

# Translation in Crisis Response Planning - Croatia as a Case Study

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**Translation in Crisis Response Planning - Croatia as a Case Study**  
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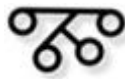
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**Matea Kladarić**

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## **Abstract**

Crisis situations present highly complex challenges, which has led to the development of crisis response planning and crisis management. Numerous aspects need to be incorporated within these fields in order to save lives and reduce damage as much as possible. One particularly important and, at the same time, challenging aspect is respect for human rights, especially the right to access information in a foreign language. To this end, the topic of crisis translation has been gaining attention in recent times. Inspired by the work done by the INTERACT network, this paper examines the position of translation in crisis response planning in Croatia.

In order to provide a comprehensive insight into the topic, this case study used three methods. First, official documents were analysed to see whether and how crisis translation is regulated in this country. Further, experts active in crisis response and crisis response planning were interviewed to explore crisis translation procedures in the field. Finally, a questionnaire among professional translators and interpreters was conducted to examine their experiences and opinions on the matter.

The findings show that Croatian legislation does not include detailed implementation plans when it comes to translation in crisis situations and that the crisis translation in the field is done on an *ad hoc* basis. Further, a great majority of Croatian translators and interpreters would be willing to work in crisis situations although there are no training opportunities offered in this area, either as a part of the formal education system or as post-education training programs.

The findings obtained by this paper may be used to encourage further research on the topic and improve the position of translation in crisis response planning in Croatia, as well as to inform the design of training courses for both professional translators and responders in the field.

**Keywords:** translation, interpreting, crisis translation, crisis management, civil protection, crisis response planning

## Table of contents

1. Introduction.....	5
2. Key concepts.....	6
3. Previous research related to crisis translation.....	8
4. Crisis response planning in Croatia.....	11
5. Aims and hypotheses.....	12
6. Methodology.....	13
7. Findings.....	16
7.1. Translation in Croatian crisis response planning.....	16
7.1.1. Analysis of legal documents.....	17
7.1.2. Keyword search.....	18
7.1.3. 4-A analysis.....	19
7.2. Experiences from the crisis response field.....	21
7.2.1. Crisis translation in practice.....	21
7.2.2. Participants' personal opinions on translation in crisis response planning.....	28
7.3. Survey among professional translators.....	29
7.3.1. Demographics.....	29
7.3.2. Crisis translation.....	30
7.3.3. Education and professional training.....	36
8. Conclusions.....	37
References.....	40
Appendix 1 – Official documents.....	48
Appendix 2 – Consent form.....	49
Appendix 3 – Interview guide.....	51
Appendix 4 - Questionnaire.....	52

## **1. Introduction**

The right to access information is one of the fundamental human rights, as stated in many international legal documents, such as: the Universal Declaration of Human Rights (1948), the International Covenant on Civil and Political Rights (1966), European Convention for the Protection of Human Rights and Fundamental Freedoms (1950) and others. Article 19 of the Universal Declaration of Human Rights (1948) says that: “everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers”.

Crisis situations are some of the most challenging situations when it comes to communication, and quality crisis response planning is, therefore, very important for a successful implementation of communication (and other) strategies. A stronger emphasis has been recently put on the problem of crisis response planning on the global level, which has resulted in new projects such as INTERACT - International Network on Crisis Translation - conducting research on and developing new resources for translation and interpreting in crisis situations.

The current pandemic caused by the new coronavirus proves the complexity of crisis management and the impact crisis situations can have on different aspects of society. This crisis has also proven the importance of the topic of crisis translation and translation in crisis response planning. A video recorded by Stella Ko (Bloomberg QuickTake, 2020) who was visiting her family in South Korea shows her experience in one-day quarantine where she was monitored and tested for the virus. The video shows how the instructions and printed materials used in the facility are in Korean and Chinese. The medical staff did not speak English and Ko had to interpret for another woman present there who did not speak Korean. The situation described here, which is intended to serve as an illustrative example and is not to be seen as a critique of the medical service provided by the country in question, shows the lack of recognition of the importance of translation services in official documents regarding crisis response planning and the role of volunteer translators in crisis situations. Situations similar to the one described take place all over the world in different forms (cf. McCulloch, 2020) and in different crisis situations, proving that there is a need for the development of the topic of crisis translation and further research in the field.

Since crisis translation has become a topic of research relatively recently, the situation regarding the position of translation and interpreting in crisis planning in Croatia and its legislation have not yet been investigated. The fact that Croatia bases a significant part of its

economy on tourism, which involves the need for multilingual communication, has motivated me to examine whether the national legislation incorporates aspects of translation and interpretation in its crisis response planning, having in mind the fundamental human rights and the need to provide access to information in other languages besides Croatian. Legislation, however, is only one relevant aspect of this topic. In order to obtain a comprehensive insight, the study was expanded to include two additional perspectives. Experts from the crisis response field have a first-hand experience in both crisis response and crisis response planning. The interviews conducted among the experts thus provide an insight into the position of translation in crisis response procedures at this time. On the other hand, professional translators and interpreters have expert knowledge and experience in translation and interpreting activities, and it was important for the study to also include their professional opinions and experiences on the topic. Together, the three aspects studied provide an extensive insight into the position of translation in crisis response planning in Croatia.

## 2. Key concepts

Crisis response planning and crisis communication represent very broad areas of research, with many authors contributing to different aspects within those areas. This chapter explains some key concepts relevant for the topic of the present paper.

At the heart of the topic presented here stands the concept of *crisis*. A debate could be developed on the notions and differences between the terms crisis, emergency and disaster (Federici et al., 2019: 3). The Croatian *Civil Protection Act*, as one of the main official documents regulating procedures in crisis situations in Croatia, distinguishes between two types of crisis events, emergency (*izvanredni događaj*) and disaster (*katastrofa*):

7) *Emergency* is an event for the restoration of which the activation of emergency services and the potential mobilization of responders from the civil protection system are required.

8) *Disaster* is a state caused by a natural and/or technical-technological event of such a scope, intensity and abruptness that it threatens the health and lives of a large number of people, property of a high value and the environment, whose occurrence cannot be prevented or whose consequences cannot be eliminated by responders from the civil protection system under the local (regional) authority on whose territory the event took place, including consequences of terrorism or war.<sup>1</sup>

(Civil Protection Act, Article 3(7) (8))

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<sup>1</sup> Original version in Croatian. This and all other translations from Croatian into English were done by the author of the paper.

For the purpose of this paper the term crisis will be used in its broad sense, encompassing any “non-routine set of circumstances that violates expectations, poses a threat to a social group, and requires a crisis management to prevent or mitigate the harm” (Federici et al., 2019: 3).

The complexity of the topic becomes even more evident when observing various fields in which crises can occur, such as in the field of state security and the security of local communities, cybersecurity, environmental threats and environmental sustainability, public health threat, business continuity or communication and mass media crises, to name a few. It can be said that “[c]rises are by definition interdisciplinary events and often reach across regional, cultural, economic and political boundaries” (Sellnow and Seeger, 2013: 2). In addition to that, “crises all generally evoke the notion of some dramatic, unanticipated threat, with widespread and wholly negative impact” (2013: 5). Despite the many differences among crises and despite the fact that crisis situations are usually accompanied with panic and uncertainty, it has been demonstrated that, “[c]rises, like many complex, event-based social phenomena, actually have a very clear developmental structure and, arguably, demonstrate identifiable if not predictable order and pattern” (2013: 26). Precisely this allows for evidence-based crisis response planning, which includes aspects such as crisis management and crisis communication.

*Crisis management* usually “involves four broad functions: hazard mitigation, emergency preparedness, disaster recovery and emergency response” (Lindell and Perry, 2004: 6, cited in Sellnow and Seeger, 2013: 105). Due to the already explained complex nature of crisis situations, crisis management can be seen as a “practice drawing on a variety of fields including medicine, sociology, psychology, engineering, logistics, political science and criminal justice, as well as communication” (Sellnow and Seeger, 2013: 2). There are many theories and strategies when it comes to crisis management, most of them recognising different stages, usually divided into pre-crisis, crisis, and post-crisis phases (cf. Sellnow and Seeger, 2013; Coombs and Holladay, 2010). The importance of communication has already been noted, but it is “arguably a core function of emergency management that, if practiced effectively, can significantly enhance preparedness, improve coordination and cooperation, empower the public, facilitate logistics, reduce public anxiety and generally limit and mitigate harm” (Sellnow and Seeger, 2013: 106). Further, *crisis communication* can be “defined broadly as the collection, processing, and dissemination of information required to address a crisis situation” (Coombs and Holladay, 2010: 20). Sellnow and Seeger (2013: 14) point out the vast diversity of communicators, instruments and other functional elements involved in communication during a crisis and add to this point that the crisis communication processes “are also made



significantly more complex by the diversity of audiences, cultures, backgrounds, experiences, new technologies and forms of crises. In addition, effective communication in these cases can literally be a life and death matter”. This complexity is reflected in many different crisis communication theories (cf. Sellnow and Seeger, 2013; Coombs and Holladay, 2010; The Signal Code, 2017).

Another important aspect should be stressed, “[d]ue to the transboundary nature of modern-day crises, crisis and disaster communication must be multimodal and multilingual” (O’Mathúna et al., 2020: 4). This multilingual characteristic of crisis situations in modern times has led to the creation of a fairly recent term - *crisis translation*. According to the INTERACT project, crisis translation can be understood “as the act of transferring meaning and cultural encodings from one language/cultural system to another, in written, oral or signed modes, before, during or after a crisis” (Hunt et. al., 2019: 25), and it “enables affected communities and responders to be prepared for crises and disasters, improve resilience and reduce the loss of lives” (Federici et al., 2019: 3). One additional comment has to be made here concerning the meaning of the *translation process* and the role of the translator, as noted by the INTERACT team in a number of their papers based on their research on the subject: “‘Translation’, when used in isolation, is an umbrella term for ‘translation and interpreting’. Though translation and interpreting are seen as separate tasks in the professional sphere, we include both aspects here because it is possible that a language mediator operating in a crisis setting might pivot between the two tasks” (O’Mathúna et al., 2020: 4). Moreover, regarding the notion of *translator*, they add that: “in a crisis situation, a ‘translator’ might be any person who can mediate between two or more language and culture systems, without specific training or qualifications” (O’Brien and Federici 2019: 142). They are also often referred to as *volunteer translators* or *citizen translators*.

The key concepts explained here give an indication of the complexity of crisis situations and crisis response planning processes, as well as an insight into the role, importance and obstacles in translation processes in modern day crises.

