establish mechanisms or find ways and adequate solutions to meet the daily concerns of citizens, regarding the use of official languages.

The monitoring findings indicate an improvement in the level of implementation of the Law on the Use of Languages, as well as an enhanced institutional maturity among the municipalities of the Republic of Kosovo, in terms of the fulfilment of legal obligations towards language rights, but no long-term solution has been found for the shortcomings that were identified years ago⁸.

Therefore, although it is considered that Kosovo Municipalities have reached a more advanced institutional and legal level regarding protection of language rights, the data still highlights difficulties in full implementation of the Law.

One important finding from the monitoring is that in the Kosovo municipalities there are no discriminatory policies against one or the other language when it comes

⁷ Monitoring and Evaluation of language rights in Kosovo, March 2015, available at: <http://www.komisioneri-ks.org/?page=2,8>, visited in January 2019.

⁸ Ibid.

to providing public services. Municipal administrations continue to function at an unsatisfactory standard of respect for language rights, which means that the services provided in official languages to minority citizens are at an unsatisfactory level, depending on the municipality and on the community that constitutes the largest percentage of the population of that municipality.

Finally, efforts have been made in all municipalities to promote the language equality of official languages and this is one of the best indicators of strengthening of the multilingual society in Kosovo municipalities.

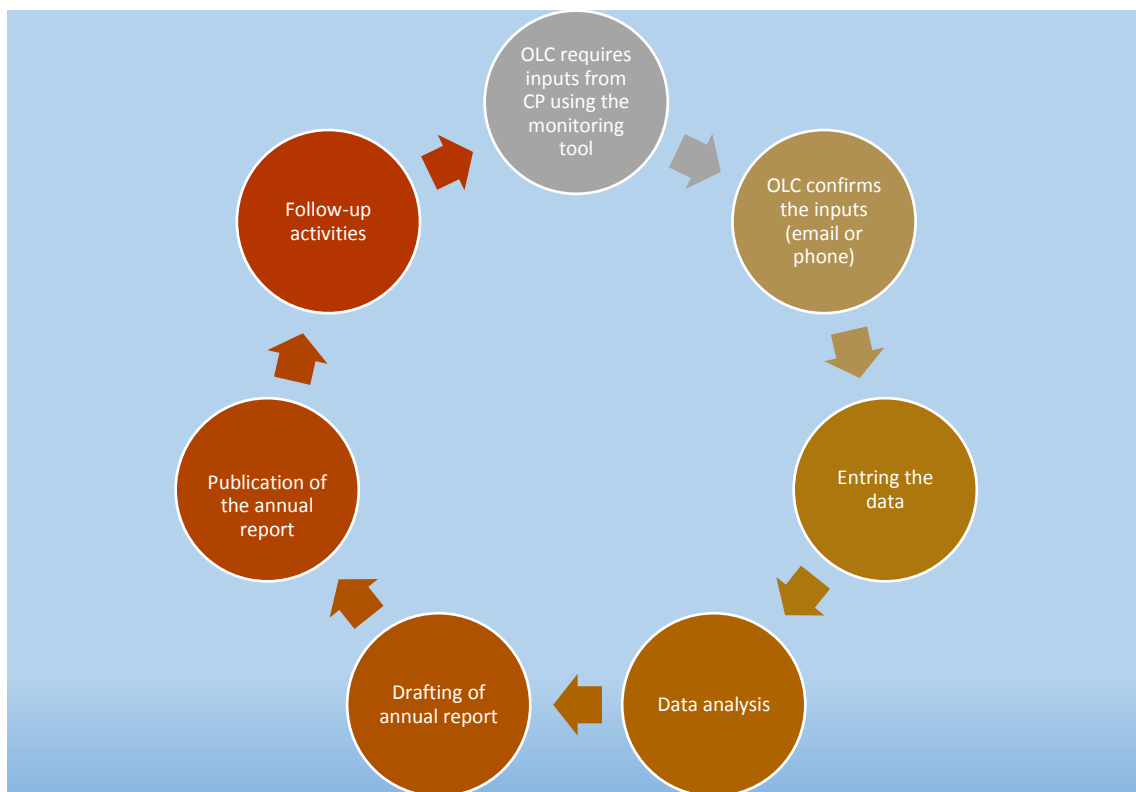


Figure 1: The process of monit. the comp.to language rights and reporting to the OLC

2. Purpose of the report

The main purpose of this report is to analyse and evaluate the level of implementation of and compliance to language rights at the municipal level in the Republic of Kosovo. This report presents the final output of the annual monitoring, which summarizes the findings and recommendations regarding the respect for language rights at the local level and the level of implementation of the Law.

One of the goals of OLC is to strengthen the monitoring and reporting system on the implementation of obligations related to respecting language rights by the responsible institutions. This enables the establishment of a reporting system and of the required cooperation with relevant institutions and service providers. Through these concrete steps, the Office has set itself an obligation to address the relevant topics through reporting and cooperation with the municipalities. This monitoring system helps, in performing revision and audits of specific institution, depending on findings, and create an institutional memory that will serve continuously.

This report aims to provide an overview of the real situation in the municipalities and offer opportunities for improvement through concrete steps and support through various courses, translation assistance, strengthening the role of contact persons, etc. By providing concrete recommendations on language rights, the Office intends to remind municipal institutions of their obligations to the Law.

Municipalities were obliged to fill in the Monitoring Tool (MT)⁹, which is in the form of an online questionnaire, with information on the current situation. The questionnaire consists of meters, which are considered the most important, based on the OLC report 2014, as well as on some reports from international organizations¹⁰. Data provided by municipalities were used to analyse the implementation of the Law and the functioning of municipal institutions as well as the practices of these municipalities in the implementation of official languages and in the protection of language rights.

⁹ The Monitoring Tool was created at the end of 2016, in a joint effort of the expert engaged by OSCE and OLC staff. In line with the national legislation on language rights and international standards for monitoring the respect of language rights, the Monitoring Tool was developed in 2016 with the support of the OSCE Mission in Kosovo and it is designed to support the Office of the Language Commissioner in the collection of data from municipalities, for monitoring and reporting on the respect of language rights at municipal level.

¹⁰ Municipal language compliance in Kosovo JUNE 2014, available at: <https://www.osce.org/kosovo/120010?download=true>, visited in February 2019.

Municipalities are the closest level of governance to citizen, offering public services which have a direct impact on citizens' living standard. In this regard, among other things, municipalities are very important institutions in creating appropriate conditions for citizens, by strictly applying language rights and providing services in official languages. The Constitution and the Law, but also a considerable part of the Kosovo legislation, apart from determining the status of languages, they also underline the protection and compliance with language rights and they oblige municipal institutions to enforce the legal provisions.

While this report finds that Kosovo municipalities, in general, have reached a more favourable level with regard to language equality, it also underlines that there are many shortcomings in the fulfilment of these legal obligations. A greater dedication would bring results despite the shortcomings, lack of capacities, changes in the status of translators, lack of working means, lack of criteria, and the avoidance of irresponsibility.

Sectorial assessment is done through indicators that measure and evaluate language representation within the population of the respective municipality, the language services of civil servants working in municipal public institutions, as well as the assessment of responsibilities and needs for language services of the respective institutions.

The in-house language capacity assesses the capacities of the in-house language services of municipal institutions, among others, the number of professionals, their native languages and the language combinations they work in, including work experience in language services.

The number of professionals and types of language services assesses which services are provided by internal language professionals in municipal institutions, as well as whether municipalities contract external language services. It also assesses whether there is any translation criterion that municipalities apply to and how long does it take to translate documents. Regarding the number of language professionals as an indicator, it is very important to know how many language professionals offer their services to municipalities in general and in each municipality and whether they have the capacity to meet the requirements.

Translators according to the organizational charts in municipalities assesses the extent to which municipalities are committed to having translators and proof-readers within their organizational charts and how committed is a municipality to operate in an institutional manner.

Number of language professionals adequate for services; Language professionals by native language; Work experience of in-house language professionals are

indicators that assess the number of language service providers, professionals who are native speakers of the respective language and their work experience in language services. These indicators are important for the fact that even if there are language services provided in a municipality, they show whether they are sufficient or not, and evaluate the level of these services, but also the level of professionalism and experience in these services.

Training programmes for language service providers and specialized computer tools as indicators evaluate whether municipalities themselves have provided training programmes for language service providers, as well as training activities offered from outside the institution. The online translation system helps translators, so it is important to know what computer tools and advanced translation software are offered to the language service providers. It is very important for language service providers to be offered training activities that would facilitate their services and improve quality.

The coefficient for translators and proof-readers assesses the level of the coefficient for language service providers in each municipality. Given that it is very important to have equivalence among municipalities in terms of the coefficient, the Office has ascertained that this measure greatly influences the evaluation of the services provided, due to the fact that there is a significant divergence. In addition, the Office has received requests to help translators increase the coefficient, in those cases where they have considered they are having a lower coefficient than their co-workers.

Outsourcing language services and the types of language services outsourced are indicators that assess whether the municipality outsources language services and what types of services are outsourced (if applicable), including the languages for which outsourcing services are needed.

The budget allocated for language services shows the financial resources available for in-house language services of municipal institutions, the budget allocation for these services and the budget spent on the salaries of civil servants who engage in language services.

Quality of language services; Average time required for a professional translator; Average working hours on a daily basis as indicators assess the average time needed for language service providers and the average number of hours on a daily basis dedicated to translation as well as time for reading and adjusting a document. The timeline for service delivery is a criterion that can also determine the quality of translations, the time pressure for translators, and therefore it is considered very important.

Reporting of the language service providers assesses the reporting of language service providers and their attention to details related to language services. From the experience so far, it has been found that a significant number of language service providers do not maintain a reporting calendar for the work done. This determines the workload and pressures that they undergo intentionally or not.

The legal framework assesses the legal basis which has determined the status of official languages at the central and local level and the obligations of the municipality's vis-à-vis citizens for the implementation of this framework. The legal framework clearly defines the status of official languages at the local level and languages in official use, therefore, each municipality is obliged to implement the legislature, depending on the language status in that municipality.

The requests addressed to the municipality, as an indicator, is aimed at measuring whether citizens address the municipal institution for support in translation in spoken and written language when they need language services in their own language.

Communication and awareness raising (Official website in the municipality; Publication of documents; Awareness campaigns) as an indicator assesses, inter alia, the quality of translation services, functioning and updating of official websites in official languages in municipalities, as well as the availability and quality of translation of official documents. They also assess the degree of awareness campaigns in terms of official languages and languages in official use in the respective municipality. These activities play a very important role in raising awareness of language rights, implementation of the law by institutions, but also of citizens in general.

Opinions and recommendations given to the OLC, help in guiding the commitments that this Office should undertake to increase co-operation with municipalities and to influence the improvement of the CPs position and the Network in general.

The ultimate goal of this report is to identify the challenges, shortcomings and difficulties that arise in fulfilling the obligations that municipalities have in the implementation and promotion of official languages and languages in official use. Having said the above, the Office intends to address general and specific recommendations in order to, once again, oblige municipalities to take responsibilities that they have in relation to the Law.

3. Methodology

Monitoring and reporting on the implementation and adherence to the language rights in the institutions of Republic of Kosovo is an obligation of OLC, according to its mandate. In the concrete case, a questionnaire was developed for the municipal level, specifically for Kosovo Municipalities in order to create a system of monitoring and regular reporting through the Monitoring Tool. The tool seeks to significantly facilitate monitoring and establish a better co-operation of the OLC with municipal institutions.

In the framework of the drafting of MT, measuring indicators were first developed. Throughout the development of indicators and questionnaires, meetings and interviews were held with representatives of municipalities and members of the Language Policy Network (LPN).¹¹ Indicators are based on the OLC report of 2014¹², as well as on the current work practices of the Office. Initially, field visits were conducted to several municipalities in order to clarify the idea and determine whether the measuring indicators are sustainable or not. Meetings with the Contact Persons (CP)¹³ were held and in a form of a workshop it was clarified as to what is the purpose of this tool and how it should be filled in.

In this regard, the Office of the Language Commissioner in cooperation with the Organization for Security and Cooperation in Europe (OSCE), Mission in Kosovo, organized a two-day workshop with the members of the Language Policy Network of Municipalities of the Republic of Kosovo, with the topic "*Implementation of Language Rights in Municipalities, the introduction of a monitoring tool for the implementation of the Law on the Use of Languages*", where a new monitoring system for Law implementation was introduced to members of the network. Also, in this workshop members of the Network were trained on how to use the monitoring system when they will use it in the future to report for their respective municipalities.

¹¹ Regulation no. 07/2012 for the Office of the Language Commissioner, Article 15, accessible at: <http://www.komisioneri-ks.org/?page=2,44>, last visited, 15 January 2019.

¹² Monitoring and evaluation of language rights in Kosovo, March 2015, available at: <http://www.komisioneri-ks.org/?page=2,8>, last visited, 15 January 2019.

¹³ As defined in Article 15 of Regulation no. 07/2012 for the Office of the Language Commissioner, each institution under the jurisdiction of the OLC shall appoint a contact person in the Language Policy Network and notify the OLC of the appointed official. Contact persons should cooperate with OLC to ensure that the relevant institution respects its obligations with respect to language policies and that all staff of the institution be aware of such obligations.

During the two day workshop, with a high attendance, about thirty (30) members of the Language Policy Network, a lot of discussions were made on finding various modalities for monitoring, cooperation and continuous improvement of the implementation of the Law in institutions at local level.

The MT was finalized in early 2017 and was sent to all municipalities, clarifying once again that the MT was developed to monitor the implementation of the Law in Municipalities and that the monitoring will be carried out regularly on annual basis.

Guidelines were given to the Contact Persons of the Network and it was clarified that they are obliged to collect data (i.e. from municipal departments) and complete the questionnaire. Along with the Tool, a *User's Guide* has been sent, which contains instructions on how to complete the MT. Municipalities were requested to complete it and send it back as such within 15 working days.

Most of the municipalities failed to respond within the deadline due to, as the CPs stated, the obstacles and difficulties they encountered. The OLC committed itself to increase communication with the municipalities in order to provide additional guidance for completing the MT and in certain cases it has provided detailed instructions on how to complete it. Initially, training was provided on how to fill in the questionnaire, and then OLC has also communicated through the phone with the sole purpose to help municipal officials/contact persons directly in this engagement. In addition, the Office has also encountered other challenges in receiving responses. Difficulties have been of different nature, ranging from the most basic ones, such as the change of CP or as was the case (dismissal, change of institution, change of phone numbers, change of CPs, etc.), and the Office was not informed of these changes in the field. Other challenges have been identified, for example, the outdated computers where the tool did not work online, lack of co-operation within the institution itself, failure to provide the necessary information to CPs, negligence to fill in the questionnaire, etc.

Data collection by most municipalities during 2017 has been impossible, despite the fact that the questionnaire was sent out two or three times. Municipalities have been contacted more than three to four times, some of them were visited, but yet, in early 2018, the questionnaires were either not properly completed or not completed at all by most municipalities. The Office of the Language Commissioner has been compelled to take further steps to address the challenges of cooperation and communication with municipalities and has repeated the question in sections where the questionnaire was not completed or the answers were incomplete or unclear.

To assist OLC in collecting data, especially with the northern part of Kosovo and with Serb-majority municipalities, the OSCE has engaged an external consultant. In addition, together with the OSCE, a one-day workshop was organized with the topic "*The Implementation of Language Rights in Municipality - Discussing Challenges for the Monitoring Tool and Presenting the Guidelines on the Role and Function of the Language Policy Network*¹⁴." The workshop was held on 21 June 2018, with the representatives of the municipalities of Gjilan/Gnjilane region. Many of the issues mentioned above were discussed at the workshop and a request was addressed to increase the level of cooperation between the OLC and the municipalities. During the meeting it was discussed that some of the attendees were not aware of the MT, some officials, CP's were dismissed and some had changed their institution, etc.

Due to the fact that the problem related to data collection was still present, the OLC contacted the municipalities (one by one and more than once), which had not yet submitted their response, to address the issue of the questionnaire, and clarify the shortcomings, unclear questions, etc. Together with the OSCE, OLC organized the second one-day workshop "*Enforcement of Language Rights in Municipalities - Discussion about the challenges regarding the communication of the Office of the Language Commissioner with local institutions and presentation of the Guide to the Role and Function of the Language Policy Network.*" This workshop also aimed at discussing communication challenges and difficulties with contact persons of the Language Policy Network, which undermine the implementation of the new system for monitoring the implementation of the Law on the Use of Languages and the improvement of language rights in Kosovo. This workshop was attended by CPs and Directors of Administrations from all municipalities of Republic of Kosovo. Most participants reiterated the difficulties and challenges in implementing the Law and completing the questionnaire.

Finally, by the end of 2018, the OLC succeeded to collect questionnaires and integrate data, the results of which will be presented in this report.

As mentioned above, during the development of indicators, meetings and interviews were held with representatives of public institutions at municipal level. In addition to discussions regarding the MT, these visits also served to see closely the situation

¹⁴ "*Guide to the role and function of the Language Policy Network*", Prishtina, 2017, OLC & OSCE, (to be published in our website)

and the level of implementation of language rights in municipalities. Moreover, municipalities were informed about the goals and tools of this project and the role of stakeholders involved in the project.

Findings from these visits have been preserved and served as a guiding source whenever there were uncertainties in compiling indicators and questionnaires. The main part of data has been collected in cooperation with professionals providing in-house language services in the respective institutions. After receiving the questionnaire, CP's collected, one by one, the data by the Directors of Administration, Human Resources, and Finance Division, and they introduced all of these data in the MT, and forwarded it to OLC.

After that, the Office introduced municipal data one by one and based on those, compiled this report.

4. Structure of the report

The report starts with an introduction and presents the MT and the role of OLC in monitoring the Law. This section clarifies the purpose of compiling such a report, also the fact that the Office uses the Tool for online communication with the municipalities as an easier way of monitoring. The MT contains a total of 29 indicators. There are two broad categories of indicators, lists of closed and opened responses. As a result, there are three types of responses: Selecting from the dropdown list, numerical and textual responses. Free space has been made available for CPs, if needed, to giving additional information on all indicators and sub-indicators in the field dedicated to comments.

The second section sets out the purpose of this report and the reason why the MT is developed, why it is necessary to compile such a report, and what the Office wants to achieve through this report.

The report continues explaining the methodology used for data collection, what procedures, tools and steps have been used to reach the predetermined goal and presenting a number of difficulties and challenges encountered in the process of receiving responses from municipalities and decrypting responses when they were unclear. The data included in this report are made in written and graphical form, with percentage and for each measuring indicator and sub-measuring indicator separately. They are based solely on the responses of the municipalities.

The third section presents the overall and sectorial assessment. It includes the in-house professional language capacity of the municipalities, number of translators

and proof-readers, outsourcing of language services, quality of language services, legal framework, and the level of communication and awareness-raising activities, etc. Particular attention during the data collection was paid to the suggestions/recommendations of municipalities to OLC.

The fourth section contains the conclusions of the report, presents the level of achievement of objectives, advancement of the Law implementation since the last OLC report of 2014¹⁵, while the last section contains the recommendations of the OLC to municipal institutions.

5. Overall assessment

After the research and data analysis, a number of common denominators among municipalities were identified when it comes to adherence to language rights. These common denominators also constitute the general findings of this report, meaning that municipalities have achieved a good level of institutional maturity in meeting the legal obligations for the protection and promotion of language rights.¹⁶

Despite the identified shortcomings, bilingualism is a standard that is satisfactorily respected at the local level. On the other hand, apart from the two official languages at the general level (Albanian and Serbian), the Turkish and Bosnian languages are languages that apply equally at the local level, depending on which municipalities they have the status of official language or languages in official use (Turkish, Bosnian and Romani language).

There are municipal regulations¹⁷ on the use of languages in all municipalities¹⁸. Translation services are functional in municipalities. All meetings, documents, municipal acts are translated into both languages, respectively in four languages in Prizren, and in three languages in those municipalities where there are three official

¹⁵ Monitoring and Evaluation of Language Rights in Kosovo, March 2015, see: http://www.komisioneri-ks.org/repository/docs/Anglisht_Finale_160315.pdf , accessible at February 2019.

¹⁶ All collected data and calculated indicators are stored and are available for consultation if needed. Moreover, the findings of this MT activity will be used by the OLC as a basis for future activity development and monitoring.

¹⁷ Regulation on the Use of Languages in Municipal Administration Bodies, see: <http://www.komisioneri-ks.org/?page=2,44>, accessible at January 2019.

¹⁸ Regulations exist in most municipalities, while some of these issues are regulated by the Statute of the Municipality.

languages. Due to limited human capacities, out-dated work equipment, lack of training, etc, there are many difficulties in meeting the requirements.

Although some municipalities have stated that they possess translation services, they do not have any translators and do not outsource such services. On the other hand, they did not give an additional explanation on how they cover such services, therefore it remains unclear for OLC how they cover the stated language services.

In general, although the Office has encountered confusing/unclear or inconsistent data, it could not intervene in those cases and made efforts to present it as clear and real as possible.

One thing needs to be made clear that, since the MT has been developed in English, in most of the cases the words translator and interpreter were used, so considering that in Albanian the word 'interpreter' has different meaning from the word 'interpreter' in English, the data have been entered in the same rubric, i.e. translator/interpreter is the same, therefore in the data presented the wording 'translator and interpreter' has been used (see figure 20). This issue will be addressed in future questionnaires, based on respective official languages.

Given that this type of monitoring is being conducted for the first time and may be considered as a pilot, it gives us indications that in the future, the measuring indicators can be readjusted or even changed if considered redundant or not of any specific importance.

