

**AN OVERVIEW OF LANGUAGE POLICY
IMPLEMENTATION IN THE CITY OF TSHWANE
METROPOLITAN MUNICIPALITY WITH A
FOCUS ON TRANSLATION AS AN ACTIVITY OF
LANGUAGE POLICY IMPLEMENTATION.**

By

KEAOBAKA OMPHILE PRECIOUS SESHOKA

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Supervisor: Professor Russell H Kaschula

Co-supervisor: Dr Pamela Maseko

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DECLARATION

I declare that **AN OVERVIEW OF LANGUAGE POLICY IMPLEMENTATION IN THE CITY OF TSHWANE METROPOLITAN MUNICIPALITY WITH A FOCUS ON TRANSLATION AS AN ACTIVITY OF LANGUAGE POLICY IMPLEMENTATION** is my own work and that all the sources that I have used and quoted have been indicated and acknowledged by means of complete references.

SIGNED.....

DATE.....

Seshoka K.O.P

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ABSTRACT

An overview of language policy implementation in the City of Tshwane Metropolitan Municipality with a focus on translation as an activity of language policy implementation.

The South African Municipality Systems Act (2000) states that language should not act as a barrier of access for citizens with no or limited proficiency in English to municipal services, or in ensuring the right of citizens to participate in, and contribute to the social, cultural, intellectual, economic and political life of South African society. In that regard, it recommends that South African municipalities develop a culture of public participation by providing services in a language preferred and used by citizens within their municipality through translation, amongst other things. This study examines how the translation services, as articulated in the language policy and plan of the City of Tshwane Metropolitan Municipality, is used as a language implementation strategy and in facilitating public participation. It further assesses the quality of the translated information accessed by the different residents of the City of Tshwane Metropolitan Municipality against theories of translation appraisal. The main focus area of this research is on extent of the use of translation as an activity of corpus planning, to facilitate language policy implementation in the City of Tshwane Municipality to enable better public participation. It is hoped that the study will be able to give policy makers and those tasked with implementation, especially at government municipalities' strategies to assess and determine the state of translation services to improve functionality, quality and the extent to which translation activities contribute to corpus planning.

TABLE OF CONTENTS

	PAGE
Declaration	1
Acknowledgements	2
Abstract.....	3
Chapter 1: Background of the study	10
1.1 Introduction	10
1.2 Background and Context	10
1.3 Aims and Objectives of the Study	11
1.4 Rationale of the Study.....	11
1.5 Research Area.....	12
1.6 Research Problem.....	12
1.7 Structure of the report	13
Chapter 2: Various Scholastic Views on Language Policy Implementation and Translation Services	15
2.1 Introduction	15
2.2 Language Policy Objectives in relation to Translation.....	15
2.3 Language Policy Implementation in South Africa: A focus on Translation.....	18
2.4 The Financial Implications of Implementing Translation Services.....	19
2.5 The importance of Translation in Language Policy Implementation.....	20
2.6 The need for Translation Proficiency	38
2.7 The Impact of English on Translation as an activity of Language Policy Implementation.....	40
2.8 The importance of Monitoring and Evaluation of the implementation of Translation as an activity of Language Policy.....	41
2.9 Theoretical Framework.....	47
2.10. Key Emerging Trends.....	47
2.11. Conclusion.....	48
Chapter 3: The History of Translation Services in South Africa.....	49
3.1. Introduction.....	49
3.2 Translation Services prior to the Democratic Era in South Africa.....	49
3.2.1. The role played by the Missionaries in the provision of Translation Services	54

