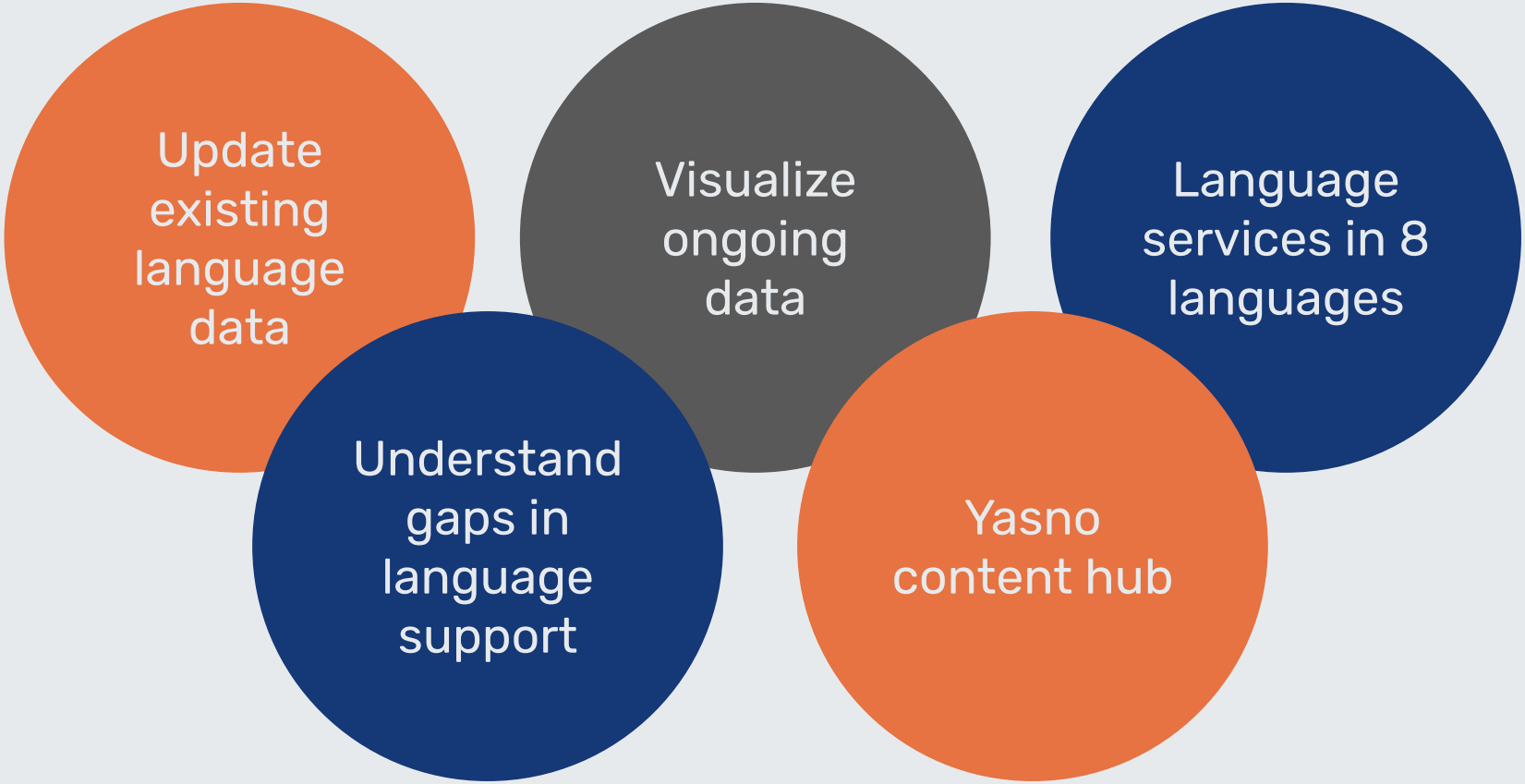
CLEAR Global

Language, data and inclusion

How language and communication data can support quality programming

What is CLEAR Global doing?