As far as reporting is concerned, there are uncertainties and difficulties, because there are cases when data contradicts one another. This is due to the fact that some municipalities did not use the response from the dropdown list, but wrote them manually, and this has caused us dilemmas as to how to make the coding. Some of the received questionnaires were not fully completed, and/or the accuracy of the data was doubtful/ unclear. However, the fact that this has been the first time that this questionnaire was carried out makes us believe that in the future there will be no uncertainties about the way of filling it in or entering data. Therefore, the findings, conclusions and key recommendations deriving from this final report are based on the available data which have been considered reliable.

Out of 38 municipalities in the Republic of Kosovo, 37 have responded to the questionnaire and completed the MT¹⁹. This can be considered as a very good cooperation and successful work.

¹⁹ Mitrovica North has not responded to the MT.

6. Sectorial assessment

If we take a closer look at the sectorial assessment, it can be noticed that there are differences, both in the number of translators and in the services provided. Most municipalities have one or two translators, no outsourced language services and almost all municipalities have only in-house language services. There is no clear figure regarding the overall budget and no response has been provided by any municipality on the funds spent for these services. Mainly the in-house institutional capacities cover the area of language rights and perform translation and proofreading services. No municipality has stated to have a special budget allocation for language services, except for regular salaries for civil servants performing language services.

6.1. In-house language capacity

The in-house language capacities represent the real possibility of a municipality in providing translation and proofreading services within the municipality. Out of the responses provided by 37 municipalities, it turns out that 23 municipalities have one translator, 9 municipalities have two translators and only the municipality of Prizren has four translators. Four municipalities have no translators at all.

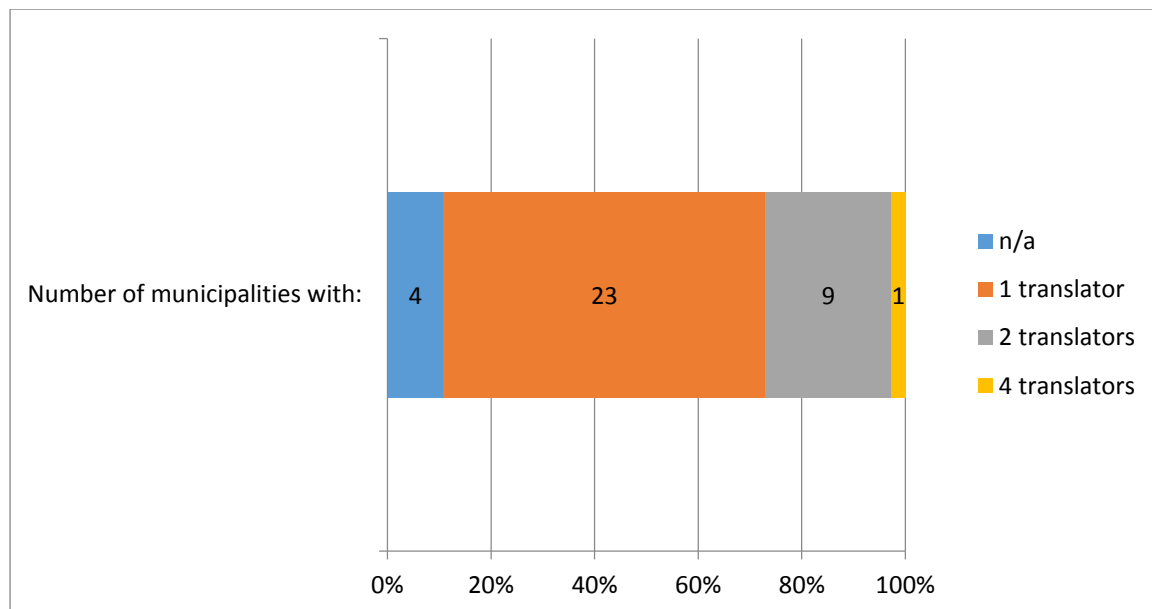


Figure 2: Number of municipalities (by the number of interpreters/translators)

Regarding proof-readers, out of the 37 respondent municipalities, most of them have stated that they do not have a proof-reader, namely 23 municipalities have no proof-reader, 13 municipalities have one proof-reader and 1 municipality has stated to have two proof-readers. In general, there are 15 proof-readers providing their services in the municipalities.

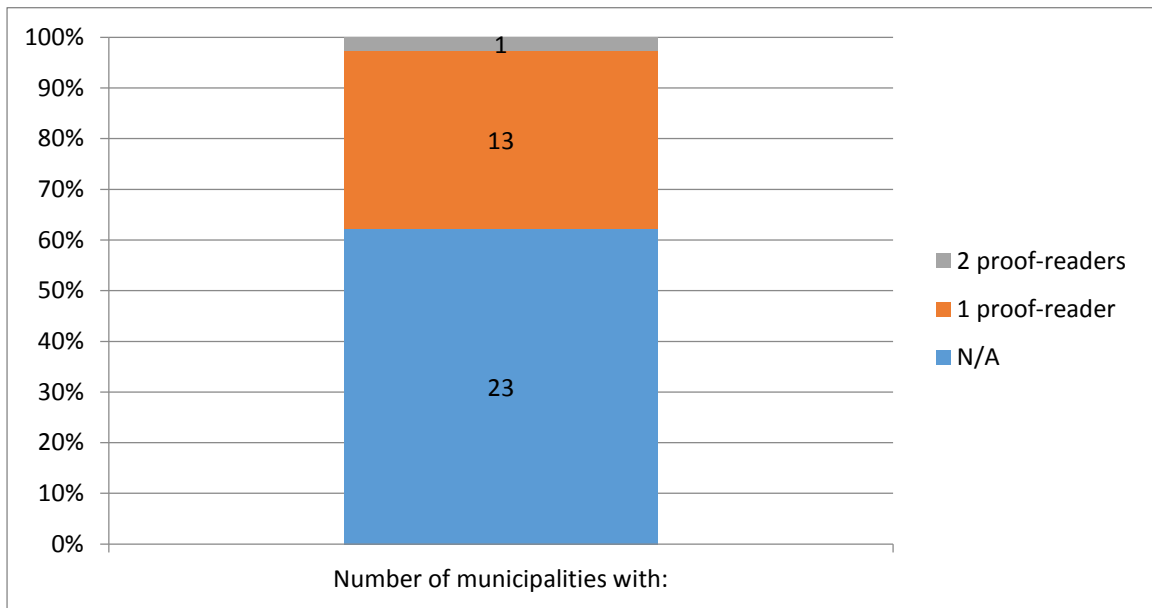


Figure 3: Number of municipalities (by the number of proof-readers)

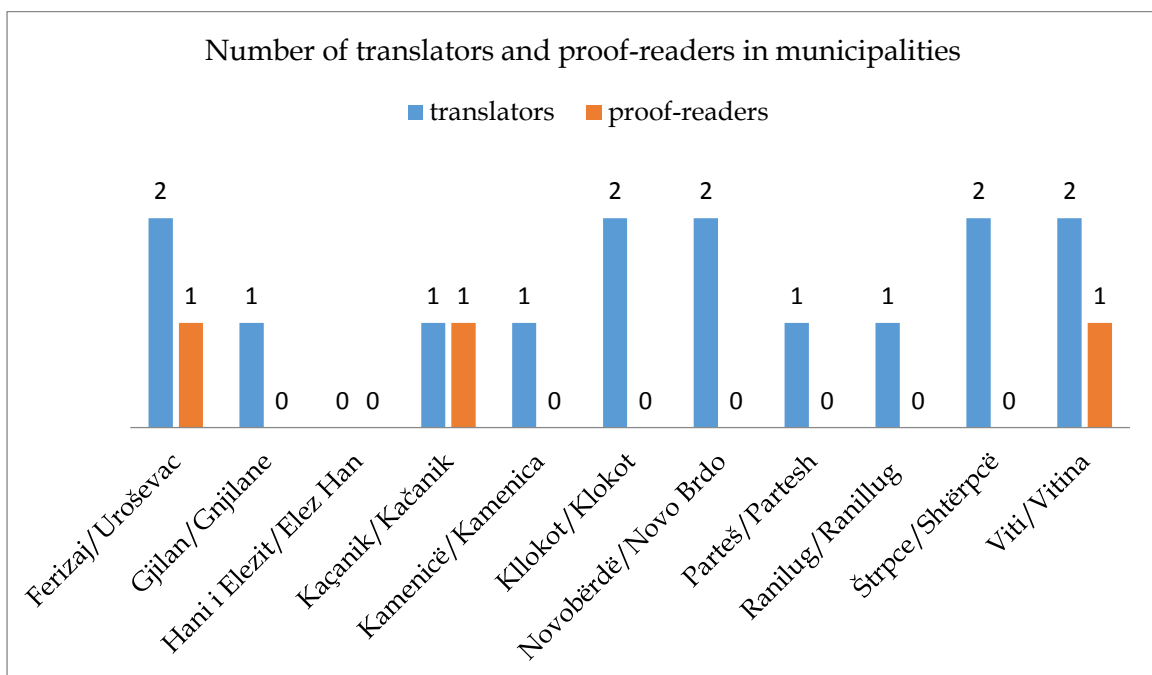


Figure 4: Number of translators and proof-readers in municipalities

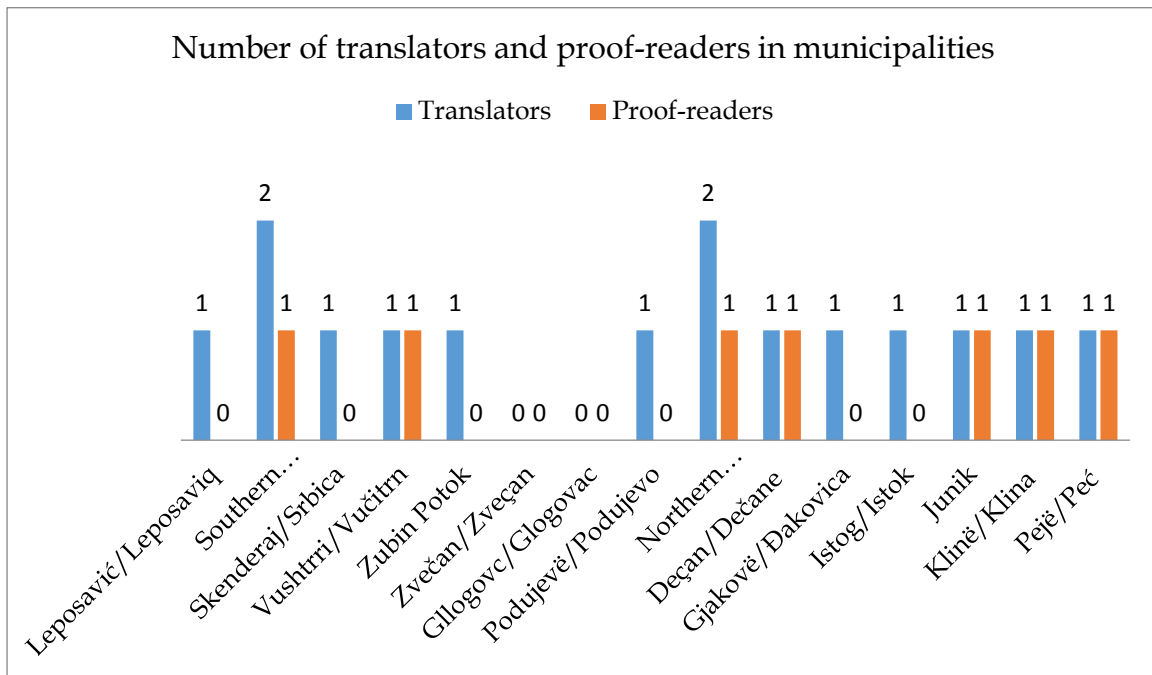


Figure 5: Number of translators and proof-readers in municipalities

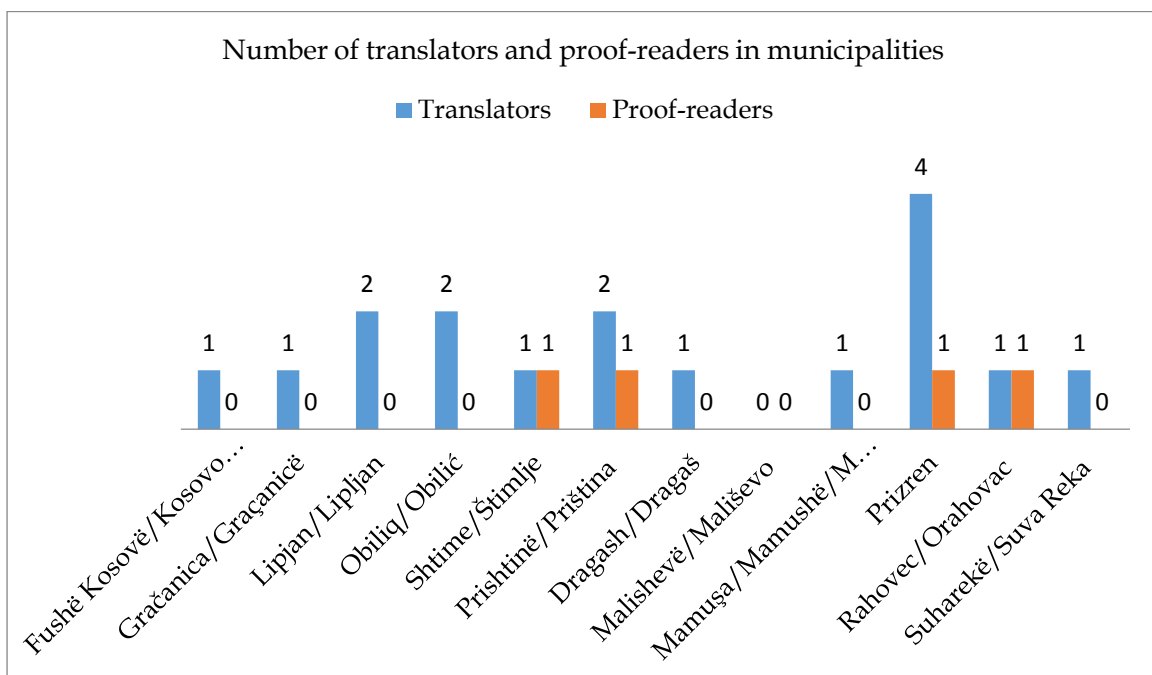


Figure 6: Number of translators and proof-readers in municipalities

6.2. *Types of language services*

In addition to Albanian and Serbian languages as official languages at central and local level, Turkish and Bosnian languages are also official languages in municipalities²⁰. The Bosnian language is official language in Dragash, Peja and Prizren, while the Turkish language is official language in Prizren and Mamusha.

These two languages, including Roma language, are also languages in official use²¹ in several municipalities. Bosnian language is language in official use in Istog, Turkish language is language in official use in the municipality of Gjilan, Mitrovica, Prishtina and Vushtrri, while the Roma language is language in official use in Gracanica²².

Municipalities are obliged to strictly implement the Law and provide services to citizens in these languages depending on the status of language as defined by the Law.

Indicator A1 (sub-indicators A1.1.-A1.2.):²³ Language services provided by the respective municipality in official languages.

Which of the following language services (interpreting, translation, proofreading) are provided in-house in your municipality?

Municipalities have stated that translation and proofreading services are provided. Translation into official languages is provided in most municipalities, while proofreading services are provided in a few municipalities.

Translation services within the institution are provided by 34 municipalities, while 3 municipalities do not provide translation services. Proofreading services are provided by 19 municipalities, while 18 municipalities do not provide proofreading services at all.

²⁰ The language of members of a community that constitutes more than 5% of the total population, and which is not an official language at central level, shall have the status of an official language at municipal level and shall be equivalent to official languages. An exception is made for Turkish language which is traditionally spoken in the Municipality of Prizren and shall have the status of an official language at municipal level. (Law, article 2.3)

²¹ Community members, whose language is not an official language but they represent above 3% of the total population of a municipality, are granted with the status of language in official use at the municipal level (Law, Article 2.4).

²² In 2015, the Municipal Assembly of Gracanica has taken the decision that the Roma language has the status of language in official use.

²³ Types of language services/language services provided

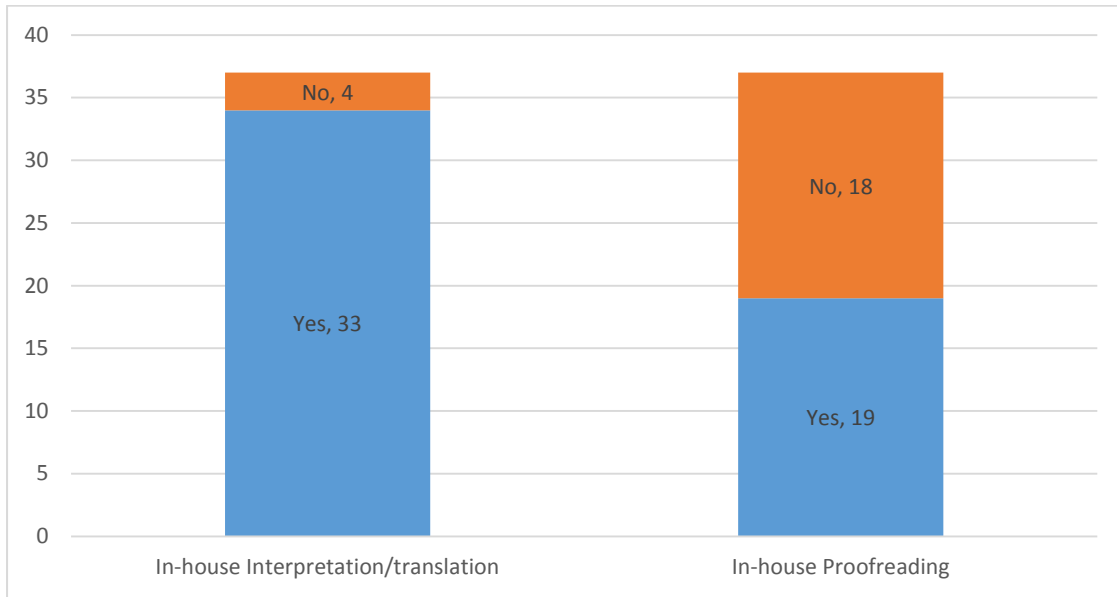


Figure 7: Municipalities that provide translation and proofreading within the institution

In general, 89.18% of municipalities provide translation services, while 10.82% of municipalities do not provide translation services or perform translation services with the help of officials who perform other duties in the municipality but have knowledge of Serbian language or vice versa. Proofreading services are provided by 52.6% of municipalities, whereas 47.4% do not provide proofreading services at all.

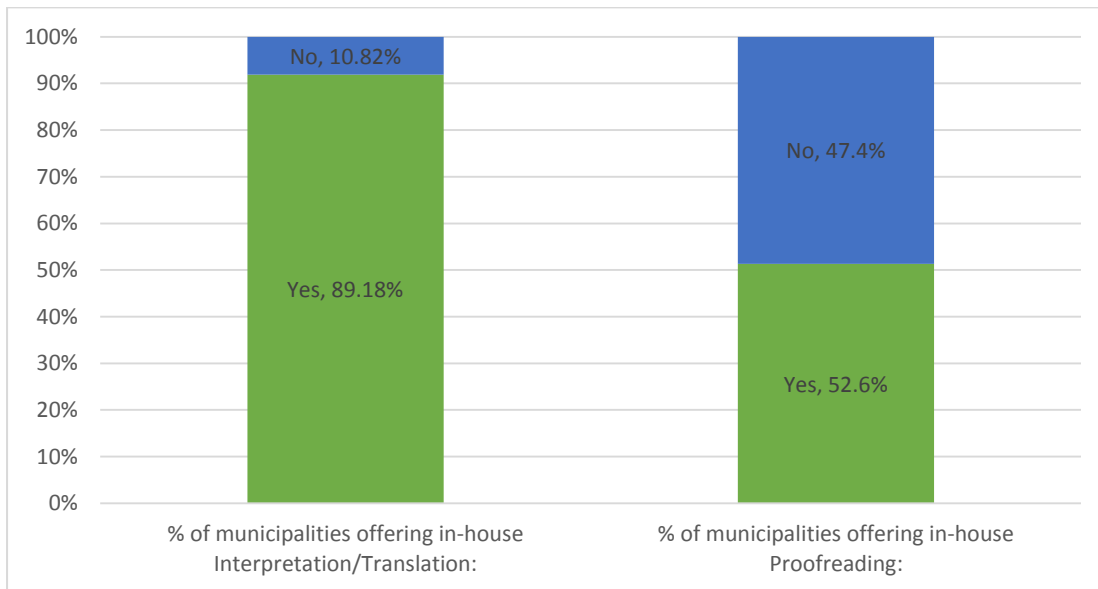


Figure 8: Percentage of municip. which provide transl. and proof. within the institution

In general, out of the total number of municipalities, 34 municipalities provide translation services, while three do not provide translation services. Proofreading services are provided by 19 municipalities, while 18 do not provide proofreading services at all. It means that 52.6% of municipalities provide proofreading services, while 47.4% do not.

Of the total number of municipalities, namely 18 of them do not provide any proofreading services within the institution; 13 provide proofreading service in both Albanian and Serbian language; whereas 6 municipalities provide proofreading services only in Albanian language. No municipality provides proofreading services only in Serbian language. It means that, even if the documents are translated, they can be associated with many shortcomings or discrepancies in both versions.