3.2.2. Translation Services at a Provincial Level prior to the Democratic Era.....	54
3.2.3 Language Agents responsible for Translation services prior to the Democratic Era.....	58
3.3. Translation Services in the Post-Apartheid Era.....	62
3.3.1. Translation Services at a Provincial Level in the Post-Apartheid Era.....	65
3.3.2. The Role played by Language Agents in the Provision of Translation Services in the Post-Apartheid Era in South Africa	67
3.3. Translation Infrastructure in South Africa: the Past and the Present.....	67
3.4. Key Emerging Trends	70
3.5. Conclusion.....	74
Chapter 4: Related Policies and Legislation of Translation in South Africa...	76
4.1 Introduction.....	76
4.2 Relevant Legislation in an International Context	76
4.2.1 The Implementation of Translation Policy: European Commission	181
4.2.2 The Implementation of Translation Policy: a Focus on the United Nations....	181
4.3 Relevant Translation Policy in Africa.....	85
4.3.1 Translation Policy in the African Union	85
4.4 Legislation and Policies in South Africa at a National Level before Democracy: a Focus on Translation.....	87
4.5 Legislation and Policies in South Africa at a National Level after Democracy: a Focus on Translation.....	88
4.5.1 The Constitution of the Republic of South Africa in relation to Translation.....	89
4.5.2 The National Language Policy Framework.....	93
4.5.3 Implementation Plan of the National Language Policy Framework	95
4.5.4 Use of Official Languages Act (2012).....	102
4.5.5 The Pan South African Language Board Act 59 of 1995 (PanSALB)....	105
4.6 Legislation and Policies at a Provincial Level after Democracy: a focus Translation	108
4.6.1 Language Policy Framework Bill of Gauteng Provincial Government ...	108
4.6.2 Language Policy of the City of Tshwane Metropolitan Municipality	112
4.6.3 Translation and Editing Policy of the City of Tshwane Metropolitan Municipality	118
4.6.4 South African Language Practitioners' Council Act, No 8 (2014).....	120

4.7 Conclusion.....	121
Chapter 5: Research Design and Methodology.....	121
5.1 Introduction	123
5.2. Research Approach.....	123
5.3 Sociolinguistic Profile of the Study Areas.....	126
5.3.1 Mabopane.....	128
5.3.2 Soshanguve.....	129
5.3.3 Mamelodi.....	130
5.3.4 Atteridgeville.....	130
5.4 Sampling.....	131
5.5 Respondents.....	132
5.6 Research Methods.....	132
5.6.1 Interviews.....	133
5.6.2 Document Analysis	135
5.7. Data Collection Instruments.....	138
5.8 Ethical Considerations.....	138
5.9 Reliability and Validity	139
5.10. Data Collection Challenges	140
5.11. Limitations of the Study.....	140
5.12. Conclusion.....	141
Chapter 6: Background to Municipal Document Analysis.....	142
6.1 Introduction	142
6.2 Types of Documents Analysed.....	142
6.2.1 Language Policy of the City of Tshwane Metropolitan Municipality.....	142
6.2.2 Analysis of the Language Policy of the City of Tshwane Metropolitan Municipality	142
6.2.3. Translation and Editing Policy of the City of Tshwane Metropolitan Municipality.....	155
6.2.4 Analysis of the Translation and Editing Policy of the City of Tshwane Metropolitan Municipality.....	159
6.2.5 Integrated Development Plan (2011-2016).....	160
6.2.6 Analysis of the Integrated Development Plan of the City of Tshwane Metropolitan Municipality.....	162
6.2.7 Tshwane Vision 2055.....	163
6.2.8 Analysis of the Tshwane Vision 2055.....	164

Table 1: Language policy of the City of Tshwane Metropolitan Municipality....	144
Table 2: Translation and Editing policy of the City of Tshwane Metropolitan Municipality	155
Table 3: Integrated Development Plan of the City of Tshwane Metropolitan municipality.....	160
Table 4: Tshwane Vision 2055	
6.2.9 Translated Documents	164
6.3. Key Emerging Trends.....	168
6.4 Conclusion	171
Chapter 7: Data Analysis	172
7.1 Introduction.....	172
7.2 Data Transcribing.....	172
7.3 Data Cleaning.....	173
7.4 Analysis of the Interview Data.....	174
7.5. Resident’s Data Set.....	174
Table 1: The Rate of First Languages spoken amongst residents.....	175
Table 2: Language proficiency of the residents.....	176
Table 3: In what language would you prefer to receive information from the municipality?	182
Table 4: The difference it will make if residents were to receive the municipality’s information in their own language.....	185
Table 5: Whether the translation of documents into the other languages contributes to equitable access to municipality’s information and services?.....	191
Table 6: Whether the provision of translation services addresses your needs expectations regarding improved service delivery.....	192
Table 7: Whether the standard of translated documents facilitates better communication between the municipality and the people it serves?	194
Table 8: Whether respondents have ever requested from the municipality that their correspondence with them be in a language that they understand?.....	195
Table 9: The current state of translation services in the City of Tshwane Metropolitan municipality.....	199
Table 10: What the municipality is doing well (successes) regarding the provision of translation services.....	200
Figure 1: Other languages in which residents receive information from the Municipality besides English.....	178