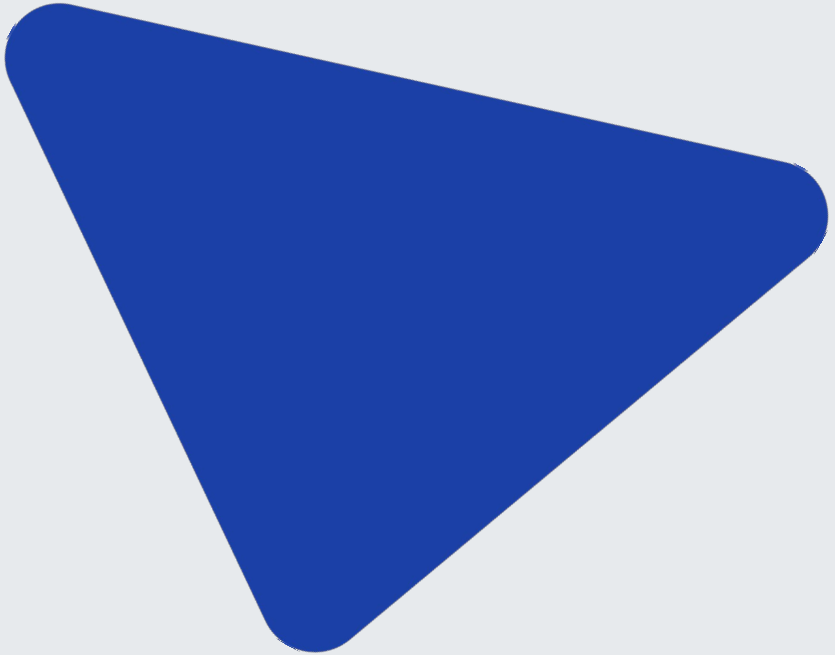


Agenda

Why does language data matter in humanitarian action?

What do we already know about the language and communication issues of those affected by the war in Ukraine?

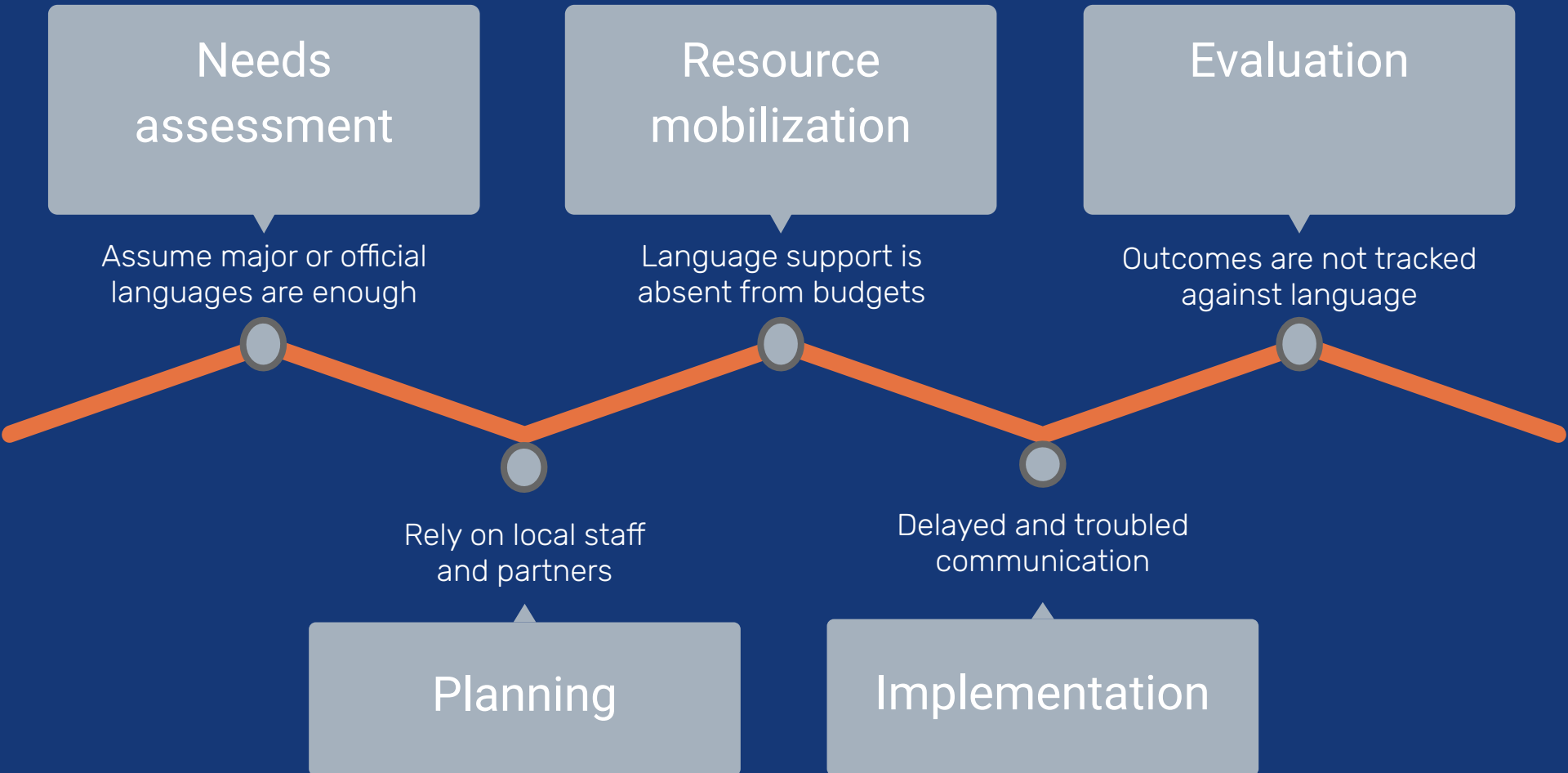
How can addressing language make your program more effective and accountable?

