Translating for multilingual communities

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Summary

This paper summarizes the translation methods for multilingual communities. In today's world of globalization, the translational scope of work increases as the interest in languages grows. The aim of the paper is to show the translation challenges when facing multilingual communities. The first part of the paper covers the definitions of multilingualism and terms related with the emphasis on the European Union, but with the comparison to institutions and countries outside of the EU. The second part gives an insight into the problems from legal and linguistic point of view and it also explains the solutions to the same problems. Furthermore, considering that Croatia is a full member state of the European Union now, its linguistic and legal policies will be investigated as well.

Key words: multilingualism, multilingual communities, EU, translation, culture, linguistics

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1. Introduction

The process of globalization undeniably contributes to connecting people on a larger scale. In this age of modern technology where anyone can have access to any information and even any part of the world, the culture and language exchanges are inevitable. "Increased intra-European mobility, migration and economic globalisation have dramatically multiplied interaction between speakers of different languages. This trend seems set to continue. Multilingualism can be a way of adapting to this globalisation process and turning it into an opportunity rather than a challenge" (Multilingualism 2009: 5). We are going to begin with introducing the important multilingualism related terms and proceed onto the examples both in Europe and the rest of the world. Next, the status of the English language as a lingua franca will be covered. Broadly speaking, English is the language that is mostly recognized, and its influence is seen all around, also in places previously thought to be exclusively monolingual. Nevertheless, there is a strong longing for maintaining one's national identity, which is why many nations and the European Union support multilingualism and language learning. For that reason, interpreters are needed more than ever, but a good interpreter or a translator needs to have a wide knowledge of not only the culture of a language, but also of the communities within a certain culture. The interpreter represents a link between the cultures and nations.

The first part of this paper gives an insight into some of the "informal" methods of translations which people use among themselves to communicate, while the other explains the ways in which various countries and institutions solved their multilingual challenges.

2. Multilingualism

Contrary to the most popular opinion, the majority of the world's population is not monolingual, it is either bilingual or multilingual. Merriam Webster definies multilingualism as "using or able to use several languages especially with equal fluency" (http://www.merriam-webster.com/dictionary/multilingual) . According to the European Commission's definition, multilingualism is "an individual's ability to communicate in several different languages, the co-existence of different language communities in one geographical/political area", and "an organisation's policy choice to operate in more than one language" (2015). It is the ability of societies, institutions, larger groups of people or individuals to daily communicate in more than one language, dialect or a sign language.

Because we live in a globalized world, the exposure to different cultures and languages has become much more frequent, and for that reason it is said there are less monolingual communities than multilingual. Especially in the modern age where knowing languages is seen as a growing need. Media has an enormous impact in language learning and promotion, as well. There are many multilingual areas with more official languages, such as Belgium, Switzerland, South Africa, Canada, Israel, Luxembourg, and the one with the most official languages, the European Union. Despite the fact that there are more cultures in one area, people usually handle their differences well and with respect towards one another. Furthermore, there is a growing appreciation of foreign language learning which is the consequence of multilingualism. In fact, whenever there is a larger number of minorities present, multilingualism is instant. There are almost no countries that have not dealt with before mentioned situations, and many are starting to see the benefits of living in a multilingual society.
With people moving and migrating all the time, especially in the EU, there comes the need for understanding and communication. People are intrigued by the rise of new, exotic languages but some are also becoming worried as many see their national languages slowly, but surely, put in shade.

2.1. Multilingualism in the European Union

The European Union is a union of 28 Member States and 24 official languages. Multilingualism is the main principle of the European Union and its institutions. The European Union's task is to promote linguistic diversity and language learning. It encourages every citizen to study, learn

and speak two foreign languages next to their mother tongue, which was originally thought of in Barcelona. It is called a 'Barcelona goal'. This European objective for trilingual population is already met by countries such as Netherlands, Denmark, Luxembourg and countries like Hungary and Portugal are furthest away. The European Union actively works on preserving linguistic diversity and equality, which can be seen by its large translation and interpreting services it holds. Furthermore, it also works very hard on promoting language learning, as mentioned earlier. That is why the ERASMUS programme was established. It is a student exchange programme which is promoting student mobility between European universities. It is widely accepted from students and professors as well.

Because of Europe's rich diversity there was a need for someone to promote and maintain multilingualism. Leonard Orban served as the first Commissioner for Multilingualism in the European Commission. His term lasted from 2007 to 2010. Leonard Orban said that "respect for diversity is more than ever at the heart of the European project. Differences between us are no longer perceived as obstacles which prevent us from pursuing the Community ideal or deepening the Union; on the contrary, they are valued as a source of wealth and a potential advantage for Europe" (Multilingualism 2009: 3). He continues to explain how the point of European multilingualism is to strengthen "the European Union's strategic objective of becoming the most competitive and dynamic knowledge-based economy in the world" (Multilingualism 2009: 3).

In October 2006, a group of experts from all around the Europe was gathered to set up a High Level Group on Multilingualism in response to the 2005 communication 'A new framework strategy for multilingualism'. Their objective was to raise awareness and enhance motivation for language learning, to follow new trends in interpretation and translation, to support multilingualism in businesses and to support multilingualism in general.

There are also some other community action programmes beside Erasmus, such as Youth in Action Programme, the Europe for Citizens Programme, the Lifelong Learning Programme etc.

2.2. Multilingualism vs. Translation

According to Baker (1998) multilingualism and translation are generally not in any correlation to one another. "Whereas multilingualism evokes the co-presence of two or more languages (in a given society, text or individual), translation involves a substitution of one language for another" (Baker 1998: 157). Nevertheless, multilingual literary works with two or more languages in the same text were not a rarity. Baker mentions how it was a "medieval habit" (1998) to complement literary works with Latin phrases, even though nobody spoke Latin as their mother tongue; it was

still more "than a dead or foreign language" (1998: 157). She also adds that code-switching "between Spanish and English in recent Chicano writing both attest to blurring of linguistic boundaries" (1998: 157). Using more languages in their literary pieces, writers made their works exotic and interesting. That did not mean that writers automatically had to be bilingual or multilingual, in fact, they frequently consulted other people with the needed knowledge, went to libraries or both. As a matter of fact, writing in more than one language does not necessarily mean the writer is aiming at polyglot public either. "While it no doubt adds to the pleasure, one need not know Russian to enjoy Anthony Burgess's *A Clockwork Orange* or Latin for Umberto Eco's The Name of the Rose (*Il nome della rosa*)" (Baker 1998:158). In some cases, for the sake of monolingual readers understanding the text, writers put translations or foreign words in the footnote or in the text itself, like seen in the *Waverley* by Sir Walter Scott: "Why ,you know, Tacitus saith 'In rebus bellicis maxime dominator Fortuna', which is equiponderate with our vernacular adage, 'Luck can maist in the mellee' "(qtd. in Baker 1998: 159). With this solution of translation, each of his readers understand the point as the quote stays unique and multilingual.

Baker points out that minority writers tend to "resort to multilingualism in order to convey the linguistic heterogeneity of their speech communities" (1998: 159).

3. Language practices and methods

3.1.Community interpreting

Ever since there was civilized mankind, there was community interpreting. However, interpreting, unlike written translations, does not leave much proof so we cannot say for certain when it started. The first written translation, on the other hand, dates back to ancient Egypt and the word "interpreter" written in Egyptian letters hieroglyphs. The name "community interpreting" dates back from 1970s in Australia from where it spread to Europe. After the WWII, Australia became a multilingual society due to a great influx of immigrants. Shortly after, a lot of interpreting schools opened and the need for interpreting only rose and spread overseas. "The first Critical Link conference, at Geneva Park, Canada, in 1995, can be seen in retrospect to stand as a landmark at the end of the first stage in the development of community interpreting. During that stage, services had sprung up in widely scattered parts of the world (literally from the Arctic to the Antipodes) in response to new social needs created or magnified by influxes of immigrants into the developed countries, or by an awakened sensitivity to the rights of those countries' aboriginal peoples. Whether explicitly or implicitly, the right to communicate with the powers that be in one's own language has become a right and not a concession. 'The powers that be' include the courts, the police and the other participants in the law enforcement system; immigration authorities; social services, both government and non-governmental; doctors, hospitals and all the panoply of health care services" (Harris 2000: 1).