Figure 2: Languages in which residents receive municipal documents.....	180
Figure 3: How comfortable or do the residents understand the languages currently used in the municipal documents.....	181
Figure 4: The rate at which residents receive information in their preferred language from the municipality.....	184
Figure 5: Respondents ‘satisfaction with the quality of the translated documents (for instance; the grammar used, spelling, lay-out, structure, and so on etc).....	187
Figure 6: Whether the respondents find the translated documents easy to read and understandable?.....	189
Figure 7: Whether the official languages of the municipality are used effectively in contributing to equitable access to the municipal information and services?	190
Figure 8: Whether translation of documents has improved communication between the municipality and its residents?	193
Figure 9: Whether there is an opportunity or platform created for residents to give feedback and comments to the Municipality about the quality of the translated documents and communication in general?.....	197
7.6 Conclusion	204
Chapter 8: Key Findings	205
8.1 Introduction.....	205
8.2 Trends Emerging from the Interview Data.....	205
8.3. Trends Emerging from Document Analysis.....	210
8.4. Key Findings of the Study.....	211
8.5. Policy Implications.....	217
8.6. Conclusion.....	218
Chapter 9: Conclusion and Recommendations	220
9.1 Introduction.....	220
9.2 Reflections on the key Objectives of the Study.....	220
9.3 Recommendations	221
9.4 Suggestions for Future Research.....	223
Bibliography	224
Appendices	240
Appendices A: Map of City of Tshwane	240
Appendices B: Letter of permission to conduct research from Supervisor	241
Appendices C: Letter of permission to conduct research from the researcher	

to the municipality employees.....	242
Appendices D: Document Analysed	244
Appendices D1: In case of emergency pamphlet (English).....	244
Appendices D2: In case of emergency pamphlet translated into Sepedi.....	245
Appendices E1: Rape prevention pamphlet in English.....	246
Appendices E2: In case of Emergency pamphlet translated into Isizulu.....	247
Appendices E3: Rape prevention pamphlet in Sepedi.....	248
Appendices F : Public Notice.....	249
Appendices G : Vision 2055.....	250
Appendices H : Annual report of the City of Tshwane 2013/2014.....	254
Appendices I : Newsletter of the City of Tshwane with translated documents....	273
Appendices J : Interview questions for the resident in English	279
Appendices K : Interview questions for the resident in Isizulu	281
Appendices L : Interview questions for the resident in Xitsonga.....	282
Appendices M : Interview questions for the resident in Sepedi	285
Appendices N :Interview questions for the Municipality officials.....	286
Appendices O: Language Policy of the City of Tshwane	287
Appendices P: Translation and Editing Policy of the City of Tshwane	311
Appendices Q: Quality assessment method of a translation	321

CHAPTER 1

BACKGROUND OF THE STUDY

1. Introduction

Translation is one of the key activities of corpus planning. It bears implications for the implementation of language policy and for language development, and allows for sharing of information across languages. Dominant international languages such as English have developed through translation of texts from other languages. The Bible for example, is one text that has become accessible to many Christian communities by means of translation (Nida 1964). Translation services are critical to the day to day businesses of big organisations like the European Union, the United Nations, and many others. In the context of this study, translation is viewed as a crucial activity in the implementation of language policy because it plays a critical role in addressing perceived inadequacy of the usage of the different languages.

The main purpose of this chapter is to introduce the study. The rest of the chapter is outlined as follows: section 2 provides background and context of the study; section 3 deals with aims and objectives of the study; section 4 discusses the rationale of the study; section 5 explains the research area of the study; section 6 discusses the research problem of the study; and section 7 outlines the structure of the chapters of the report.

1.2 Background and Context

In the South African public policy, language policy and planning are included. This was done to ensure that the state's participatory democratic ideals are reflected and to deal with the past inequalities. One of the core values of democratic ideals of South Africa is public participation. These principles were put in place to ensure that the citizens of the country are provided with information they need in the correct manner and that they take part in the public decision-making in a meaningful way (South African Municipality Systems Act of 2000, Chapter 4 (18) (2a&b)).