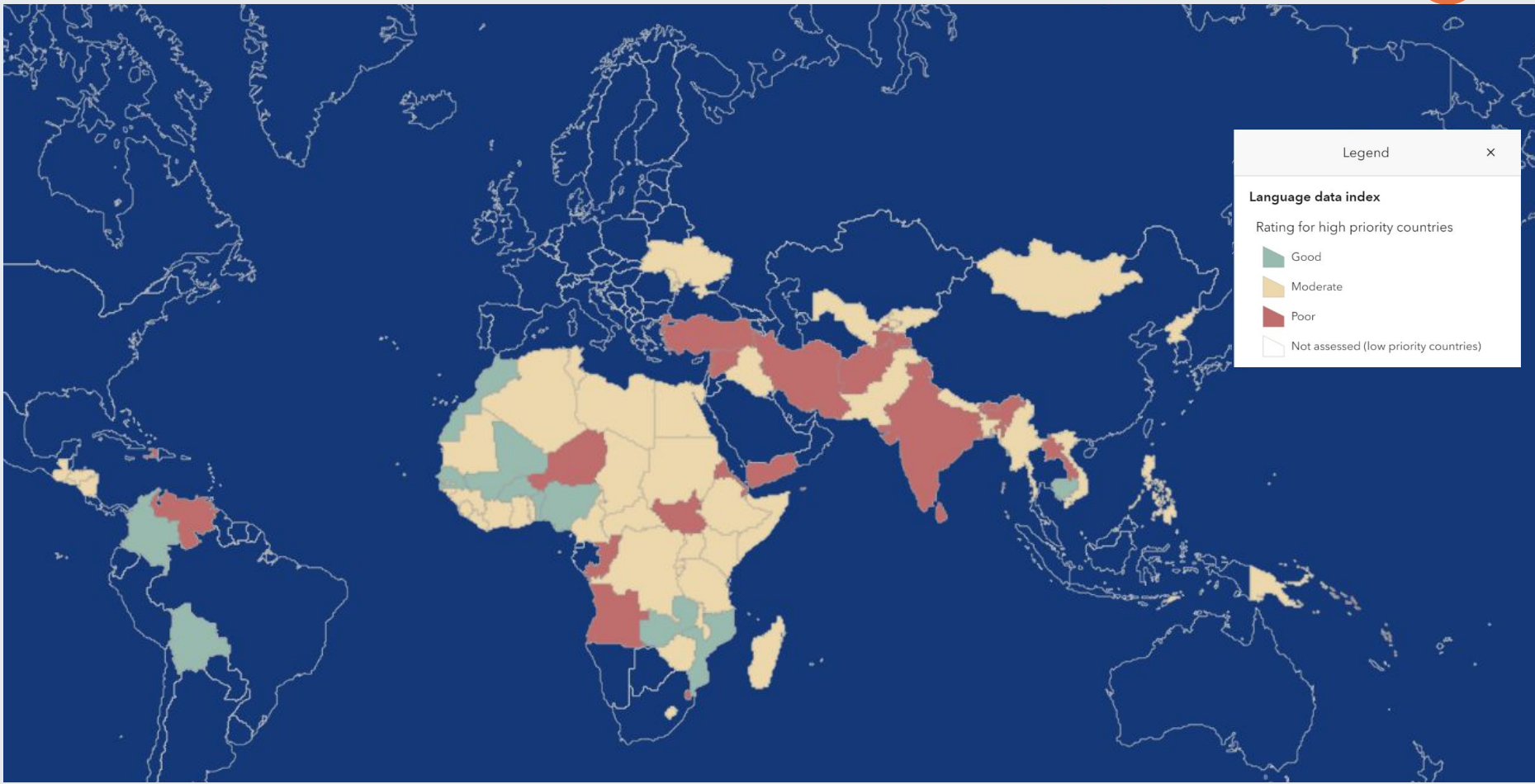


Why does language data matter in humanitarian action?

Language can be a driver of vulnerability

The typical approach to language




Legend
Language data index
Rating for high priority countries
Good
Moderate
Poor
Not assessed (low priority countries)