### **3. Previous research related to crisis translation**

The biggest contribution to the topic of this paper has been given by the EU-funded INTERACT network, the International Network on Crisis Translation. The work of the network (2017–2020) was focused on different aspects of crisis translation, such as crisis translation policy, crisis machine translation, training for citizen translators and ethical challenges for crisis translation, and has resulted in a number of papers and resources. Within the project, the topic

of ethical challenges was addressed by Hunt et al. (2019), who argue in favour of the viewpoint that translation is an ethical obligation in crisis situations, that is, in humanitarian crises as discussed in the paper. By linking humanitarian ethics and crisis translation, they show that translation services are an ethically justified necessity and go on to demonstrate ways in which potential harm could be avoided by incorporating language translation in crisis situations. The article also introduces some additional aspect of innovation in the form of machine translation, apps and translation memories that could speed up crisis translation processes. Although the innovations in question show many benefits, the authors discuss in detail how ethical attention is needed in all processes in connection to technical innovation in this field and add that ethical commitment is required by all stakeholders. The issue of ethics is discussed also by O'Mathúna et al. (2020), who focus in detail on citizen translators and virtue ethics (cf. Chesterman 2014) and how it may affect decision making processes in crisis situations. In the paper, the authors give examples of real crisis events and explain how the translators' personal codes of ethics may interfere with the translation process, continuing with discussions on the role of intercultural communication and the quality of translation, and finally give recommendations for training citizen translators. The paper provides a thorough overview of the complexity of crisis situations and the process of incorporating translation, not only during crisis, but also during the pre-crisis phases of crisis response planning. In addition to the two papers mentioned, the INTERACT team (O'Mathúna et al., 2019) give research-based ethical recommendations relating to policy, translation technology development and deployment and training.

A detailed insight into the issue of machine translation in crisis situations is provided by Lewis et al. (2011) and Cadwell et al (2019). Lewis et al. (2011) focus on the crisis response after the great earthquake in Haiti in 2010. Based on the evidence and experience from the crisis in question, they propose what they call an MT Cookbook with a hypothetical crisis timeline showcasing how the Cookbook could be used in crisis situations. Cadwell et al. (2019), on the other hand, look into whether MT could empower citizen translators and whether it is even reasonable to mobilize and train citizen translators to use MT. To this end, they conducted a study in Kenya in early 2019, which helped create training videos in translation and post-editing for citizen translators (Crisis Translation, 2020).

Further, the INTERACT project focused on national policies concerning crisis response planning. The project put forward recommendations on policies based on research, which included a number of workshops with stakeholders in New Zealand and the UK, as well as an analysis of official documents of five countries presented in an article by O'Brien et al. (2018), which will be further elaborated in Chapter 4 of the present paper.

Significant contribution to the topic has also been given by Translators Without Borders, a non-profit organisation active since 1993, which currently works with about 1000 volunteers around the world. Their work is mostly focused on providing translation services during crises, building capacity by providing training for translators and on advocacy work aimed at raising awareness of the importance of language translation in humanitarian work. Their activities are mostly connected with humanitarian crises in third-world countries and usually involve mediation between smaller language communities or not so prominent languages. They have also been involved in the field of innovation and machine translation, which is in such cases even more complex due to the limited availability of data in languages in question (Öktem, 2019).

The topic of translation serving as a tool to advocate human rights is in the centre of another EU-funded project entitled Translation as Empowerment (2019 - 2021). The project investigates how translation is done in communication processes between NGOs in the Global North and the communities they work with in the Global South. In addition to that, the project seeks to find out what translation skills and tools could be useful to the local communities to overcome language barriers.

In Croatia, the topic of crisis management has gained popularity in recent years. This can be seen in the work of the University of Applied Sciences Velika Gorica, which offers a specialist study programme in Crisis Management, publishes a journal *The Annals of Disaster Risk Sciences (ADRS)* twice a year and organises the Crisis Management Days Conference, which will see its 13th edition this year. The Conference programme encompasses all academic disciplines that deal with various aspects of crises, which are structured in seven separate topic areas. All of the conference proceedings from the past editions are available online and the popularity of the topic can be seen in the fact that a number of authors come from countries around the region. However, when searching for keywords *crisis translation* and *translation* in the proceedings available, no relevant article has been found, proving that the topic of crisis translation has yet to be researched and advocated for in Croatia and the neighbouring countries.

Some work has nevertheless been done when it comes to the standardization of crisis management terminology in Croatia (Čemerin and Nađ, 2015), the terminology of specialised areas such as the Croatian firefighting terminology (Čemerin, 2018) and even when it comes to the issue of translation of the term crisis management itself into Croatian (Majić and Manucci, 2011). Čemerin (2019) has also conducted a case study on translation services provided during the migrant crisis in 2015 in Croatia, an isolated event that has demonstrated specific language and translation requirements. In the paper, the author presents the results of the case study that

included an analysis of contemporary newspaper articles and written documents of relevant actors, as well as qualitative interviews with six translators active at the time. One of the active participants during the migrant crisis mentioned here was also the Croatian Red Cross, which has published a manual for volunteers who provide support to affected individuals (Stiplošek and Vudrić, 2016). One of the chapters of the manual (2016: 38-39) is devoted to effective communication while providing support, in which a section is dedicated to including a translator and describes how to choose and prepare a translator for the process. The manual itself does not go further into the topic of crisis translation, but the fact that a specific section was devoted to the role of translators shows a certain level of recognition of its importance.

Finally, although there is a debate whether war should be understood as a type of crisis (cf. Sellnow and Seeger, 2013), it is necessary to mention here the work that has been done on the topic of translation and interpreting during the war in Croatia and other ex-Yugoslav countries (Stahuljak 1999, Stahuljak 2000 and Baker, 2012). While Baker (2012) explores the socio-economic status and inequalities between translators in Bosnia, Stahuljak (1999 and 2000) studies the role of the translators and their decision-making processes.

#### **4. Crisis response planning in Croatia**

Crisis response planning in Croatia is a somewhat complex and branched system that involves different organisations and public authorities on different levels. In early 2019, a number of state directorates and agencies (including those responsible for crisis response planning) were merged with the overall aim of cutting costs and improving efficiency of the public administration. Following that decision, the current principal authority on the national level when it comes to crisis response planning is the Civil Protection Directorate within the Ministry of the Interior. The Civil Protection Directorate is further divided into more than ten internal directorates and five regional offices in Zagreb, Split, Rijeka, Osijek and Varaždin, which also have offices in different cities within their respective regions. One of the internal directorates is also the 112 directorate that provides services in connection to the single European emergency phone number - 112.

The *National Security Act* defines different bodies responsible in crisis situations or national threats, those being relevant ministries and their respective public administration offices, the National Security Council and the Coordination of the National Security System. Further, the *Civil Protection Act* defines authorities and organisations participating in the civil protection system: the Government of the Republic of Croatia, the Ministry of the Interior, other public administration institutions, the Croatian armed forces, the police and the local and

regional authorities. The *Civil Protection Act* goes on to define specific responsibilities of all institutions mentioned. It is important to note here that all local and regional authorities have a high level of importance and autonomy, as well as a number of responsibilities in the civil protection system. Some of the responsibilities include planning the annual budget for the activities in relation to crisis response, adopting annual assessment of the local civil protection system, creating risk assessments, planning civil defence drills, appointing positions and many more. The Act also identifies the Croatian Red Cross and the Croatian Mountain Rescue Services as part of the task forces of the civil protection system.

In their case study, Miliković, Orlović and Gudelj (2014: 1348) comment on legal documents and describe problems that occur in real-life crisis situations that arise as a result of unclear horizontal and vertical coordination in crisis situations. Some of the problematic aspects they noticed vary from limited capacities and not clearly defined resources on the local level, vacancies due to rotations in leadership after local elections, to discrepancies between entities on the local level (whether those are cities, municipalities or counties) in size, population and financial capacities. Dokić (2017) conducted a study on 12 municipalities from different continental counties and, although all of them created risk assessments, only 66% of them had a crisis response plan and only 34% continuously conducted civil defence drills. The research also points out that local authorities recognise the importance of crisis response planning and that the regulation in place provides a basis for efficient response, however, they are at the same time not investing in equipment, continuous education of the staff and are not conducting drills (Dokić, 2017: 430). Having in mind that there are 576 local authorities in Croatia, the percentages noted before cannot be understood as statistically valid for the entire country, however, they do point out what could be seen as the most common problems local authorities face in their everyday work.

## **5. Aims and hypotheses**

The aim of this paper is to examine translation in the context of crisis response planning in Croatia from three different perspectives: the translation-related provisions in the national legislation, the organization of crisis translation in practice and the views of professional translators and interpreters regarding translation in crisis situations.

The hypotheses are as follows:

H1: Croatian legislation does not have detailed implementation plans when it comes to crisis translation.

H2: Crisis translation in the field is done on an *ad hoc* basis.

H3: Croatian translators and interpreters do not feel prepared to work in crisis situations.

H4: There is no training offered for professional translators and interpreters, either as a part of the formal education system or as post-education training programs.

The data needed for a comprehensive insight into the topic of this paper was collected through three separate methods described in the next chapter.

## **6. Methodology**

This study consisted of three parts, each employing a different method.

The first part of the study involved looking into the official documents regarding crisis response planning in Croatia. In order to give an appropriate and comparable insight into the topic of translation in crisis response planning in Croatia, the approach used in O'Brien et al. (2018) was also used for the purpose of this paper. This included the 4-A Standards framework adapted by the authors (O'Brien et al., 2018: 26). Having in mind the large number of local authorities in Croatia, all of which create their own legally binding documents, only the documents on the national level were analysed here. These are divided into four groups: 1) acts, 2) rules, 3) standard operative procedures and 4) planning documents and regulations. There are more than one hundred documents in total for the four groups listed on the official website of the Civil Protection Directorate, and all of them are in Croatian. Only ten documents relevant for the topic of translation in crisis response planning in Croatia have been analysed for the purpose of this paper. The remaining documents regulate other aspects of crisis response planning that are not relevant for the topic of this paper and were, therefore, not included in the study. A full list of documents analysed is attached at the end of this paper, in Appendix 1.

As in O'Brien et al. (2018), the analysis of Croatian documents consisted of identification of key information provided in the documents such as: objectives, main topics covered, stakeholders, temporal status and how the realisation of objectives is planned. The next step consisted of searching for keywords relevant to the topic. Table 1 shows the keywords and their Croatian counterparts used in the analysis, which was also extended to include the derivative forms of the keywords. Only those occurrences relevant for the topic of this paper were analysed and presented. The final step was to attribute the identified occurrences to the 4-

A Standards following the adapted framework and to compare the Croatian results to the results for the five analysed countries in O'Brien et al. (2018).

*Table 1 Keywords used to search the official documents*

<b>EN</b>	<b>HR</b>
translation	prijevod
translator	prevoditelj
interpreter	usmeni prevoditelj
language	jezik
linguistic	jezični <i>and</i> lingvistički
culture	kultura
accessibility	pristupačnost <i>and</i> dostupnost

In the second part of the study, five semi-structured interviews were conducted in early 2020 with individuals from the crisis response and crisis response planning field. All participants signed a consent form, an unsigned example of which can be found in Appendix 2. All five participants were male. Four interviews were conducted face-to-face; one was conducted over the phone. The questions were divided into two groups. The first set of questions was concerned with fact-finding, focusing on the position of crisis translation in current crisis response processes, while the second set of questions examined the personal opinions of the participants. The participants were informed that the responses to the first set would not be fully anonymous, but that the organisation the participant works at and their initials would be included in the research report. The responses to the second set of questions would not include any personal information on the participants. Eleven questions (Appendix 3) were prepared in the interview guide - six in the first and five in the second set - with additional questions asked and additional topics discussed depending on the information a participant provided.