The first step of successful communication between the government and ethnic minorities is providing minorities with an interpreter or a translator. Harris (2000) speaks about the problems concerning community interpreting. One of the problems is the fact that there are local people who carry out "*de facto* the work of community interpreters" for free or for a smaller fee and thereby damage the profession as they are not qualified or educated enough. The community interpreter should have an adequate mastery of both languages involved, be able to quickly comprehend and translate the topic, have an education in it and also have some experience with the topic involved. Nathan Garber agrees and says that all community interpreters should meet certain requirements in order to translate, unlike some community interpreters who undertake certain tasks without professional education in it (2000: 11).

The meaning of community interpretation is still very complicated and many scholars simply cannot agree on its definition. "...for many, and particularly community of professional conference interpreters, the label "community interpreter" identifies someone who is less than qualified interpreter" (Garber 2000: 11). Some even do not acknowledge community interpretation as a real profession.

Nowadays, we can see many *ad hoc* approaches in interpreting all around the world. "Attempts are usually made by individual institutions or services–a social security office perhaps, or individual hospitals or police stations-to find go-betweens to fulfil an interpreter or mediator role." (Ozolins 2000: 23).Countries that hold similar practices are the ones of recent (some constant) immigration like United Kingdom, Belgium, Austria, Germany and some institutions in the USA (outside of court interpreting). Ozolins also adds that some of the countries (like Japan, the Gulf States or Brazilian frontier) have no provision for short-term immigrant workers which brings out many problems for them in legal situations as they have to rely on family or friends for help in translation.

Jean Herbert, "one of the founding fathers of conference interpretation" wrote: "The mission of the interpreter is to help individuals and communities to acquire   a fuller knowledge and a deeper understanding of one another, and, what is still more important, a greater respect for one another. Also to come to an arrangement if they should want to do so...The interpreter is an assistant whose intelligent contribution is an indispensable factor in any intercommunity transaction" (qtd. in Harris 2000: 4).

Community interpreting in most cases occurs linked to interpreting in the health sector, social services, education and legal interpreting. These situations require the interpreter's code of ethics and training in the specific field of work due to the fact that the community interpreter becomes the "holder" of power in between two sides, as "the interpretation arises out of some sort of crisis in the life of the client" (Garber 2000: 16). This puts great responsibility both on interpreter and the service provider. "...failure to ensure that the interpreter is competent could expose the service provider to significant legal liability if the result of misunderstood communication causes harm to the client"(Garber 2000: 17).

3.2. Code-switching

Code-switching is the practice of shifting two or more languages, or language varieties, in conversations. It is an occurrence that happens when all speakers included are fluent in both (or all) languages. The first time it was mentioned was in the paper "Social meaning in linguistic structures" by Blom and Gumperz from 1972 (qtd. in Nile 2006: 3). Nile (2006) continues to say that code-switching was already well used in the literature by that time. Vogt assumes that code switching is not only natural, but also common. He suggests that all languages – if not all language users – experience language contact, and that contact phenomena, including language alternation, are an important element of language change" (qtd. in Nile 2006: 5). Code-switching is a manifestation often seen in multilingual communities. As a consequence of code-switching, today we have Spanglish, which is a combination of Spanish and English. It is very common among the US Latino community as the Latino community is the USA's biggest minority which is constantly on the increase. The term is not only used for people that speak Spanish with a strong influence of English and vice versa, but sometimes also for completely new words invented by the Latino community. Some people believe that Spanglish derogates the real Spanish language, but there are more and more people acknowledging this combination of English and Spanish each day. Another example of code-switching is seen in Netherlands, another multilingual country. This country has a strong Turkish community, so the code-switching occurs. "...in the Turkish community Turkish is used, and if Dutch speakers enter the scene, a switch to Dutch is made. Now the same group would be ranked at the diglossia-end" (Backus 1993: 223).

An example of code-switching that happens all around the world and is the most common one is the computer-mediated code-switching. Digital media is progressing at such a rapid speed that there is no time to invent or implement newly created expressions into all the languages, and if there is, they are mostly impractical so using the original version (mostly in English) becomes the easiest way.

Younger generations tend to use code-switching quite often while using social media. Terms like 'share' and 'like' are often used regarding the social networking platform Facebook, where, for example, most Croatian Facebook users are not going to use the Croatian translation of the words 'like' and 'share'. They will rather code-switch between English and Croatian.

3.3. Crowdsourcing

Crowdsourcing is a practice of obtaining needed information and ideas from a larger group of people which are not traditional employees but rather (usually) an online community. It is the practice in which the "crowd" gets engaged into problem solving of some kind. The term was coined by Jeff Howe as a blend of 'crowd' and 'outsourcing' in 2006. The first time he used this term was in his article "The Rise of Crowdsourcing" for "Wired" magazine. As a result of technological revolution and improvement, and the electronics becoming cheaper and more accessible, many companies have started collecting the free knowledge and information through crowdsourcing. While the word for it might be quite new, the concept behind it is not. "Until the 19th century, many scientific activities were left to passionate amateurs from the upper classes, notably the aristocracy, who could afford to devote their means and time to intellectual activities without seeking any economic reward. Indeed, while the pursuit of money through labour was despised by the aristocracy, who considered it as strictly confined to the lower classes, the pursuit of knowledge for its own sake was held in high esteem, and it was necessarily their prerogative" (*Crowdsourcing Translation* 2012: 9).

The idea behind assumption, that has proven to be right, is that many are smarter than the few, and also that groups tend to be smarter than the smartest people in them. This is the argument developed by James Surowiecki (qtd. in *Crowdsourcing Translation* 2012: 9). By the 19th century amateurism might have been fashionable so crowdsourcing worked, but today the circumstances that enable it are the over-education of the middle class, technological development and the emergence of the open software movement (Wikipedia, Linux, amateur journalism/blogging, etc.). All of this works quite well because those communities function democratically, motivation is the main incentive and the work is unpaid mostly but it offers personal development and the feeling of giving back to the community.

Altough the process of crowdsourcing in translation is "less striking" (*Crowdsourcing Translation* 2012: 23), it has also propelled a change and blurred the boundaries between paid work and amateurism.
Facebook is one of the best examples. They asked their users to help and translate the page from English into their mother tounges. The Spanish translation took merely two weeks to translate, and the French took only 24 hours. Today, Facebook has its page translated in more than 65 languages. Not only was this initiative cost-effective, but they also "strengthened the link with

their users and increased their loyalty, involvement and pride for something they had contributed to, something they were not mere users of, but partners" (*Crowdsourcing Translation* 2012: 25). Twitter and Google also undertook similar actions with their users and are still successfully collaborating. LinkedIn, on the other hand, failed tremendously when they, following Facebook's example, asked their members, who were translators by profession, to help out. They probably thought it was a brilliant idea because of their precisely targeted group's knowledge. They were wrong. The reaction was extremely harsh and people did not welcome the idea of their work being exploited for social businesses like LinkedIn.

The proof that multilingualism can do its magic for the good of all prove initiatives under the name of Global Citizens and TED. They cover humanitarian sectors and the stories worth mentioning. Because of the nature of their work and the opinion that everybody should be able to learn about their stories, they have many volunteer translators who are more than happy to participate. Volunteer translators for TED do not have to be professional translators, but TED does state that anyone who is fluently bilingual and interested can join their translation projects as a translator. The translations are reviewed by experienced volunteers who have subtitled at least 90 minutes of talk content, and before publication, reviewed translations are approved by a 'Language Coordinator' or TED staff member. There is, of course, a certain risk issue with lower quality of translation since there are usually no professional translators involved.

Fansubbing is a movement that started in the 1980s because of Japanese animation films. People wanted to help each other out so they started translating, first anime and then the practice spread to other audiovisual sectors as well. It is quite popular today as well, even though it borders with illegality.