Local language data can inform communication strategies

War in Ukraine

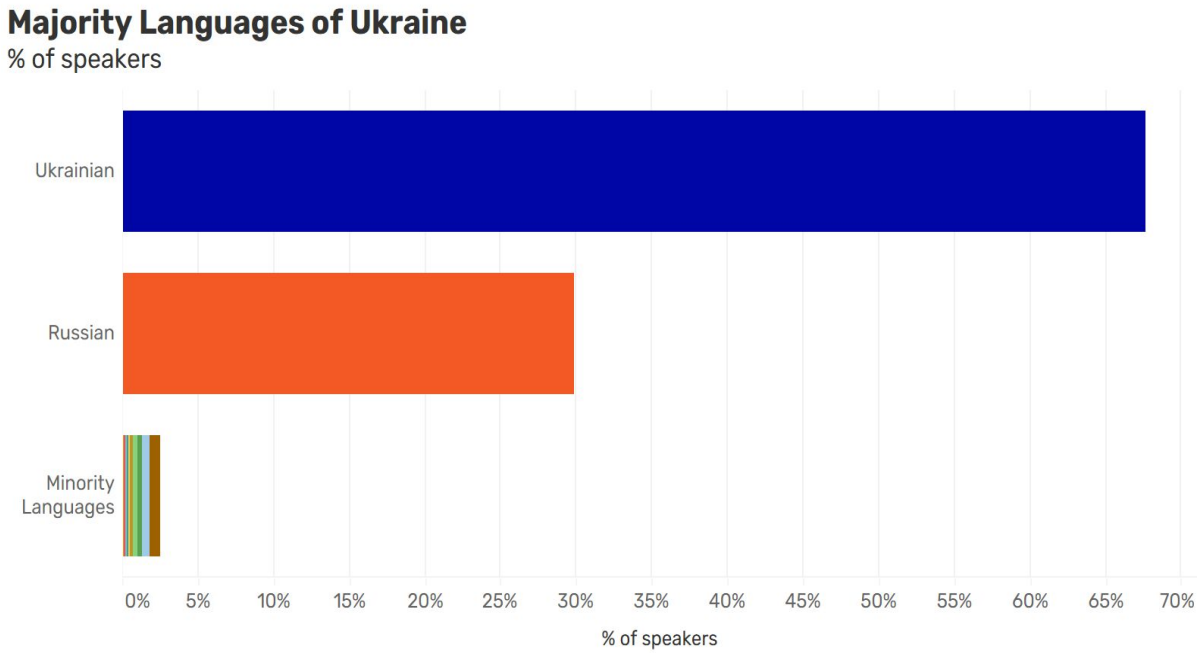
what we know so far about language and communication issues

Languages of Ukraine: 2001 Census

Last full census with data on language was in 2001

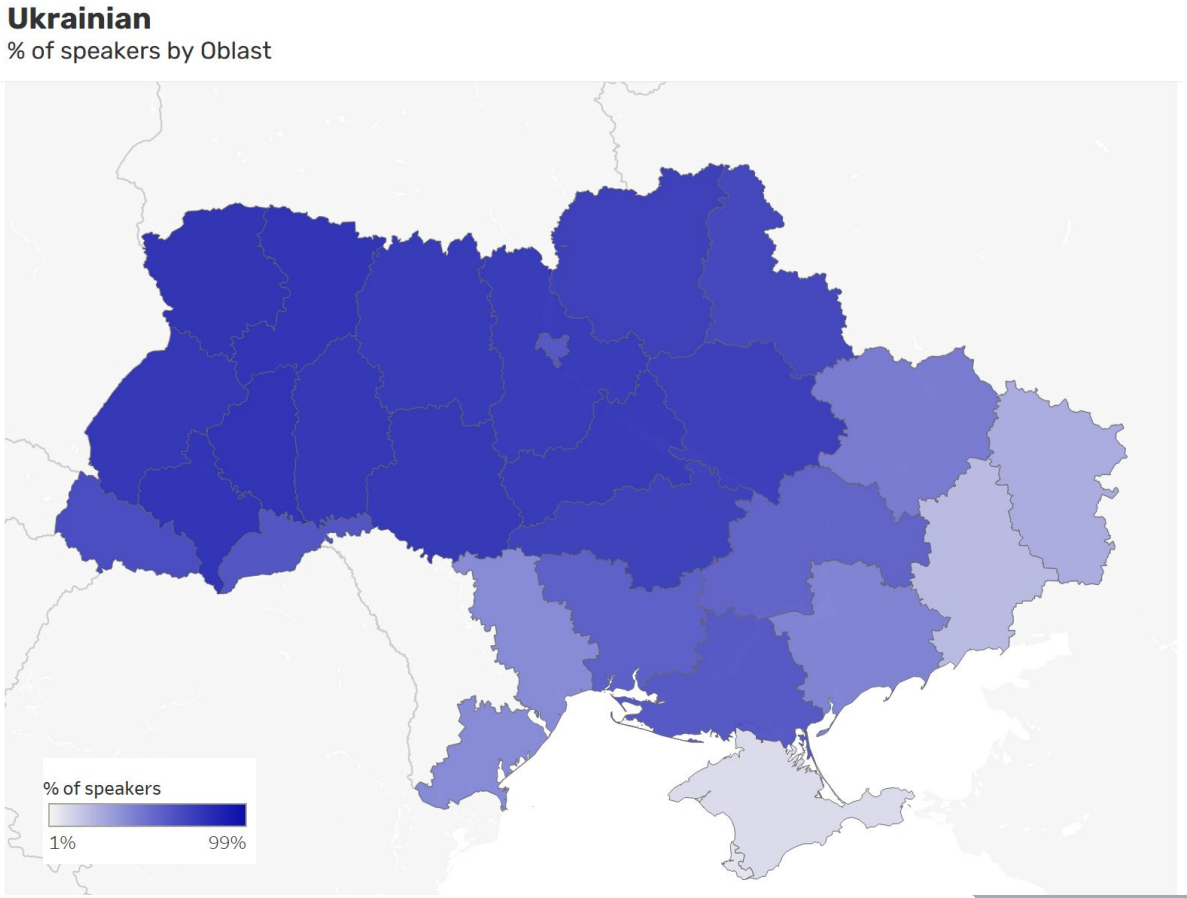
Two majority languages used as a first language - over 97% of population