The South African Municipality Systems Act (2000) states that language should not act as a barrier of access for citizens with no or limited proficiency in English to municipal services, or in ensuring the right of citizens to participate in, and contribute to the social, cultural, intellectual, economic and political life of South African society. In that regard, it recommends that South African municipalities develop a culture of public participation by providing services in a language preferred and used by citizens within

their municipality through translation, amongst other things (Chapter 4). Public participation is, therefore, expected to be enabled with the provision of information in the language medium that the public understands. As such, South African municipalities are supposed to engage in translation activities – where translation of texts is from English into various indigenous African languages, since English remains the most dominant official language. That way, the South African Municipality Systems Act is in line with the country's language policy.

South Africa has been commended globally for its thoughtful policies that address the social disparities of the past political dispensation (Bamgbose 1991). Its language policies, at different levels of government, seek to ensure public participation. The South African Constitution (1994), the Pan South African Language Board Act (1995), the National Language Policy Framework (2003), of South Africa (2013), the Use of Official languages Act (2013) are just but a few of the policies whose key provisions are the promotion of, and creation conditions for the development and use of official languages in public spaces, with translation being identified as one of the key strategies in this process.

1.3 Aims and Objectives of the Study

The study sought to provide a critical engagement with the language implementation plan of the Municipality, and the extent to which translation services, as articulated in the language policy and plan of the Municipality, are used as a language implementation strategy and in facilitating public participation. The following were the key objectives which the study sought to achieve:

- To examine the extent of the use of translation activity to facilitate the implementation of the language policy of the City of Tshwane Municipality;
- To establish the current state of translation services in the different areas of the City of Tshwane Metropolitan Municipality against the backdrop of language policy and planning, as well as implementation plans;
- To assess the quality of the translated information accessed by the different residents of the City of Tshwane Metropolitan Municipality against theories of translation appraisal; and
- To determine the extent to which translation activities contribute to corpus planning of the African languages named in the Language Policy of the City of Tshwane.

1.4 Rationale of the Study

Extensive literature review has shown that very little or no empirical studies have been done on the provision of translation services in general by the Municipalities in South Africa, in particular on issues of access by residents and the quality of translated documents. This study therefore becomes significant in that it sought to contribute to this area and add explore the provision of translation services at a municipality level.

1.5. Research Area

The focus of this study was on the Tshwane Metropolitan Municipality, which is geographically situated in the Gauteng Province. The sites of data collection comprised of four townships, namely Mabopane, Soshanguve, Mamelodi and Atteridgeville. These areas were selected based on the fact that in these areas a multilingual situation exists and these residents are served by Tshwane Metropolitan Municipality. These residential areas provided a good opportunity for the researcher to examine the experiences of the residents on the provision of translation when they seek services, particularly when it comes to language use in the municipality (see appendices A).

This situation allowed the researcher to explore the case between the sub-units of the municipality to better illuminate the issue of language policy implementation within the municipality (Baxter & Jack 2008: 550).

1.6 Research Problem

The advent of the democratic era in South Africa drove the City of Tshwane Metropolitan Municipality to put in structures dedicated to advance the agenda of multilingualism. The City of Tshwane has adopted 8 languages as official languages; namely English, Afrikaans, Sepedi, Setswana, Xitsonga, Tshivenda, Isizulu and IsiNdebele. However, even after years of implementation of the language policy, translation and editing policies in English and Afrikaans continue to dominate the written communication and translation of documents in the municipality (Seshoka, 2013). Translated works of documents into the other official African languages of the municipality seems to be low in the municipality and there are gaps that need to be addressed in this regard (Seshoka, 2013). The translation infrastructure and services in the municipality seems to be deficient (Beukes 2008: 19). There is lack of visibility of

the translated documents in the official languages of the Municipality. Lack of equitable use of the official languages seems to be also evident.

Corpus planning, as an integral part of language planning and policy, is important in facilitating language policy implementation. Translation is perceived as an important aspect of corpus planning and in various language policy documents in South Africa, is recommended as an activity that should be undertaken to ensure development of indigenous South African languages. The development of the South African languages is seen as critical in ensuring participatory democracy, where citizens are expected to participate meaningful to ensure equity of access and participation. Participatory democracy is at municipal level and, therefore, municipal legislation and other processes have been put in place to drive this practice. Proper language use and the provision of translation services can assist in ensuring that participatory democracy is achieved in a correct manner thus ensuring that most of the citizens take part in the municipality processes and gain an appropriate understanding.

1.7 Structure of the report

The structure of the chapters of the study is as follows:

Chapter 1: Background of the study

The chapter introduces the study by focusing on the context, rationale, research problem aims and objectives, and key objectives of the study.

