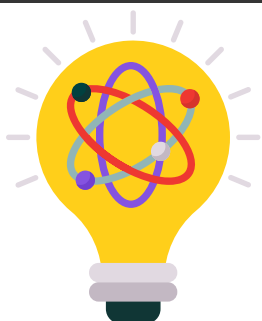




VOICE OF LANGUAGE



Assessment of respect for the right to use the Serbian language in local institutions in northern Kosovo.



METHODOLOGY



Focus groups



Interviews



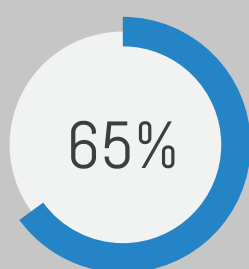
Online survey



“Albanian and Serbian have equal status and are used equally in all institutions of Kosovo.”

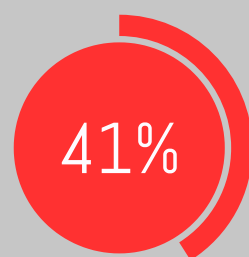
(Article 2.1 of the Law on the Use of Languages)

78% of respondents felt discriminated against at least once because of language.



65% of citizens say they often face communication difficulties with institutions due to language.

41% believe institutions do not recognize the importance of language rights.



Translations are often done using Google Translate, without professional oversight, while police communication and fines are issued exclusively in Albanian.



It is necessary to employ bilingual staff in line with the ethnic composition, and to provide language training for employees. Institutions must ensure consistent bilingualism in communication and digital content.

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Advocacy Center
for Democratic Culture



Republika e Kosovës – Република Косово – Republic of Kosovo
Qeveria – Влада – Government
Zyra e Kryeministrit – Канцеларията на премијера – Office of The Prime Minister
Zyra e Komisionerit për Gjuhët – Канцеларията на јазикот – Office of the Language Commissioner