BUT the remaining 3% use 11 other languages



Source: Ukraine Census (2001)

Languages of Ukraine: 2001 Census



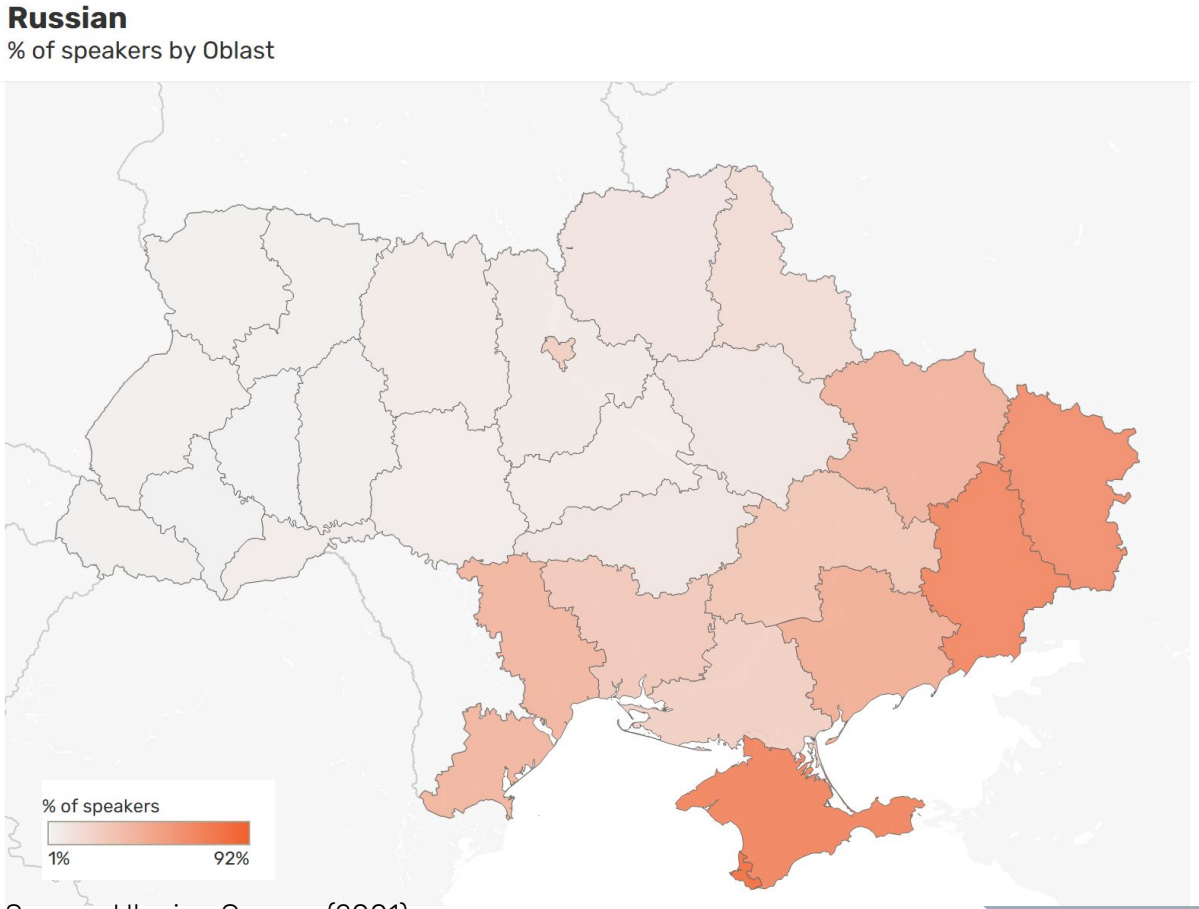
Source: Ukraine Census (2001)

Higher proportion of Ukrainian speakers in northwest

Lower proportion in east and south, and at borders with Romania and Moldova

Kyiv is more linguistically diverse

Languages of Ukraine: 2001 Census



Source: Ukraine Census (2001)