Chapter 2: Various Scholastic views on language policy implementation and translation services

The chapter reviews related literature on which the key concepts of this study in terms of language policy and planning and translation services in South Africa are based.

Chapter 3: The history of translation services in South Africa

The chapter provides an overview of the history of translation in South Africa with regards to translation services. It presents information regarding the field of translation in South Africa during the past apartheid era, and gives an overview of what is happening in this field currently and what might happen in the future.

Chapter 4: Related policies and legislation of translation in South Africa

This chapter looks at the different pieces of legislations and policies in South Africa that relate to translation. It also analyses key relevant pieces of legislation and policies that relate to translation, both internationally and locally, and assesses their implementation with regards to their successes and failures in terms of achieving their set objectives.

Chapter 5: Research Methodology The chapter discusses different methods that were employed in data collection for the study. It explains in detail the procedures and processes employed for data collection purposes in this study.

Chapter 6: Document Analysis

This chapter explains the processes followed in collecting data from various documents and methods used in analysing the collected data. It also indicates how the translated documents from the Municipality were analysed.

Chapter 7: Data Analysis

The chapter describes how the interview data and documents were collected and analysed.

Chapter 8: Key Findings

The chapter presents a report of all the key findings that emerged from the analysis of relevant documents and data sets in chapters 6 and 7.

Chapter 9: Conclusions and recommendations

The chapter provides an overview of the study, the recommendations for the municipality and for future research.

CHAPTER 2

VARIOUS SCHOLASTIC VIEWS ON LANGUAGE POLICY IMPLEMENTATION AND TRANSLATION SERVICES

2.1 Introduction

The purpose of this chapter is to review related literature on which the key concepts of this study in terms of language policy and planning and translation services in South Africa will be based. The chapter will give an account of the various scholarly articles, journals and papers on language policy implementation and translation as an activity of language policy implementation by accredited scholars and researchers on this field. Furthermore, the chapter will demonstrate how the reviewed literature articles are directly or indirectly related to the study. The chapter will also establish and determine what knowledge and ideas have already been established in this field, their strengths and weakness. Most importantly, the chapter will also identify gaps within the reviewed related literature and illustrate how the study seeks to contribute in addressing some of them and the contribution it seeks to make to the existing body of knowledge in this field. What is important to note is that the chapter is organised in terms of themes, which makes it easier to package and arrange reviewed articles according to their relevance to the themes.

This rest of the chapter will consist of the following sections or themes: language policy objectives in relation to translation; language policy implementation in South Africa: a focus on translation; the financial implications of implementing translation services; the importance of translation in language policy implementation; the need for translation proficiency; the unassailability of English in a multilingual global world: its impact on translation as an activity of language policy implementation; the importance of monitoring and evaluation of the implementation of translation as an activity of language policy; theoretical framework; emerging trends; and conclusion.

2.2 Language Policy Objectives in relation to Translation

Language and communication are tied together. Language policy according to Hornberger (2002:145) can be defined as a combination of official decisions and

prevailing public practices related to language education and use. In the whole study language policy is used as an umbrella term, referring to all the different levels of decisions and their implementation, aimed at regulating various aspects of language use, especially with regard to translation. Policy in this study will also refer to both the process and the end result of language planning. This is supported by (Viriri 2003: 1) that in most cases language policy is used to refer to an outcome of language planning.

Language planning refers to the deliberate efforts to influence the behaviour of others with a focus on the acquisition, structure of functional allocation of their language codes (Hornberger 2002: 145). Language planning is further defined as a “government-authorised, long-term, sustained, and conscious effort to alter a language itself or to change a language’s functions in a society, for the purpose of solving communication problems” (Cooper 1989: 30). It is also a political and administrative activity for solving language problems of a society.

Language planning has three main activities namely; status planning, corpus planning, and acquisition planning (Cooper 1989: 99). Language planning can thus take many forms and be divided into categories. The main categories of language planning are status, acquisition, corpus and prestige planning. Status planning describes how societies allocate roles and functions to languages through laws and regulations. Status planning is about the uses of a language and it is done by people with formal power who produce public texts such as regulations, laws, and constitutional provisions (Hornberger 2002: 146).