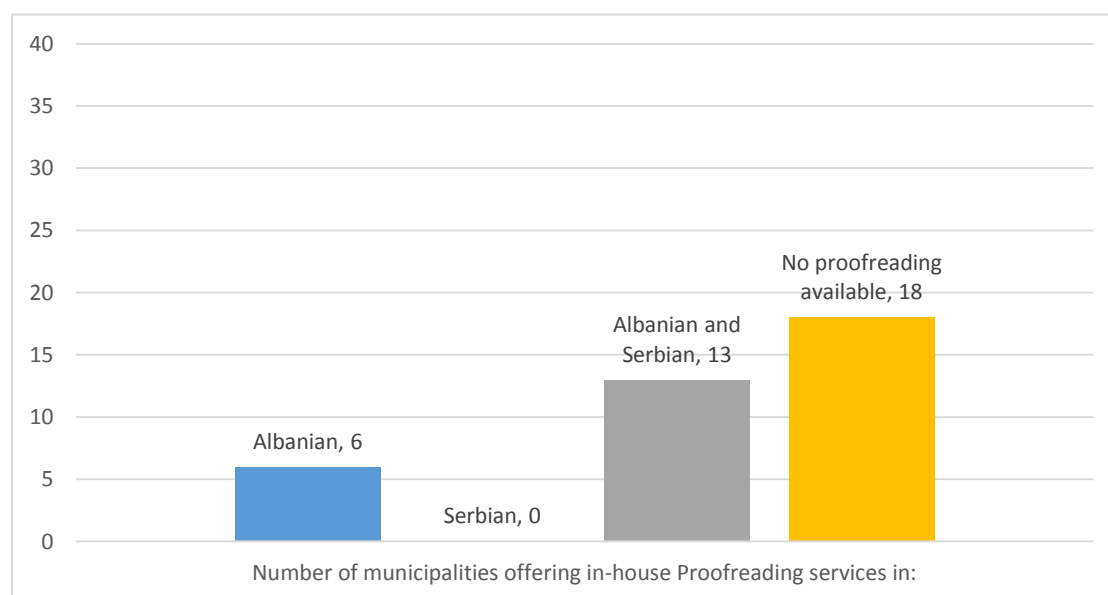


Figure 9: Number of municip. that provides proof. services within the institution

6.3. Number of language professionals

Indicator A2 (sub-indicators A2.1.- A2.2.):²⁴ Total number of professionals providing in-house language services (interpreting, translation and proofreading services in the respective municipality).

What is the number of language professionals providing in-house (municipal administration) language services in the municipality?

²⁴ Types of language professionals/Number of language professionals

Since language services can be provided inside and outside the institution, OLC, based on preliminary analysis, is oriented towards the measuring indicator that determines the total number of professionals who provide in-house language services (translation and proofreading services in the respective municipality). Municipalities have been asked about the number of language professionals providing in-house (municipal administration) language services in the municipality and, according to the answers provided, 23 municipalities have only one interpreter.

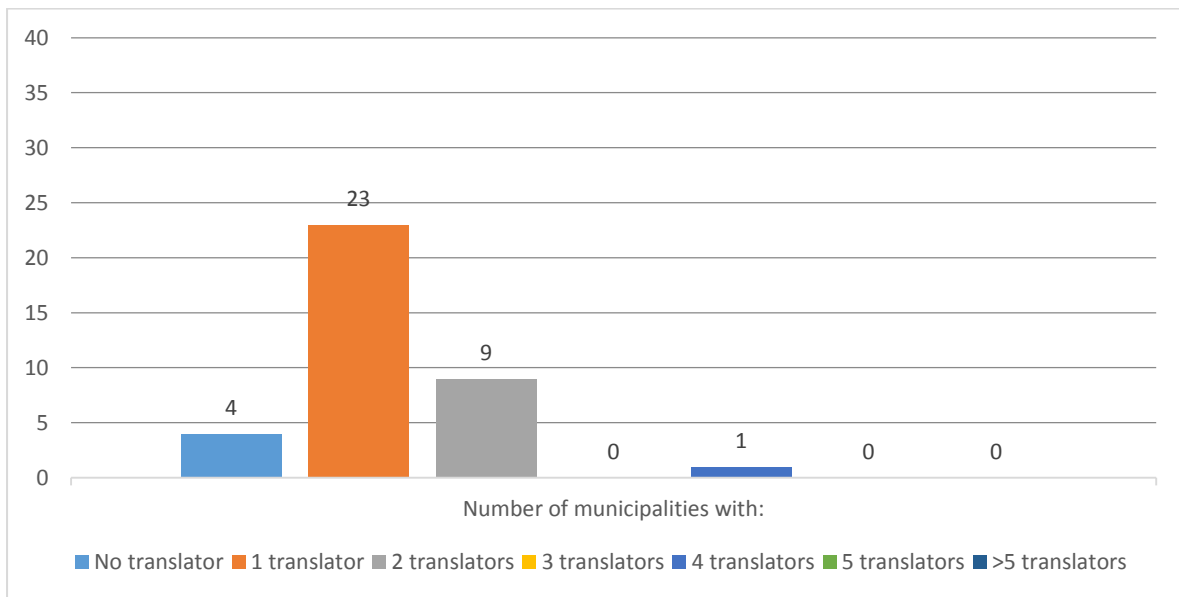


Figure 10: Types of language professionals – translators

Regarding proof-readers, 14 municipalities have one proof-reader, 21 do not have any, 1 municipality has two proof-readers, 1 municipality has three proof-readers and no municipality has four or five or more proof-readers.

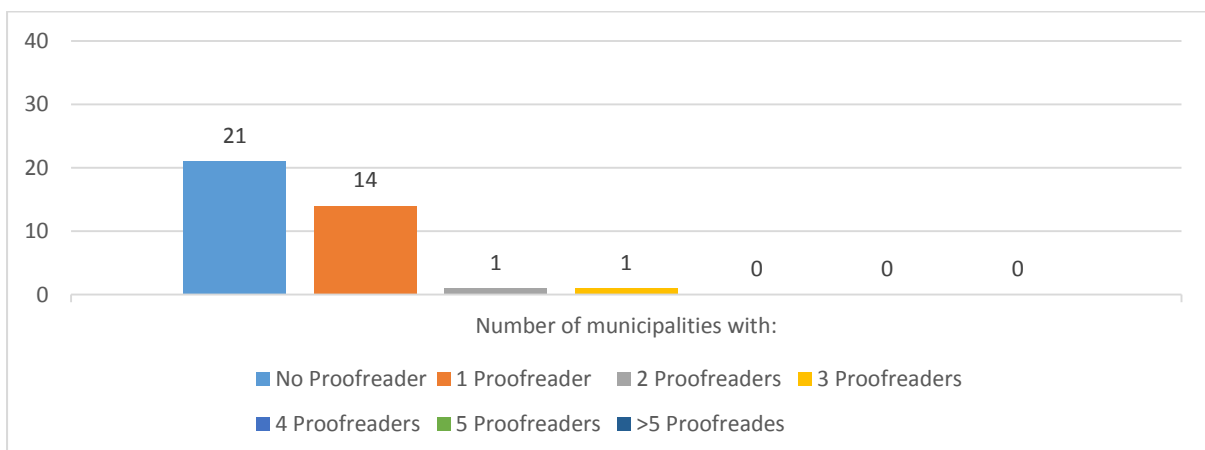


Figure 11: Types of language professionals – proof-readers

6.4. Translators according to organizational chart within municipalities

Indicator A3 (sub-indicators A3.1.- A3.2.):²⁵ *The municipal organizational chart has the name, title and department for all language professionals.*

Are the in-house (municipal administration) language professionals part of the municipal organizational chart?

Given the challenges regarding the number of employees in municipalities and the lack of human capacities for the municipality to fulfil the obligations towards the citizens, it was requested to clarify the in-house institutional organization according to the municipal organizational chart. 32 municipalities have stated that the position of language assistants is defined according to the organizational chart, while 5 municipalities have stated that the position of language assistants is not defined according to the organizational chart. Therefore, language services in those municipalities are performed by persons who perform other tasks as defined by the organizational chart.

As regards to proof-readers, 32 municipalities have no proof-readers assigned according to the organizational chart, while 5 municipalities have proof-readers assigned according to their organizational chart.

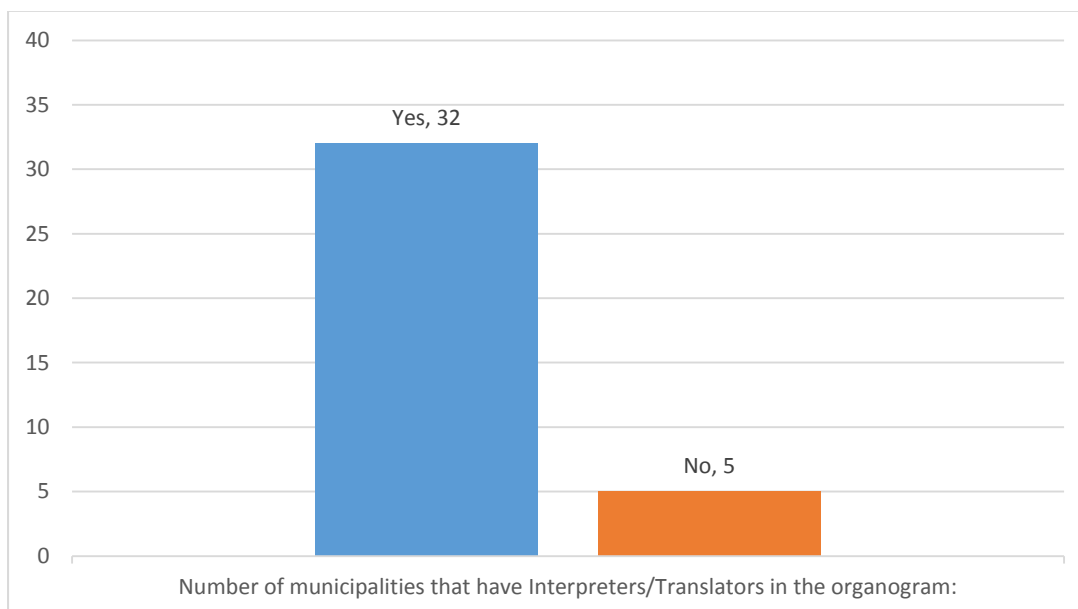


Figure 12: Types of language professionals - translators by organizational chart

²⁵Language professionals are included in the organizational chart/Language professionals are recruited on the basis of special service agreement.

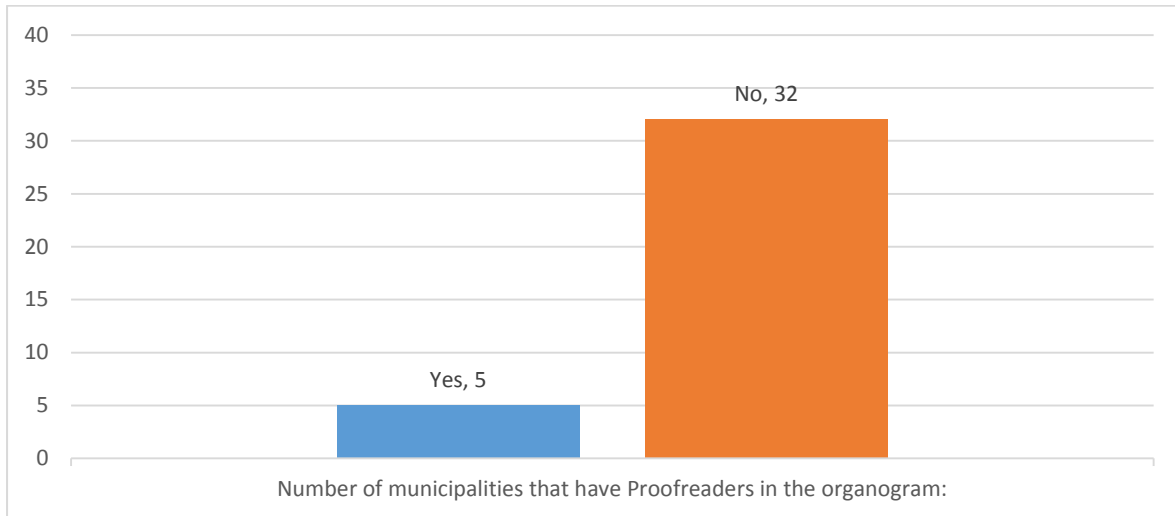


Figure 13: Types of language professionals – proof-readers by organizational structure

In percentage, 86% of the municipalities have translators assigned according to the organizational chart, while 14% do not. As regards to proof-readers, 14% of the municipalities have proof-readers assigned according to the organizational chart, while 86% do not. This leads to the conclusion that in order to increase the number of language assistants, municipalities should work on reorganizing the municipal organizational chart to be able to employ more language assistants in the future, as needed.

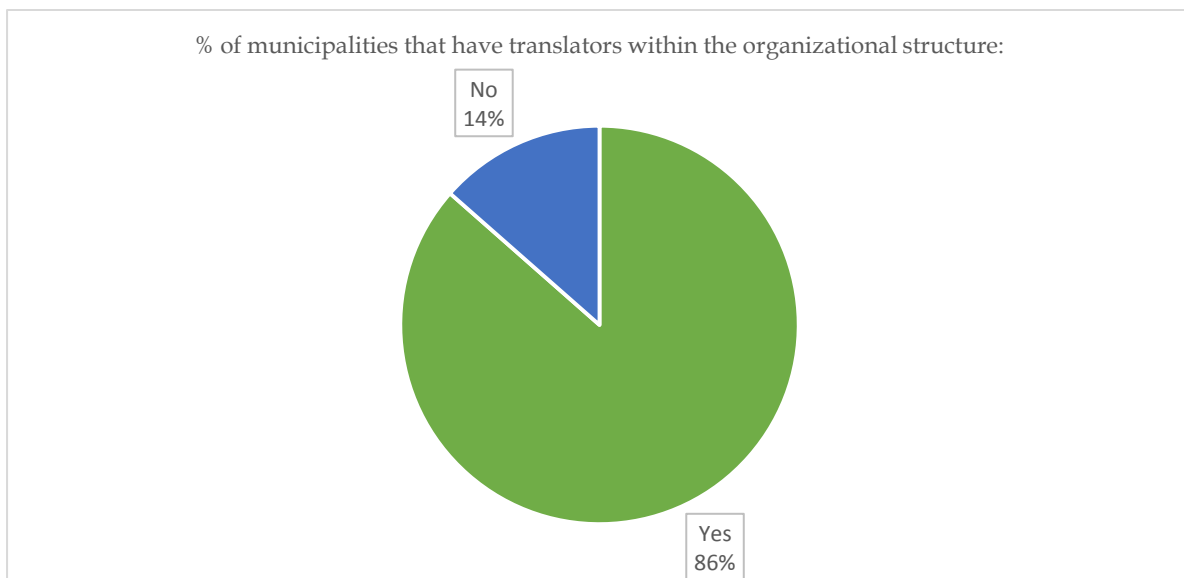


Figure 14: Percentage of municipalities that have translators within their organizational chart

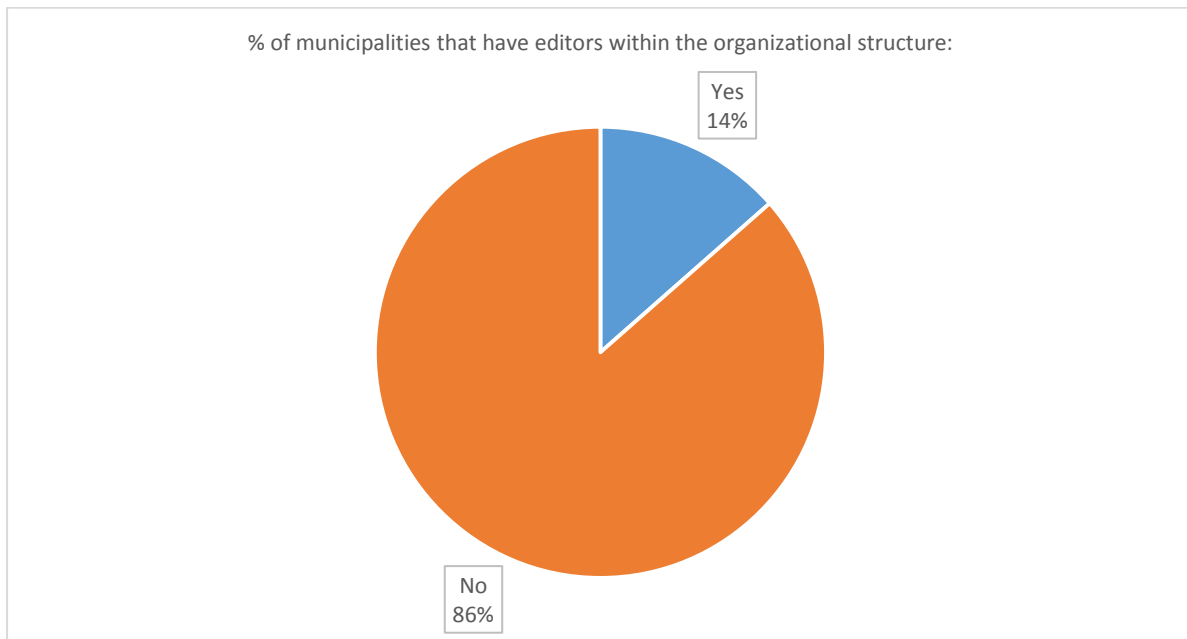


Figure 15: Percentage of municipalities that have proof-readers within their organizational chart

6.5. Number of language professionals adequate for the services

Indicator A4²⁶ *Self-reflective assessment on the in-house capacity of the respective municipality to provide language services in official languages and languages in official use.*

Based on the relevant legislation, do you think that the number of language professionals is adequate for language services in your municipality (including official languages and languages in official use, if applicable)?

Based on relevant legislation, on how adequate is the number of language professionals for language services in the respective municipality (including official languages and languages in official use, if applicable), municipalities have made a self-reflective assessment of their in-house capacity for provision of language services.

For the Albanian language, 19 municipalities have stated to have an adequate number of translators, while in 18 other municipalities the number of translators was insufficient.

²⁶Language versions for language services.

As regards to Serbian language, 21 municipalities stated that they do not have the adequate number of translators, while 16 municipalities think they have enough translators.

For the Turkish language, 27 municipalities stated that it is not applicable, 5 municipalities have adequate number of translators, while 5 others municipalities do not have enough translators.

A similar situation is with the Bosnian language, where 28 municipalities have stated that it is not applicable, 6 municipalities do not have the adequate number of translators, while 3 other municipalities have enough translators.

Regarding Roma language, 31 municipalities have stated that it is not applicable, 5 municipalities do not have adequate number translators and one municipality has enough translators. It is worth mentioning that Roma language is a language in official use only in one municipality.

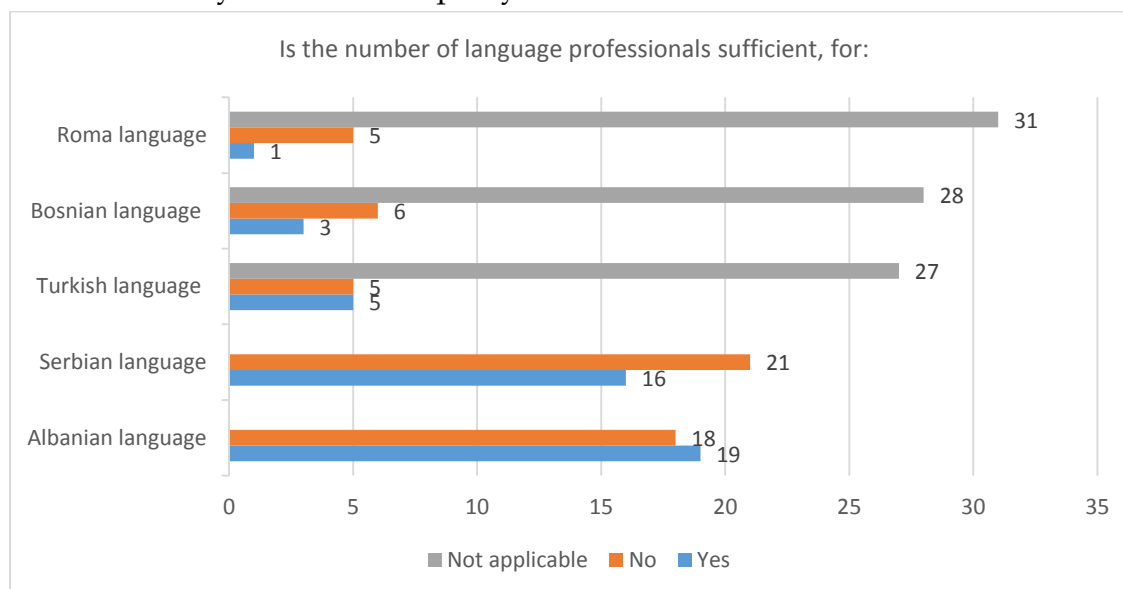


Figure 16: Municipal declaration regarding the adequacy of the number of language professionals

6.6. Language professionals by native language

Indicator A5:²⁷ Native language is defined as the language which a person grows up speaking from early childhood.

What is the native language of the language professionals that provide language services in your municipality?

²⁷ Native languages/Number of language professionals.

Another important aspect when dealing with the quality of translations is whether language professionals are translating or proofreading in their native language. Since there is a lack of capacities, especially for translation into the Serbian language, there is a need to seek institutional capacity building. The native language of language professionals who provide language services in the municipality is defined as the language which a person grows up speaking from early childhood.

Out of all language assistants in all municipalities that responded to this questionnaire, 54 are native Albanian speakers, 16 native Serbian speakers, 10 native Turkish speakers, 12 native Bosnian speakers, and 9 native Roma speakers.