Finally, in the third part of the study, a survey among professional translators was carried out. The survey was conducted in the form of a questionnaire which was created using LimeSurvey. The questionnaire was distributed online in February 2020 via professional organisations, social networks and personal contacts. The questionnaire was in Croatian and was divided into three sets of questions. Before seeing the questions, the respondents were presented with a welcome message in which all the necessary instructions were given. In addition to that, the definition of a crisis situation used for the purpose of this study was

provided to avoid possible misunderstandings: “For the purpose of this survey, crisis situation is defined as a non-routine set of circumstances that violates expectations, poses a threat to a social group, and requires a crisis management to prevent or mitigate the harm”. The first set of questions related to the respondents' willingness to translate in crisis situations, their experience in crisis translation and their opinions on the recognition of translation services in official documents. The second set looked into the respondents' education and possible participation in professional development training on the topic. The final set collected the respondents' demographic details and general professional experience. The respondents also had a chance to leave additional comments on the topic and the questionnaire. The questionnaire can be found in Appendix 4. The 4-A Framework devised by the INTERACT team (O'Brien et al., 2018: 26) was used as the basis for the questions regarding the recognition of translation services in official documents. The complete Framework as described in the article (2018: 26) proved to be too complex to formulate in the form of questions and would have been unclear to the respondents without additional context. To this end, a simplified version of the 4-A Framework was presented in the questionnaire, as can be seen in Table 2.

*Table 2 Simplified 4-A Framework (adapted from O'Brien et al., 2018: 26)*

<b>Availability</b>	The law should ensure that translated information is made available and recognise translation as an essential product and service.
<b>Accessibility-a</b>	The law should ensure that translation in crisis situations is free, delivered on multiple platforms (radio, TV, etc.), in multiple modes and in all relevant languages.
<b>Accessibility-b</b>	The law should ensure that translation is made accessible for special needs, for example in sign language and Braille.
<b>Acceptability</b>	The law should ensure the accuracy and cultural appropriateness of information in a foreign language.
<b>Adaptability</b>	The law should ensure that the provision of translation is easily adaptable to different conditions and requirements, for instance, different crisis situations or new technological demands, or that languages offered are adapted to the needs of a specific situation, etc.

The survey provided a possibility for both qualitative and quantitative analysis. While most of the questions were in the form of yes-no questions, Likert scales or multiple choice questions, the respondents were also asked to provide additional information or had a possibility to leave additional comments. The quantitative analysis (descriptive statistics) was conducted using JASP, a programme for statistical analysis.



## 7. Findings

### 7.1. Translation in Croatian crisis response planning

As was explained in Chapter 6, the approach used by O'Brien et al. (2018), who look into disaster response of five nations, Ireland, the UK, New Zealand, Japan and the US, was also employed here to enable comparability between their findings and the present findings for Croatia. O'Brien et al. (2018: 11) provide some information for the five countries they study. To facilitate comparison, Table 3 provides the same information for Croatia.

Table 3 Hazards, Demographics and Disaster Response Authorities

Country	Population	Overseas born citizens and permanent residents	Annual tourists	Official languages	Next most common languages	Main natural hazards	World Risk Index Rank /Percentage Score	Principal disaster response authority	National level DRR related documents
Croatia	4 284 889	Data not available	13 808 532 (in 2016) 18.267.166 (in 2019)	Croatian	Serbian, Czech, Hungarian, Slovak, Italian	Flooding Earthquake Wild Fires	125/3,97 (in 2016) 132/3,96 (in 2019)	Ministry of the Interior - Civil Protection Directorate	National Security Act (2017) Civil Protection Act (2015)

Some data in Table 3 are provided for both 2016 and 2019 in order to be able to compare the figures with the ones in O'Brien et al. (2018: 11), and to give the most recent figures as well. When it comes to demographics, it has to be pointed out that the data stems from the 2011 Census, which means that the numbers are somewhat outdated. There is also no available data on the overseas born citizens and permanent residents in Croatia. The 2011 Census contains data on foreign-born citizens (589 947, making 13.7% of the total population), however, the majority of them, almost 90%, have been born in Bosnia and Herzegovina, followed by Serbia, Germany, Kosovo, Slovenia and Macedonia. The remaining numbers are sorted into categories *other countries* and *unknown*. Having in mind the historical events that have taken place in and around Croatia, as well as language similarities between Croatian and some of the official national languages of the countries mentioned here, it is safe to assume that these foreign-born groups either speak Croatian as their native language, or understand it well enough to communicate on everyday basis without major difficulties. Similar clarification has to be provided for the category under *next common languages*. Languages mentioned under that

category are officially recognized minority languages in Croatia, meaning that some measures and rights are provided for the minority groups in certain counties where larger groups of minorities live, such as bilingual street signs, language classes in schools and similar. Those minority groups, however, also speak Croatian as their first or second language, implying that they should not face any problems in everyday communication in Croatian. Although the data and clarification provided here suggests that Croatia is a homogenous country when it comes to language, attention has to be brought to the fact that the annual number of tourists is triple or even almost quadruple in comparison to the number of citizens, showing a continuous tendency of growth. Most tourists come from Germany, Slovenia, Austria and Italy. All the figures suggest that Croatia bases a significant part of its economy on tourism, meaning that any problems in communication with foreign-speaking persons during a crisis could not only possibly lead to life-threatening situations, but also consequently have a negative future impact on the Croatian economy due to bad reputation.

#### **7.1.1. Analysis of legal documents**

The *National Security Act* and the *Civil Protection Act* build the main legal framework when it comes to crisis response planning in Croatia by defining the key terms, bodies and authorities responsible and their responsibilities, as well as other acts and documents connected to certain procedures. *Rule on Bodies in Charge of Creating Civil Protection Planning Documents, their Content and Procedures and on Arrangements for Informing the Public during their Adoption* is one of the documents arising from the *Civil Protection Act*. On fifty pages, this Regulation defines all possible aspects of the process of creating civil protection planning documents on the national, regional and local level, ranging from bodies in charge, obligatory chapters of planning documents and their order, to the role of media and more. The *Rule on Receiving and Transmitting Information on Early Public Warning, Immediate Danger and Instructing the Public* and the *Rule on the Public Warning Procedure* define the bodies responsible for issuing public warnings and early public warnings. The *Standard Operative Procedure for Issuing Public Warning* provides systematic instructions designed according to the nature of specific crisis situations mentioned in that document. The *Rule on Civil Protection Drill Types and Their Implementation* defines different types of drills, participants and their roles, roles of people in charge, stages in planning the drills and reporting etc. The *Rule on the Single European Emergency Number 112* provides rules related to the functioning of the 112 service in Croatia and the *Regulation on the Layout, Manner and Location of Placing Information on the Single European Emergency Number 112* defines how the service is

promoted in public. The final document was the 70-page long *Protection and Rescue Plan of the Republic of Croatia*, which provides detailed plans and procedures according to the nature of each specific crisis situation, defining tasks, activities, time limits and deadlines, capacities and other instructions.

### 7.1.2. Keyword search

The second step in the analysis of the official documents resulted in zero occurrences for the keywords *translation*, *interpreter* and *linguistic*. One result was found for the keyword *translator* in the *Rule on Bodies in Charge of Creating Civil Protection Planning Documents, their Content and Procedures and on Arrangements for Informing the Public during their Adoption*. Article 27(4) of the Regulation in question defines all aspects necessary in order to provide adequate assistance and help to those affected by a crisis situation and recognizes the need for translators with the following words: “providing translators when those affected by the emergency are foreign nationals.” The keyword *culture* also had one result in the same Regulation, in the compound *kulturne grupe* (cultural groups), but the term is not further explained. Article 35(6) defines vulnerable groups that may need additional aspects of help, pointing out that the civil protection planning documents need to devise strategies to support these groups. According to the Regulation, cultural groups together with religious and minority groups are recognized as such:

ensuring the accommodation of long-term needs of specific vulnerable groups (children, elderly and infirm, people with disabilities including hearing loss, visual impairment, learning difficulties or mental health issues who therefore require one-off assistance or continuous specialised care, religious, cultural or minority groups)

The analysis revealed only two relevant occurrences of the keyword *language*. The *Civil Protection Act*, Article 7(3) forbids discrimination on any basis, one of them being language:

According to the principle of non-discrimination, necessary assistance within the civil protection system will be provided to everyone who requires it regardless of their race, ethnicity, skin colour, sex, language, religious or other beliefs, national or social origin, financial situation, union membership, education, social status, marital or family status, age, health condition, disability, genetic heritage, gender identity, expression or sexual orientation.

Further, *Rule on the Layout, Manner and Location of Placing Information on the Single European Emergency Number 112* recognizes the need to provide information in other

languages, especially in areas with high numbers of tourists: “Information on the Single European Emergency Number 112 can, apart from Croatian, also be placed in English or other foreign languages in locations where a higher number of foreign tourists gather” (Article 3(5)). However, the exact locations and languages, or what body is in charge of creating and placing such information are not defined by the Regulation.

*Accessibility* was found five times in the relevant contexts. *The Civil Protection Act*, the *Rule on the Single European Emergency Number 112* (Article 7) and the *Rule on Bodies in Charge of Creating Civil Protection Planning Documents, their Content and Procedures and on Arrangements for Informing the Public during their Adoption* (Introduction, Article 22(3), Article 27(5)) all mention that information and data need to be accessible to the public. All of the occurrences appear in a context similar to the following one from the *Civil Protection Act*: “Informing the public mentioned in Paragraph 1 of this Article has to be done in a timely manner and be accessible to all” (Article 67(2)). Unfortunately, there is no mention of accessibility of information to non-native speakers of Croatian (or to persons with disabilities).

### **7.1.3. 4-A analysis**

As mentioned in Chapter 6, the simplified version (shown in Table 2) of the 4-A analysis framework, devised by O’Brien et al. (2018, 26), focuses on the four As relevant for translation in crisis situations: availability, accessibility, acceptability and adaptability.