Acquisition planning is about the users of a language. It also basically describes language teaching policies. Corpus planning includes a directed way from social phenomena towards the internal features of a language reflecting also the internal standpoint of linguistics. Corpus planning deals with what is internal to a language. It is often in the hands of professional linguists in collaboration with ordinary speakers. This involves modifications to the internal resources of a language which can include devising new or modifying or existing writing system or linking an existing writing system with an external one (Hornberger 2002: 147).

Corpus work involves expanding vocabulary to introduce new or technical terms or standardising existing spelling or codifying expressions to reduce variation. Acquisition

planning has to do with the spread of languages that have been selected as official languages, and seeks to implement language policy according to the particular language plan (Cooper 1989:100). Prestige planning focuses on aesthetic or intellectual regard of a linguistic code. This involves different literature that supports literature production for individual languages

Tauli (1974:56, cited in Cooper 1989:30) defines language planning in relation to the South African context as “the methodical activity of regulating and improving existing languages or creating new, common regional and national languages”. When a language policy is in place, implementation strategies such as translating, interpreting and terminology development should also be in place, and should reflect the content of the particular language policy. Cooper (1989) classifies language planning as “an activity which often solves language problems, usually on a national scale, and which focuses on either language form or language use”.

Goals of language policy and planning include cultivation planning of the status and corpus types. They also include revival, renewal, revitalization, reversing language shift, maintenance, spread, Interlingua communication, lexical modification, reformation, stylistic simplification, and terminology unification.

A language problem leads to the formulation of language policy which can be used as a proper tool to address this problem. In order to address the language related problems the South African government implemented the different policies to provide and support for an additive approach to multilingualism. These included the Pan South African Language Board Act, 1995, The National language Policy Framework 2003, The implementation Plan, the Municipal Systems Act, 2000 (Act 32 of 2000), and the Use of Official languages Act 2012 which will be dealt with later in chapter 4.

Status planning refers to efforts to assign certain languages for specific functions, such as official languages, as shown below in the extract taken from Section 6 of the South African Constitution:

(1) The official languages of the Republic are Sepedi, Sesotho, Setswana, siSwati, Tshivenda, Xitsonga, Afrikaans, English, isiNdebele, isiXhosa and isiZulu.

(2) Recognising the historically diminished use and status of the indigenous languages of our people, the state must take practical and positive measures to elevate the status and advance the use of these languages.

(3) National and provincial governments may use particular official languages for the purposes of government, taking into account usage, practicality, expense, region and the balance of the needs and preferences of the population as a whole or in respective provinces, provided that no national or provincial government may use only one official language. Municipalities must take into consideration the language usage and preferences of their residents.

Lo Bianco (2002:25) says unequivocally that language policy is not some de-contextualized set of protocols that can be transported from context to context, setting to setting, and applied by disinterested technicians. The historical settings of culture, legal and political environment, ethnic relations, socio-legal parameters of policymaking and memory influence not only what is possible in any specific setting but also serve to shape its form and its content (Lo Bianco 2002:25). This shows that language policy implementation is a serious thing which must be applied by specialist in language field taking into consideration all the factors that affects and impact it.

2.3 Language Policy Implementation in South Africa: A focus on Translation

Translation policy is captured in various language legislations such as the Constitution and the Pan South African Language Board Act, 1995, and other policy statements by Government such as the National Language Policy Framework, 2003. In South Africa the main statutory imperative on the provision of translation is found in the Constitutional provisions on language and the Pan South African Language Board Act (1995). Nevertheless an important point to note according to (Beukes 2006:2) is that the Constitution of the Republic of South Africa is largely silent on the implementation side of translation and interpreting as contextual resources.

Beukes (2006:3) maintains that for all intents and purposes, the Constitution paves the way for the neglect of translation and interpreting as powerful policy implementation resources in post-apartheid South Africa. Further Societal underestimation of the role of translation in the operationalization of citizens' basic human rights is underscored by the multilingual status of the so-called 'blueprint' for South Africa's democracy, the Freedom Charter. Adopted years ago this document's stance on people's language rights

is rather vague and maintains that ‘all people shall have equal rights to use their own languages’ (Section 30) (Beukes 2006:3).

Section 3 of the PanSALB Act, which also charges the Board with promoting the provision of translation and interpreting facilities mentions collaboration between government’s executive arm in language matters and its statutory language management agency and no serious action has taken place in this regard (Beukes 2006:4). An interesting factor that Beukes (2009) shows in her article titled *language policy incongruity and African languages in the post-apartheid South Africa* is that the country has a wide range of language policy implementation structures. This includes the Pan South African Language Board which has language units to manage translation and editing services with a view to ensuring that government departments’ documents are made available in the official languages.