This shows that, in most cases, translations are done by native Albanian speakers, even though it is ascertained that if a document is translated by such a person, the institution must have a native Serbian speaking proof-reader or a native Albanian speaking proof-reader in the municipalities where the translators are native Serbian speakers.

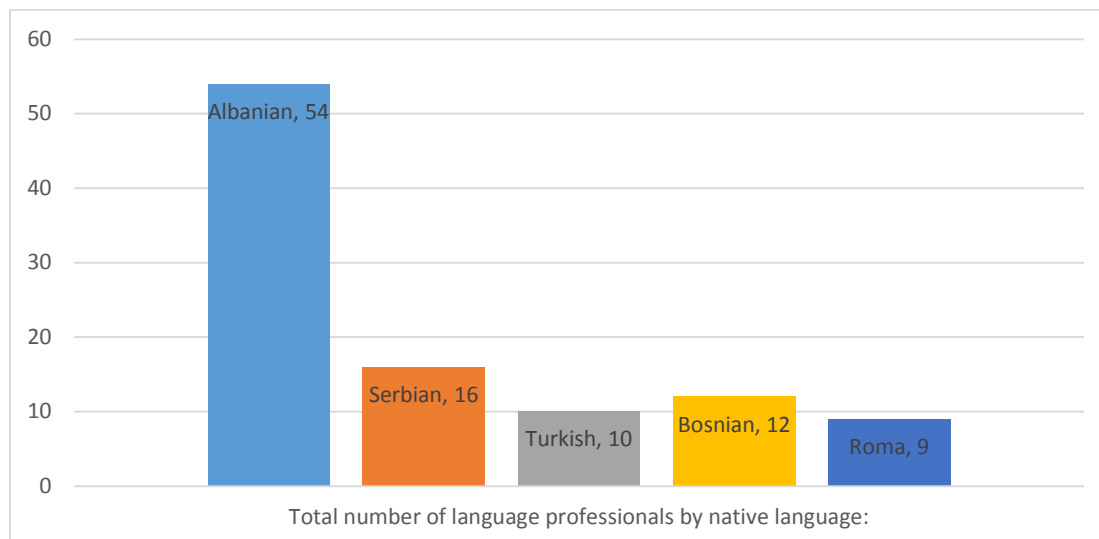


Figure 17: Total number of language professionals by native language

6.7. Work experience of in-house language professionals

Indicator A6 (sub-indicators A 6.1.-A 6.2.):²⁸ *In-house language professionals with relevant work experience of 3 years or more in interpretation, translation and proofreading.*

Do in-house language professionals (municipal administration) have 3 or more years of experience in provision of language services?

²⁸ Type of language professionals/Professional experience(Translators/proof-readers).

Work experience, in most cases represents a potential for better capacities of in-house (municipal administration) language professionals, therefore an assessment criterion of 3 years in provision of language services has been set. Regards the in-house language professionals with 3 or more years of relevant work experience in interpretation, translation and proofreading, it turns out that translators in 17 municipalities have more than 7 years of work experience, in 7 municipalities they have more than 5 years, while in 9 municipalities translators have more than 3 years of work experience. Only in one municipality this does not apply.

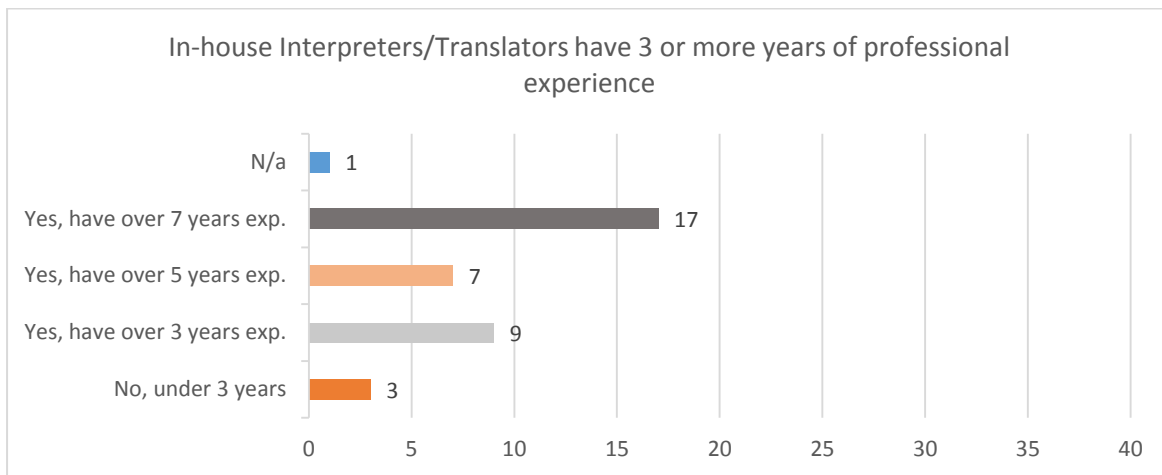


Figure 18: Translators with more than three years of experience

Regarding proof-readers, the result shows that in 20 municipalities indicator does not apply, in 5 municipalities they have more than 7 years of experience, in 3 municipalities they have more than 5 years of experience, while in 4 municipalities proof-readers have more than 3 years of work experience. In 5 municipalities proof-readers have less than 3 years of work experience.

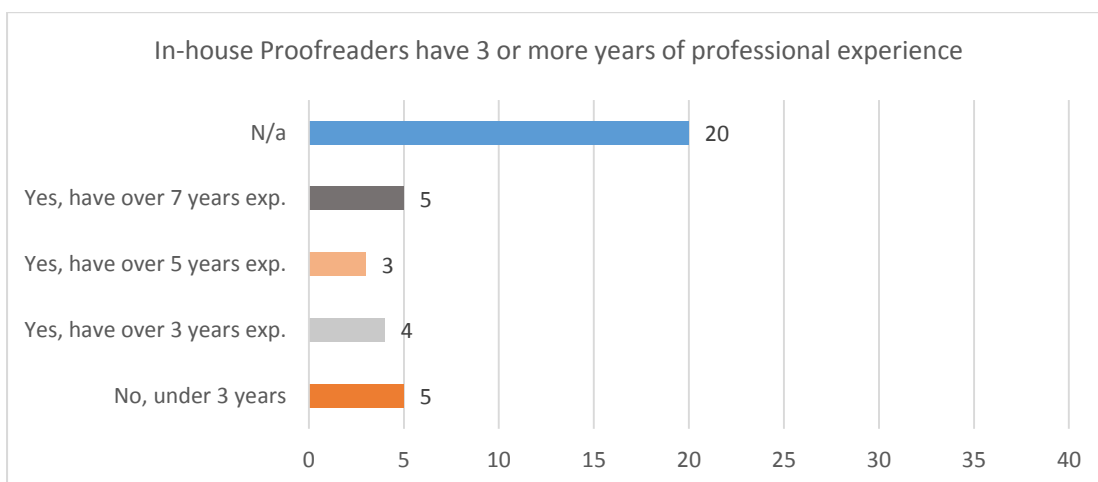


Figure 19: Proof-readers with more than three years of work experience

6.8. Training programs for language professionals

Indicator A7 (sub-indicators A 7.1. - A 7.2. - A 7.3.):²⁹ *Provision of training programs by the respective municipality for its in-house language professionals with the aim of enhancing competencies, performance and skills in interpretation, translation and proofreading.*

Has your municipality provided a training program (in interpretation, translation or proofreading) for language professionals in the municipality and, if yes, what kind of training?

According to the Law on Civil Service³⁰, every institution is obliged to provide training for civil servants for capacity building, as well as training on the use of advanced electronic devices when necessary. In the present case, it is very important to know whether there have been sufficient training programs provided by the respective municipality for its in-house language professionals to enhance their competencies, performance and skills in interpretation³¹, translation and proofreading.

Responses of the municipalities show that 2 training activities have been provided on proofreading, 13 on translation and 8 on interpretation. It should be noted that in Albanian language, translation and interpretation has the same meaning, so it may not have been clear enough for most of the municipalities, because the MT has been developed in English language and then translated into Albanian and Serbian.

²⁹ Types of Trainings Offered: Interpretation-related training/Translation-related trainings/Proofreading-related trainings.

³⁰ Law No. 03/L-149 on the Civil Service of the Republic of Kosovo, Article 33-34, see: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2679>, visited in February 2019.

³¹ The explanation for interpreters has been given above.

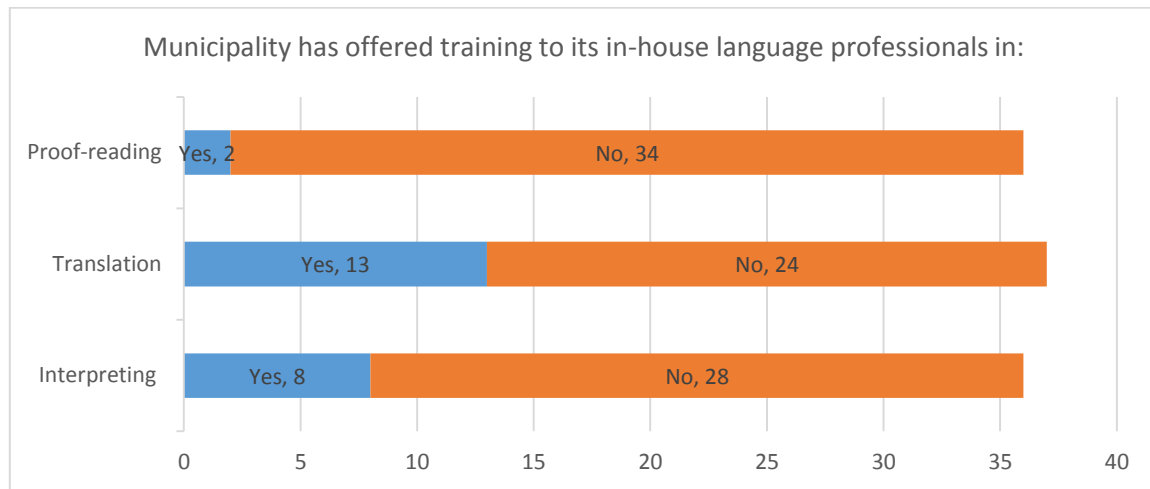


Figure 20: Training activities for language professionals

Indicator A8 (sub-indicator A 8.1. – A 8.2- A 8.3.):³² *The average number of meetings for which interpretation services have been provided by professionals working at municipal level institutions, providing interpretation services in the official languages of the municipality and in languages in official use in the municipality.*

On average, what is the number of meetings requiring interpretation services on a monthly basis?

Lack of set criteria for translation (whether in writing, simultaneous or consecutive), leads to an overburden of translators. Such situation may result in the production of low quality translation, and on the other hand, in simultaneous translation, an excessive overload for translators. On average, there were 1310 meetings on monthly basis that needed interpretation services, which were provided by professionals working in municipal level institutions, offering interpretation services in the official languages of the municipality and in languages that are in official use in the municipality.

³² Types of meetings: Legislative/Executive/Public meetings/consultations.

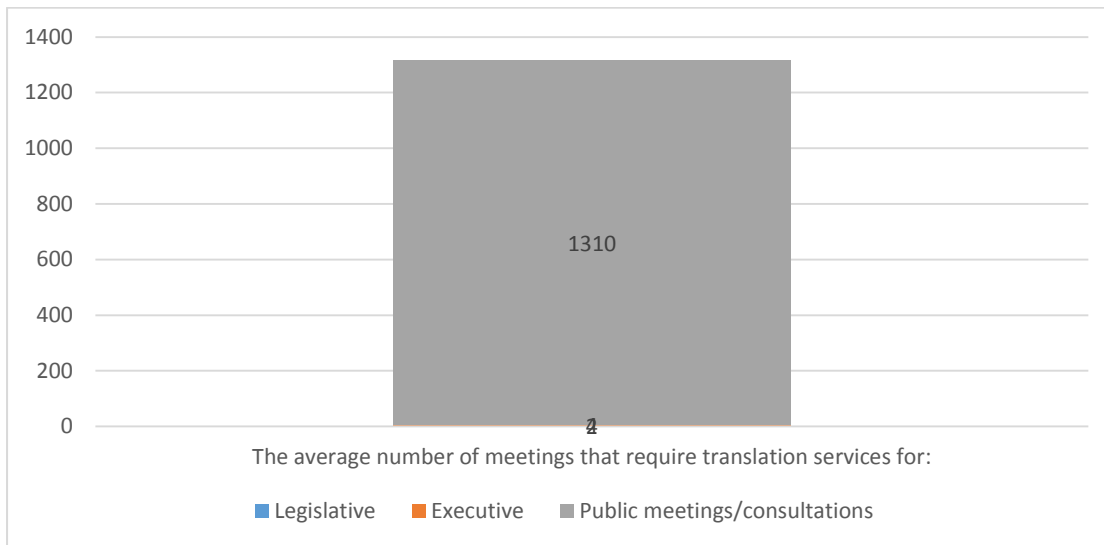


Figure 21: Average number of meetings requiring translation

Indicator A9 (sub-indicators A 9.1. – A 9.2- A 9.3.- A 9.4):³³ Meetings where interpretation services were provided by language professionals working in the municipality, in the official languages of the municipality and in languages in official use in the municipality.

When necessary, is interpretation provided for all meetings?

The data shows that in 35 meetings translation services have been provided by language professionals working in the municipality, in the official languages of the municipality and in languages in official use in the municipality, whereas in 20 meeting translation services were not provided (in Albanian and Serbian). For Albanian-Turkish and vice versa, in 28 cases it is not applicable, in 6 cases no translation is provided, while in 3 cases translation services were provided. A similar situation is with Albanian-Bosnian and vice versa, but in this case, for 7 meetings translation services were provided, while for 2 meetings they were not. In 28 cases translation services were not provided due to the fact that Bosnian language is an official language only in two municipalities³⁴, and in four municipalities it is language in official use.

³³ Languages of translation/interpretation: Albanian – Serbian and vice versa / Albanian – Turkish and vice versa/ Albanian-Bosnian and vice versa /Turkish – Serbian and vice versa.

³⁴ Turkish is official language in the Municipality of Prizren and Mamusha, and in Gjilanit, Mitrovica, Prishtina and Vushtrri, it is a language in official use

Turkish-Serbian and vice versa, does not apply in 31 cases, while in 5 cases no translation services were provided. Only in 1 case translation was provided.

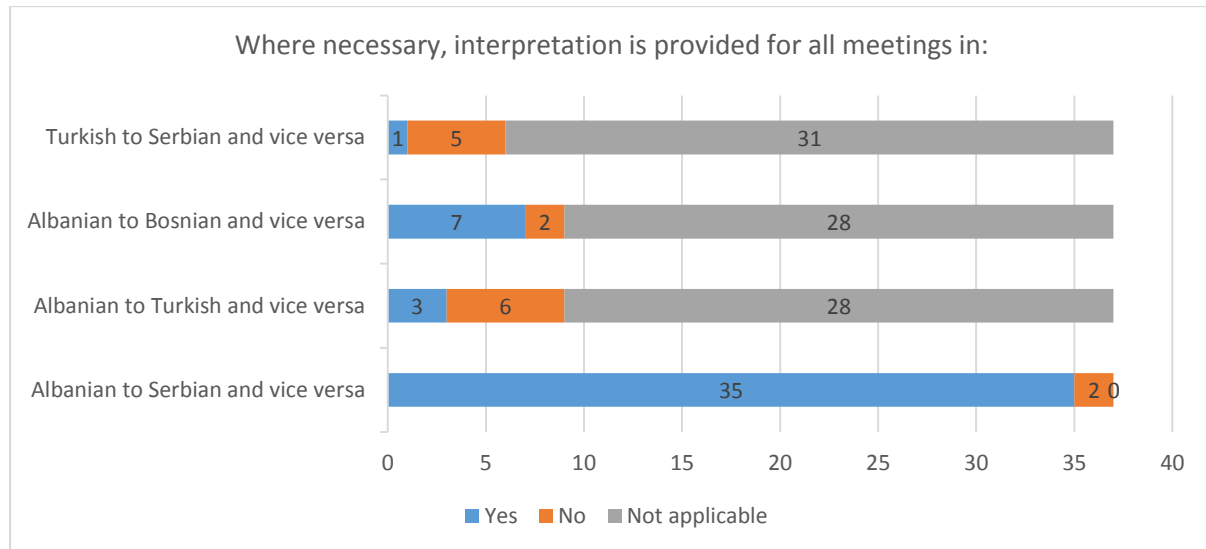


Figure 22: Languages in which service is provided

6.9. Specialized computer tools and budget

Indicator A10 (sub-indicators A10.1–A 10.2):³⁵ Computer translation tools and other specialized tools available for assisting the work of professionals providing translation and proofreading services within the institution; the data of internal and official meetings; public registers, official documents, bylaws and other procedures of municipal level institutions.

Are there computer translation tools and other specialized tools to assist the work of municipal language professionals?

Every day there is an ever increasing need for upgrading computer translation tools and other specialized tools to help the work of language professionals. Regarding the availability of computer translation tools and other specialized tools to assist in the work of professionals providing in-house translation and proofreading, which help in internal and official meetings, in compilation of public records, official documents, bylaws and other procedures at local level, the results show that in 29 municipalities possess such tools, while in 8 municipalities there are no translation

³⁵ Availability of computers and other specialized tools

tools or other specialized tools to assist in the work of professionals who provide in-house translation and proofreading. We do not know whether those 29 municipalities thought of only computers, or they possess other translation tools.

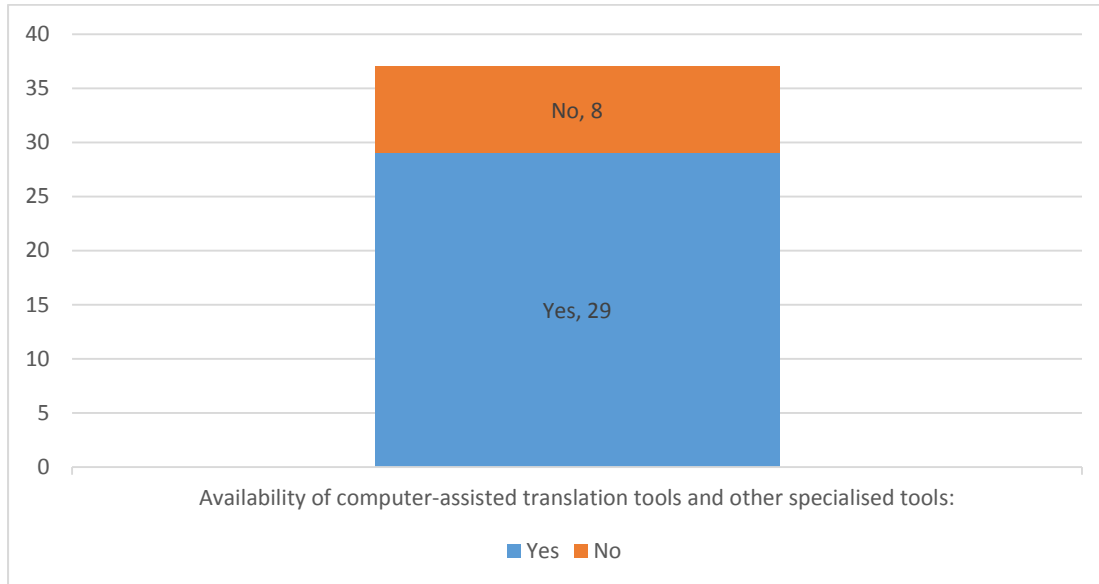


Figure 23: Computer based tools specialized for translation

Indicator A11:³⁶ Percentage of the total municipal budget allocated for salaries for in-house translation services (interpretation, translation and proofreading services) by the respective municipality.

What is the percentage of the total budget of municipal staff allocated on salaries for language professionals working in the municipality?

As a recommendation from previous reports, OLC has requested from all municipalities to allocate budget for language services (translation and proofreading), but there is no evidence of such step being taken. Municipalities have presented the share of the total municipal budget allocated for salaries for in-house translation services (interpretation, translation and proofreading services), thus the result shows that 1.8% of the total budget is allocated for salaries. It is worth noting that these data cannot be one hundred per cent based on, due to the fact that despite

³⁶ Budget spent on salaries for language professionals (EURO):

numerous instructions, to some municipalities it was not clear as to which part of the budget this belongs to.