Naturally, the whole idea of crowdsourcing draws a fair amount of scepticism and worry. It is argued that the whole process weakens the professions at stake by lowering the source income of the profession, thus throwing them out of business, plus the companies frequently exploit the crowdsources. Secondly, the quality of the work done remains questionable and without the 'job well done' guarantee. Nevertheless, this movement will only keep growing, and the best thing everyone concerned about it can do is just to stay open about it and learn how to use it into their advantage. "Like other innovative approaches and technologies, crowdsourcing should not be idealised nor regarded as a panacea, and the risks it can imply for the translation profession should not be underestimated. However, its potential should also be acknowledged: it makes it possible to translate a lot of material which would otherwise not be translated at all, thus also

making it available to people with limited or no knowledge of foreign languages, and, at the same time, it can raise awareness..." (*Crowdsourcing Translation* 2012: 49)

3.4. Intercomprehension

Intercomprehension is a relationship in which speakers of different, but related languages, can easily communicate and understand each other without making the conscious choice of doing it. It is frequently seen between people living geographically close. The principle is that it requires no intentional study or effort and it happens naturally. Considering the fact this is a relatively new discipline it is usually used for language teaching. "The first academic discovery of this phenomenon dates back to 1952, when Voegelin and Harris reported on the intelligibility among American Indian dialects due to their close genetic relationship. The Indians possessed inherent comprehension from another dialect that made a certain degree of understanding possible" (qtd. in *Intercomprehension* 2012: 5). There is an example of literary comprehension between Japanese and Chinese. They can understand each other's written form, but not the spoken. Nowadays, the academic researches is generally done through projects. EuroComRom (Eurocomprehension in Romance languages) stands for the biggest and most developed project of this kind. It uses the close relationship of the Romance languages and shows how languages can be understood by knowing one language but understanding the others from the same language group.

There are many other projects for other language groups, also many of projects are reserved for teachers and their students as well."The languages have to be from the same language family for people to benefit from the relatedness of their mother tongue to neighbouring languages" (*Intercomprehension* 2012: 7). Doyé explains that "intercomprehension has a very solid psychological foundation. It rests on the interplay of people's knowledge of language and their ability to exploit previously acquired knowledge. Human beings possess general interpretative skills that allow them to comprehend messages. Normally, these messages are encoded in linguistic systems that the individual has learnt. But the interpretative process is basically the same when they are encoded in 'unfamiliar' systems. For the purpose of intercomprehension, any knowledge in any area that helps interpret the signs of languages one has not studied can be exploited" (qtd. in Intercomprehension 2012: 9). This means that one does not necessarily have to learn a new language in order to understand someone, but rather to learn how to detect certain receptive strategies and by that design the meaning. All kinds of previous knowledge helps, not only in languages, but general, cultural, situational and behavioural knowledge. The apprehension becomes highly likely if all these criteria are met. Suzanne Burtley and Cathy

Pomphrey from London's Metropolitan University point out that intercomprehension should be the new tool of educating the future teachers (qtd. in *Intercomprehension* 2012: 9), and there are actually some teaching classes available in the field.

Furthermore, intercomprehension is used in everyday life all around the world. For example, one person in Spain speaks Catalan and the other one Spanish, but they understand each other. Another example comes from the province of Friesland in the northern Netherlands. People are encouraged to speak Frisian, but some people do not speak it very well so they answer in Dutch. When it comes to Croatia, there is an example of Istria and Baranja. Due to Istria's geographical closeness to Italy many people converse in Italian and Croatian. Baranja, on the other hand, is close to Hungary so there are many Hungarian minorities that speak or understand both languages. It is important to mention Serbian and Bosnian, too. Serbian and Bosnian are probably the most striking examples of intercomprehension in Croatia. Of course, this is marked by issues of independence and national identity, but it does not change the fact that no one is obliged to switch languages, and still, everyone understands each other. Nevertheless, despite intercomprehension, official documents still need to be translated into all languages.

The movement is also used in the private sectors, such as TV stations, news agencies and, as the most popular example, Scandinavian Airlines System (SAS), where " he cabin staff can speak either Swedish, Danish or Norwegian during flights between Scandinavian destinations since the languages are mutually intelligible" (*Intercomprehension* 2012: 22). The employees cooperate and speak slowly as to make the understanding better, and because this works so well they started calling it SASperanto. "Scandinavian is an added value for the company. In the day-to-day routine, speaking English is seen as contrary to the 'culture of the house'. It can be seen as deviant, almost as communicating the message 'we don't belong to the same group'" (*Intercomprehension* 2012: 44). There is no doubt intercomprehension started playing an enormous role in language understanding, and it can be indeed be used in so many great ways both for personal and global progress.

3.5. Localization and Internationalization

While translation usually refers to transferring the literal meaning, "localization refers to the adaptation of a product, application or document content to meet the language, cultural and other requirements of a specific target market (a *locale*)" (Ishida 2005). We use localization when we cannot convey the real meaning by pure translation and word for word or when certain

culture forbids the use of the brand's original logo, motto or anything that should be introduced to people. That means that puns or idioms are likely to be used, we will not use literal translations every time. It is safe to say that with globalizations comes localizations.

Acclimatization of a new product is a necessary thing. In some cases, brands have to change even their logos or name of their products in order to introduce them to the market. The same goes for web sites and marketing campaigns. One of the best examples for that is the most popular, globally known coffee shop Starbucks. To remain as successful, even though their brand is known worldwide, Starbucks has employed designers to help them create unique "localized" shops. For example, in Mexico designers noticed how relaxed people were and that they liked relaxing in pubs more than drinking coffee "American style" so they dismissed the usual Starbucks interior and adjusted it to the people's lifestyle. Next to a successful example of localization, it is fair to mention the less successful ones. That one was Ford and the releasing of their car "Pinto" in Brazil. The meaning of the name of their new car means "tiny male genitalia" in Portuguese. Obviously, they did not spare any time to localize the product, so they did not sell many of them until they finally localized it and changed the name.
Internationalization, on the other hand, enables easy localization in a way that it deals with the technological side. It is used for adapting computer software to culture and differences in languages in order to present the localized product to the target market. That means all characters, local currencies, addresses, dates, time formats and even colours have to be adjusted to the local market.

4. English as a Lingua Franca

The etymology of the word derives from the 17th century from Italy when it had a completely different meaning. Nowadays, it is used for a language that is accepted as a common language of usage between speakers of different native languages. English language is a very widely spoken language, but there is a wrong assumption that it is the most spoken language in the world. In fact, more people speak Chinese and then Arabic, placing English on a third place by the number of its speakers. Even though that "does not make English the most widely used language in the world, but it does make it the dominant language for commercial cross-cultural communication" (Pym 2008: 3). The interesting thing is that other European languages follow right after English like Russian, Spanish, Portuguese, French and are also considered to be lingua francas (LF) in certain areas of the world, which puts Europe in a great advantage. Nevertheless, English is most definitely a global lingua franca because people in China and Arab countries still learn English, not the other way around. To continue, it should come as no surprise that so many European languages serve as LF when we know the expansion history of Europe. Power of the people who speak it drives the language, it all goes back to the British imperialism and later on to American imperialism. This is precisely the reason why we use English as a lingua franca (ELF).

In Europe, it is safe to say English is the lingua franca. It is most frequently used through businesses, media culture, internet and any other aspect of life. Not only that, but it has been argued that the improved technology itself is very much responsible for the growth of English on a global scale.

There is a legitimate fear of multilingualism obliteration. More and more people resort to using English as a common language, rather than nurturing their own. Secondly, it is becoming a need to speak English. Robert Phillipson argues that English has become a dominant language in the EU institutions, which used to be French. He continues to mention that all the other languages have succumbed to the hegemony of English. Other scholars, such as the Dutch essayist and sociologist, Abram de Swaan, and the Belgian economist and philosopher Phillippe Van Parijs do not agree with Phillipson's views. They believe that EFL is inevitable and "an instrument for fostering democracy and progress, which would actually be hampered by artificially sustained multilingualism" (*Intercomprehension* 2012: 28). Van Parijs continues to explain that people

should be able to communicate without an intermediator as well, and therefore, the acceptance of the lingua franca is necessary if one wants a democracy. English, in his opinion, is the only adequate language. "An increasing brain-drain toward English-speaking countries" is the biggest risk of multilingualism, and the asymmetry between English-speaking and non-English-speaking countries is becoming bigger. According to Swaan and Van Parijs, "multilingualism results in time-consuming and expensive translations" (*Intercomprehension 2012*: 29).