#### *Availability*

The analysis of the official documents shows that there is some (albeit low) level of recognition that non-native speakers of Croatia may be one of the vulnerable groups during crisis situations and that they may need additional types of assistance in the form of translation services. The documents rightfully state that no person can be discriminated against based on the language they speak and that everyone has the right to receive help. Unfortunately, translation is not recognized as a necessary service or product. The documents that do include the need for providing translation do not regulate how exactly those translation services are to be made available and by whom; it is up to each local authority to determine those aspects in their local civil protection planning documents.<sup>2</sup>

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<sup>2</sup> A brief analysis of the civil protection planning documents for the cities of Zagreb, Split and Dubrovnik shows that Split and Dubrovnik have evacuation plans for vulnerable groups (not mentioning non-native speakers of Croatian) and do not have communication plans for those groups. Zagreb has a more elaborated plan and

### Accessibility

Since the availability of translation is included in the official documents in a very limited way, it is to be expected that the other three aspects will be even less included. When it comes to *accessibility in general* (O'Brien et al., 2018: 30; Accessibility-*a* in Table 2), there is no mention of any costs that people could bear for translation services. This aspect is also connected to ensuring *accessibility for special needs* (O'Brien et al., 2018: 31; Accessibility-*b* in Table 2). The documents state that information has to be provided to everyone and without any restrictions, meaning that those from the vulnerable groups, including people with disabilities, such as requiring information in sign language or in Braille, have the right to information. Unfortunately, the documents only mention the need for accessibility but do not regulate the implementation aspects, which is again left to the local authorities.

### Acceptability

The official documents do not include quality control, evaluation of translators and interpreters or training translators and interpreters for work in crisis response situations. The aspect of acceptability is completely absent.

### Adaptability

While there is some mention of adaptability when it comes to providing information on different platforms such as public media, internet, radio, web-pages of local authorities and similar, there are no references in connection with adaptability in terms of providing information in a foreign language. Other technologies, such as machine translation, that could possibly help and speed up the translation process in crisis communication, are not included either. Only one document states that information should be provided in English and other relevant languages, but there is no indication of the need to adapt languages the information is provided in according to a specific crisis situation.

In comparison with the countries analysed by O'Brien et al. (2018: 26-32), it can be concluded that the situation related to translation in crisis response planning in Croatia is somewhat similar to the situations in Ireland and New Zealand, although both of these countries, together with the UK, include provisions on the important role of volunteer translators. The US

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includes foreigners and non-native speakers as a vulnerable group but does not foresee translation as a necessary service.

has much more elaborate official documents, which is in line with the demographic characteristics of that country. The UK and Japan also have better regulations when observing translation in crisis response planning, while Japan is the only country that has included machine translation and other technologies in their approach to crisis translation.

## **7.2. Experiences from the crisis response field**

In order to gain insight into practices that take place in crisis situations in Croatia, interviews were conducted with persons working in organizations active in the crisis response field, as explained in Chapter 6.

### **7.2.1. Crisis translation in practice**

The interviews were conducted with five individuals from different organizations: M.B. (Civil Protection Directorate), P.B. (112 - regional office), K.F. (Croatian Firefighting Association - coastal unit), M.M. (Croatian Red Cross), K.P. (Croatian Mountain Rescue Service, HGSS). After the interviews were conducted, it became clear that the topic of translation in the crisis response field can be divided into three separate areas. The first area would encompass providing translation to people affected by the crisis situation. The second aspect is connected to translation services and communication when first responder teams are deployed and taking part in actions abroad. The final aspect concerns the training and preparation of first responders and other teams from the civil protection system. Here, translation may be needed for the translation of learning materials, books, handbooks and official documents, whereas interpretation is required during conferences or different bilateral or international activities such as meetings or sharing best practices. The answers provided by the participants encompass all three aspects.

The first authority contacted in the majority of crisis situations, both for locals and foreigners in Croatia, is the European emergency number – 112. P.B (112-regional office) and M.B. (Civil Protection Directorate) explained the standard procedure when the 112 service is contacted. The 112 service in Croatia is provided in several foreign languages: English, German, Italian, Czech, Slovak and Hungarian. Operators who take calls in foreign languages are not professional translators, but rather standard operators who have the knowledge of a particular language. Some of them are native speakers, such as the operators in Slavonija who speak Hungarian as their L1, or operators in Istria who speak Italian, while others have language certificates. There are always a number of operators on call who can take calls in English and

other languages. When a 112 operator is contacted and the need for communication in a foreign language is detected, the operator who takes the call redirects the call to a specific operator who speaks the language. This operator gathers information and contacts the relevant emergency service, whether it is the ambulance, firefighters, or other. The operator stays on the line just for the time necessary to contact the relevant service. Tables 4 and 5<sup>3</sup> show the number of calls in foreign languages for 2019.

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<sup>3</sup> These tables were provided by the Civil Protection Directorate; original version in Croatian.

Table 4 Calls in foreign languages per month and language for 2019

MONTH 2019	FOREIGN LANGUAGES							TOTAL (per month)
	ENGLISH	GERMAN	ITALIAN	CZECH	SLOVAK	HUNGARIAN	OTHER <sup>4</sup>	
JANUARY	98	55	19	0	1	0	15	188
FEBRUARY	97	46	13	0	0	0	10	166
MARCH	99	36	10	1	2	4	11	163
APRIL	274	61	39	2	3	8	11	398
MAY	476	101	41	11	4	2	24	659
JUNE	1012	177	67	31	20	18	24	1349
JULY	1993	346	109	77	55	43	45	2668
AUGUST	2298	417	246	100	67	53	52	3233
SEPTEMBER	944	193	55	24	12	26	18	1272
OCTOBER	291	53	11	7	0	1	11	374
NOVEMBER	171	29	17	2	0	2	12	233
DECEMBER	141	53	39	1	0	0	11	245
TOTAL (per language)	7894	1567	666	256	164	157	244	10948

Table 5 Calls in foreign languages per regional office and language for 2019

112 regional office	FOREIGN LANGUAGES							TOTAL (per office)
	ENGLISH	GERMAN	ITALIAN	CZECH	SLOVAK	HUNGARIAN	OTHER <sup>5</sup>	
BJELOVAR	6	2	2	0	0	1	0	11
ČAKOVEC	11	0	1	2	0	1	0	15
DUBROVNIK	821	5	6	0	0	0	1	833
GOSPIĆ	470	24	9	2	0	5	0	510
KARLOVAC	141	2	5	5	1	3	4	161
KOPRIVNICA	12	7	2	0	0	4	0	25
KRAPINA	28	3	0	1	0	0	1	33
OSIJEK	20	1	0	3	5	4	1	34
PAZIN	765	132	205	4	1	0	145	1252
POŽEGA	3	12	2	0	0	0	2	19
RIJEKA	698	78	167	1	14	9	40	1007
SISAK	20	2	0	0	0	0	2	24
SL.BROD	7	0	0	0	0	0	0	7
SPLIT	1877	38	59	32	0	1	10	2017
ŠIBENIK	1553	954	129	205	140	121	0	3102
VARAŽDIN	9	1	0	0	2	0	0	12
VIROVITICA	5	1	6	0	0	2	1	15
VUKOVAR	92	22	12	0	0	2	35	163
ZADAR	875	43	11	1	1	4	2	937
ZAGREB	481	240	50	0	0	0	0	771
TOTAL (per language)	7894	1567	666	256	164	157	244	10948

<sup>4</sup> Slovene, Macedonian, French, Polish, Bulgarian and other foreign languages.

<sup>5</sup> Slovene, Macedonian, French, Polish, Bulgarian and other foreign languages.



As it can be seen in the tables, the highest number of calls was recorded for the summer months from June to September and in the coastal regions with the highest numbers of tourists. This confirms the statements made in Section 7.1. that crisis translation plays important role for tourism in Croatia. The emergency services called to the place of the event take over communication with the affected people. M.M. from the Croatian Red Cross, K.P. from the HGSS and K.F. from the Croatian Firefighting Association (coastal unit) explained the translation processes in the institutions in question. The interviews showed that there are no professional translators working for those organisations, there is no data on the number of cases in which communication in a foreign language (or a translator) was required; they do not have a database of translators and, consequently, there is no specialized training for translators. All participants highlighted the fact that a large number of employees have a certain level of knowledge of foreign languages, mostly English, and that there are always individuals with higher levels of knowledge of particular languages. When it comes to organised language learning, some institutions offer language courses as part of professional development training. For some higher-ranking positions, better language proficiency, mostly in English and French, is required, especially for those participating in activities abroad.

M.M. (Croatian Red Cross) and M.B. (Civil Protection Directorate) recalled the migrant crisis in 2015 (cf. Čemerin, 2019) as an unprecedented event that presented additional requirements related to providing translation services in languages that are not so often needed in Croatia, and therefore, there was a lack of professional translators available for the languages in question. The Croatian Red Cross was responsible for the (citizen) translators who were active in the camps, meaning that they were in charge of planning their work, transmitting information from the taskforce and providing psychosocial support. Both participants expressed satisfaction with translation services provided for that particular crisis situation but said that all the activities regarding translation services were discussed and planned at the time of the crisis (rather than in advance) and only for the needs of that particular crisis.

When talking about responding to crisis situations in Croatia, K.F. (Croatian Firefighting Association) and K.P. (HGSS) made similar remarks, explaining that the teams know what their task is. When reaching the site and upon assessing the situation, they know what they need to do: bring people to safety. Both of them highlighted the professionalism of the teams and that there was no difference in how people are treated, whether they speak Croatian or not.

K.P. (HGSS) described how the teams are usually contacted. In most cases, people call 112, whose operators contact a specific regional HGSS office, whose members then go on a mission. However, there are cases when the usual procedures are disrupted. The participant recalled a case in which a woman, who was in France, called the French Embassy in Croatia, which then contacted HGSS to start the search for her husband, who was lost in Paklenica National Park with their three children. The disrupted communication line and the fact that they had very little information provided obstacles in their search. Upon finding the lost tourists, rescuers realized that the three children they were expecting were actually in their late 20s and the equipment they had brought with them was not suitable for adults but for children. Thankfully, the equipment turned out to be unnecessary, but this case is an example of a problem that can occur due to communication issues.

The topic of complexity of the civil protection system in Croatia was touched upon when K.F. (Croatian Firefighting Association) described the structure of firefighting in Croatia with professional units on the national, regional and city level and a large base of volunteers with a system of its own. To his knowledge, there had been no problems recorded regarding communication in foreign languages or crisis translation. However, he pointed out that language competencies should be one of the priorities in trainings and professional development of the firefighters in the future and, having experience with some EU funded projects, he was the only participant who mentioned the intercultural communication competence as an important aspect as well. The discussion continued to the question of professional development and drills whereby the participant highlighted the importance of assessing who in the system requires a certain skill set, in this case language and intercultural communication competences. Advocating for the development of the skills mentioned here and including them in professional development training is important, but not everyone on every level requires them, according to the interview participant.

In connection to the topic of international cooperation, drills and projects, M.B. (Civil Protection Directorate), M.M. (Croatian Red Cross), K.F. (Croatian Firefighting Association) and K.P. (HGSS) contributed with their personal experiences and knowledge on the matter. The Croatian Mountain Rescue Service is a member of some international organizations and one of the founders of the European Cave Rescue Association. Communication within the organizations and all of the activities take place in English, and according to K.P. they have never encountered any significant problems regarding communication in this aspect. Croatia as a member of the EU is part of the EU Civil Protection Mechanism, meaning that it can request and provide assistance in equipment, materials, manpower and other ways, and the emergency

communication goes through the Common Emergency Communication and Information System (CECIS). When receiving teams, according to the EU Host Nation Support Guidelines, the host country has to indicate whether it can provide an interpreter to the incoming team and if yes, whether it is free of charge or not. M.B. (Civil Protection Directorate), M.M. (Croatian Red Cross) and K.F. (Croatian Firefighting Association) explained that the communication, according to the official processes, goes through a liaison officer in a team. Every team has a liaison officer who has the needed language skills and who communicates with the taskforce and with a local officer assigned to that team, meaning that the communication with the locals occurs only if necessary. M.B. (Civil Protection Directorate) also explained that all the standard procedures – modules - are translated into English and are reachable through the system used, meaning that in any type of crises services know what procedure to follow and what to do.