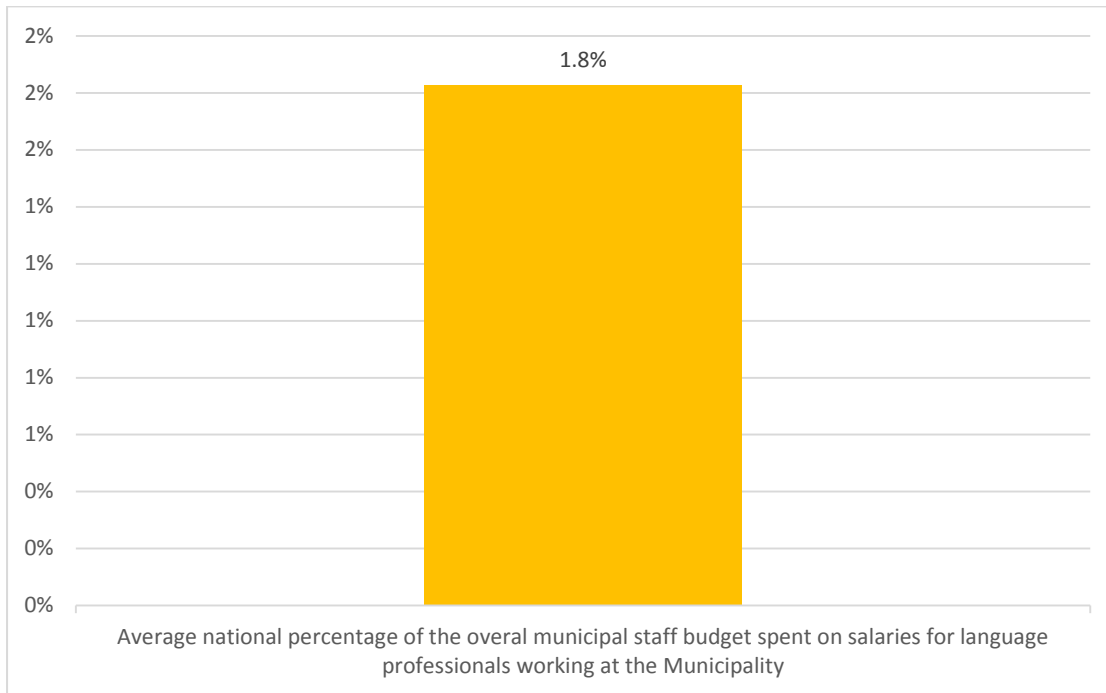


Figure 24: Average percentage of the budget allocated for salaries of language professionals

6.10. Coefficient for translators and proof-readers

Indicator A12 (Sub-indicators A 12.1.-A 12.2)³⁷: Specified in the law 03/L on Salaries of Civil Servants

What is the salary coefficient for language professionals?

With regard to the salary coefficient for language professionals, from the past experience, the OLC is aware that language service providers in municipalities have a very different coefficient and has therefore requested from the municipalities to address it as specified in the Law³⁸. The data shows that the coefficient differs a lot.

³⁷ Budget spent for the Salaries for Language Professionals (EURO) / Staff Total Budget (EURO) / Overall Percentage.

³⁸ Law 03/L on Salaries of Civil Servants, Article 10, see at <https://gzk.rks.gov.net/ActDetail.aspx?ActID=2678>

Most of the language service providers have a coefficient 7, followed by coefficient 6, and so on. The lowest coefficient is 5. There are also municipalities that have not responded to this question.

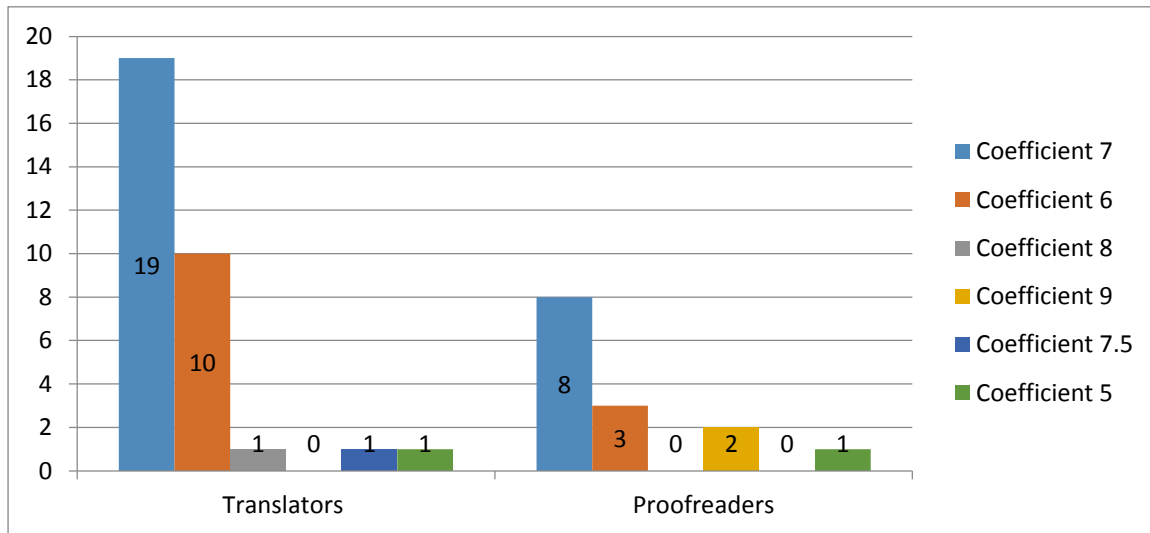


Figure 25: Coefficient of language service providers

6.11. Training programs for civil servants

Indicator A13 (sub-indicators A 13.1.- A 13.2): Provision of language training programs in non-native languages for the purpose of strengthening the language competences of civil servants in the municipality.

Did your municipality provide language training for civil servants in the municipality? If yes, for how many servants?

The OLC, through its authority, supports all institutions, including municipalities, in meeting their obligations to implement the Law. In particular, it advises the relevant institutions to develop the necessary capacity to meet the obligations and to prevent possible language violations. The office, in cooperation with ECMI, in a considerable number of municipalities, has provided courses of official languages, Albanian-Serbian.

On the other hand, according to the data provided, all municipalities have provided language training programs in non-native languages with the aim of strengthening the language competencies of civil servants in the respective municipalities. It is worth pointing out that when asked to clarify who these trainings activities were provided by, it turned out that they were either provided by the OLC with ECMI or

the OSCE. None of the municipalities has stated that the training was provided by the respective municipality. 21 training activities were provided for Albanian Language, 11 for Serbian language, while in 5 municipalities, no training was provided.

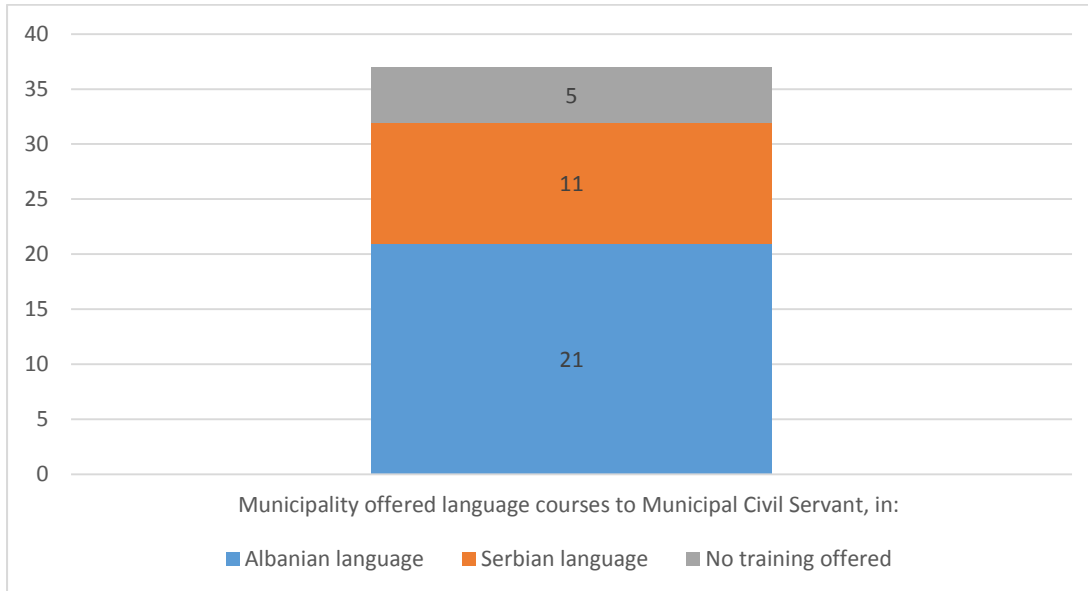


Figure 26: Language courses provided

Out of the total number of civil servants, results show that only 242 of them have attended language courses.

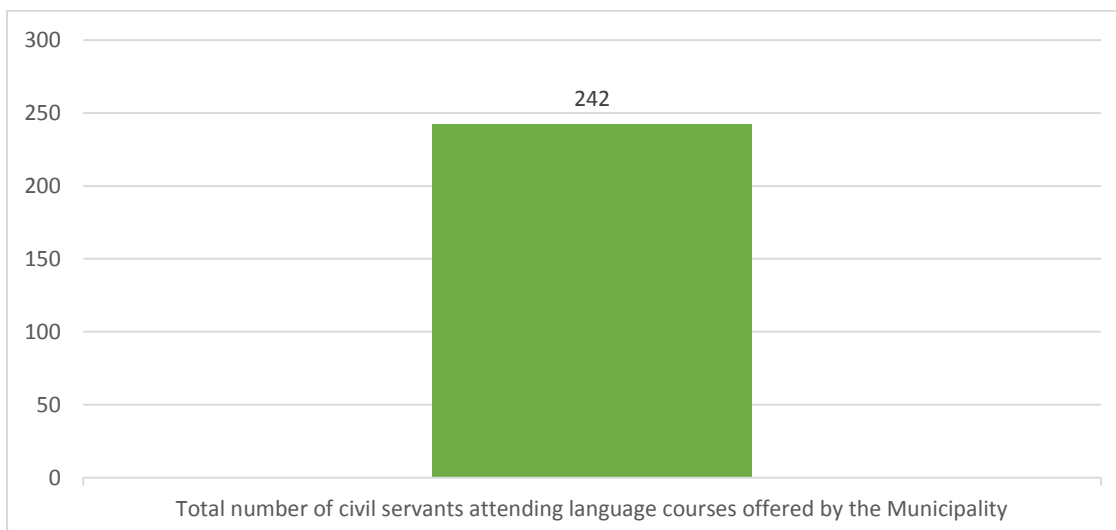


Figure 27: Number of civil servants who attended the course

Indicator A14:³⁹ *The total number and percentage of municipal servants working in counters, i.e. having direct contact with citizens, who speak two of the official languages, as verified by the chief of the administration.*

How many civil servants working in the counters in the municipality speak two (or more) of the official languages?

The number of civil servants who speak both official languages and who are able to provide services in both languages is limited and constantly decreasing. The fact that, at the moment, there is no opportunity to learn both languages, whether in Albanian or Serbian official language, leads to a decrease of the speakers of both languages. This contributes to the situation of an increased risk where civil servants will speak only one language in the future and will not be able to provide services in two or more languages. In most cases, when a municipality lacks professional language capacities, the situation is facilitated by officials who can speak two languages, and in some cases even three languages. In terms of speaking the official languages, especially civil servants working in municipal counters and who speak two languages (or more) play an important role. On the other hand, the number of translators and proof-readers currently employed in municipal institutions is insufficient to meet the existing demand for services in both languages. So far, there is no educational system that would provide training, qualification and certification of specialized translators for translation services.

The total number and percentage of municipal servants working in counters, i.e. having direct contact with citizens and who speak two of the official languages, according to municipality data is only 24.3%.

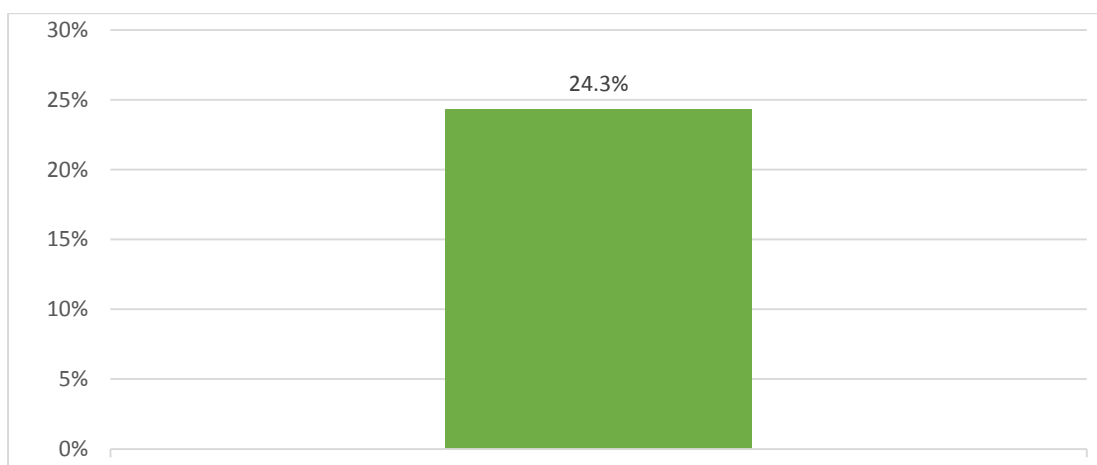


Figure 28: Percentage of servants who speak two languages

³⁹ Number of working Civil Servants who speak two languages (Official Languages) / Total number of Civil Servants / (Exception in Health and Education) / Overall rate.

7. Contracting of language services

The Institutions of Republic of Kosovo, in most cases, in addition to in-house language services, also do outsourcing of services as needed. Such a phenomenon is more often noticed at the central level, but there are times when municipalities also need to outsource services to meet their obligations to the law. Contracting is done with agencies or individuals who engage in language services.

7.1. Type of outsourced language services

Indicator B1 (sub-indicators B1.1 - B1.2): *Type of language services outsourced from the municipality budget;*

If applicable, which of the following language services (interpretation, translation, proofreading are outsourced by your municipality?

When speaking about the type of language services outsourced from the municipality budget, from the answers, it turns out that 10 municipalities outsource translation services, while 26 do not outsource any services. One municipality has not responded.

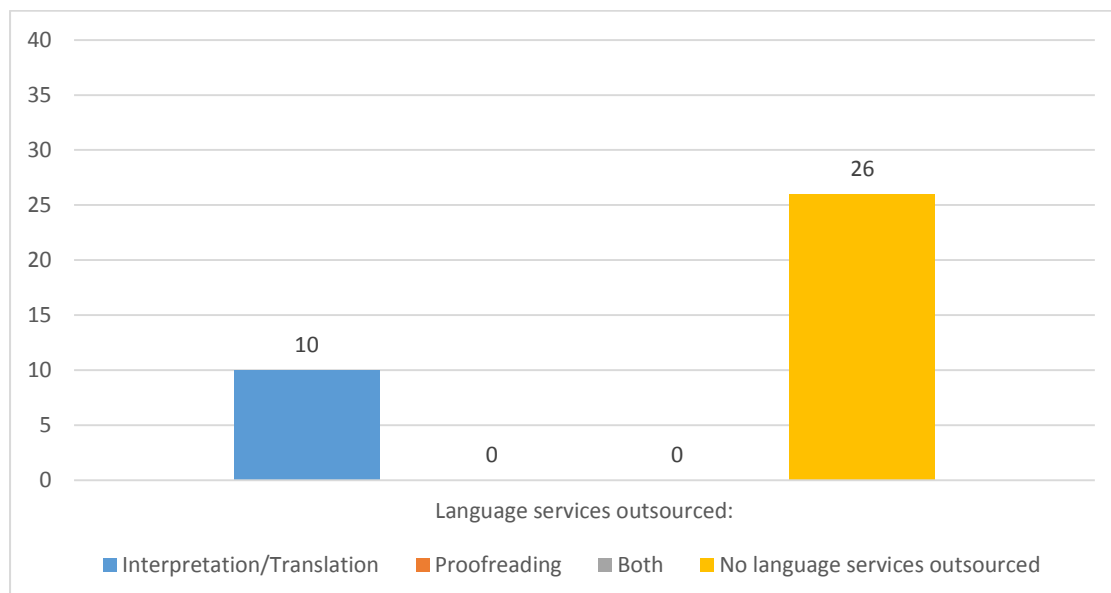


Figure 29: Outsourced language services

Regarding specific languages, 8 municipalities outsource translation services for Serbian language, 2 municipalities for Roma language, while other municipalities do not outsource any services for these two languages.

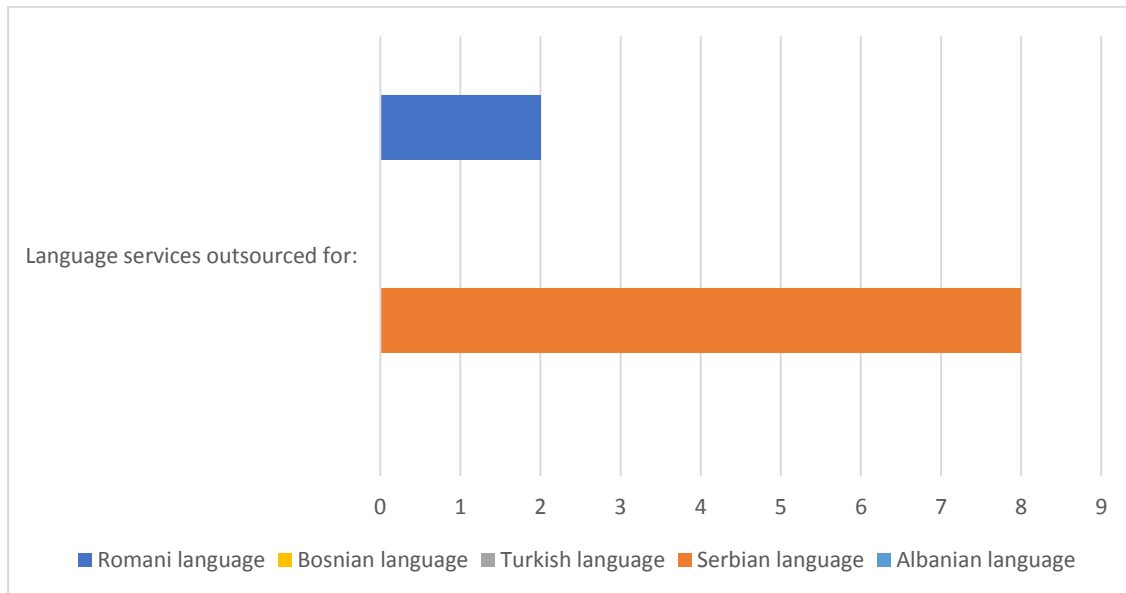


Figure 30: Outsourced services by languages

7.2. Budget for subcontracting the language services

Indicator B2 (sub-indicators B 2.1. B 2.2.):⁴⁰ *The share of the total municipal budget for goods and services spent on outsourcing language services (interpretation, translation and proofreading services) from the respective municipalities.*

For the reporting period, how much is the share of the total municipal budget for goods and services spent on subcontracting of language services provided to the municipality?

In the context of limited public financial resources, the language policy system in Kosovo shows weaknesses in terms of capacity. The number of civil servants who speak the two official languages (who are able to provide services in both languages) is limited and consistently declining. Regardless of this, the municipality is obliged to respond to the citizens whenever they need and therefore the OLC has requested that for the reporting period, data should be provided as to how much is the share of the total municipal budget for goods and services spent on outsourcing language

⁴⁰ Budget spent on subcontracting of language services / Total budget for goods and services / the overall share.

services provided for the municipality? The data shows that most municipalities do not outsource services, so the share of the total municipal budget for goods and services spent on subcontracting of language services (interpretation, translation and proofreading services) from all municipalities is 0.1%.

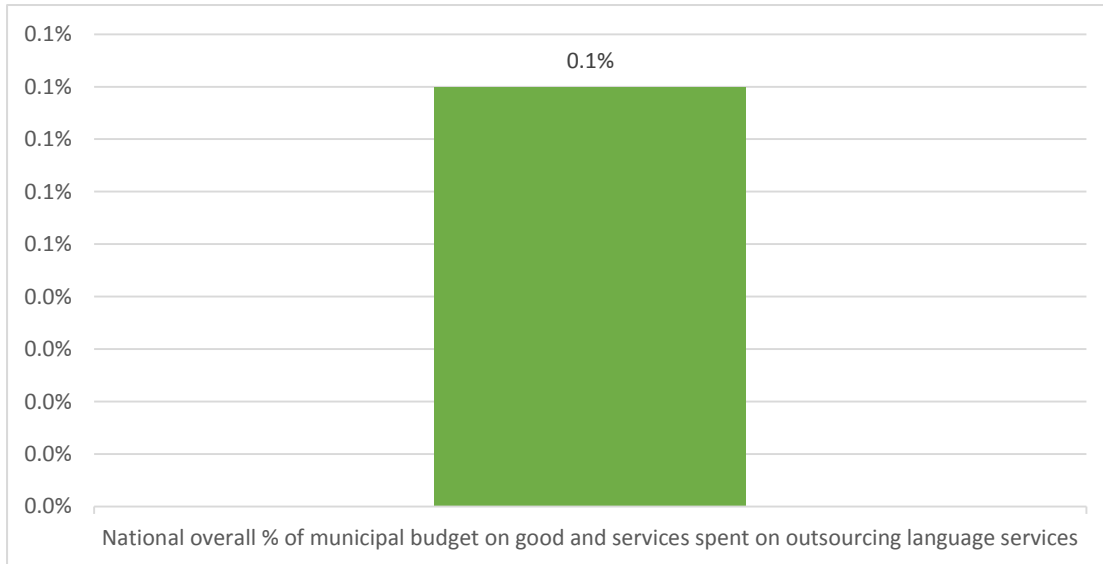


Figure 31: Percent of the municipal budget spent on language services

When we analyse this answer, we see that it conflicts with the previous indicator, where it is noted that services for two languages are outsourced, whereas this indicator shows that there are no budget expenditures for outsourced services. From this we ascertain that the responses are confusing and that there is the possibility that the municipalities have not sufficiently understood the purpose of the indicator.

8. Quality of language services

As a matter of concern, not only to the OLC, but also to other institutions, citizens, media, civil society, is the level of quality of translations. Since it is not clearly defined whether the language professionals are translators of documents, simultaneous or consecutive translators, the overloading and lack of clearly defined responsibilities, leads to poor translation quality. From the so far experiences, we cannot say that there is a high level quality of translation, considering that non-compliance between languages versions are encountered in the documents. These yet unspecified criteria make the demand to the language service providers to increase translation quality meaningless, due to the overload and variability of services.