Higher proportions in south and east

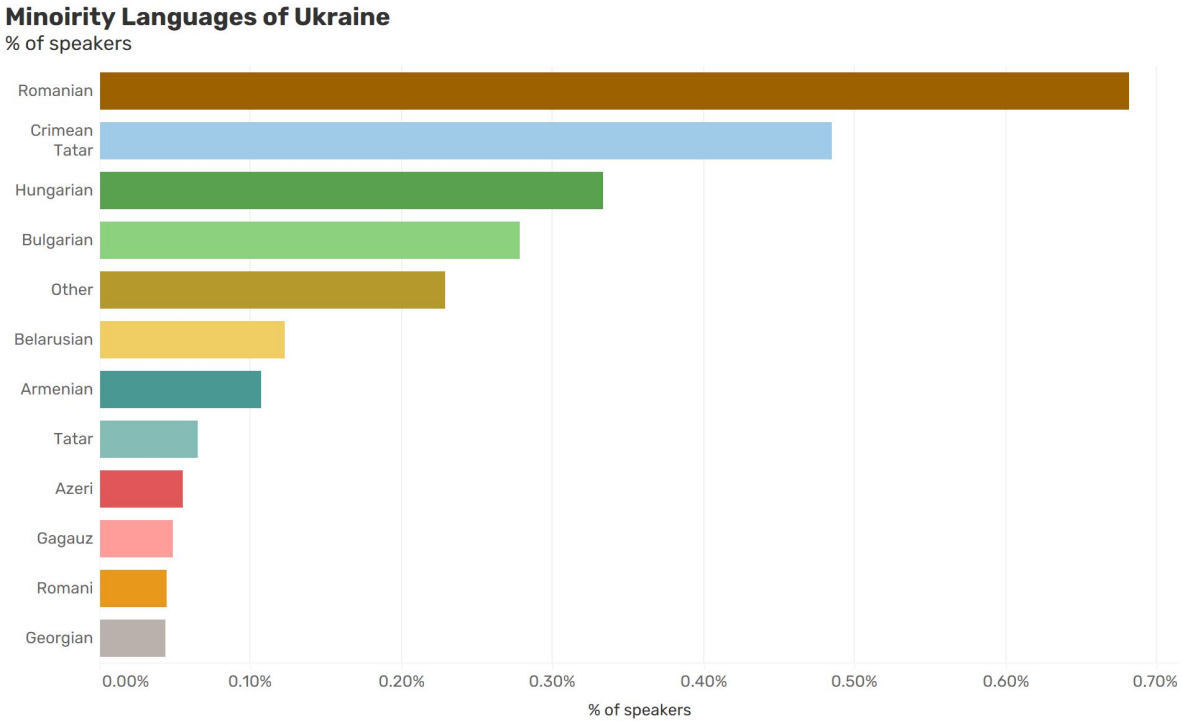
Higher numbers in Kyiv

Languages of Ukraine: 2001 Census

11 ‘minority’ languages recorded

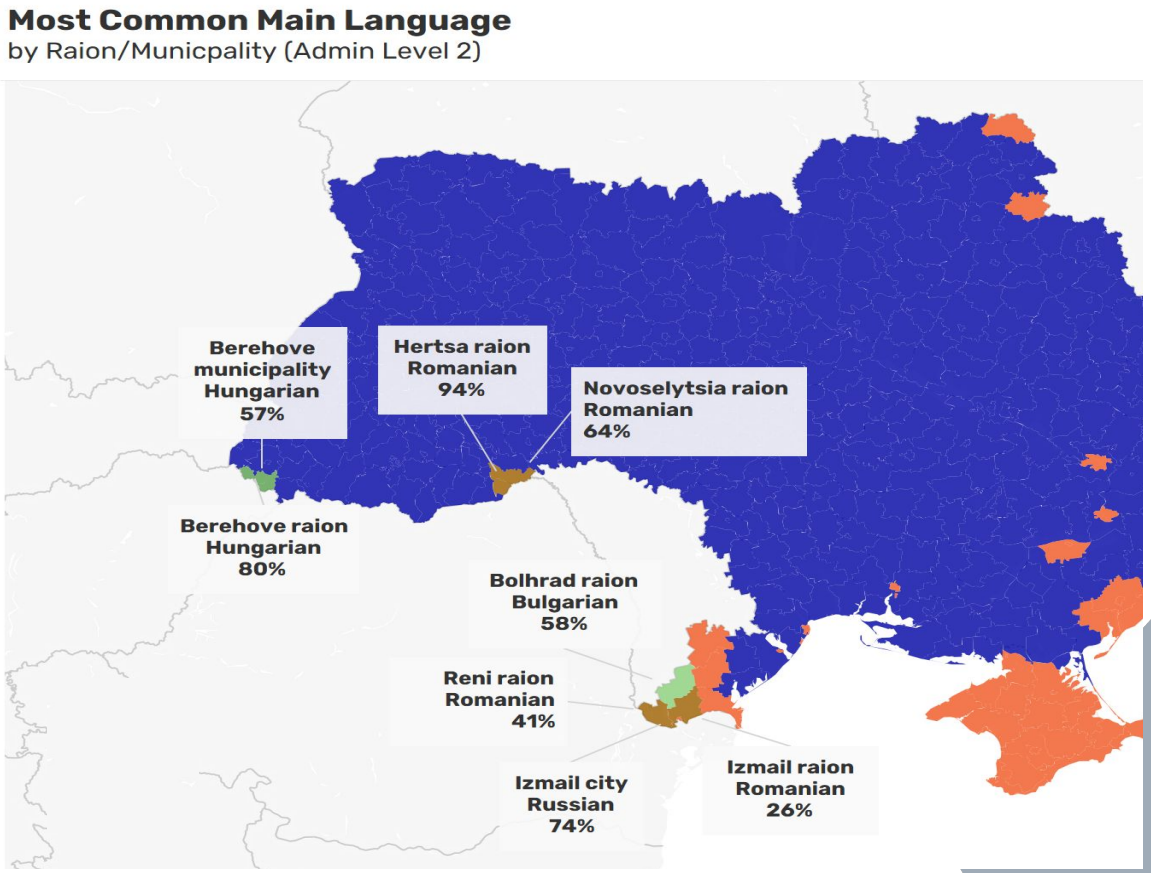
Romanian is highest, although none are high