M.B. (Civil Protection Directorate) recalled a joint drill in France in which an interpreter was hired. The interpreter lacked knowledge in crisis management terminology specific to the topic of the drill and the interpretation was not helpful in that particular situation. There are many possible reasons as to why the interpreter was not able to provide a satisfactory service, some of them possibly being the scarcity of interpreters specialized in topics related to crisis management and civil protection systems, or scarcity of compiled terminology sources on the topics mentioned.

In connection to the issue of terminology, K.P. (HGSS) mentioned problems in the procurement process and having problems with the translation into Croatian of parts of equipment the teams need. M.M. (Croatian Red Cross) described problems that occurred while the manuals, handbooks and other materials created by the International Red Cross and Red Crescent Movement were being translated. In their experience, translators lack knowledge and source materials for terminology, adding that the problem is even bigger because of the fact that the Croatian Red Cross as a part of the international Red Cross community uses different terminology than the terminology used in Croatian official documents or by the Civil Protection Directorate. M.M. provided insight into the latest process of translating a handbook and explained how it took much longer because they had to correct terminology used by the professional translator hired. There are, again, many possible reasons for the problem described, which could potentially be solved by creating a term base for the Croatian Red Cross, but due to the lack of awareness of translation processes or the priority of other issues they may not have capacity to solve it. M.M. additionally recalled a good practice example from Austria where the Austrian Red Cross created a database of all of their volunteers listing their knowledges and skills, including language skills. In a case involving a car accident on a

motorway in which a bus from Poland was involved, the database was used and volunteers with knowledge of Polish were activated and helped interpret for the people affected by the crash.

The interviews were also steered towards additional topic of social media and ways of informing the public. The Croatian Mountain Rescue Service is popular in Croatia for their posts on social media. K.P. explained how providing information in foreign languages on social media was simply “common sense” for them and that there was never a strategy or a devised plan behind it. They had recognized that people were turning to them on social media for information and their communication team started creating content in other languages. Similar insights were provided by M.B. (Civil Protection Directorate) and K.F. (Croatian Firefighting Association). The Civil Protection Directorate creates and distributes pamphlets in Croatian and English that are distributed through regional tourist boards. The pamphlets contain information such as on the 112 service or the prevention of wildfires. As K.F. explained it, it is a part of the prevention task of the civil protection system, they are responsible for not only conducting operations and taking disciplinary or other measures to resolve crises but also for the prevention of potential crisis situation. To that end, the public is informed through pamphlets and official web pages, not only in Croatian but in English as well. The participants could not say whether there was a provision in internal documents regulating the creation of informative materials. M.B. referred to the ongoing COVID-19 crisis and mentioned that the Civil Protection Directorate website provides information relevant for Croatia in English as well.

M.B. (Civil Protection Directorate) said that the psychosocial support is provided to all teams as a part of the National civil protection teaching centre of the Civil Protection Directorate. If necessary, they cooperate with the Croatian Red Cross. Due to the fact that there are no professional translators and no systematic work with (citizen) translators, the aspect of psychosocial support for translators could not be further investigated. However, M.M (Croatian Red Cross) did show awareness that language in the process of providing psychosocial support is very important because people respond better to support provided in their native language. He went on to give a recent example in which the Croatian Red Cross teams were deployed in Albania after the earthquakes in late 2019. Instead of Croatian teams providing psychosocial support with an interpreter, they taught the Albanian teams how to provide psychosocial support. The aim was to provide the best support possible to the people affected by the earthquakes.

### **7.2.2. Participants' personal opinions on translation in crisis response planning**

In connection to the topic of translation in crisis response planning in Croatia, the participants were asked two questions:

- 1) Should provisions ensuring that translated information is made available and translation is recognised as an essential product and service in crisis situations be introduced in official documents?
- 2) Should processes in connection to ensuring translation services in crisis situations be regulated by law?

In reply to the first question, three participants expressed their agreement, while the other two disagreed. The second question elicited only one positive answer and four negative ones. Most participants further explained their answers with additional comments, saying that the Croatian legislation was already too complicated. Especially for the second question, they said that provisions of that kind could potentially cause even more damage, describing it as a form of overregulation, considering that such services are already provided in individual crisis situations. Only one participant compared the need to regulate processes related to translation services to some other provisions regulating how equipment is acquired in crisis situations.

When asked what in their opinion would be helpful in order to ensure or improve translation services and communication in a foreign language, two participants said that new and younger employees have a better knowledge of foreign languages, in particular English, and that in the future they expect that the general knowledge of foreign languages will be even better. This, in their opinion, will improve the work of the services in question. Further, three participants mentioned continuous education and drills as an important aspect, saying that including translation aspects and communication in foreign languages in the drills would ensure better preparedness of the teams. Only one participant focused on the terminology standardization aspect and professional translators, saying that translation is not just about translating fiction or what is on television, but that more focus should be directed towards training professional translators, either during their studies or as a part of professional development, in crisis management terminology. In the participant's opinion, this would enhance and improve translation of documents needed by institutions in the crisis response system.

### 7.3. Survey among professional translators

The final stage of the research for this paper included a survey among professional translators in Croatia in order to examine their opinions and experiences on the topic of crisis translation. A total of 135 complete responses were received. Considering the size of the Croatian translation market, the total number of responses can be seen as satisfactory. In order to give a better overview, first, the respondents' demographic details will be presented, followed by the responses from the remaining parts of the survey.

#### 7.3.1. Demographics

The sample was not balanced when it comes to gender (Table 6), with a large majority of respondents being women, which could be seen as reflective of the population of professional translators. This, however, meant that a comparison in the responses between men and women was not possible. Three respondents did not want to identify their gender.

*Table 6 Gender*

	Frequency	Percent
F	110	81.48
M	22	16.3
Do not want to identify	3	2.22
Missing	0	0.00
Total	135	100.00

The respondents covered the whole range with regard to the length of professional experience (Table 7). The largest group, 40% of the respondents had 1-10 years of experience, while the smallest group was among the translators who had more than 41 years of professional experience.

Table 7 Professional experience

	Frequency	Percent
< 1	6	4.44
1 - 10	54	40.00
11 - 20	33	24.44
21 - 30	28	20.74
31 - 40	10	7.41
41 <	4	2.96
Missing	0	0.00
Total	135	100.00

Regarding the geographical distribution, 14 of the 21 counties were represented with the City of Zagreb accounting for 57%, which is to be expected having in mind that it is the nation's capital where most of the economic activities take place.

The respondents were also asked to indicate their working languages. The most common languages, in descending order, were: English (41.6%), German (13.45%), Italian (8.82%) and French (8.4%), but with many other languages also represented: Spanish (4.62%), Slovene (2.94%), Russian (2.94%), Swedish (2.1%), Portuguese (1.68%), Norwegian, Serbian and Turkish (0.84% each), and 0.42% for Bulgarian, Danish, Dutch, Japanese, Polish, Macedonian, Slovak and Ukrainian each. A number of respondents were sign language interpreters: Croatian sign language (5.04%), International sign language (0.42%) and 3 respondents (1.26%) wrote sign language, not indicating whether it was Croatian or International sign language. This is very important for the topic of this paper, considering the fact that the needs of people with disabilities tend to be overseen in crisis situations. To this end, having input from the sign language interpreters offers a better insight as to what the needs of the community are. Two respondents did not indicate any working languages, perhaps for fear of jeopardizing their anonymity. For the purpose of this survey, it was not relevant to examine whether the working languages of the respondents were their active or passive working languages.

### 7.3.2. Crisis translation

The first question presented to the respondents in connection to crisis translation looked into their willingness to translate in crisis situations. Although the majority of them reported

that they would be willing to translate in crisis situations, a considerable percentage would do so depending on the conditions and nature of crisis situations (Table 8).

*Table 8 Answers to the question - Would you be willing to translate in crisis situations?*

	Frequency	Percent
Yes	92	68.15
Depending on the conditions and nature of the crisis situation.	33	24.44
No	10	7.41
Missing	0	0.00
Total	135	100.00

Those who had chosen the latter option were asked to elaborate what conditions would affect their decision. All the 33 respondents provided an answer. Their personal safety and safety of their families were listed as the most important factor, with 8 occurrences of the word *safety* (sigurnost), 7 occurrences of the word *danger* (opasnost) and 4 occurrences of the word *threat* (ugroza).<sup>6</sup> Four answers stood out. One of the respondents recognised the complexity with regard to virtue ethics, saying that the decision would depend on “how much threat the crisis situation presents to me. If there is no imminent danger to me, or to anyone closely related to me, I would be willing. Otherwise, I do not believe I would be able to do the job professionally.” For this respondent, the personal ability to provide professional and accurate service comes as the first criterion. Two respondents noted that they would be motivated to provide their services if they considered those who need translation to merit their service in some way. One of them said: “I would rather not translate in a life-threatening situation. But some other forms of crisis status-hurry-urgency-those situations motivate me further, especially if my translation would bring someone benefit and well-being.” The other explained: “Personal judgement on the conditions and the nature of the crisis situations, as opposed to an imposed judgement from the outside (for instance, I would translate if I could help immigrants or victims of a natural disaster in that way, but not for the benefit of any government which finds it appropriate to declare a crisis).” Finally, one respondent noted: “It depends on how much the crisis area coincides with my wish to work in that area, how much the topic is personally relevant to me.” This response shows that the wish to provide a highly professional service and the wish to use every chance

<sup>6</sup> Derivative forms of the words were also counted as occurrences.



for professional development and specialisation can also be important factors when deciding whether to translate in crisis situations or not.

Further, the respondents were asked about their previous experiences in crisis translation.

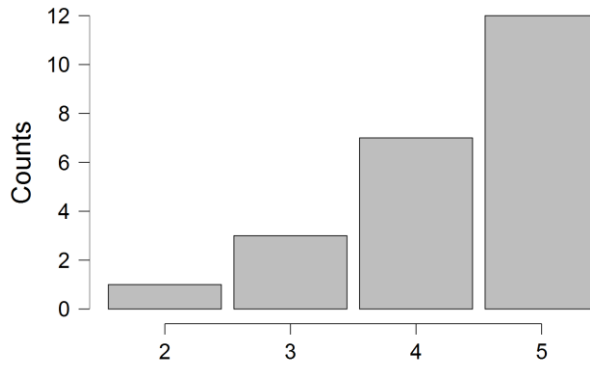
*Table 9 Crisis translation experience*

	Frequency	Percent
No.	108	80.00
Yes.	23	17.04
Invalid reply.	4	2.96
Missing	0	0.00
Total	135	100.00

The majority, 80%, had never translated in a crisis situation, while 17% of the respondents had. Those who said yes were further asked to explain what type of crisis situations they had worked in. Three respondents listed situations which did not qualify as crisis situations as defined for the purpose of this survey and one of the respondents did not specify the situation. Those answers were not counted as valid as can be seen in Table 9. Most crisis situations mentioned by the remaining respondents concerned war and war-related activities, with 14 occurrences of the word *war* (rat), mostly those that took place in Croatia and Bosnia and Herzegovina in the early 90s, but also in other parts of the world.<sup>7</sup> Other situations involved high-level political negotiations, negotiations in illegal activities, situations on the national borders and police operations.