There are also many examples where ELF is simply tried to avoid as much as possible if not necessary. Since Europe is a multilingual place, and the European Union pursues the rights of its Member States, it constantly seeks to protect each country's identity. That is the reason for so many official languages. Because of that "Ludger Zeevaert and Jan ten Thije state that multilingualism is a social phenomenon deeply embedded in European language history and does not necessarily require alternative language competency. English as lingua franca is not the only solution for interlingual communication in Europe " (qtd. in *Intercomprehension* 2012: 26). On the other hand, "De Swaan (2001) makes the case that the more languages are used in a geographical area, the greater the push for a lingua franca. That is, the use of English as a pivot language is a consequence of linguistic diversity, rather than an alternative" (Pym 2008: 5).

5. Untranslatability issue

"Untranslatability is a property of a text, or of any utterance in one language, for which no equivalent text or utterance can be found in another language" (Cui 2012: 826). There are two types of untranslatabilities: linguistic and cultural. Linguistic untranslatability occurs when there are differences between the source and the target language, whereas cultural untranslatability is when there is an absence of the relevant situational component in the target language.

Most languages have their own figures of speech, which make them lifelike and attractive. Every so often, the translation from the source language to the target language will not be as successful. At times the target language will not show the meaning correctly. Translation can still be done, but the question is how reliable is it and well does it represent the meaning. Humour is probably the hardest part of translation, both culturally and linguistically. Cui gave an example of such problems "She is too low for a high praise, too brown to a fair praise, and too little for a great praise." The "low" and "fair" are all puns in this sentence. "Low" means short in height and low social status. "Fair" means pale skin, light in color and justice. There is no word or phrase in Chinese having the two meanings together, so the translator cannot translate the two correctly into Chinese, only adopt one meaning, and lose the other meaning" (2012: 827).
It is a known fact that not only does a translation convey the meaning, it also represents an important factor in the dissemination and exchange of culture. It is also well-known that culture tremendously affects the language also. Each language has its background, religion, customs, nation and a culture from which it grew and expanded. For that reason, there are sometimes no equivalent translations available for certain words, so translators need to find the most similar thing or a custom in the target language to be able to translate the content. Sometimes the translator should simply explain in the footnote the idea behind the translation.

Cui also gave an example for cultural untranslatability regarding the religious culture: "In religion, translation becomes the mission. Chinese have translated in this field for a long time, but Chinese people do not have Christianity background. Thus, many of the culture will make Chinese people misunderstand. For example: " End of the world" will make Chinese people think of the coming of great disaster, in which all the human beings will die, and they will feel fear. However, to the English people, it has nothing to do with disaster. It is the coming of the justice moment" (2012: 828).

To come to terms with the fact that something is untranslatable is out of the question for any translator or interpreter. The motto of anyone in this business should and have to be that there are no obstacles. If something is really untranslatable, then the translator uses the method of compensation to reach the equivalence when there is no suitable translation in the target language. There are three methods of use: adaptation, borrowing, translator's note, calque and paraphrase.

Adaptation (free translation) is a translation procedure when the translator compensates a social or cultural situation in the source language with a correlative situation in the target language so that the new situation would be more habitual to the target audience. In this manner, the translator can preserve the intelligibility from the source language without confusing the audience.

Borrowing is an action in which the translator borrows a word or an expression from the source language because there are no equivalents in the target language. For example, the Croatian language does not have a word for a bestseller, so the expression is borrowed from English, so the Croatian equivalent now is 'bestseler'.

Translator's note is for the most part a footnote or an end note that is added by a translator to the target language translation in order to provide more information, explanation or basically anything that enables an easier understanding of the term in question.

Calque is a translation method when an expression is translated literally from the source language into the target language word by word. "Peter Newmark refers it to as semantic translation. It is a method of translation that aims at preserving the most cultural message of the source text at the sacrifice of the formal element of the target language, and sometimes even the intelligibility of the target text" (qtd. in Cui 2012: 830).

Paraphrase is a rewording of the content of a text which ends in diffusion or expansion of the original text. The Chinese idiom "一龙一猪", means one is very clever and capable, but the other is stupid and hopeless. If it is translated into "one is a dragon, another is a pig", English readers cannot understand the meaning. And there are no similar idioms to substitute, so we only can use the method of paraphrase, and translate it into: "One is very capable, while the other is extremely incompetent" (Cui 2012: 830).

6. Multilingual translation in the institutional settings

There are many large multilingual international institutions today, some of which are going to be mentioned. There are three different methods of translations an institution can use, according to Pym. The first is language learning in which an institution has one or two official languages, and obliges speakers of other languages to learn the official languages and work in them. This method is dominant in scientific and technical institutions with only two official languages.

The second method is the multilateral translation. Multilateral translation occurs when all languages are translated into all of the other languages, thus giving all the languages equal rights. "This is the fundamental idea behind the EU institutional maxim of "equal rights for all languages", which in practice means that all laws and outgoing documents of general application have to be drafted in all official languages" (qtd. in Pym 2008: 8).

The third method is translation from a central language, which the European Commission uses to conduct its business. It is when one or two languages are used on the inside, with the possibility of using other languages on the outside. . The European Commission uses three 'procedural' languages (English, French and German) for its internal affairs.
Nowadays, multilingualism is generally seen as an obstacle rather than an opportunity within private businesses and institutions. Many institutions strive to introduce English as a lingua franca. However, institutions within the EU take pride in their diversity and are struggling to maintain the multilingualism within.

6.1. United Nations Interpretation and Translation Service

The United Nations (UN) is, next to the European Institutions, one of the world's largest employer of translators and interpreters. The UN has 193 member states, and all of them are members of the United Nations General Assembly, which means that all members have equal representations. Unlike the EU, the UN has only six official languages, and those are Arabic, Chinese, English, French, Russian and Spanish. Delegates can speak in either of the official languages, sometimes even using a non-official language in which case a delegation must provide an interpreter or a written translation in one of the official languages. The General Assembly holds a meeting every year on Tuesday of the third week in September at the Headquarters of the United Nations unless stated otherwise or in a case of emergency or a special session. They meet intensively in regular sessions until

December or January when all issues are addressed. The Interpretation Service staff is responsible for securing that everyone present at the meeting understand what everyone else is saying at the time of speaking. Their job is to provide the best simultaneous interpretation into and from the official languages for any meetings summoned. The team is usually comprised of 14 interpreters: three per booth for Arabic and Chinese, and two each for English, French, Russian, and Spanish. If, after demanding and long testing, a translator gets offered the job, they first must go through six months to two years of training after which they are transferred to the United Nations Office in Geneva, Vienna or Nairobi, or one of the regional commissions in Asia, Latin America or Africa.

6.2. Translating and Interpreting for the European Union

The European Commission's Directorate-General for Translation (DG Translation) is one of the world's biggest translation services which provides high-quality translations in all EU's official languages for the Commission. Every time a new country joins the EU, their language is added to the Regulation No 1, which makes the new language official. Every EU citizen's legal right is to understand the law, therefore, the DGT's role is of high importance.

Not all of the texts are translated into all of the languages, internal communication (because of cost-effectiveness) is in English, French and German, "going fully multilingual when it communicates with the other EU institutions, the Member States and the public" (*Translation and Multilingualism* 2014: 3). "DG Translation is organised into translation directorates and others that support them, dealing with administrative issues and strategy. The translation directorates are divided along language lines, with a separate language department (or unit, as in the case of Irish) for each of the EU's official languages" (*Translation and Multilingualism* 2014: 4). Half of the DGT's staff is in Luxembourg and half is in Brussels.

Translations can be either "in-house" or sent to a contractor (in 2014 they did 29% of the translations). There are four "in-house" methods, and those are traditional method (translator translates into their main language), two-way method (translator translates out of their man language), relay (translator uses a "relay language", usually English or French, and then the second translator puts it into the target language) and three-way method (when neither of the languages is the main language of the translator). To ensure quality, documents are always revised by translators whose main language is the target language.