Minority languages are likely to be under-reported



Source: Ukraine Census (2001)

Languages of Ukraine: 2001 Census



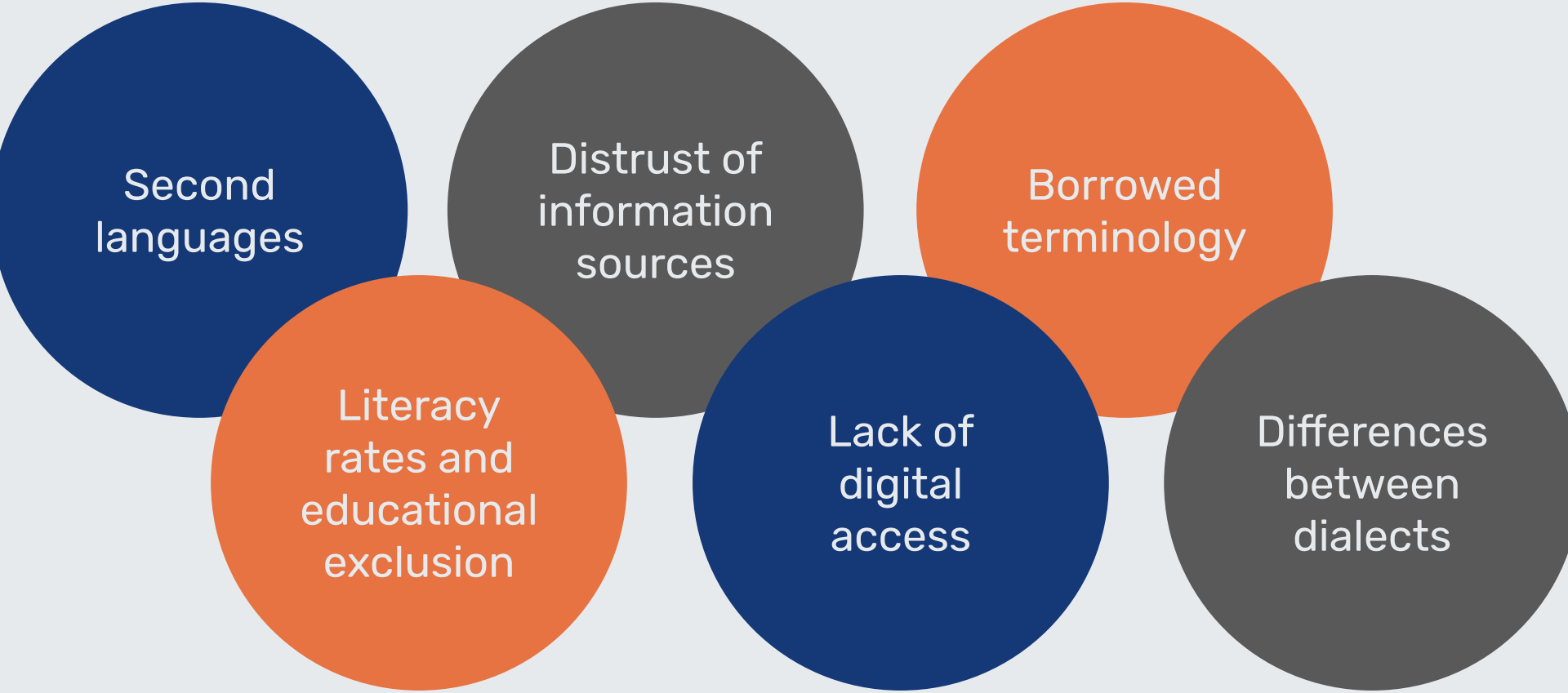
Source: Ukraine Census (2001)

In certain areas, these minority languages are ‘majority’ languages

Languages of Ukraine

https://clearglobal.org/language-data-for-ukraine

Romani in the Ukraine response



Key Messages

Ukrainian & Russian dominate - this can obscure minority language communities	Be prepared for minority language speakers (as a first language)
Wide variety of ‘minority languages’, but data is poor and likely underreported	Collect data on language use to understand minority language needs
Russian and minority language speakers are more likely to be marginalized	Plan for additional resource requirements for marginalized language communities