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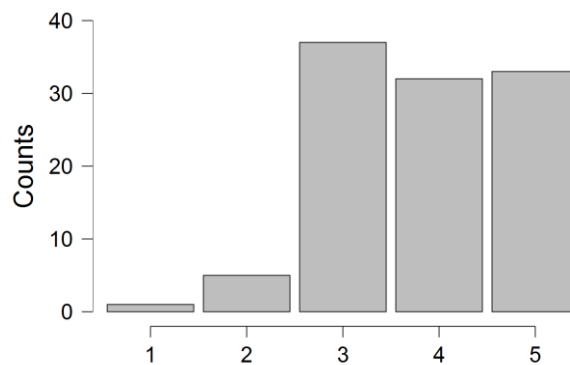
<sup>7</sup> War is considered to be a type of crisis situation for the purpose of this paper. For more on the topic see Sellnow and Seeger (2013: 5).



*Chart 1 Distribution of the answers to the question – How satisfied were you with your performance?*

Respondents who had experience in crisis translation were asked to assess how satisfied they were with their performance on a scale of 1 to 5, with 1 meaning not satisfied at all to 5 meaning fully satisfied. As can be seen in Chart 1, with 12 respondents rating their satisfaction as 5, 7 respondents as 4, 3 as 3 and only one as 2, the mean value is 4.3. It is clear that the majority of the translators with experience in crisis translation were satisfied with their work.

The respondents who did not have experience in crisis translation were presented with the following question: “Do you think you would be able to successfully translate or interpret in a crisis situation?” They were asked to give their reply on a scale from 1 to 5, with 1 meaning “I am sure I would not be able to do it” and 5 “I am sure I would be able to do it.” With the mean value at 3.84, most respondents were rather confident or fully confident they would be able to translate in a crisis situation, but 37 of them were neither sure they would be able to do it nor sure they would not be able to do it. Chart 2 shows the distribution of their replies.



*Chart 2 Distribution of answers to the question – Do you think you would be able to successfully translate or interpret in a crisis situation?*

Moving forward to the topic of crisis translation policy, respondents were asked whether they agreed that provisions concerning translation and interpretation in crisis situations should

be made in official documents regulating crisis response planning in Croatia. A great majority of the respondents, 84.4 said *yes*.

Those respondents were then presented with the adapted 4-A Framework (Table 3) and were asked to choose *yes* or *no*, depending on which, if any, of the individual aspects should be made as provisions in official documents. Full data is presented in Table 10.

*Table 10 Frequencies for the 4-A Framework (Table 2)*

	Yes	No	Not applicable	Total
Availability	94 (69.63%)	20 (14.81%)	21 (15.56%)	135 (100%)
Accessibility-a	66 (48.89%)	48 (35.56%)	21 (15.56%)	135 (100%)
Accessibility-b	91 (67.41%)	23 (17.04%)	21 (15.56%)	135 (100%)
Acceptability	63 (46.67%)	51 (37.78%)	21 (15.56%)	135 (100%)
Adaptability	75 (55.56%)	39 (28.89%)	21 (15.56%)	135 (100%)

With the highest percentages of positive replies, Availability and Accessibility-b were recognised as the most necessary among the aspects presented. Respondents thus recognise the need for the basic recognition of translation as a necessary service in crisis situations for everyone in the official documents. The lowest percentage is recorded for the aspect of Acceptability, which can be understood as stemming from the respondents' professional experience, meaning that they are on some level aware that quality control in crisis situations would be a very difficult issue. Accessibility-a also scored reasonably low, which can be understood in multiple ways. It is possible that respondents do not feel it is necessary to regulate such processes by law, or that it would be too complicated to regulate them properly. Additionally, the respondents were also invited to add other aspects of crisis translation that, in their opinion, should be regulated by official documents. Ten respondents provided input, four of whom gave general comments and the remaining six provided regulation-related suggestions. These included: regulating processes on how and which translators are recruited for crisis translation, commission rates for crisis translation, testing and licensing for accredited translators, and ensuring protection for translators working in crisis situations. It has to be pointed out that in the respondents' comments licensing and accreditation provisions were directly linked to court interpreters. This shows that these respondents consider tasks that are

usually done by court interpreters as crisis situations in which translation is most frequently needed.

Respondents who thought that there was no need for provisions concerning translation and interpretation in crisis situations in official documents were asked to elaborate on their viewpoint. All 21 of them provided a reply. Nine made comments alongside the following lines: “I simply find that laws should not interfere here,” expressing the view that regulations should not interfere with the field of crisis translation or that it would be excessive if they did. To this end, four comments were made on the potential overregulation and the state of Croatian legislation such as this one: “It is redundant to add new legal acts to the jungle of the existing legal acts that nobody abides to anyway.” Connection can be made to similar comments made by some experts from the crisis response field presented in chapter 7.2.2. Three commenters said no law should allow involuntary mobilisation of translators and forcing translators to work in crisis situations. Further, four comments expressed the opinion that crisis situations are unpredictable and occur only ever so often making any regulation in this field unnecessary. One respondent commented on the definition of crisis situation presented in the introductory part of the survey and said it was too broad and too vague to base any legislation on. Two of the comments stood out from the rest, stressing out that: “Every translation is a crisis situation: it requires concentration, swiftness, discipline, sometimes to come in a contact with a client, etc.” and that “translation should in general be regulated by obligation to ensure accuracy, promptness and secrecy. That is, it should all be implied anyway.” In this view, processes, decisions and professional traits translators use in their everyday work should also be used in crisis translation and there should not be any provisions regulating processes during crisis translation. From the 21 answers in this group, it can be seen that, when asked about potential provisions in official documents regulating crisis translation, all the respondents focused on the translator and potential regulations that would regulate or interfere with the translation process. None of them, however, mentioned end-users and their right to receive information in a language they understand. It has to be pointed out that these respondents were not presented with the adapted 4-A Framework. Thus, it is possible that they would have had a different opinion if their attention was brought to some of the 4-A aspects they had not thought of initially.

Finally, a comparison was made to see whether there were any major differences between the choices regarding the introduction of provisions on crisis translation in official documents and the respondents’ experience in crisis translation. While 87.96% of the respondents who had never translated in a crisis situation thought there should be provisions in

official documents, the same opinion was shared by 69.56% of the respondents who had worked in crisis situations. Although no firm conclusions can be drawn due to the large difference in the number of respondents in each group (108 with no experience and 23 with experience), the difference in percentages (18.4%) may suggest that respondents with experience are aware of complications any regulations may cause in the Croatian setting.

### **7.3.3. Education and professional training**

When inquiring about the respondents' education and professional training, the respondents were first asked whether their study programmes had included the topic of crisis translation in any way. A large majority (94.81%) reported not learning about the topic during their studies.

Those who replied in the affirmative were asked to elaborate on what exactly they had learned about. Two respondents said that they had discussed the topic of translation in war zones and read related articles, with one naming Red T as an organisation they had learned about. Two respondents said they had discussed topics such as decision-making processes and (virtue) ethics in crisis translation, one of whom mentioned the OPSIC project. One respondent remembered translating a crisis response planning document as a part of one of the courses.

The respondents were further asked whether they had taken part in any workshops, professional training, or conferences on the topic of crisis translation. Again, a great majority of the respondents, 92.59%, said they had never taken part in events of that kind. All the respondents who reported taking part in professional development events on the topic of crisis translation expressed their satisfaction with the events, except for one respondent, a sign language interpreter. Their dissatisfaction was caused by the fact that there had been no sign language interpreter present at the event and the respondent had to step in and interpret for the other participants. The survey also looked into the reasons for the respondents' not participating in professional training on crisis translation. 79.25% stated that they had not come across any training offered on the topic. This can be seen as a result of multiple factors, starting from the fact that there is no broader recognition of the topic of crisis translation either in official documents or among translators' and interpreters' communities, as well as the fact that there is very little research on the topic.

This is in contrast to the responses to the last question in this section of the questionnaire. Asked whether they thought crisis translation should be included in the curricula of translator/interpreter study programmes, in professional training and conferences, or in both,

only 8.15% of the respondents said neither (Table 11). It is clear that there is interest in the topic of crisis translation among professionals that is not being met.

*Table 11 Including the topic of crisis translation in study programmes and professional trainings*

	Frequency	Percent
Yes, in professional training.	53	39.26
Yes, in both.	60	44.44
Yes, in study programmes.	11	8.15
No.	11	8.15
Missing	0	0.00
Total	135	100.00

## 8. Conclusions

The aim of this paper was to provide a comprehensive overview of the position of translation in crisis response planning in Croatia. The three parts of the study were designed in such a way to ecomaps all relevant aspects and participants.

Regarding the hypotheses, the following conclusions can be drawn from the research. The analysis of the official documents showed that Croatian legislation does not include detailed implementation plans when it comes to translation in crisis situations. There are some mentions of the key terms, but the planning and execution are mainly left to the local authorities. The interviews with individuals working in organizations active in crisis response and crisis management field confirmed that the crisis translation in the field is done on an *ad hoc* basis. The survey among professional translators showed that a great majority of Croatian translators and interpreters would be willing to work in crisis situations. They are, however, not completely sure in their ability to provide quality translation services in crisis situations with their answers averaging at 3.84. In addition to that, the survey showed that there are no training opportunities offered in this area, either as a part of the formal education system or as post-education training programs. It is, therefore, hard to conclude whether they are in fact prepared to work in crisis situations and provide quality service.

The research resulted in interesting insights besides the ones originally aimed at. As seen in the interviews, the topic of translation in crisis response planning can be divided into

three areas, those being: crisis translation, terminology work, and language-related training of responder teams. Further, it was interesting to notice the discrepancy between the considerable interest expressed by the professional translators in the topic of crisis translation training and the lack of such training opportunities. It is also interesting to note that both the speakers of foreign languages and people with disabilities are marginalized in official crisis-related documents and that, even though the need for additional requirements of these groups is recognized, no specific implementation plans are devised as to how to respond to that need. Although the research has shown that there is no unanimous opinion either among crisis response experts in the field or among professional translators on whether provisions on crisis translation should be introduced in official documents, some level of awareness can be recognized for the translation to be recognized as an essential product and service in crisis situations.