8.1. Average time required for professional translator

Indicator C1: Average time required for proper translation.

What is the average time required for a professional translator to translate 10 pages of the document in your municipality?

In order to have translation quality, the timing and tools needed to assist in translation should be provided. Since such time has not been set up so far, it is important to know to what extent does the time needed for translation differs between municipalities and what could be the average time required by civil servants to translate. An approximate measurement has been made and an average of 10 pages divided per day has been taken to evaluate what is the situation in the respective municipalities. The results show that the average time required for a professional translator to translate 10 pages of the document, according to municipal responses, is ranked as follows: 12 municipalities have stated that 10 pages are translated in one day, 10 municipalities for two days, 7 municipalities for three days, two municipalities for four days, four municipalities for five days, while one municipality stated that 10 pages are translated for half a day.

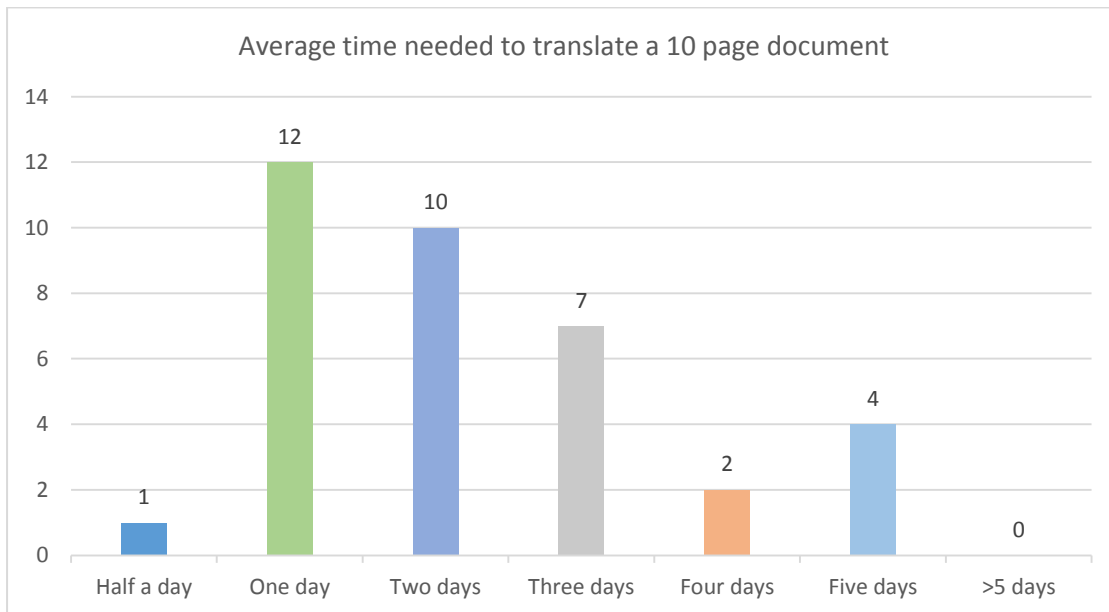


Figure 32: Time required for translation

Indicator C2:⁴¹ *The timeframe provided for internal language professionals for translating, reviewing, harmonising and / or proofreading the regulations and sub-legal acts.*

How much time the language professionals have available to translate and proofread the regulations and sub-legal acts of the municipality?

Considering the importance of legal documents, it is necessary that these documents are addressed with priority. Depending on the municipalities, the time required for translation and proofreading is not always made available, for the document to be clear in two or more language versions. The time made available for language professionals to translate and proofread the regulations and sub-legal acts of the municipality shows that: 2 municipalities have stated they need a half a day; 6 municipalities one day; 8 municipalities two days; 5 municipalities three days; 4 municipalities four days; 8 municipalities five days; 2 municipalities have stated that more than five days are required.

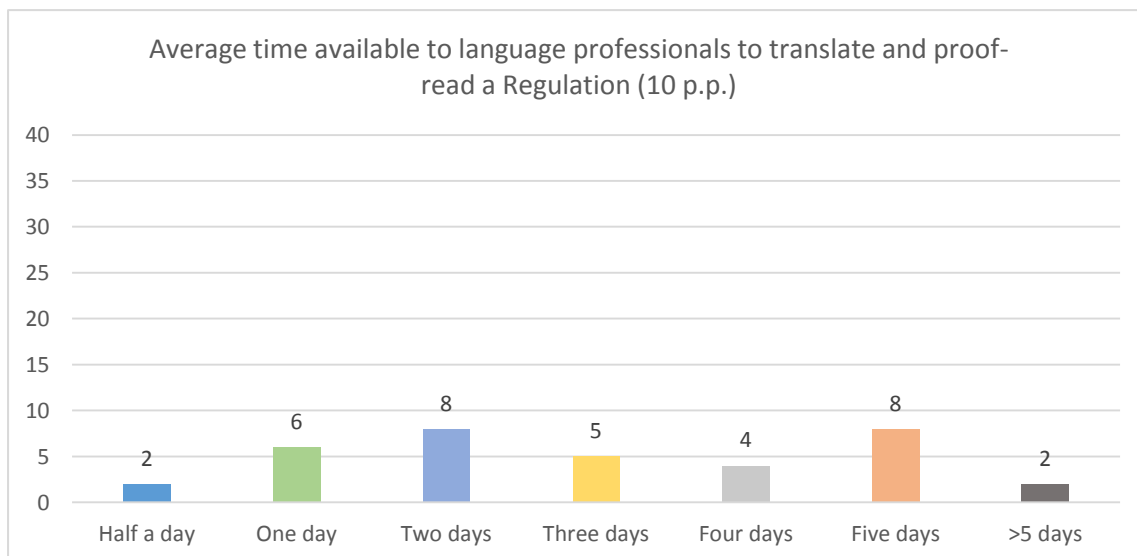


Figure 33: Time required for translation and proofreading of regulations

The time available to language professionals to translate and proofread municipal regulations and sub-legal acts, as they stated: 2 municipalities half a day; 10 municipalities one day; 8 municipalities two days; 7 municipalities three days; 2 municipalities four days, 5 municipalities five days; 1 municipality stated that more than five days are required.

⁴¹ Type of document/(use 10 page document as reference)/Time available for document (of 10 pages), calculated in days/Regulation/Others.

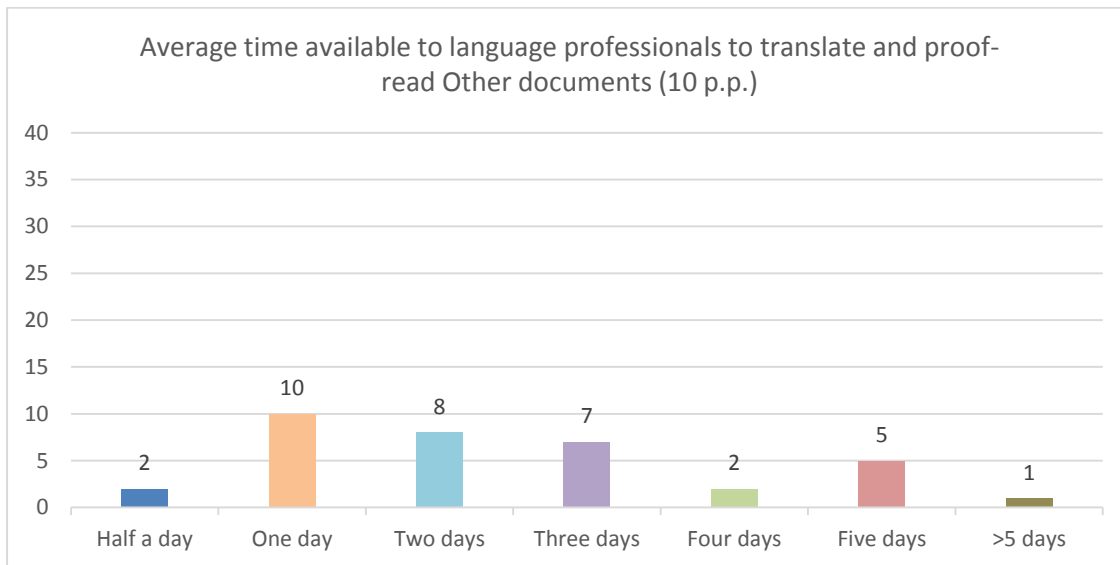


Figure 34: Time required for translation and proofreading of other documents

8.2. Average working hours on a daily basis

Indicator C3:⁴² *The average of consecutive working hours dedicated for oral translation services provided at legislative and executive meetings of the respective municipality, as well as in public meetings organized by the municipality or direct interpretation for citizens seeking services in the municipality.*

What is the average working hours dedicated to consecutive interpretation on a daily basis?

Apart from translating documents, providing language services in meetings is important, but at the same time very obligatory and troublesome. Taking into account the fact that the average of time an interpreter can interpret consecutively is never determined, a satisfactory result cannot be expected.

On a daily basis, the average of consecutive working hours dedicated to oral translation services provided at legislative and executive meetings of the respective municipality, as well as in public meetings organized by the municipality or direct interpretation for citizens seeking services in the municipality is given as follows: for the Albanian-Serbian version: 6 municipalities have stated one hour; 6 municipalities two hours; 4 municipalities three hours; 9 municipalities four hours; 7 municipalities

⁴² Language of interpretation / Daily averaged calculated in hours (Albanian - Serbian and Serbian - Albanian)/ Daily average (calculated in hours).

five hours, 1 municipality 6 hours, 1 municipality seven hours; while no municipality has stated they require 8 hours.

For the Serbian-Albanian version: 5 municipalities one hour; 7 municipalities two hours; 4 municipalities three hours; 9 municipalities four hours; 6 municipalities five hours; 2 municipalities six hours; 1 municipality seven hours; and no municipality has stated they require 8 hours.

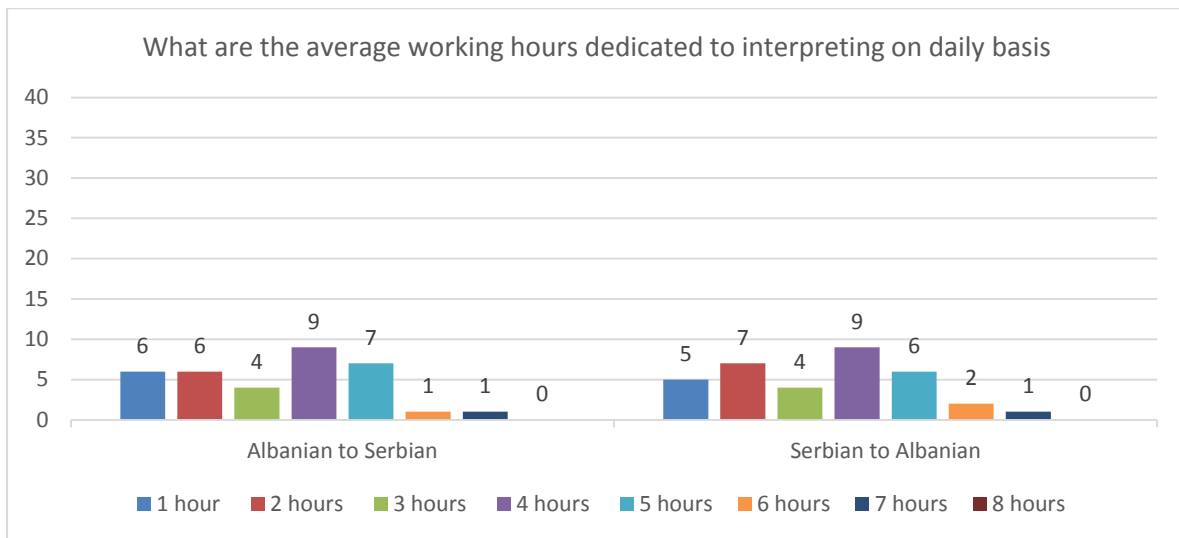


Figure 35: Average hours for translation on a daily basis

8.3. Reporting of language service providers

Indicator C4: Notes made on daily basis for the hours spent and the type of language services provided at the internal level for the respective municipality.

Do in-house language professionals (municipal administration) draft reports on regular basis tracking the daily activity

In addition to engagements on translation and proofreading, a very important task for translators is considered to be the reporting, because the data help us determine the criteria that are more than necessary to provide professional language service. The data helps us clarify the time, conditions and workload that need to be made available for translators or proof-readers to be able to perform services at a satisfactory level.

Based on the responses of municipalities, the in-house language professionals (municipal administration), we note that 18 municipalities report on regular basis, whereas 18 municipalities do not draft reports to track the daily activity. One municipality has not provided any answer to this question.

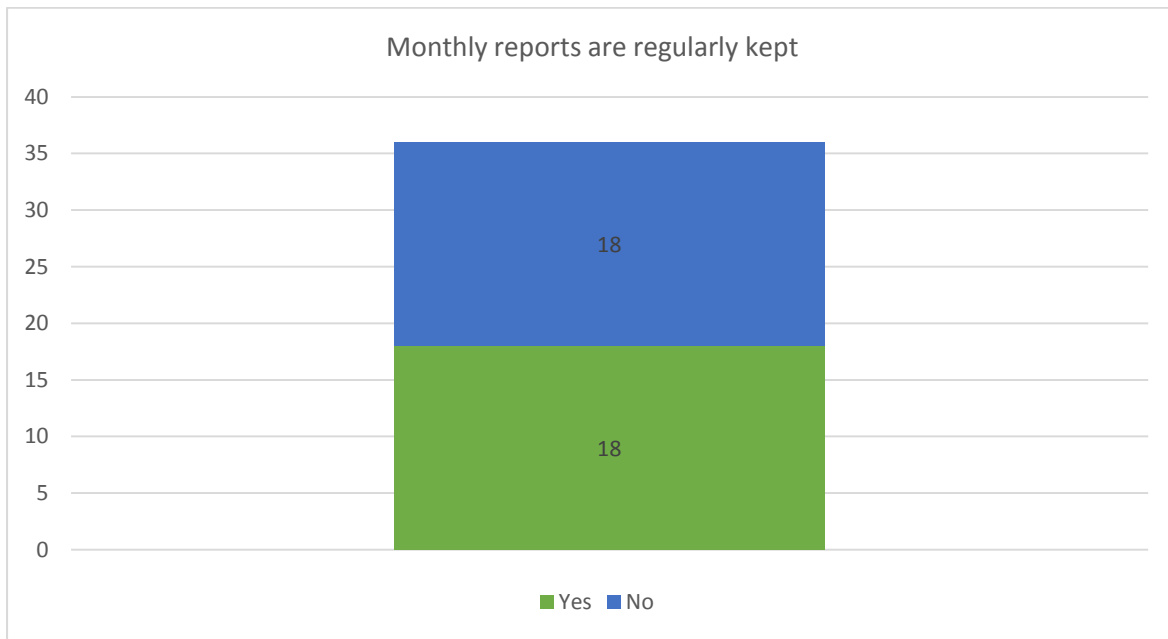


Figure 36: Translators' monthly reports

9. Legal framework

The Constitution⁴³ of Republic of Kosovo and the Law⁴⁴, define that Albanian and Serbian language and their alphabets have equal status as official languages in the Republic of Kosovo. Law on Use of Languages, also defines the official languages at municipal level, where besides Albanian and Serbian languages, Turkish and Bosnian languages are also official languages. In addition to this, Turkish, Bosnian and Roma languages, in some municipalities, are languages in official use.

Article 22 of the Constitution of Republic of Kosovo guarantees the direct implementation of international agreements and instruments guaranteeing human

⁴³ Constitution of the Republic of Kosovo (2008), Article 5, <https://gzk.rks-gov.net/ActDetail.aspx?ActID=3702>, last accessed in January 2019.

⁴⁴ Law No. 02/L-37 on the Use of Languages (2006), <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2440>, last accessed in January 2019.

rights and fundamental freedoms. The latter ones have priority over provisions, laws and other acts of public institutions.

9.1. *Law on the Use of Languages*

The law on the use of languages is based on the International and European Conventions, it defines that Albanian and Serbian languages and their alphabets are official languages in Republic of Kosovo⁴⁵ and have equal status in their use in all institutions of Kosovo.

Besides, the Law⁴⁶ defines the official languages at municipal level and also that a language shall have the status of an official language if it has been traditionally spoken⁴⁷.

The Law⁴⁸ also defines when a language has or gains the status of a language in official use in a municipality. The same Article defines the status of a language in official use in a municipality, if that language has been traditionally spoken in that municipality.

The law also defines the equality of municipal official languages in the institutions of a municipality⁴⁹.

9.2. *Office of the Language Commissionaire*

With the of Regulation No. 07/2012 on the Office of the Language Commissioner entry into force, the Office is established which, according to its mandate, oversees the implementation of the Law on the Use of Languages in order to protect the language rights of official languages in Republic of Kosovo at the central and local level, and languages in official use in municipalities, as well to preserve, promote and protect community languages whose native language is not one of the official languages, or in official use.

In addition to this, the *Administrative Instruction*⁵⁰ determines the procedures, through which communities may express their language requirements.

⁴⁵ Law on the Use of Languages, Article 1.1 and 1.2 at: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2440>, last visited on 22 January 2019.

⁴⁶ Ibidem Article 2.4

⁴⁷ Case of the Municipality of Prizren, where Turkish has the status of the Official language in the Municipality.

⁴⁸ Ibidem Article 2.4 of LUL.

⁴⁹ Ibidem Articles 7.1 – 7.4, Article 8.4, Articles 9.1 and 9.2.

Indicator D1: *The Administrative Instruction issued by the Ministry of Local Government Administration (MLGA), which provides the procedures by which communities may express their requirements for language services (translation and interpretation) at municipal level institutions of Kosovo.*

Does your municipality have a regulation determining the procedures by which communities may express their language requirements?

The Administrative Instruction issued by the MLGA sets out the procedures by which communities may express their requirements for language services (translation and interpretation) at municipal level institutions of Kosovo and establishes the procedures to be followed to determine the status of official languages and languages in official use in the respective municipalities. Therefore, MLGA has obliged municipalities to issue internal regulations that determine what are the official languages and which are in official use, and what are the procedures to be followed by a community when considering that its language should have the status of official language and language in official use at the local level.

From responses of 37 municipalities, 22 of them have stated that they have regulations, 14 have stated they do not have, but based on the data of OLC, it turns out that only three municipalities do not have the regulation. This may mean that in municipalities, officials are not adequately informed about the language documentation and language rights of the respective municipality. The status of languages, in some municipalities is defined also by the Municipal Statute.

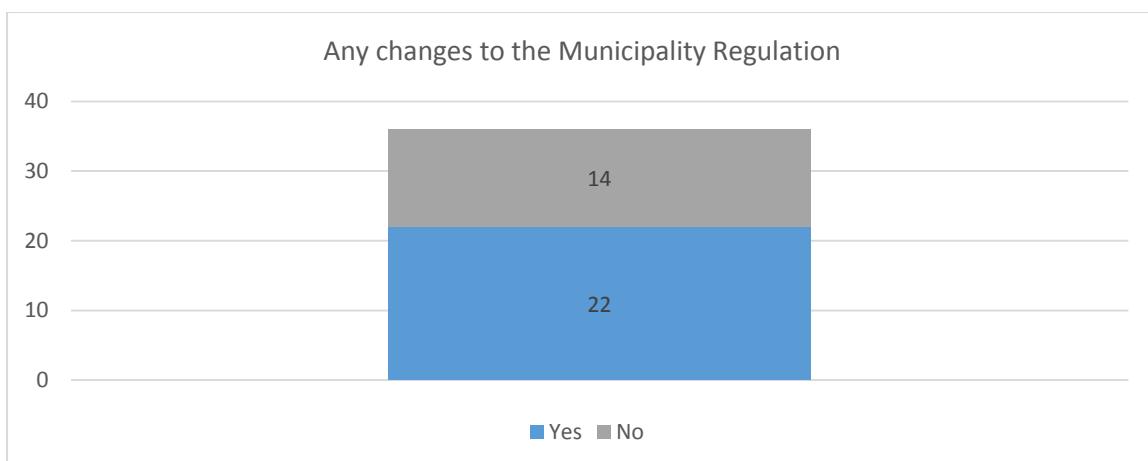


Figure 37: Changes in the Municipal Regulation

⁵⁰[Administrative Instruction No. 2011/02 on Determinations of Procedures for Implementation of the Law on Use of Languages](https://gzk.rks-gov.net/ActDetail.aspx?ActID=7982), see at: <https://gzk.rks-gov.net/ActDetail.aspx?ActID=7982>

9.3. Requirements directed to municipality for language services

Indicator: D2 (D2.1. - D2.2. - D2.3.)⁵¹ *The total number of requests for translation of official documents approved by the Municipality in one of the official languages that is in official use in the municipality*

If applicable, has your municipality received requests for translation of language documents into languages in official use? If yes, how many requests and for what languages?

Implementation of this Law requires from the responsible institutions and service providers to develop, obtain and allocate the adequate budgetary and human resources for this purpose. On the other hand, citizens have the right to submit requests for language services in languages in official use as provided for by the Law. The extent to which the institutions are aware of the necessity of implementing the Law and, on the other hand, the extent to which citizens are familiar with their language rights, that is an issue that requires continuous efforts. It is necessary to know whether the municipality has received requests for translation of language documents into languages in official use, if applicable in the respective municipality. From the municipalities' responses, we have concluded that the total number of requests for translation of official documents approved by the municipality in one of the official languages of the municipality is - 34 requests for translation into Bosnian language, 16 for Roma language and none for Turkish language.