There is a wide range of tools that DG translators use to get better and faster results. Some of those are available to other EU institutions and bodies as well. Some of the tools they use are translation memories (such as Euramis), machine translation (such as MT@EC), DG Translation's library with branches in Luxembourg and Brussels, DGT's virtual library called Multidoc and IATE (interinstitutional terminology database). They also have the access to internal and external databases through the Commission's internal network and the internet. DG Translation offers continuous internal training not only for their staff but also for other translators through, for example, Visiting translator scheme (VTS), European Master's in Translation partnership and traineeships, because "as well as sharing its knowledge, DG Translation wants to learn from others and to promote the translation profession" (*Translation and Multilingualism* 2014: 15).

Whereas DGT deals with the written word, interpreters make sense of the spoken words. The Directorate-General for Interpretation (DG Interpretation or SCIC) is the interpreting service of the European Commission. It organizes and provides interpreters for the European Commission's meetings. Conference interpreters help participants to successfully communicate with each other by conveying the messages, rather than translating everything word by word. There are two main techniques in interpreting. Those are consecutive interpreting and simultaneous interpreting. While interpreting consecutively, the interpreter is taking notes while the speaker is delivering a speech and afterwards repeats the speech in a target languages using notes previously taken. Nevertheless, simultaneous interpreting is used for most conference interpreting. It is a form of interpreting in which the interpreter listens to the speaker and repeats everything in a target language right away. This method of interpreting requires a soundproof booth for the interpreter with the electronic equipment for recording and sound amplification.

Furthermore, the Directorate-General for Interpretation and Conferences (DG INTE) provides interpreters for all the European Parliament's meetings, including Court of Auditors, the Committee of the Regions, the European Ombudsman, the European Commission in Luxembourg and the Translation centre. The European Parliament's interpreters follow delegations to conferences all over the world. The beginning's original official languages were German, French, Dutch and Italian. That made 12 possible language combinations. In 2013, Croatia joined the EU, which made Croatian the 24th official language. That means there are now 552 language combinations and the need for quality interpreting grows bigger each day. In addition to that, Russian, Chinese, Arabic and Japanese are languages very often used also.

6.3. Legal interpreting

The need for better collaboration of legal services across the EU grows bigger each day. The demand is becoming obvious in criminal matters, questions of asylum seeking and migration. Considering the EU's open border policy, the movement of people is constant, and every day there are more and more people who end up involved in its legal system but do not understand the language. That is not only talking about court proceeding but minor offences as well. In all of these cases, the interpreter is needed.

"The legal basis for the need- or indeed the obligation- for national authorities in the EU to provide legal interpreting is to be found in the European Convention on Human Rights and Fundamental Freedoms of 4th November 1950. This document, consisting of 66 articles and 11 protocols, has been incorporated into most legal systems of the European Union" (Hertog 2000: 146). In order to guarantee a fair trial, the Article 6 of the document states that the arrested individual should be informed of the reasons of the arrest in the language he or she fully understands and he or she has a legal right to assistance of an interpreter if needed. Furthermore, the European Court of Human Rights (ECHR) states that all of the member states "enjoy considerable freedom in the choice of the means" (qtd. in Hertog 2000: 147) as long as they follow the requirements of the Article 6. The article also says that not everything has to be translated, but the accused needs to have the full knowledge of the case against him.
Only a small part of the judiciary is used to "working across languages and cultures in both national and international contexts" (Hertog 2000: 149). Judiciary staff 's skills are usually acquired on the job. As for legal interpreters, their training varies from one member state to another, but there are certainly not enough quality legal interpreters.

Because of this situation four EU member –states (Belgium, Denmark, Spain and United Kingdom) have "set up a collaborative action proposal in connection with agreed standards of Legal Interpreting and Translation" (Hertog 2000: 151). The aim was to improve the existing system and to spread the good practices further. The "Grotius project" lasted from 1998 to 2000. The project made recommendations and guidelines for equivalence "for safeguarding the fundamental right and principle of "access to justice" (Hertog 2000: 152).
The knowledge of the criminal and civil legal systems if fundamental for any legal interpreter.

6.4. The right to translation and interpretation in criminal proceedings

As a result of the EU being one of the biggest multilingual and multicultural unions, there are more obligations it needs to commit to when it comes to EU laws comprehension. For this reason, the European Parliament and the Council of 20 October 2010 issued a Directive on the right to interpretation and translation in criminal proceedings. The goal of this Directive is to improve mutual reliance between the countries of the European Union, and to ensure the right to a fair trial for every citizen. It contributes to a better understanding and cooperation of all of the Member states in criminal proceedings. Every citizen deserves to have a fair trial, which means they should be able to understand the procedure and the reasons of the accusations. In addition, they should have the right to defend themselves in their own language. Each of the EU countries has to ensure and bear the costs of a qualified interpreter or a translator no matter the final verdict. However, there is no requirement to translate documents which are not relevant to the suspected person. Furthermore, each Member State has an established register of adequate translators and interpreters, which is available upon request of legal counsels and relevant authorities.

"In the research phase for the proposal, it became quickly clear that there was a problem with the varying standards of legal interpreting and translation available in criminal proceedings throughout the EU. All Member States are signatories to the ECHR (this is a requirement for joining the EU) and the ECHR provides that anyone facing a criminal charge should be provided with the services of an interpreter, free of charge, if s/he does not understand the language of the proceedings. However, the information we received suggested that this requirement was not complied with in a satisfactory way in all EU Member States" (Morgan 2014: 5-6)

"In some Member States, translators and interpreters were found to work under very poor conditions, e.g. even a prisoner's cellmate could be used as an interpreter. Cost was often mentioned as a reason why Member States do not fulfil their ECHR obligations in this respect" (Morgan 2014: 6).

Morgan (2014) also mentions that because of the finances the translators were not always present for the suspect. In addition, not everything was translated to the defendants, even during the proceedings. The role of the interpreter was limited to interpreting only the direct communication between the judge and the defendant. The defendant, therefore, could still not understand the whole process. There is also a problem of insufficient number of translators and interpreters registered

for assignments. The idea of improvement, as suggested, lies in making the career in such field more desirable and to offer competitive rates. Member States, on the other hand, should make funds available for these purposes so they could fulfil their obligations owed to the European Court of Human Rights (ECHR).

6.5. The International Criminal Tribunal for the former Yugoslavia (ICTY)

The International Criminal Tribunal for the former Yugoslavia (ICTY) is a United Nations court of law. Its prime task is to deal with war crimes which occurred during the Yugoslav war in the 1990's, and to bring justice to the victims of the terror during the conflicts.

"The two official languages of the International Criminal Tribunal for the Former Yugoslavia (ICTY) are English and French, and all staff and judges must speak at least one of these languages. In addition, all accused have a right to use their native language in court" (*Intercomprehension* 2012: 18). All court hearings are held in minimum of three languages, while most written documents are translated into two to five languages. Intercomprehension has been proven to work well during the court's proceedings, both oral and written requisites. Therefore, on account of Bosnian, Croatian and Serbian being mutually intelligible, the written documents are only translated into one of those three, never into all of them. As a consequence, the term BCS (Bosnian/ Croatian/ Serbian) has been coined. In addition, all the Tribunal's basic legal documents are translated into English, French and BCS, and if needed, into Macedonian and Albanian.

While it is true that use of the BCS is cost-effective, more efficient and, some would argue, less complicated, there are certain problems. Others have even joked about this question: "Some have used BCS, but that leaves out the fun Montenegrins. Still, BCMS isn't sexy either" (Tapon 2012: 306). Any new naming of these languages "will be obsolete the moment the Balkan political landscape changes again (and it will). For example, if Vojvodina were to declare its independence from Serbia (highly unlikely), it would lobby to change the name." (Tapon 2012: 306).

6.6. Medical interpreting

With the increasing diversity within the EU, both health care providers and patients can face language barriers. Without clear communication with their patients, health care providers cannot deliver the quality of medicine they are committed to.

In an interview-based study across 16 EU countries conducted among 240 health professionals, the most common problem reported was the language. They expressed their concerns with many migrants' inability to carry out a conversation "with the risk of being misunderstood and, ultimately, misdiagnosed" (Phelan 2012: 333).