The research has further showed that translation services are provided in crisis situations in some way. The 112 service takes calls in multiple languages, pamphlets and promotional materials are produced in foreign languages and some individuals working as first responders have a sound knowledge of foreign languages, as can be expected in a country with a small language. These examples, however, show a lack of awareness when it comes to crisis translation. The right to access information in foreign language is seen as something logical or obvious, and translation services are provided with available resources and knowledge of the responders in the field without following, or seeing the need for, any predefined procedures. Professional translators and interpreters are currently not included in crisis translation in the field. Experts from the field do not recognise the need for including professional translators and interpreters in crisis response processes and actions. There is, however, some recognition of importance of including them in crisis response planning processes, such as during international drills, for translation of specialised books and learning materials and when working on the standardisation of terminology. It is the opinion of the author of this paper that ensuring human rights, and especially the right to access information in foreign language, need to be recognized on a higher level.

Finally, this research shows that there are numerous aspects of topics related to crisis translation and translation in crisis response planning in Croatia left to be explored and improved. It is safe to assume that no provisions of the kinds proposed by this paper will be introduced in official documents in Croatia in the near future. However, both the recognition of the importance of the topic and the interest expressed by all the stakeholders included in this research prove that there are firm foundations for the continuation of work and research on the

topic. Further work on the issue of terminology and standardization of terminology is needed in order to ensure the quality of translation services and products. In addition to that, cooperation among stakeholders and joint projects and drills that would incorporate different aspects of crisis translation, even possibly funded by EU grants, could result in better quality services provided in crisis situations in the field. It is a fact that crises happen unexpectedly, involve many different organisations, authorities and fields, and present many problems for a successful management of the situation, but ensuring that human rights are respected and the needs of people, especially in times of distress, are met has to come as a priority.



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Rule on Civil Protection Drill Types and Their Implementation, Official Gazette 49/2016, ELI: /eli/sluzbeni/2016/49/1328.

Rule on the Layout, Manner and Location of Placing Information on the Single European Emergency Number 112, Official Gazette 38/2016, ELI: /eli/sluzbeni/2016/38/1016.

Rule on the Single European Emergency Number 112, Official Gazette 138/2015, ELI: /eli/sluzbeni/2015/138/2592.

Protection and Rescue Plan of the Republic of Croatia, Official Gazette 96/2010, ELI: /eli/sluzbeni/2010/96/2707.



## Appendix 1 – Official documents

HR	EN
Zakon o sustavu domovinske sigurnosti	National Security Act
Zakon o sustavu civilne zaštite	Civil Protection Act
Pravilnik o nositeljima, sadržaju i postupcima izrade planskih dokumenata u civilnoj zaštiti te načinu informiranja javnosti u postupku njihovog donošenja	Rule on Bodies in Charge of Creating Civil Protection Planning Documents, their Content and Procedures and on Arrangements for Informing the Public during their Adoption
Pravilnik o postupku primanja i prenošenja obavijesti ranog upozoravanja, neposredne opasnosti te davanju uputa stanovništvu	Rule on Receiving and Transmitting Information on Early Public Warning, Immediate Danger and Instructing the Public
Pravilnik o postupku uzbunjivanja stanovništva	Rule on the Public Warning Procedure
Standardni operativni postupak za uzbunjivanje stanovništva	Standard Operative Procedure for Issuing Public Warning
Pravilnik o vrstama i načinu provođenja vježbi operativnih snaga sustava civilne zaštite	Rule on Civil Protection Drill Types and Their Implementation
Pravilnik o izgledu, načinu i mjestu isticanja obavijesti o jedinstvenom europskom broju za hitne službe 112	Rule on the Layout, Manner and Location of Placing Information on the Single European Emergency Number 112
Pravilnik o jedinstvenom europskom broju za hitne službe 112	Rule on the Single European Emergency Number 112
Plan zaštite i spašavanja za područje Republike Hrvatske	Protection and Rescue Plan of the Republic of Croatia

## Appendix 2 – Consent form

### INFORMIRANI PRISTANAK NA SUDJELOVANJE U ISTRAŽIVANJU

Obrazac Informiranog pristanka

Naziv istraživanja: Prevođenje u planiranju odgovora na krizne situacije, studija slučaja - Hrvatska  
(Translation in Crisis Response Planning - Croatia as a Case Study)

Istraživač: Matea Kladarić, 099/ 599 3012, matea.kladaric@gmail.com

Mentorica: dr. sc. Nataša Pavlović, izv. prof., Odsjek za anglistiku Filozofskog fakulteta Sveučilišta u Zagrebu

#### Svrha istraživanja

Istraživanje za potrebe izrade diplomskog rada provodi se sa svrhom što vjernijeg prikaza procesa prevođenja u kriznim situacijama u Republici Hrvatskoj. Istraživanje se provodi među predstavnicima organizacija koje djeluju iz vanrednim okolnostima i kriznim situacijama u svrhu očuvanja ljudskog života, zdravlja i imovine. Sudionik će prije pristupanja istraživanju biti obaviješten o svrsi, postupcima i ostalim relevantnim informacijama te u svakom trenutku ima pravo zatražiti informacije o istraživanju. Sudionik istraživanja će imati uvid u rezultate istraživanja po njihovoj objavi.

#### Postupak istraživanja

Tijekom istraživačkog postupka od ispitanika će se tražiti da usmeno odgovori na postavljena pitanja. Ispitanik treba na pitanja odgovoriti što spontanije i što iskrenije može. Ako ispitanik odluči da na neka pitanja ne želi odgovoriti, to ne mora učiniti i za to ne će snositi nikakve posljedice. Istraživanje će trajati do najviše sat vremena. Razgovor proveden za potrebe istraživanja će biti snimljen te će nakon istraživačkog postupka biti kreiran transkript razgovora.

Sudjelovanje u ovom istraživanju je svojevoljno te ispitanik ima pravo bez ikakvih posljedica odustati od sudjelovanja ili se iz njega povući. Sudjelovanje u ovom istraživanju je dobrovoljno te ispitanik ne će primiti nikakvu novčanu ili druge oblike naknade za sudjelovanje.

#### Rizici, stres, neugoda

Razina stresa i/ili neugode u ovom istraživanju nije veća od one koju ispitanik doživljava u vrlo uobičajenim svakodnevnim situacijama te ispitanik ne će biti izloženi nikakvom specifičnom riziku.

#### Ostale informacije

Snimak i transkript razgovora biti će dostupni isključivo istraživaču i mentoru koji su navedeni u ovom obrascu. U objavljenom će diplomskom radu biti navedeni isječci, citati i sažeci odgovora ispitanika. U objavljenom radu će biti navedeni osobni podatci ispitanika što uključuje inicijale ispitanika te instituciju u kojoj ispitanik radi/volontira. Izjave i stavovi ispitanika ni u kojem slučaju ne će biti interpretirani kao službeni stavovi institucije u kojoj ispitanik radi/volontira.

Sudionik svojim potpisom na ovaj Informirani pristanak na sudjelovanje u istraživanju daje i pristanak da se dani podaci objave, pod uvjetima koji su na ovom mjestu istaknuti.

Daljnijim sudjelovanjem u ovom istraživanju dajete svoj informirani pristanak na ovdje opisane postupke istraživanja te potvrđujete da ste primili 1 (jedan) od 2 (dva) istovjetna primjerka obrasca Informiranog pristanka potpisanog od strane ispitanika i istraživača.

U \_\_\_\_\_, dana \_\_\_\_\_

Puno ime i prezime ispitanika: \_\_\_\_\_

\_\_\_\_\_  
Potpis ispitanika

\_\_\_\_\_  
Ja, student istraživač potvrđujem da sam usmeno pružila potrebne informacije o ovom ispitivanju. Ovaj obrazac Informiranog pristanka je napravljen u 2 (dva) istovjetna primjerka od kojih svaka strana zadržava po 1 (jedan) primjerak potpisanog od strane ispitanika i istraživača.

\_\_\_\_\_  
Potpis voditelja istraživanja  
( *Matea Kladarić, student* )

## **Appendix 3 – Interview guide**

### **I. Set**

1. Can you describe the usual processes and the course of events in a crisis situation in which translation is needed?
2. How often do you need translators?
3. Do you have a database of translators?
4. Do translators go through certain trainings and educations?
5. Is there a psychosocial support provided for the translators (and other members)?
6. What are the biggest problems you are faced with regarding translation and communication in foreign languages in your daily work?

### **II. Set**

1. Can you describe your position and experience in working for the organisation?
2. Should provisions ensuring that translated information is made available and translation is recognised as an essential product and service in crisis situations be introduced?
3. Should processes in connection to ensuring translation services in crisis situations be regulated by a law?
4. What would be helpful to you in your everyday work regarding communication with people who do not speak Croatian?
5. Would you like to add something to the topic?

## Appendix 4 - Questionnaire

# Prevođenje u planiranju odgovora na krizne situacije, studija slučaja - Hrvatska

Poštovani/Poštovana,

ovaj upitnik dio je istraživanja u sklopu diplomskog rada pod naslovom "Translation in Crisis Response Planning - Croatia as a Case Study" studentice Matee Kladarić pod mentorstvom dr. sc. Nataše Pavlović, izv. prof., Odsjek za anglistiku Filozofskog fakulteta Sveučilišta u Zagrebu.

Upitnik je namijenjen profesionalnim usmenim i pismenim prevoditeljima na području Republike Hrvatske bez obzira na njihove radne jezike.

Ovim upitnikom ispituju se vaši stavovi povezani s pismenim i usmenim prevođenjem u kriznim situacijama, bez obzira na to jeste li dosad prevodili u takvim situacijama ili niste.

Krizna situacija je za potrebe ovog istraživanja definirana kao bilo koji skup izvanrednih okolnosti koje ugrožavaju uobičajene procese, predstavljaju prijetnju ljudima te zahtijevaju krizno upravljanje kako bi se spriječila ili ublažila šteta.

U anketi nema točnih i netočnih odgovora, nego nas zanimaju vaša osobna mišljenja.

Molimo da samostalno označite odgovore koji najbolje odražavaju vaša mišljenja te da odgovorite na sva pitanja u anketi.

Ispunjavanje upitnika traje oko 10 minuta i potpuno je anonimno, što znači da se odgovori ne će moći povezati s konkretnom osobom.

Molimo vas da iskreno odgovorite na sva pitanja.

Ako želite primiti sažetak rezultata ovog upitnika te saznati više o diplomskom radu, moći ćete ostaviti svoju e-mail adresu na koju će vam biti poslani materijali.

Vaša e-mail adresa ne će biti dovedena u vezu s vašim odgovorima prilikom analize rezultata ovog upitnika.

Daljnijim sudjelovanjem u ovom istraživanju dajete svoj informirani pristanak na opisani postupak istraživanja.

Još jednom hvala za vaš vrijedan doprinos ovom istraživanju.

Postoji 24 pitanja u ovom upitniku.