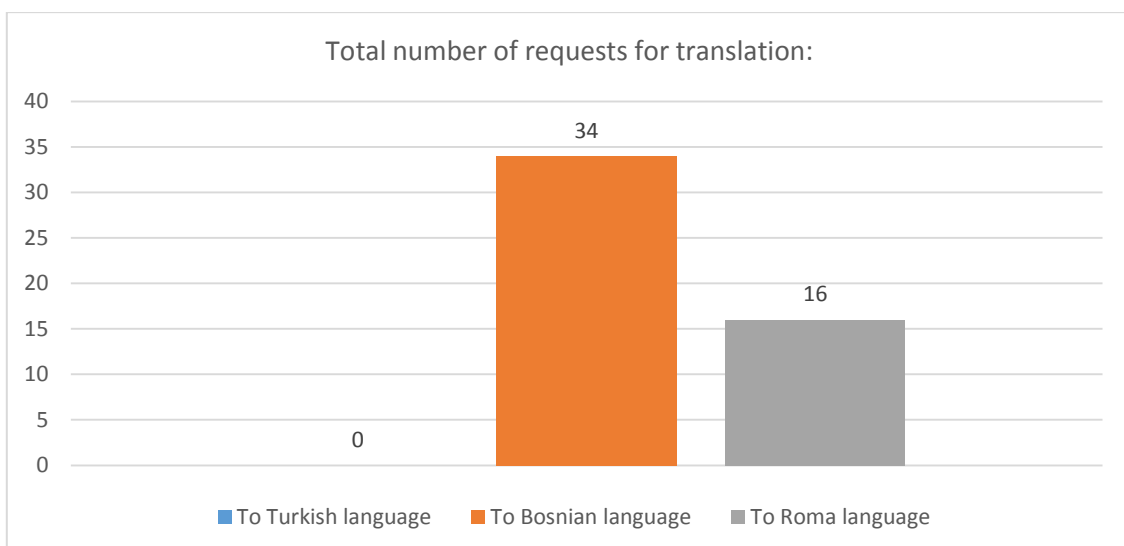


Figure 38: The total number of requests for translation

⁵¹ Language requested for translation: Number of Received Requests / In Turkish / Bosnian / Roma languages.

Indicator D3⁵²: *The total number of complaints filed and protocolled in relation to violation of multilingual signs-markings (street names, municipal road signs and names of official institutions).*

Has your municipality received complaints regarding the multilingual signs-markings violations (street names, municipal road signs and names of official institutions)? If yes, how many requests were received and for what languages?

Multilingual signs-markings (street names, municipal road signs and names of official institutions) are orientation signs-markings that help citizens both on the street and within the institution. Failure to comply with the languages in these signs leads to confusion of the citizens and misleads them.

The data from municipalities provides the following overview: in the Serbian language there are 27 complaints about the street name; 30 for municipal road signs; 31 for signs of official institutions; and 33 complaints of other nature.

Regarding Albanian language, 8 complaints are for street names; 5 for municipal road signs; 4 for signs in the official institution and 2 complaints of other nature.

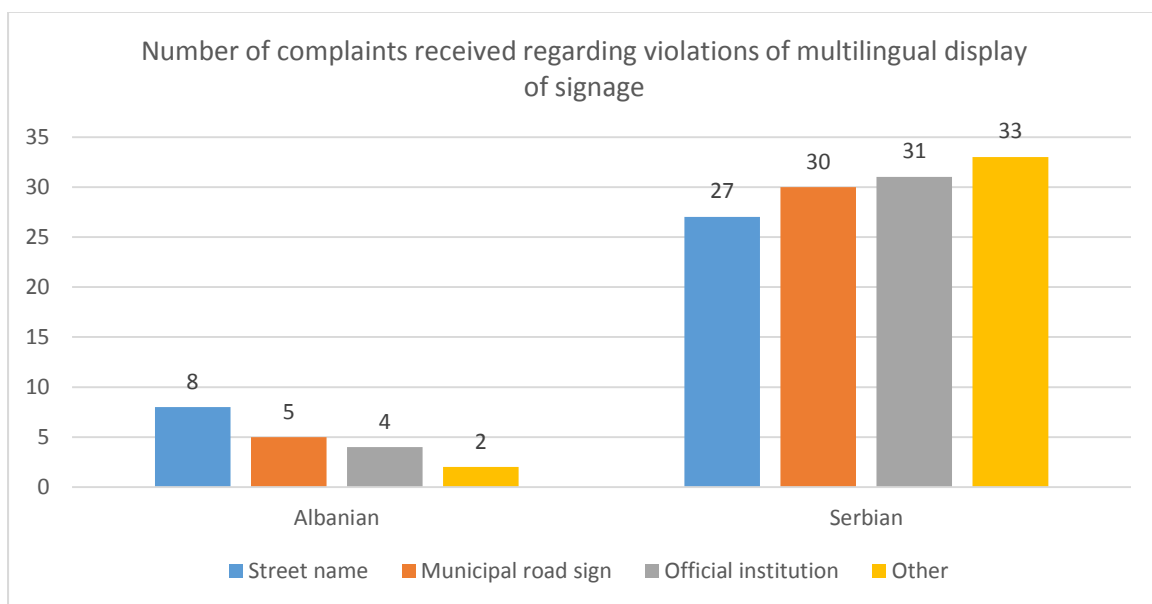


Figure 39: Received complaints about multilingual inscriptions

⁵² Type of signalling: Languages complained for/Number of requests/Street name/Municipal road signs/Official institution/Other.

10. Communication and awareness raising

Efforts of the OLC to promote public awareness of the use of languages have brought considerable results. The Office has taken concrete action to ensure that an institution is devoted to language rights and is able to continuously implement measures to enforce the rights set forth by the applicable legislation on official languages.

The Office has consistently promoted awareness of public opinion and institutions on language rights and obligations, and on the role of the Office in the protection and promotion of language rights. Since the beginning, it has developed and implemented a plan on communication and awareness raising of citizens on the Law and Language Rights based on the Law. In addition, it has worked on the awareness raising of the institutions under its jurisdiction, on the Law and the importance of communication in official languages, not limiting only to the web site but through brochures and information leaflets; guidelines; seminars and field visits.

Special attention has been paid to communication with the municipalities, considering that municipal institutions are the first door where citizens knock and in which they should have access, therefore these institutions are obliged to serve the citizen whenever the need arises.

Assisting mechanism of the office is the Language Policy Network⁵³, which consists of contact persons⁵⁴, as well as language service providers at the municipal level in each municipality. CPs, are the officials who continuously assist the office whenever the need arises. This cooperation has assisted during the monitoring, the setting up of various meetings on addressing language issues, especially whenever there are allegations of violations of language rights.

Through various meetings, roundtables, language courses in some municipalities, especially through meetings with CPs, the Office has managed to develop a very good communication and has raised awareness of the institutions on the obligations deriving from the Law, and on the other hand raised awareness of citizens on their language rights and when they consider that their language rights have been violated.

⁵³ Article 15 of the Regulation on OLC

⁵⁴ Ibid.

10.1. Official website of the Municipality

Indicator G1: *Official website of the Municipality translated/available in official languages.*

Is the official website of municipality translated in the official languages of the municipality?

The first element that a citizen requires to have access to is the official municipal website; therefore it is very important that it is translated and updated in the official languages of the municipality. The official municipal website translated and available in the official languages provides the possibility of informing citizens in timely manner and on all issues they are interested in.

According to the given responses, the situation shows that the majority of municipalities have updated and translated documents that are in the official website. 28 municipalities have declared having a translated official website into official language, while 9 municipalities declared not having a translated official website.

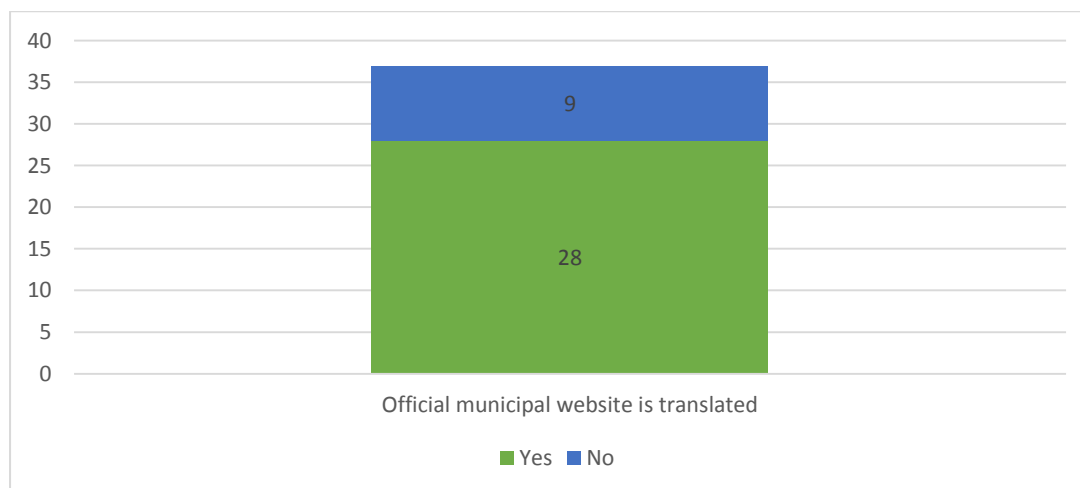


Figure 40: Translated official websites

Indicator G2: *All published documents are translated into both official languages and are published at the same time.*

Is municipal website regularly updated into all official languages?

Particularly important in the functioning of websites is the regular update with documents, various meetings, municipal news etc., in all official languages. The responses provided by the municipalities show that 25 municipalities translate all documents into both official languages and publish them at the same time, while 12

municipalities have stated that they do not translate and publish materials at the same time.

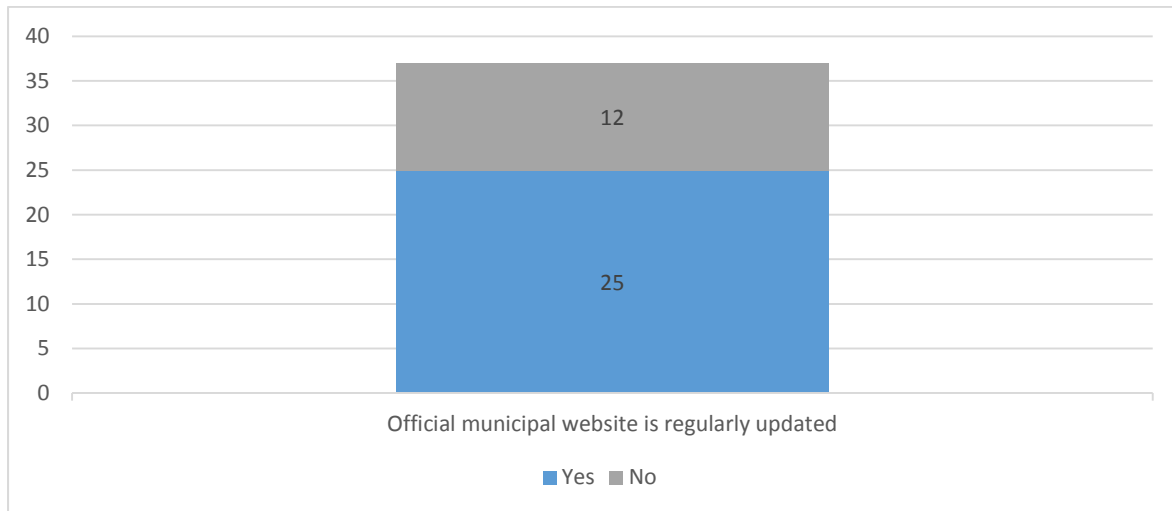


Figure 41: Official websites translated

10.2. Publication of documents

Indicator G3:⁵⁵ Average delay of publication of translated documents in both official languages on the municipal website.

What is the average time between the publications of documents in different language versions?

Besides the publication and updating of documents and municipal news, it is very important that they are updated in timely manner. If there are delays, a number of documents or news lose their importance and effect that they could have for the citizens who speak the language in which the update was not done on time.

The average delay in publishing documents between Albanian-Serbian language versions, presented by municipalities, is as follows: 16 municipalities delay the publication for one day; 3 municipalities for two days; 2 municipalities for three days; 4 municipalities for five days; 4 municipalities more than five days; while in 6 municipalities this is not applicable.

⁵⁵ Language version of the published document: Average publication delay (calculated per day): Albanian - Serbian / Serbian - Albanian; Albanian - Turkish / Turkish - Albanian; Albanian - Bosnian / Bosnian - Albanian.

Publication in Serbian-Albanian version: 13 municipalities delay it for one day; 7 municipalities for two days; 1 municipality for three days; 2 municipalities for four days; 2 municipalities for five days; five municipalities over 5 days and in six municipalities this is not applicable.

Albanian-Turkish version: 2 municipalities delay it for one day; 1 municipality for five days; 7 municipalities over five days; while in 26 municipalities this is not applicable.

Turkish-Albanian version: 2 municipalities delay it for one day; 1 municipality for five days; 6 municipalities over five days; while in 27 municipalities this is not applicable.

Albanian-Bosnian version: 1 municipality delays it for two days; 1 municipality for five days; 6 municipalities over five days; while in 28 municipalities it is not applicable.

Bosnian-Albanian version: 2 municipalities delay it for two days; 1 municipality for five days; 6 municipalities over five days; while in 27 municipalities it is not applicable.

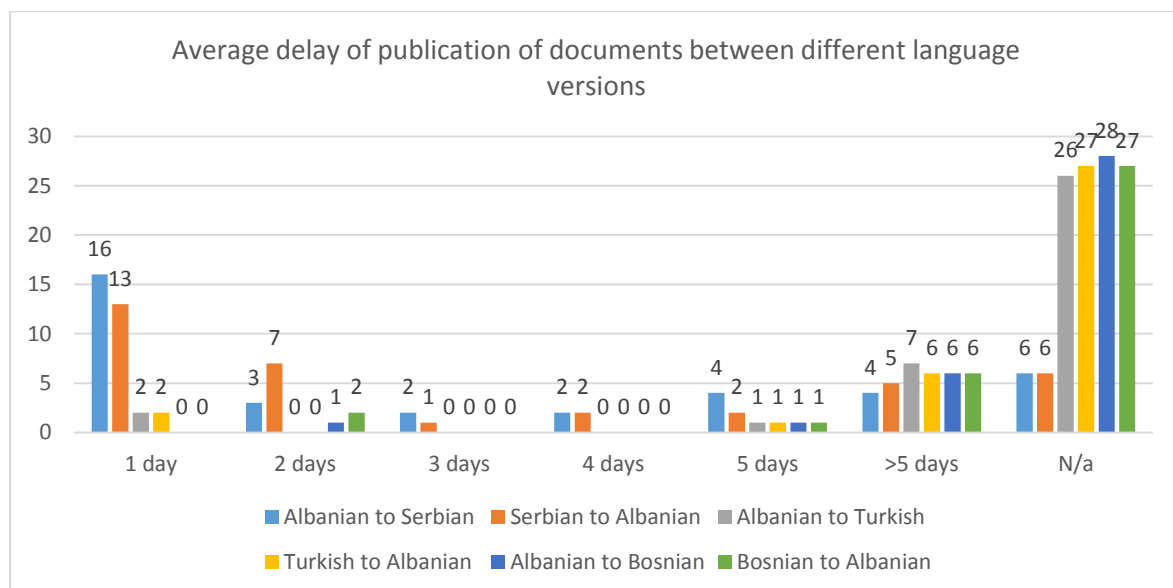


Figure 42: The average delay in publishing documents - versions of different languages

10.3. Awareness raising campaigns

Indicator G4:⁵⁶ *The annual municipal plan includes specific activities for contacting/informing citizens on the use of languages in respective municipalities during the reporting period*

Has the municipal annual plan included specific campaigns for contacting / informing citizens on the use of languages during the reporting period?

Specific awareness are raising campaigns in contacting/informing citizens about the use of languages, play a very important role in raising awareness of citizens about their language rights and the Law. This indicator measures whether the municipal annual plan includes specific activities for contacting/informing citizens about the use of languages in the respective municipality. Therefore: 16 municipalities have stated that the annual work plan has included awareness-raising campaigns on language rights, while 21 municipalities stated that there was no such activity.

Whereas, regarding the awareness raising campaigns for citizens on the role of OLC as an institution for addressing and resolving their complaints, the municipalities have stated the following: 23 municipalities did not conduct any campaigns, whereas 13 did conduct such activities. 33 municipalities have not conducted any other campaigns, whereas one municipality has. In all three cases, there are municipalities that have not provided an answer.

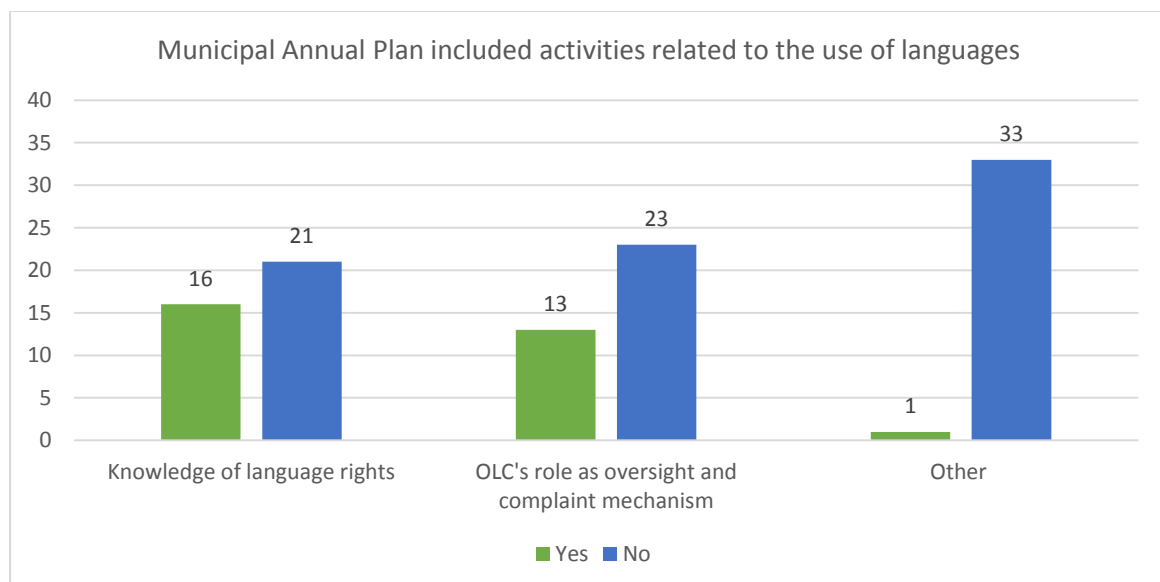


Figure 43: Municipal annual plan of activities for the use of languages

⁵⁶ The type of campaign for contacting/Informing citizens/Organized activities: Knowledge of Language Rights/OLC's role as the complaints monitoring mechanism/Other.

Indicator G5:⁵⁷ *Official cooperation between the municipality and civil society on language issues*

Has your municipality cooperated with civil society for dealing with language issues? If yes, how?

Civil society awareness raising campaigns play a very important role and the cooperation of municipalities with civil society represents a link between these entities. This link has a positive impact on the promotion of languages and on the increase of institutions accountability towards citizens. Therefore, language issues and direct oversight, as well as raising citizens' awareness work best through civil society and joint meetings.

From the total annual number of activities (364 in all municipalities) it turns out that: 177 activities have been developed for Serbian Language courses; 93 for Albanian Language courses; 8 Information campaigns; 12 publications, 1 TV show; 13 conferences; 35 different type of meetings and 25 round-tables.

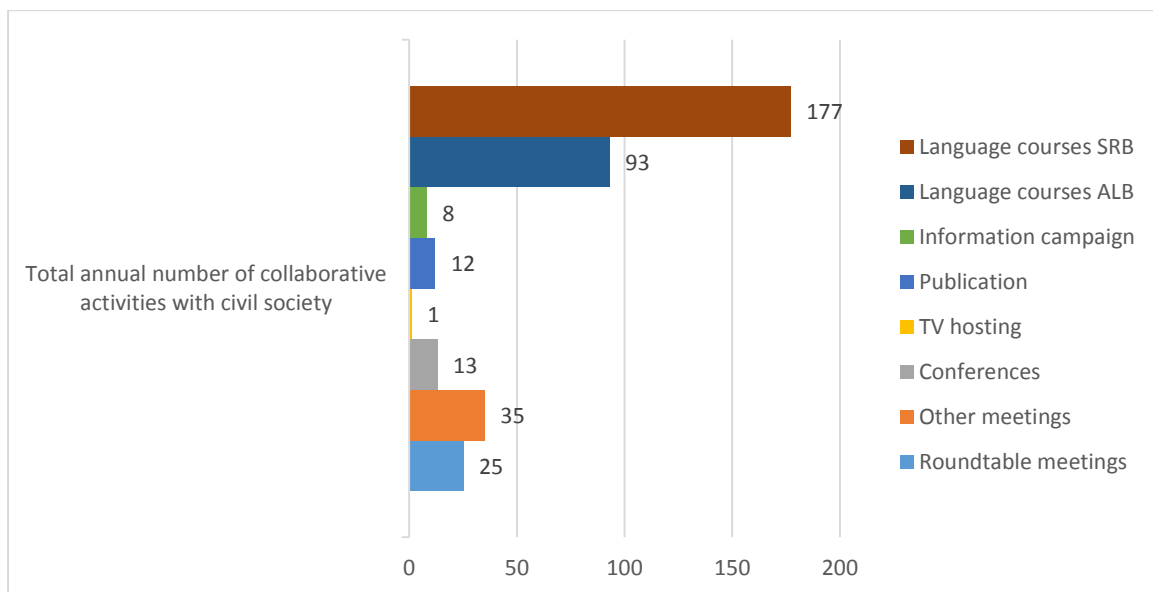


Figure 44: The total annual number of cooperation with civil society

⁵⁷ Type of cooperative activity / Number of activities: round-tables; meetings; conferences; TV appearance; Publication; Information Campaign: Language courses / number of civil servants attending Albanian language/ Serbian language courses - specified.