A National Language Forum, which was a collaborating network of representatives from government and non-government structures, was set up by the National Language Service in 2004 to monitor the process of language policy implementation, prioritise language related projects, and drive policy advocacy campaigns. In addition to these dedicated language structures another statutory body that, among others, also deals with language rights, the Commission for the Promotion and Protection of the Rights of Cultural, Religious and Linguistic Communities was established in 2002 to protect the rights of such communities (Beukes 2009:42). An important question to ask is how effective have these structures been? Are they still active in ensuring that proper language implementation takes place in the country? These structures will be dealt with in detail in chapter 4.

(Beukes 2009:42) confirmed that the National Language Policy Framework implementation plan also envisages a broad range of mechanisms to support implementation which included terminology development, translation and editing, language technology, a language code of conduct, a directory of language services, language audits and surveys, language awareness campaigns, the telephone interpreting service for South Africa, an information databank, the development of sign languages, language learning, and budgeting. An important point to highlight is that some of these projects are still not actively functional (Beukes 2009:42).

Rapport newspaper (2008:18) indicated that language policy was not government's primary focus. Beukes (2009: 36) further replied to this statement by highlighting that the South Africa's government's language policy and planning initiatives are generally viewed as commendably enlightened, because experts and stakeholders have become disillusioned with government's laissez-faire approach to language policy implementation. Thorpe (2002: 1) refers to this situation as a clash between ideologies and reality, a problem that will not be easy to resolve.

Beukes (2009:36) also refers to the contributing factor to failure of implementation of language policies to inadequate congruence between government's stated language policy, and on-the-ground language attitudes and practice. Beukes (2008: 21) maintains that South Africa is trapped between intention and performance, and that it is therefore time to review and most likely remake current language policies and plans comprehensively. Beukes (2008) raises an important point that the intention to implementation must be carried out not only in the policies but must be practical. Also that after implementation of such policies takes place they need to be assessed and reviewed in order to be improved and restructured.

Beukes (2009:38) also argues that the impasse related to language policies may be linked to a lack of support from the very people those language policies and implementation plans are aimed at. Furthermore, Beukes (2009:38) suggests that developing sound policies and devising short and long term implementation plans, paired with adequate infrastructure and resources is, of course, commendable, but years after the new democracy it is still clear that another approach to promoting the use and development of African languages is required, if the tide is to be turned.

Furthermore, Heugh (2007:188) accuses the government of procrastinating and "prevaricating" on the implementation of potentially enabling language policies, resulting in the potential of the needs of many people in South Africa not to be realised. Heugh (2007:188) is of the opinion that that economic and language inequalities have not changed substantially even in the democratic South Africa, owing to government's prevarication and its disregard for the relationship between language and literacy, and language and social and economic development. Heugh (2007) raises important factors that language and economic development are linked and one cannot function without the proper development and nourishment of the other.

In the face of mounting criticism across the board that the implementation of commendable language policy is failing, government has recently surprisingly – conceded that the language matter was indeed concerning. According to Beukes (2009:37) in 2007 South Africa's former president Thabo Mbeki, conceded that concerns about the fate of languages especially African languages in the various domains such as education, the publishing industry, the media, state institutions, and public discourse, were valid.

Amongst some of the language policy implementation failures experienced in South Africa Beukes (2009) maintains that although there have been some commendable language policy and planning activities it is clear that the country currently finds itself in a 'retrogressive' situation of widespread policy failure. Beukes (2009) mentions that what led to such failures was because of the government's lack-lustre approach to policy implementation, together with the hegemonic position of English and negative attitudes regarding the functional uses of African languages, has resulted in language matters taking a back seat in government's transformation agenda.

Beukes (2009:44) indicates that the highly acclaimed constitutional ideals which include the protection of South Africa's linguistic diversity and the transformation of its historically marginalised indigenous languages have since been side-lined. As a result, the fate of the country's indigenous languages is a matter of concern.

Ridge (2004:201) further points out that the language policy implementation failures are due to the fact that the government has been informed by 'a pretty comprehensively inadequate understanding of language and linguistic behaviour,' consequently resulting in people's actual communication practices being ignored. Pretorius (2003: 6) supports this by saying the reason for these failures is that South Africa has not realised the intended purposes of this policy and it is evident in the failed policy implementation of changes in the status of the African languages.