## Pitanja

[ ]

**Biste li bili voljni usmeno ili pismeno prevoditi u kriznoj situaciji?**

\*

Izaberite jedan od ponuđenih odgovora

Molim izaberite **samo jedan** od ponuđenih odgovora.

Da

Ne

Ovisi o uvjetima i prirodi krizne situacije.

**[ ]Koji bi uvjeti utjecali na vašu odluku: \***

Odgovori samo ako su sljedeći uvjeti zadovoljeni:

Answer was 'Ovisi o uvjetima i prirodi krizne situacije.' at question '1 [A1]' (Biste li bili voljni usmeno ili pismeno prevoditi u kriznoj situaciji? )

Molimo unesite svoj odgovor ovdje:

**[ ]Jeste li ikada usmeno ili pismeno prevodili u kriznoj situaciji? \***

Izaberite jedan od ponuđenih odgovora

Molim izaberite **samo jedan** od ponuđenih odgovora.

Da.

Ne.

**[ ]O kakvoj kriznoj situaciji se radilo: \***

Odgovori samo ako su sljedeći uvjeti zadovoljeni:

Answer was 'Da.' at question '3 [A3]' (Jeste li ikada usmeno ili pismeno prevodili u kriznoj situaciji?) Molimo unesite svoj odgovor ovdje:

**[ ]Jeste li zadovoljni svojim prevođenjem u kriznoj situaciji / kriznim situacijama? \***

Odgovori samo ako su sljedeći uvjeti zadovoljeni:

Answer was 'Da.' at question '3 [A3]' (Jeste li ikada usmeno ili pismeno prevodili u kriznoj situaciji?) Molim izaberite odgovarajući odgovor za svaku stavku.

1 (Uopće nisam zadovoljna/zadovoljan.)

2

3

4

5 (U potpunosti sam zadovoljna/zadovoljan.)

**[ ]Smatrate li da biste uspješno mogli pismeno ili usmeno prevoditi u kriznoj situaciji? \***

Odgovori samo ako su sljedeći uvjeti zadovoljeni:

Answer was 'Ne.' at question '3 [A3]' (Jeste li ikada usmeno ili pismeno prevodili u kriznoj situaciji?)

Molim izaberite odgovarajući odgovor za svaku stavku.

11 (Sigurna/siguran sam da to ne bih mogla/mogao.)

22

33

44

55  
Sigurna/siguran sam da bih to mogla/mogao.

[ ]

**Smatrate li da bi pitanje pismenog i usmenog prevođenja u kriznim situacijama trebalo biti regulirano zakonskim aktima koji se tiču postupanja i procesa u kriznim situacijama u Hrvatskoj?**

\*

Izaberite jedan od ponuđenih odgovora

Molim izaberite **samo jedan** od ponuđenih odgovora.

Da.  Ne.

**[ ]Što od navedenog bi po vašem mišljenju trebalo biti regulirano zakonom?**

\*

**Odgovori samo ako su sljedeći uvjeti zadovoljeni:**

Answer was 'Da.' at question '7 [A4]' (Smatrate li da bi pitanje pismenog i usmenog prevođenja u kriznim situacijama trebalo biti regulirano zakonskim aktima koji se tiču postupanja i procesa u kriznim situacijama u Hrvatskoj? ) Možete izabrati više odgovora

Molim izaberite **sve opcije** koje vam odgovaraju.

- Dostupnost - zakonom treba osigurati dostupnost informacija na stranom jeziku te priznati prevođenje i prijevode kao osnovne aspekt te dostupnosti.
- Pristupačnost - zakonom treba osigurati da prevođenje i prijevodi u kriznim situacijama budu besplatni, dostupni putem različitih medija (radio, televizija, itd.), u različitim oblicima te na svim relevantnim jezicima.
- Pristupačnost - zakonom treba osigurati da prevođenje i prijevodi budu dostupni osobama s invaliditetom , primjerice na znakovnom jeziku ili na brajci.
- Prihvatljivost - zakonom treba osigurati točnost i kulturnu primjerenost informacija na stranom jeziku.
- Prilagodljivost - zakonom treba osigurati da se proces prevođenja može lako prilagoditi različitim uvjetima i potrebama, primjerice različitim vrstama kriznih situacija ili novim tehnologijama, da se izbor jezika može prilagoditi potrebama situacije i sl.
- Ostalo:

**[ ]Zbog čega smatrate da pitanje pismenog i usmenog prevođenja u kriznim situacijama ne treba biti regulirano zakonskim aktima koji se tiču postupanja i procesa u kriznim situacijama u Hrvatskoj? \***

**Odgovori samo ako su sljedeći uvjeti zadovoljeni:**

Answer was 'Ne.' at question '7 [A4]' (Smatrate li da bi pitanje pismenog i usmenog prevođenja u kriznim situacijama trebalo biti regulirano zakonskim aktima koji se tiču postupanja i procesa u kriznim situacijama u Hrvatskoj? )

Molimo unesite svoj odgovor ovdje:

**[ ] Jeste li za vrijeme studija obrađivali nastavne sadržaje koji su se ticali pismenog ili usmenog prevođenja u kriznim situacijama? \***

Izaberite jedan od ponuđenih odgovora

Molim izaberite **samo jedan** od ponuđenih odgovora.

Da.

Ne.

**[ ] Molimo navedite koje: \***

**Odgovori samo ako su sljedeći uvjeti zadovoljeni:**

Answer was 'Da.' at question '10 [A5]' (Jeste li za vrijeme studija obrađivali nastavne sadržaje koji su se ticali pismenog ili usmenog prevođenja u kriznim situacijama?)

Molimo unesite svoj odgovor ovdje:

**[ ] Jeste li tijekom karijere sudjelovali u edukacijama, stručnim usavršavanjima ili konferencijama o pismenom ili usmenom prevođenju u kriznim situacijama? \***

Izaberite jedan od ponuđenih odgovora

Molim izaberite **samo jedan** od ponuđenih odgovora.

Da.  Ne.

**[ ] Zbog čega ste odlučili sudjelovati na edukaciji, stručnom usavršavanju ili konferenciji na temu pismenog ili usmenog prevođenja u kriznim situacijama? \***

**Odgovori samo ako su sljedeći uvjeti zadovoljeni:**

Answer was 'Da.' at question '12 [A6]' (Jeste li tijekom karijere sudjelovali u edukacijama, stručnim usavršavanjima ili konferencijama o pismenom ili usmenom prevođenju u kriznim situacijama?)

Molimo unesite svoj odgovor ovdje:

**[ ] Smatrate li da je edukacija, stručno usavršavanje ili konferencija na kojoj ste sudjelovali bila korisna? \***

**Odgovori samo ako su sljedeći uvjeti zadovoljeni:**

Answer was 'Da.' at question '12 [A6]' (Jeste li tijekom karijere sudjelovali u edukacijama, stručnim usavršavanjima ili konferencijama o pismenom ili usmenom prevođenju u kriznim situacijama?)

Izaberite jedan od ponuđenih odgovora



Molim izaberite **samo jedan** od ponuđenih odgovora.

Da.  Ne.

**[ ]Zbog čega smatrate da sudjelovanje na edukaciji, stručnom usavršavanju ili konferenciji nije bilo korisno?**

Odgovori samo ako su sljedeći uvjeti zadovoljeni:

Answer was 'Ne.' at question '14 [A62]' (Smatrate li da je edukacija, stručno usavršavanje ili konferencija na kojoj ste sudjelovali bila korisna?)

Molimo unesite svoj odgovor ovdje:

**[ ]Zbog čega niste sudjelovali na edukacijama, stručnim usavršavanjima ili konferencijama o pismenom i usmenom prevođenju u kriznim situacijama?**

\*

Odgovori samo ako su sljedeći uvjeti zadovoljeni:

Answer was 'Ne.' at question '12 [A6]' (Jeste li tijekom karijere sudjelovali u edukacijama, stručnim usavršavanjima ili konferencijama o pismenom ili usmenom prevođenju u kriznim situacijama?)

Izaberite jedan od ponuđenih odgovora

Molim izaberite **samo jedan** od ponuđenih odgovora.

Ne zanima me ta tema.

Nije bilo ponuđenih događanja na tu temu.

Ostalo

**[ ]Smatrate li da bi se problematika pismenog i usmenog prevođenja u kriznim situacijama trebala obrađivati za vrijeme studija ili kroz edukacije, stručna usavršavanja i konferencije? \***

Izaberite jedan od ponuđenih odgovora

Molim izaberite **samo jedan** od ponuđenih odgovora.

Da, oboje.

Da, za vrijeme studija.

Da, kroz edukacije, stručna usavršavanja i konferencije.

Ne.

**[ ]Godine radnog iskustva: \***

Izaberite jedan od ponuđenih odgovora

Molim izaberite **samo jedan** od ponuđenih odgovora.

< 1

1 - 10

11 - 20

21 - 30

31 - 40

41 <

**[ ]Spol \***

Izaberite jedan od ponuđenih odgovora

Molim izaberite **samo jedan** od ponuđenih odgovora.

Ž

M

Ne želim se identificirati

**[ ]Županija \***

Izaberite jedan od ponuđenih odgovora

Molim izaberite **samo jedan** od ponuđenih odgovora.

ZAGREBAČKA

KRAPINSKO-ZAGORSKA

SISAČKO-MOSLAVAČKA

KARLOVAČKA

VARAŽDINSKA

KOPRIVNIČKO-KRIŽEVAČKA

BJELOVARSKO-BILOGORSKA

PRIMORSKO-GORANSKA

LIČKO-SENJSKA

VIROVITIČKO-PODRAVSKA

POŽEŠKO-SLAVONSKA

BRODSKO-POSAVSKA

- ZADARSKA
- OSJEČKO-BARANJSKA
- ŠIBENSKO-KNINSKA
- VUKOVARSKO-SRIJEMSKA
- SPLITSKO-DALMATINSKA
- ISTARSKA
- DUBROVAČKO-NERETVANSKA
- MEDIMURSKA
- GRAD ZAGREB

**[ ]Radni jezici \***

Molimo unesite svoj odgovor ovdje:

Završna pitanja

**[ ]Završni komentari na temu pismenog i usmenog prevođenja u kriznim situacijama:**

Molimo unesite svoj odgovor ovdje:

**[ ]Završni komentari na upitnik:**

Molimo unesite svoj odgovor ovdje:

**[ ]Ako želite primiti sažetak rezultata ovog upitnika te saznati više o diplomskom radu, molim ostavite svoju e-mail adresu na koju će vam biti poslani materijali. Vaša e-mail adresa ne će biti dovedena u vezu s vašim odgovorima prilikom analize rezultata ovog upitnika.**

Molimo unesite svoj odgovor ovdje:

Poštovani, zahvaljujem na sudjelovanju u istraživanju. Budite slobodni proslijediti upitnik kolegama profesionalnim usmenim i pismenim prevoditeljima u Republici Hrvatskoj bez obzira na njihov radni jezik.

Ako imate komentare, prijedloge ili pitanja slobodno me kontaktirajte: [matea.kladaric@gmail.com](mailto:matea.kladaric@gmail.com).