The European Convention for the Protection of Human Rights and Fundamental Freedoms (ECHR) by the Council of Europe unfortunately does not say anything about providing medical interpreters. Medical interpreters are still a rarity in hospitals. If the need for an interpreter arises, bilingual workers or family members step in to ad-hoc interpret. The problem is, though, that they may not be medically accurate.

7. Geographical multilingualism

7.1. South Africa

South Africa is one of the best examples of multilingualism. It encompasses a large variety of cultures, religions and languages. It has 11 official languages out of which two are of European origin (English and Africaans) and others are African (Zulu, Ndbebele, Northern Sotho, Sotho, Swazi, Tsonga, Tswana, Venda and Xhosa). During the apartheid era, English and Afrikaans (Dutch origin) were the two official languages, which marginalised all the other spoken languages in South Africa. When Nelson Mandela and African National Congress won the elections in 1994, apartheid ended and 11 official languages have entered into force. That finally gave some social, political and economic rights to many people, which was crucial since 74.64% population's home/first languages were African languages, while English and Afrikaans were spoken by less than 25% of all South Africans. Modern South African society officially embraces its diversity calling themselves a "Rainbow Nation", which describes the post-apartheid age. It promotes a free, democratic and multicultural society. The same thing is with the South African colourful flag and the national anthem. South African Constitution acknowledges and vows to elevate and advance the use of all of the languages and that all the languages must be treated equally.

Furthermore, "a Pan South African Language Board established by national legislation must a) promote, and create conditions for the development and use of all official languages; the Khoi, Nama and San languages and sign language; and b) promote and ensure respect for all languages commonly used by communities in South Africa, including German, Greek, Gujarati, Hindi, Portuguese, Tamil, Telegu and Urdu; and Arabic, Hebrew, Sanskrit and other languages used for religious purposes in South Africa" (qtd. in Erasmus 2000: 194). The Pan South African Language Board (PANSALB) is an institution established specifically for purposes of multilingualism promotion.

The Constitution also says that the national government and provincial governments can use any of the official languages in regards to preferences of the population which the province covers, but the national government, on the other hand, must use at least two official languages. In theory all of this sounds quite commendable, while in reality PANSALB seems to be not doing the greatest job, mainly due to "insufficient funding of the Board's activities" from the

government (Erasmus 2000: 195). There is a growing trend of people realizing and understanding the importance of translators and interpreters. Symposium on Community Interpreting held in Bloemfoentein in October 1997 stated the appreciation to "ad hoc" translations that has been present for decades before that. Simultaneous interpreting was the first type of interpreting that has received recognition and is used in their Parliament, and from recently, even though the MPs may speak in whichever the language they want, the interpretation is available only in English and Afrikaans.

Notwithstanding, the reality is that the majority of government business is carried out in English, many publications are only available in English, and most of the media is in English, including the number one newspapers and television companies. When talking about media culture, certain TV programmes are in other languages, depending of the majority of viewers. Nevertheless, English is still the lingua franca. *"Subtitling is seriously undervalued in the South African film and television industry"* (Thoughts on Subtitles 2015), so the mediated language of subtitling is almost by rule English. Even the government's web page is completely in English, with only some parts in other languages. With eleven languages being official, the South African situation is not a surprise. Their whole education system is in English even though it should be multilingual, but the schools simply do not have the means to conduct or support diversity.

Moreover, if having the option of choice, people will choose to learn English before any other language because it is believed the knowledge of it can improve one's own lifestyle.
The problem with interpretation lies largely in not having enough qualified interpreters for each of the languages, nor are the translators and interpreters paid nearly enough for the job. "In South Africa, so much (literally) *ad hoc* interpreting occurs within such a large variety of situations that as many different implementation models as possible have to be laid on the table for consideration when a decision has to be made regarding the question of which model would have the potential to function most effectively within a specific field or institution" (Erasmus 2000: 198).

The opinion is that the interpreters must be considered "the critical links" in situations where translations is of utmost importance like in hospitals where they offer interpreters when needed and have a special team ready.

"It is a known fact that persons (who have no interpreting training) are used as interpreters on an informal, unprofessional, *ad hoc* basis whenever language problems arise. This practice often creates more problems than it solves" (Erasmus 2000: 199). The most recent worldwide known incident that happened in 2013 proves South Africa still has a long way to go when it comes to interpretation. The government's communication department hired a company under the name SA Interpreters to interpret from English to a sign language at the Mandela's state memorial service. They hired Thamsanqa Jantjie, a Johannesburg resident, who turned out to be a bogus interpreter saying complete nonsense. The video of the event has toured the world ever since and became the laughing matter to many. The company that hired him vanished and nobody wanted to take responsibility for the occurrence which is definitely something that should not be happening. Jantjie later tried to justify himself by saying he suffered from schizophrenia and that he had hallucinations during the event. That continues to prove that nobody even checked his professional background before hiring him, because if they had, they would have known that not only was he hospitalized before due to his condition, but he also received plenty of complaints for not being a real interpreter.

7.2. Israel

Israel is a true example of a multilingual country. 49% of the persons aged 20 and over indicated that their native language is Hebrew, 18% indicated it to be Arabic and 15% Russian. The official languages are Hebrew and Arabic, with Hebrew being the dominant one. "Since the 1970s Israel has been the site of one of the major branches of Descriptive Translation Studies: the Tel Aviv School" (Weissbrod 2008: 51). Because Hebrew is the dominant language, they were mostly dealing with Hebrew, neglecting other languages and not really paying much attention to multilingualism and multiculturalism. Seeing that media is the most influential mass tool there is, as Weissbrod states, the Israeli branch of Descriptive Translation Studies asserted supremacy of Hebrew language. Politics also has a great share in forming Israel's multilingualism. Due to Israeli-Palestinian conflict, few Israelis become fluent in Arabic, while all Arabs learn Hebrew in school at a young age. Some other languages must be mentioned, especially Russian which was "widespread again following the mass immigration from former Soviet Union in the 1990s" (Weissbrod 2008: 53). The immigrants are almost the same in number as Arabs. All the other languages are in smaller groups: Yiddish, Ladino, Amharic and Tigrigna, French, Georgian and Ukranian, and some Romanian and Polish, and of course, most

understand English. In the earlier ages the use of the immigrants' languages was restricted by the Zionism (political movement of Jews), but now use of any of the languages is allowed.

Israeli television seems to have done a good job with presenting its television programmes to its multilingual viewers. Channel 1, for example, is "financed by fees paid by owners of radio and television sets" (Weissbrod 2008: 54), so they subtitle all of the imported programs, which is the cheapest solution. "In accord with the Israel Broadcasting Authority Law, the subtitles are bilingual, in Hebrew and Arabic. The Hebrew subtitle is symbolically positioned above the Arabic one. Moreover, since subtitling involves condensation of the original dialogue, and translation into two languages at the same time means a double condensation, translation is solely into Hebrew when the original dialogue is dense or considered important. This provides more space on the screen for the Hebrew translation"(Weissbrod 2008: 54).

The Channel 10, on the other hand, is a private television which has plenty of Russian viewers. Their policy is, therefore, to provide Russian translation regularly, and also at least 5% into Arabic. New modern programs also allows them to choose which subtitles they want. Arabic, although an official language is not the main target because many Arabs watch other Arabic channels in the Middle East." According to Amit Schechter, former legal advisor to the Israel Broadcasting Authority, Israeli mass media legislation puts Arabic on a par with Russian, though Arabic, unlike Russian, represents a national minority interested in retaining its national identity" (Weissbrod 2008: 55).

There is no doubt about Hebrew hegemony. If we talk about literature, there are far more works translated into Hebrew than into Arabic. "Unlike the translation of Hebrew literature for international distribution, which comes under the responsibility of the Institute for the Hebrew Literature, translation of Hebrew literature by and for the immigrants is not institutionalized. It is often carried out by non-professional translators who work for free on their own initiative and publish their translations at their own expense" (Weissbrod 2008: 58).