Gender compounds language and communication issues

- In Bangladesh, 75% of humanitarians believed most Rohingya understood Rakhine - but only 24% of Rohingya women speak Rakhine
- Men in DRC received a lot of information about Ebola via radio, but women preferred door to door visits from health workers
- Using Kanuri and other local languages increased women's access to information in northeast Nigeria

Assume your information isn’t reaching everyone who needs it

Key Messages

Women and men often have different language and communication preferences	Collect and disaggregate data on language and communication by gender
Women and girls from marginalized groups may have low literacy or have experienced educational exclusion	Expect that marginalized women and girls face extra communication barriers, and plan accordingly
People prefer to share concerns and speak about sensitive topics with someone of the same gender	Use staff and interpreters of the same gender to provide services, and resource for female staff

How can addressing language make your program more effective and accountable?

A better approach to language

Asking the right questions on an ongoing basis is essential

Our recommended questions

- **What is the main language you use at home?**
- What language do you prefer to receive written information in?
- What language do you prefer to receive spoken or signed information in?
- How do you prefer to receive information?

How can language awareness improve programming?

Understanding which language people are comfortable using	Expanding the reach of information to all families
Reporting child safeguarding and protection concerns	Listening to children and families from marginalized and vulnerable groups
Accessing complaint and feedback mechanisms	Understanding the communication needs of unaccompanied minors

Attention to terms

“Safeguarding, intersectionality, mainstreaming”

in your own language?

Humanitarian glossaries

https://glossaries.clearglobal.org/

- terms about first humanitarian response (esp. protection, legal and medical terms)

Multilingual PSEA glossary

abuse	ጥቃት	اعتداء	abus	abi	cin zarafi	mmegbu	taciz	su istikla nas
accountability	ተጠያቂነት	مساءلة	responsabilité	responsablite	hisabi	iji ikikere ọchịchị rụọ ọrụ n'ụzọ ziri ezi	mesuliye	muasaba
action plan	የድርጊት መርሐ-ግብር	خطة عمل	plan d'action	plan daksyon	shirin aiki	atụmatụ emereme	eylem khuttası	kutta ta shokol
affected population	ተጎጂ የህዝብ ክፍሎች	السكان المتضررين	population affectée	popilasyon afekte	wadanda abu ya shafa	ọnụ ọgụ ndị ometụtara	etkilenen nufüs	nas ali mudariri
associated personnel	ተዛማጅነት ያላቸው ሰዎች ኦ	الأشخاص ذوي الصلة	personnel associé	patnè biznis	mai alhakin gudanarwa	ndị ọrụ ndị ọzọ dị iche iche	ilgili muathaf	zol ta musada
at-risk adult	ተጋላጭ አዋቂ ሰዎች	بالغون معرضون للخطر	adulte vulnérable	granmoun vilnerab	manya da ke cikin hatsari	ihe ga-akpatara okenye nwakpo n'ike maọbụ ihe mmegbu	khatar altında yetişkin	eyal fi katar
behavior	ማህበረሰባዊ የባህሪ	الإعلام	communication visant	kominikasyon sou	tsarin sadarwa	nzisaozi nke mgbanwe	davranış	geru

https://glossaries.clearglobal.org/psea/

Use it online or bookmark it in the browser to have it available offline.

Rethinking pictorial and audio communication

- Format matters
- Voice-based solutions
- Multilingual audio communication

Original language

Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.

Plain language

Humanitarian workers are not allowed to have sexual relationships with anyone under the age of 18, even if it is legal in their country. Saying they did not know the person's true age is not a valid excuse.

How can CLEAR Global help?

- Language data and research
- Translation and language services
- Communication channels - various formats and languages, context-based
- Training on language and communication, capacity building
- Plain language editing and testing with users

Scope for improvement

- Gather language data
- Find partners and train interpreters and translators
- Use plain language principles to create guidance and communication materials
- Gather and share terms and euphemisms
- Test pictorial communication
- Create audio feedback and reporting channels
- Disaggregate reporting and service use by language

Resources

- Language questions for surveys (pre-formatted and downloadable in various languages)
- Tip sheet on using language questions in data collection
- Language data portal
- Global Language Data Review
- Glossaries on a variety of topics
- Multilingual PSEA Glossary
- Training Course on Humanitarian Translation
- Training Course on Humanitarian Interpretation
- 20+ language tips for effective humanitarian data collection
- Romani language factsheet
- CLEAR Global Guide to writing in plain language
- CLEAR Global safeguarding terminology resources
- How to consider language when researching Sexual Exploitation, Abuse and Sexual Harassment (SEAH)
- https://translatorswithoutborders.org/psea-translated
- “No Excuse for Abuse” training video in multiple languages
- CLEAR Global language data maps
- Ukraine language resources
- Tip sheets on interpreting on sensitive topics

CLEAR Global

anca.soldubanu@clearglobal.org