10.4. Opinions and recommendations given to the OLC

| |
|---|
| Indicator G6: <i>Qualitative self-reflecting report by Contact Persons on how the role of LPN can be strengthened based on their experience and practices.</i> |
|---|

| |
|--|
| <i>What could OLC do to strengthen the role of language contact persons / language policy network?</i> |
|--|

During these six years of cooperation, the Office has tried to address all issues regarding the implementation of the Law, increasing institutional and inter-institutional cooperation for reaching its objectives for achieving language equality. The office has always had the support of CPs in its efforts to achieve this goal.

Even though there have been difficulties in overcoming challenges, and the progress towards reaching language equality has not always been satisfactory, the achievement of set goals would be deficient without CPs. The position of CPs was also quite challenging in the municipalities, therefore in order to find an easier way for cooperation, the OLC invited the municipalities to give their opinion or recommendation on what could the OLC do in the future to increase the cooperation and facilitate the monitoring process online.

From the answers we have received, it turns out that: four municipalities have not given any recommendation or opinion, whereas a number of CPs wrote only their names, which leads us to believe that they did not understand the question properly. In two cases it was written as "I can provide you with all the data that our municipality has". In two cases they stated that "I have no knowledge of this" and this makes it clear to us that we still have to work with them to further clarify the measuring indicator. Two municipalities have suggested for the LPN to meet more frequently and to expand the cooperation in the future. Some have stressed that Office can strengthen the role of LPN by providing various trainings, more frequent field visits etc.

Specific recommendations given to OLC:

- To influence the central institutions so that the documents that are sent to municipalities must be in two languages (Serbian and Albanian), in order to avoid situations when municipal translators have to translate them and thus loading them with extra translation. (5 municipalities);⁵⁸

⁵⁸ The same recommendation was made by more than one municipality, (5 municipalities).

- To strengthen translation offices. Hire and engage the proof-reader and complete the translation offices with additional equipment;
- To influence the central institutions so that they respect the Constitution and the Law, respect the languages of the communities, etc.
- To insist on employing a big number of language translators in municipalities; organize training; purchase of software for translation; strengthening of inter-institutional cooperation in the provision of language services;
- To initiate the harmonization of language professionals' salaries at state level (most are harmed in this regard); to foresee a compensation for CPs; to contact the mayors in order to explain to them the importance of respecting and implementation of the Law as a whole;
- To provide vocational training and courses, create better working conditions (simultaneous translation training), (2 municipalities);
- To establish communication between OLC and the municipal administration;
- To strengthen the role of CPs and LPN; Organize information meetings or training activities on the use of languages;
- To organize training activities especially for Serbian language with a focus on those sectors that have direct contact with citizens;
- To hire a bigger number of translators and provide support through the regulation;
- To lobby to the leaders of the respective institutions to give greater power of action to persons who do not have a leadership position but are CPs or LPN members. (Issue a decision by the head of the municipality/ administration which gives them power of action related to language policy within that municipality);
- To promote the existence of OLC and CPs of LPN, as well as their role and importance;
- To strengthen the role and position of official translators in institutions, managing publications on official websites;
- To strengthen the role of CPs through the implementation of legal acts such as the Regulation on job descriptions and allocate budget accordingly.

Conclusion

From all that was mentioned above, we conclude that the collection and compilation of data has taken a considerable amount of time and has been quite a difficult process because many of the answers were not selected from the dropdown list even though it was specifically requested several times. There were cases when the answers were not clear enough, but this makes us understand that more explanations are needed regarding the completion of the questionnaire.

Despite the difficulties, if we analyse the situation related to the implementation of the Law, it becomes obvious that very little progress has been made from 2014 until today. There are still very few translators, or maybe fewer than in 2014, and even fewer proof-readers, whereas translation services are not outsourced. When it comes to outsourcing services, the data is confusing and unclear (see the figure under the measuring indicators for this service).

The situation of language service providers differs from one municipality to another, which means that they do not have a standard, from their coefficient to the computer equipment that help in translation or proofreading. They lack proper support and there are no criteria, such as: number of pages to be translated per day, whether they are simultaneous interpreters, text or document translators, lack of supportive dictionaries etc.

In order to compile the report, CPs have been asked to do additional work to complete the questionnaire of MT, further it has been noticed that the CPs have had challenges and that they do not always have the power to collect data. Very often they have no support from municipal supervisors and not always attend information sessions and training seminars when invited by the OLC. CPs get replaced without the knowledge of the OLC, and the Office never receives information on who is the new person in that position and why it came to such a replacement, so this is causing irregularities (discontinuity) in communication with the CPs.

Regarding the percentage of the budget or the percentage of workers speaking two or more languages (A14 and B2), the data are very confusing, in most cases there is no precise information on the budget, and in the additional rubric no justification is given as to why such information was not provided. The only conclusion we can draw from this is that none of the municipalities plans the budget for translation and proofreading, regardless of the target language.

Very few municipalities have written information under the additional comments, therefore even if we encounter unclear data, it remains to be discussed in the future

and to find a solution on how to move ahead with this form of communication and monitoring.

Ultimately, the CPs and the Network have done a very good, hard and responsible job, so the drafting of this report would not be possible without their help. A joint effort of the Office with municipalities will improve the communication as well as the current situation of the implementation of the Law.

Recommendations

Specific recommendations that the OLC gives to the municipalities:

- To enhance the role and importance of the members of the Language Policy Network and of Focal Points in order to improve the monitoring efficiency and strengthen the communication of municipalities with the OLC;
- To ensure that official websites of municipal institutions are updated, both in terms of the content and the official languages of the respective municipality, in accordance with the existing legislation;
- To provide more language trainings for civil servants employed in municipalities;
- To assess the need of increasing the number of internal language service professionals in municipal institutions and set appropriate time limits for conducting the work;
- To ensure that tasks for written and verbal translation are sorted out and reorganized according to certain criteria;
- To ensure the establishment of a clear structure and mandate of the internal language services of municipal institutions through the organizational chart;
- To introduce the use of internal reporting practices and data collection, based on the language;
- To consider the possibility for using the Monitoring Tool Indicators in a systematic and comprehensive manner, implementing obligations related to languages and other liabilities from municipal institutions;
- To improve public awareness among communities and beyond, informing them of the legal and institutional framework in force, including the mandate of the OLC and mechanisms envisaged for respecting the law.

- To ensure the allocation of a separate budget for the provision of language services and analyse economic feasibility in relation to the cost efficiency of external contracts for services;
- To ensure that all documents, signs and notifications in public institutions publicly disclosed are fixed when damaged and are in all official languages, as required by the Law on the Use of Languages;
- To continuously implement the recommendations and increase self-assessment and self-monitoring of municipalities in terms of implementing the Law

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- “The Manual on the Role and Function of the Language Policy Network”, Prishtina, 2017, OLC & OSCE,
- Office of the Prime Minister, ‘Languages Policies in Kosovo – implementations in Relations with public bodies’, 2011
- Regulation no. 07/2012 on the establishment and mandate of the Office of the Language Commissioner of the Republic of Kosovo, 2012
- Law No. 03/L-149 on the Civil Service of the Republic of Kosovo

Aneks 1: Tracking Tool

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|--|---|--|--|--|-----------------------------------|--------------------------------|
| <i>i</i> | Reporting municipality: <i>(please select from drop down list)</i> | | | | | |
| <i>ii</i> | Reported by: <i>(please enter name and title)</i> | | | | | |
| <i>iii</i> | Reported on: <i>(please insert date of report submission)</i> | | | | | |
| <i>iv</i> | Languages in official use: <i>(if applicable, list all languages in official use valid in the reporting municipality)</i> | | | | | |
| No | MLRC indicators | <i>Definition of indicators</i> | Potential data sources | | | |
| (A). In-house language capacity | | | | | | |
| A. 1. | Which of the following language services (interpretation/translation or proofreading) are | <i>Empirical statement outlining language services offered by the respective municipality in official languages.</i> | Administration Department, Human Resources Unit | Type of language service: | Language service provided: | Comment (if applicable) |
| | | | | Interpretation/Translation: <i>(please select your answer from drop-down menu)</i> | | |

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| | offered in-house by your Municipality? | | | Proofreading: <i>(please specify which language(s))</i> | | |
| | | | | <i>Please ensure you have answered both categories</i> | | |
| A. 2. | What is the number of language professionals providing in-house language services at the Municipality? | <i>Total number of professionals providing in-house language services (interpreting, translation and proofreading services) at the respective municipality, disaggregated by gender.</i> | Administration Department, Human Resources Unit | Type of language professional: | Number of language professionals: | Comment (if applicable) |
| | | | | Interpreter/Translator: <i>(please enter the exact number)</i> | | |
| | | | | Proof-reader: <i>(please enter the exact number)</i> | | |
| | | | | <i>Please ensure you have answered both categories</i> | | |
| A. 3. | Are the in-house (municipal administration) language professionals part of the municipal organogram? | <i>The organogram of the municipality contains name, title and department for (all) language professional(s).</i> | Administration Department | Language professionals are included in the organogram: <i>(please select your answer on the drop list)</i> | | Comment (if applicable) |
| | | | | Language professionals are recruited based on special service agreement: <i>(if applicable, please specify the exact number)</i> | | Comment (if applicable) |
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| A. 4. | Based on the relevant legislation, do you consider the number of language professionals is sufficient for language services in your municipality (including languages in official use, if applicable)? | <i>Self-reflective assessment on the in-house capacity of the respective municipality to provide language services in official and languages and languages in official use, if applicable.</i> | Administration Department, Human Resources Unit | For language services in: | Number of language professionals is: | Comment (if applicable) |
| | | | | Albanian language | | |
| | | | | Serbian language | | |
| | | | | Turkish language | | |
| | | | | Bosnian language | | |
| | | | | Roma language | | |
| | | | | <i>Please ensure you have answered all applicable categories</i> | | |
| A. 5. | What is the native language of the language professionals offering language service in your municipality? | <i>Native tongue is defined as the language that a person has spoken from early childhood.</i> | Administration Department, Human Resources Unit | Native language: | Number of language professionals: | Comment (if applicable) |
| | | | | Albanian | | |
| | | | | Serbian | | |
| | | | | Turkish | | |
| | | | | Bosnian | | |
| | | | | Roma | | |
| | | | | <i>Please ensure you have answered all applicable categories</i> | | |
| A. 6. | Do in-house language | <i>In-house language professionals with relevant work experience of 3 or more years in interpretation,</i> | Administration Department, Human Resources Unit | Type of language professional: | Professional experience: | Comment (if applicable) |

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| | professionals have 3 or more years of professional experience in language services? | <i>translation and proofreading.</i> | | Interpreters/Translators | | |
| | | | | Proof-readers | | |
| | | | | <i>Please ensure you have answered both categories</i> | | |
| A. 7. | Did your municipality offer training (interpretation/translation, proofreading or specialised tools) to in-house language professionals? | <i>Provision of training programmes by the respective municipality to its in-house language professionals to strengthen the competency, performance and skills in interpretation, translation and proofreading.</i> | Administration Department, Human Resources Unit | Type of training provided: | Training offered: | Comment (if applicable) |
| | | | | Training related to interpreting | | |
| | | | | Training related to translation | | |
| | | | | Training related to proof-reading | | |
| | | | | <i>Please ensure you have answered all applicable categories</i> | | |
| A. 8. | On average, on monthly basis what was the number of meetings that required interpretation services? | <i>Average number of meetings where interpreting services were provided by the language professionals in the official languages of the municipality and the languages in official use of the municipality. Calculation formula: Sum of all meeting for the reporting period/12 months</i> | Administration Department | Type of meeting: | Average number of monthly meetings that require interpretation: | Comment (if applicable) |
| | | | | Legislative | | |
| | | | | Executive | | |
| | | | | Public meetings/consultation | | |

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| | | | | Please ensure you have answered all three categories | | | |
| A. 9. | Where necessary, is interpretation provided for all meetings? | <i>Meetings where interpreting services were provided by the language professionals working at the Municipality, in the official languages of the Municipality and the languages in official use of the Municipality, if applicable.</i> | Administration Department | Language of interpretation: | Provided for all meetings: | Comment (if applicable) | |
| | | | | Albanian to Serbian and vice versa | | | |
| | | | | Albanian to Turkish and vice versa | | | |
| | | | | Albanian to Bosnian and vice versa | | | |
| | | | | Turkish to Serbian and vice versa | | | |
| | | | | Please ensure you have answered all applicable categories | | | |
| A. 10 | Are there computer-assisted translation tools and other specialised tools to assist the work of the language professionals of the Municipality? | <i>Availability of computer-assisted translation tools and other specialised tools to assist the work of professionals providing in-house translation and proofreading of records of internal and official meetings, public registers, official documents, regulations and subsidiary acts.</i> | Administration Department | Availability of computer and other specialised tools: | If not available, please list the reason(s) in text below: (e.g. budget, political will, capacity, etc.) | Comment (if applicable) | |
| | | | | | | | |
| A. 11 | What is the percentage of the overall municipal | <i>Percentage of the overall municipal budget allocated to salaries for the in-house language services (interpretation/translation and</i> | Human Resources Unit, Finance Department. | Budget spent on salaries for language professionals (EURO): | Total staff budget (EURO): | Overall percentage: | Comment (if applicab |

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| | staff budget spent on salaries for language professionals working at the Municipality? | <i>proofreading services) by the respective municipality.</i> | | | | | le) |
| | | | | | | #DIV/0! | |
| A. 12 | What is the salary coefficient of language professionals? | <i>As specified in the Law 03/L on Salaries of Civil Servants</i> | Human Resources Unit, Finance Department. | Type of language professional: | Coefficient: | Comment (if applicable) | |
| | | | | Interpreters/Translators | | | |
| | | | | Proof-readers | | | |
| A. 13 | Did your Municipality offer language courses to Municipal Civil Servants? | <i>Provision of language training programmes in non-native languages (for both official languages) aimed at strengthening the language competencies of the municipal civil servants at the respective municipality.</i> | Administration Department, Human Resources Unit. | Language of training: | Number of civil servants attending language training: | Comment (if applicable) | |
| | | | | | | | |
| | | | | | | | |
| A. 14 | How many of civil servants working in the Municipality are bilingual in official | <i>Total number and percentage of municipal servants working (excluding departments of health and education) who are bilingual in both official languages, as verified by</i> | Administration Department, Human Resources Unit. | Number of civil servants working who are bilingual in official languages: | Total number of civil servants (excluding health and education): | Overall percentage: | Comment (if applicable) |

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| | languages? | <i>the head of administration.</i> | | | | #DIV/0! | |
| (B). Outsourcing services | | | | | | | |
| B. 1. | If applicable, which of the following language services (interpretation/translation or proofreading) are outsourced by your Municipality? | <i>Type of outsourced language services out of the municipal budget on goods and services.</i> | Human Resources Unit, Finance Department. | Please specify which language services are outsourced: | | Comment (if applicable) | |
| | | | | Please specify for which language these services were outsourced: | | Comment (if applicable) | |
| B. 2. | For the reporting period, what is the percentage of the overall municipal budget on goods and services spent on outsourcing language services provided to the Municipality? | <i>Total and percentage of the overall municipal budget on goods and services spent on outsourcing language services (interpretation/translation and proofreading) by the respective municipality.</i> | Human Resources Unit, Finance Department. | Budget spent on outsourcing language services: | Total goods and services budget: | Overall percentage: | Comment (if applicable) |
| | | | | | | #DIV/0! | |
| (C). Quality of language services | | | | | | | |

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| C. 1. | At your municipality, what is the average time needed for language professionals to translate a 10 page document? | <i>Average time required for adequate translation.</i> | Administration Department, Human Resources Unit. | Please write the closest approximation of the average (calculated in days): | | Comment (if applicable) |
| C. 2. | What is the time available to language professionals to translate and proofread the Municipal regulations and subsidiary acts? | <i>Timeframe provided to in-house language professionals to translate, review, harmonise and/or proofread regulations and subsidiary acts.</i> | Administration Department, Human Resources Unit. | Type of document: <i>(use 10 page document as reference)</i> | Time available per document (of 10 pages), calculated in days: | Comment (if applicable) |
| | | | | Regulation | | |
| | | | | Other (please specify): | | |
| <i>Please ensure you have answered both categories</i> | | | | | | |
| C. 3. | Daily, what is the average working hours dedicated to interpreting? | <i>Average of consecutive working hours dedicated to oral interpretation services, provided in meetings of the legislative and executive of the respective municipality, as well as in public meetings organised by the municipality or direct interpretation for citizens seeking services at the municipality.</i> | Administration Department, Human Resources Unit. | Language of interpretation: | Daily average (calculated in hours): | Comment (if applicable) |
| | | | | Albanian to Serbian | | |
| | | | | Serbian to Albanian | | |

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| | | | | <i>Please ensure you have answered both categories</i> | | |
| C. 4. | Do in-house language professionals regularly write monthly reports whereby daily activity is recorded? | <i>Daily records specifying time spent and type of language services provided in-house for the respective municipality.</i> | Administration Department, Human Resources Unit. | Please select your answer on the drop list menu: | | Comment (if applicable) |
| (D). Legal framework | | | | | | |
| D. 1. | In the reporting period, has there been any changes to the Municipality Regulation which defines the procedures by which communities can express their language requests? | <i>Administrative instruction issued by the Ministry for Local Government Administration, defining the procedures by which communities can express their requests for language services (translation and interpretation) at the municipal level institutions of Kosovo.</i> | Administration Department, MLGA. | Please select your answer on the drop list menu: | | Comment (if applicable) |
| D. 2. | If applicable, has your municipality received any requests for translation of official documents into languages in official use? If yes, | <i>Total number of requests for translation of official documents adopted by the Municipality into one of languages in official use of the Municipality.</i> | Administration Department | Requested language of translation: | Number of requests received: | Comment (if applicable) |
| | | | | To Turkish language | | |
| | | | | To Bosnian language | | |
| | | | | To Roma language | | |

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| | how many requests and for what language? | | | Please ensure you have answered all applicable categories | | | |
| D. 3 | Has your Municipality received any complaints regarding violations of multilingual display of signage? If yes, how many requests and for which language? | Total number of protocolled complaints regarding violations of multilingual display of signage (street names, municipal road signs and names of official institutions). | Archive - Administration Department | Type of signage: | Language under complaint: | Number of requests: | Comment (if applicable) |
| | | | | Street name: | | | |
| | | | | Municipal road sign: | | | |
| | | | | Official institution: | | | |
| | | | | Other (please specify in comment): | | | |
| Please ensure you have answered all applicable categories | | | | | | | |
| (G). Communication and awareness raising | | | | | | | |
| G. 1. | Is the official municipal website, translated in the official languages of the Municipality? | Existence of an official municipal website translated/available in all official languages. | Online check. | Please select your answer on the drop list menu: | | Comment (if applicable) | |
| G. 2. | Is the official municipal website regularly updated in entirety in all official languages? | All published documents are translated in all official languages and published concurrently. | IT Unit | Please select your answer on the drop list menu: | | Comment (if applicable) | |
| G. 3. | On average, what is the delay of publication of | This indicator measures the average delay of publication of translated documents in both official languages | Administration Department, IT Unit | Language version of published document: | Average delay of publication (calculated in | Comment (if applicable) | |

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| | documents between different language versions? | <i>on municipal webpage.</i> | | | days): | |
| | | | | Albanian to Serbian | | |
| | | | | Serbian to Albanian | | |
| | | | | Albanian to Turkish | | |
| | | | | Turkish to Albanian | | |
| | | | | Albanian to Bosnian | | |
| | | | | Bosnian to Albanian | | |
| | | | | <i>Please ensure you have answered all applicable categories</i> | | |
| G. 4. | Did the Municipal Annual Plan include specific outreach/information campaign related to the use of languages during the reporting period? | <i>This indicator measures if the municipal annual plan includes specific outreach/information activities related to use of languages in the respective municipality, during the reporting period.</i> | Administration Department, Finance Department. | Type of outreach/information campaign: | Activities organised: | Comment (if applicable) |
| | | | | Knowledge of language rights | | |
| | | | | OLC's role as oversight and complaint mechanism | | |
| | | | | Other (please specify in comment): | | |
| | | | | <i>Please ensure you have answered all applicable categories</i> | | |
| G. 5. | Has your municipality | <i>This indicator measures official collaboration between municipality and civil society on language issues.</i> | Public information office, Municipal office for | Type of collaborative activity: | Number of activities: | Comment (if applicable) |

| | | | | | | |
|--------------|---|---|-------------------------------|--|--|--|
| | collaborated with civil society to treat language issues? If yes, how? | | communities and return | Round tables Meetings Conferences TV hosting Publication Information campaign Language courses <i>(please specify the number of civil servants who attended ALB language course)</i> Language courses <i>(please specify the number of civil servants who attended SRB language course)</i> | | |
| | | | | <i>Please ensure you have answered all applicable categories</i> | | |
| G. 6. | In your opinion, what could OLC do to strengthen the role of the language focal points/language policy network? | <i>Open-ended self-reflective qualitative reporting by language focal points on how the role of LFP and LPN can be strengthened, based on their experience and practices.</i> | Language Focal Point | Please provide your answer in text: | | Comment <i>(if applicable)</i> |