According to Hannah Amit-Kochavi there is not much offer of Hebrew translations of Arabic drama in Israel, although she does mention a great shift in progress due to "combined efforts of Arabs and Jews" (Amit-Kochi 2008: 31). She blames political situation for this. "The ongoing Israeli-Arab conflict causes many Israeli Jews to see Arabic culture as hostile and inferior." (Amit-Kochi 2008: 31).

Weissbrod compared Arabic and Hebrew translations of the TV series *The Simpsons*, and offered some interesting insights into their mixed culture where Arabic is evidently marginalized on Israeli television. "The Hebrew translator had retained the puns, the slang, the references to sex and the sacrilegious expression. The Arabic translator, too, has retained the sexual elements and the sacrilegious expression" (Weissbrod 2008: 61). The interesting thing is, though, that the Arab translator's full name is unknown, probably because of the delicateness of the translation, whereas the Hebrew translator's name is openly stated.

There is "an evidence of growing compliance" (Weissbrod 2008: 57) when it comes to Israeli movies. New movies are made bilingual, sometimes even in three languages: Arabic, Hebrew and Russian. One of the movies like that is *Late Marriage* where "most of the needed translation to watch the film" (Weissbrod 2008: 57) and nobody complained, which confirms Israel's multilingual status.

7.3. India

India has an enormous number of 23 official languages with each state having its own official language, although English and Hindi are officially used on the governmental level. India has been under so many influences during its history so having a myriad of different linguistic features is expected. The British have eliminated the use of Persian by English in India in the early 19th century, and after the end of the British dominance, Indians chose Hindi as the official language to ease communication between Indians and to preserve the national identity. Their plan was to completely eradicate the use of English in a 15 years' time, because even though English was very prominent and distributed it was still a reminder of a former colonial power and thus could not contribute to the Indian national identity as an indigenous language could. The government started implementing Hindi all around the country by teaching it, paying poets and writers to push the language as well, but there was a great resistance as people felt like they were forced to accept the new language again. There was even physical resistance in some cases and so English could not have been pushed aside, so it stayed official next to Hindi. Nowadays, many people do not even perceive English as a foreign language, especially those coming from the southern parts of the country where English was imposed during the earlier ages. It has become so engraved into their culture, it is like their own. Baldridge (1996) explains that in India English is spoken by minority of 3-4%, but that this minority is the elite and influential minority of India. According to Baldridge, having one nation under one language is the western paradigm.

Considering the fact that each state has its own official language, TV programs are shown according to that, so when it comes to translating for the viewers, it becomes quite simple. Most of the things are in the language of majority, so nationwide, all of the languages are covered. There are thousands of TV programs in India and there is plenty to choose from. Dubbing and subtitling are big businesses in India, and Hollywood movies (in movies) usually come either with nothing or with English subtitles, it depends on the production company. The reason for that is that many people are not fluent enough in English, and while they (anyone who went to school because it is compulsory to learn it) know English, they might have some problems with the accent or in generally understanding, so that is why they get English movies with English subtitles. Of course, depending on the production company, they can also dub the movie or subtitle it in the wanted language.

ITAINDIA (Indian Translators Association) is a non-profitable organization and a member of FIT (International Federation of Translators). Their job is to "unite the widespread translators and interpreters community of India at a common platform to address issues for betterment of the industry and take steps to ensure that its members provide services meeting professional standards of the industry" (Indian Translators Association).

7.4. Switzerland

Back in the times, Switzerland was "an alliance among the valley communities of the central Alps" (Bech Espersen 2012: 34). Until 1848 "it was not a real state, but a confederation: a loose alliance of autonomous cantons whose degree of cooperation with each other varied through time" (Bech Espersen 2012: 34). In 1847, a short civil war broke out between Protestant and Catholic cantons. It did not last for long because people decided the unity is what they need so they can keep their economic and religious interests. The year after in 1848, the Swiss Constitution was adopted "which provided a central authority while giving the cantons the right to self-govern on local issues" (Bech Espersen 2012: 35). Ever since then, Switzerland has four national languages: German in the central and northern part, French in the western part, Italian in the south and Romansh in the east. More than 60% of people speak German, followed by French, then Italian and Romansh is spoken by only 0.5%. Due to the low percentage of Romansh speaking population, only French, German and Italian are official languages, but people still have the right to communicate in Romansh when addressing the central authorities. The important thing to mention is that they really strive to preserve their multilingual society. "Another symbolic choice or – exclusion - of languages can be seen in Switzerland's official

name, which is the Latin name Confoederatio Helvetica ("Swiss Confederation"). In order to not symbolise any connection with any of the four national languages and in order to not emphasise one language before another, the Latin language was chosen as a neutral language. This choice also symbolises a Swiss state which wants to preserve and praise the equality of languages in Switzerland and in that way, as mentioned earlier, make multilingualism and the equality of languages a special feature of Switzerland" (Bech Espersen 2012: 66).

According to the Swiss Constitution, all languages must be equally represented in the Swiss government, as well. Therefore, the Swiss government consists of one Italian-speaking member, two French speaking and four German-speaking members, according to the population numbers. A further example confirms their intentions. The Swiss Federal Supreme Court is situated in Lausanne in French speaking part, the Federal Insurance Court is in German Lucerne, the Federal Criminal Court is in the Italian-speaking part in Bellinzona, and the Federal Administrative Court in the eastern part of the country in St.Gallen. This solution is certainly not cost-effective but it proves the point and shows appreciation to each of the languages. Following this, Swiss Criminal Procedure under the article 68 states that any person who does not understand the proceedings due to not understanding the language or cannot express themselves, will be appointed with an interpreter

While many residents understand other official languages, proficiency in them is in decline in favour of English. In Switzerland, each canton has its own official language. Next to that, students learn in school other official languages of the country or English. Lots of them are expressing the wish for English as a first foreign language in schools rather than other national languages as they believe it would be more useful in today's world of globalization. In addition, children are motivated more when it comes to English, so the general opinion is that they are likely to be more successful in English for that reason. On the other hand, the argument is that "English poses a new threat to Switzerland's long-standing multilingualism. It lacks a historical hold on the nation, but is slowly becoming the "lingua franca" for universal communication" (qtd. in Morrison 2013).

Many companies that opened their offices there favour English, and many of their employees do, too. English as a lingua franca is spreading so fast it has gotten people scared for Switzerland's unity. Notwithstanding, "there is growing support for the country to adopt English as the fifth official language" (qtd. in Morrison 2013). Currently, the impact of English is mostly seen in schools and businesses.

Media so far continues to broadcast in German, French and Italian. Swiss Broadcasting Corporation is the largest one and it carries out news in all three of the languages equally. Of course, each part of the country has their own TV channels and newsmagazines, and, they frequently watch TV channels from France, Germany or Italy.

7.5. Belgium

Belgium has three official languages: Dutch, French and German. "For the previous two millennia it was a playground and also a battleground for the great powers of Europe, and virtually every one of them held sway over it at one time or another" (Bech Espersen 2012: 29). Belgium was ruled by the Duke of Burgundy, it was under the possession of the Habsburgs, under Napoleon and a part of the Netherlands during its history. In 1830, it won its independency and established a constitutional monarchy. Today's monarch is King Albert II. Belgium is one of the founders of the European Union with Brussels being its administrative centre.

Unlike other multilingual countries mentioned before, Belgium has some real language issues. The country is divided into four parts depending on the languages spoken. The Dutch-speaking area, the French-speaking area, the German speaking area and the bilingual area of the capital of Brussels where Dutch (Flemish) and French are spoken. It is also divided into three federal regions. Those are Flanders with more than 6 mil. inhabitants, Wallonia with 3.5 mil. and Brussels with 1 mil. Today, only 1% of the population speak German, the rest speaks Dutch (Flemish dialect) and French, and this is where the Belgian conflict lies.

"The political elite (in 1830) decided that French should be made the only official language of Belgium and also tried to construct a Belgian national identity in order to unite the Belgian people" (qtd. in Bech Espersen 2012: 50). This act made Flemish and German minority languages, which divided the country linguistically. The nation builders after 1830 did not care too much about identity and other significance each language carried. In answer to that, Flemish movement was born. This political movement's goal was to unite the Flemings and to rise against the neglect of the Flemish culture, identity and language. "Our language reflects our culture, and our community must in turn be recognised through autonomy if not independence" (qtd. in Bech Espersen 2012: 53), was and is the Flemish motto. Flemish only became official in 1929 after WWI because many Flemish soldiers died in the field solely due to not understanding the language. Bech Espersen continues to explain how the Flemish people did not complain at

the moment of pronouncing French as the official language, which was because the Flemish identity was not born yet. Although there were many of them, they were not united in understanding how important one's identity and history. Nonetheless, the French elitists should have predicted that. Today, this is still a much discussed subject. Georges van den Abbeele explains the reasons of Belgian disagreement. He says "there is no apparent homogeneity that binds Belgium's citizens with a strong sense of communal identity based on national belonging, as there is no common language, ethnicity or shared history" (qtd. in Bech Espersen 2012: 56). For that reason, Belgium is often called a state without a nation, where in fact, Belgium has two nations, just not united in any way. They are either Walloon-Belgian (French) or Flemish-Belgian. Multilingualism, therefore, is not something that works for Belgium.

Linguistic lines mean everything in Belgium. Economy, politics and education are all divided by those lines. Dutch-speaking citizens can get education in Dutch, read newspapers in Dutch, watch television and find a job in Dutch. They do not even have to have anything to do with French, that is how divided the country is. The same goes for the French-speaking Belgians. Flemish people are more nationally oriented. All of this has a strong political impact, so of course, Flemish nationalistic party Vlaams Belang (Flemish interest) captures votes by protecting Flemish interests. Political parties all mainly guided by language in general, so there is a two party system which causes distrust.

There are many conflicts even today with the use of languages. Each region has its own official language of course, that is why institutions have those languages as well. The representatives in the parliament can use whichever of the official languages they wish to, and the simultaneous translation is available upon request. Furthermore, official institutions must communicate in the language of their community with the government.
"Belgium has never been a state based on the principle of 'one nation, one language'" (Vogl 2010: 244), nor does it seem like it will ever become.

The Belgian Chamber of Translators and Interpreters (*Chambre belge des Traducteurs et Interprètes / Belgische Kamer van Vertalers en Tolken* - CBTI/BKVT) is the official interpreter's and translator's association. They are called upon by authorities and courts, but also by individuals if needed as well. They are a member of the Internation Federation of Translators, which has been recognized by UNESCO.

7.6. Croatia

Croatia officially has one language, Croatian. However, because of its rich and long history it has some minorities which speak different languages. Today, younger generations speak very good English, while the older ones struggle with it. This is because of the fact that English was not a primary choice of study. Mihaljevic Djigunovic (2013) explains how today's older generations had to learn Russian as a foreign language, with the possibility of learning German and English as second languages. "It was only after Yugoslavia (which Croatia was part of at the time) had broken with the Soviet Union that students could choose English, German, French or Russian as their first foreign language to be learned at school" (Mihaljevic Djigunovic 2013: 164). Many people went working to Germany, so the interest in learning German grew, as well as the interest for learning English, which was mostly due to the British Council and their advocacy. Nowadays, learning a foreign language is compulsory in schools from a very young age, which shows the improvement and openness towards multilingualism. Everyone is required to learn English, and then they can choose which foreign language they want as a second one. The most popular one is German, with Italian, Spanish and French following.

With all that being said, it is safe to conclude there are almost no monolingual Croats. In fact, many people are multilingual, especially in some parts of Croatia. The eastern part of Croatia is situated close to the Hungarian border, hence it is no surprise many people speak Hungarian. Most people living there are either bilingual or multilingual with Hungarian being their primary or secondary language. According to Lehocki Samardzic (2008: 342) many people use code-switching. They speak Hungarian at home, while using Croatian at work, school or other similar institutions. Some of them have some linguistic difficulties in either of the languages, but those who have perfectly mastered both languages are, by Lehocki Samardzic's opinion, the best translators for the community because they perfectly understand both cultures and languages.

"During the round table, data from the Croatian Government's October 2013 Report to the Council of Europe were presented. According to this source, minority languages in Croatia (Hungarian, Serbian, Czech, Slovak and Italian) are used in 26 municipalities based on a 30% minimum population quota prescribed by the Constitutional Act on the Rights of National Minorities" (SVI MI-Za Hrvatsku svih nas 2013). Croatia, bound by the EU laws, has to respects diversity, and is obliged to advocate interests of all the minorities living in Croatia. When it comes to providing interpreters or translators to foreign citizens for legal matters, Croatia implements European regulations ever since it became the European Union's full member in

2013. It means that the country has to secure an interpreter or a translator to any European citizen accused of the criminal offense. The Croatian Association of Court Interpreters and Translators is the professional organization which deals with the promotion and improvement of translation profession and actively participating in creating legal acts related to interpretation and translation profession.

The north-west part of Croatia, Istria, has many people speaking Italian as their mother tongue due to Istria's geographical position and proximity to Italy. The situation is even more apparent than in the east, and tourism plays a great part in this. Even people who are not of Italian origin tend to learn Italian as their self-improvement. 'The Constitutional Act on The Rights of National Minorities' regulates the rights of national minorities and states that there must not be any discriminations based on gender, race, skin colour, language, religion and, among other points, association with any national minority. National minorities should be allowed to get education in their mother tongue but they must learn Croatian as well. A minority is considered minority when there is one third of the population noted. Due to Croatian history with Serbia, the topic of Serbo-Croatian relation is still an extremely sensitive topic. There was an incident in 2013 in Vukovar, where more than 30% of the city's population is Serbian so they have been granted by the Constitution the right for the official use of their native letter. Because of that reason, bilingual signs were placed on the state buildings. Many people objected and complained to this rule by breaking the bilingual signs and arguing that Vukovar is the status symbol of Serbo- Croatian conflict. In contrast, a part of Croatia which has the Italians as the minority never had problems with bilingual signs or Italian letter due to the peaceful cooperation of those two nationalities. Obviously, Croatia is still suffering from war consequences and that is why the resistance is very much present in Vukovar.

There are no specific problems regarding the media translation because every Croatian citizen speaks Croatian. Therefore, subtitling for the television is done in Croatian and dubbing is not usual in general.

Croatia has a strong tourism industry during the summer months. The country stems for one of the top summer destinations by having impeccable holiday offers. On the other hand, local hotel and restaurant owners often embarrass themselves by offering ridiculous and linguistically completely unacceptable translations. There are no regulations for those kind of situations and people frequently use free online translation tools, such as 'Google translate' to translate their

offers and menus. That oftentimes leads to mistranslations and afterwards to mockery due to absurd translations. Primorsko- Goranska County initiated a project in early 2006, which offered a free menu translations into Italian, English, German, French and Slovenian to any catering facility in the county. 230 caterers accepted it and avoided the potential translation disaster. That kind of initiative is unquestionably needed in all of Croatia, but unfortunately, many still turn to their own questionable knowledge of languages without turning to professional translation institutions.

7. Conclusion

The aim of this paper was to show the way in which multilingual societies function in terms of translation. In some cases, translation is not a needed norm, if the communities understand each other (intercomprehension). In other cases, translation is a necessity, especially in various institutions.

Considering the fact that there are almost no monolingual societies anymore, multilingualism became an imperative, and in order to join different languages together and to ensure mutual intelligibility, a quality interpretation or a translation is a must. A good translator has to be fluent in both source and the target language, and he or she has to have a good knowledge of the cultural background of both languages. Nevertheless, in local communities, *ad hoc* translation given by bilingual locals is the most common practice.

Speaking in European terms, Europe is a continent of an incredible linguistic and cultural diversity. The European Constitution states that each language of the member state has an equal right, which proves that the European Union is undoubtedly here to preserve each member state's cultural identity. However, globalization has led to the growth of English as a lingua franca which is influencing every culture. English language became dominant in almost any environment, which is evident in the countries' education systems, media and even the government.

The second part of the paper deals with a number of exemplary cases which show how multilingual challenges can be handled for the greater good (Switzerland). Nevertheless, Belgium was the opposite example of the problematic multilingualism.

It also presents the overview of the official institutions of translation and legal means of handling multilingual challenges, where the DGT shows great success in its translation policies.

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