In relation to language structures, Webb (2008:19) suggests that it is time that these language policy implementation structures are subjected to critical evaluation, with a view to assessing their efficiency and the outcomes of their activities and have to be checked if the overall management of the language development agencies are effectively

managed. Beukes (2009:44) further suggests that language planning agencies such as the Pan South African Language Board (PanSALB), constitutionally mandated to develop and promote the use of these languages, and also government's executive arm in language policy and planning matters, the National Language Service (NLS) of the Department of Arts and Culture, should be consolidated further, supported, maintained and monitored with a view to providing more resources in the developmental needs of African languages and their users.

Furthermore, Beukes (2009:48) argues that negative attitudes towards the use of African languages as mediums of communication and learning in the past as a legacy of Bantu Education is a significant barrier which thwarts policy implementation. In addition, lack of support from the very people whom government's commendable language policies and implementation plans are aimed at, is a serious language management problem that should be addressed as a primary focus in language policy review and remake (Beukes 2009:48).

Not only has government failed to implement the promised action plan, but it has also failed to enter into partnerships with its strategic language planning agencies and PanSALB, with a view to designing suitable marketing strategies to raise awareness of government's policy, and popularise the model of the use African languages in communication. Proper language development requires planning, implementation and the control of strategies, in order to find solutions for language-related problems and hence facilitate social transformation (Beukes 2009:48).

An important point to consider is that which Schiffman (2006: 120) raises that "when it comes to language policy, things are not always as they seem; hence we must look more deeply than explicit policy to understand how policy works in practice". This also entails that incongruence between policy and practice would further jeopardise government's transformation project (Beukes 2009:48).

Kaschula (2004:1) focused on the challenge of implementation of the National Language Policy. His focus was at implementation at the national level wherein he looked at implementation of the National Language Policy Framework (2003). This study will look at implementation of language policies with a focus on translation activities at a municipal level because these are the local extension of the national government. The

implementation side of language policies especially regarding the activities of language policies have been minimally investigated and this is the gap that this study will seek to address and investigate further.

Kaschula (2004:17) argues that it is the government's responsibility to drive the implementation of the national language policy. He further argues that the implementation of the national language policy both nationally and provincially will result in the substantial increase in the demand for language services in terms of translation, editing and terminology development. Of utmost importance and relevance to my study are Kaschula's (2004) arguments that proper implementation will take place at the level of language units and that all national and provincial government departments will need to have properly staffed units. Another key important argument by Kaschula (2004:17) is that "language units need to entrench language policy in the national and provincial government departments, without any doubt these would automatically extend to municipalities as the local extension of government".

The Department of Arts and Culture launched the Implementation Plan for the National Language Policy Framework in order to outline the strategies that will be used in implementing the language policy(Implementation Plan 2003:3). This paved the way as a roadmap on how language policies should be implemented nationally and provincially. The Implementation Plan for the National language Policy framework also contained proposals of the structures that will be key to implementation and mechanisms that will be employed to accelerate the development and promotion of African languages (Implementation Plan 2003:3). However, for the purposes of this study, the important question to ask is the extent to which these structures address and include issues of translation services as a way of enhancing and ensuring proper language policy implementation.

The implementation plan once again as highlighted by Bamgbose (1991:111) when it comes to practical implementation of the policy provisions such as translation and interpreting is that it contains a lot of escape clauses of avoidance and declaration without proper intentions of implementation. This lack of specificity, according to Bamgbose (1991:111) effectively gives governments "an alibi for non-implementation".

Webb (1999: 351) advises that the sociolinguistic character of South Africa plays a major role in the implementation of language policy in the country. Linguistic diversity, the extreme politicisation of the official languages, the exceptional social meaning of English and the low estimation of the African languages also have impacted directly the proper implementation of language policies in South Africa (Webb 1999).

Alexander (2006: 9) goes on to highlight that the African languages have a vital role to play in society and there will be a need for an overall multilingual language planning and policy implementation, both long-term and short-term, in which the various languages are institutionalized to their greatest advantage. This is an indication that all languages have a vital role to play in communities and their implementation has to be harnessed.

The baneful legacy of apartheid is, next to the lack of political will among most of the leadership of the country, the greatest impediment to the implementation of a successful policy of multilingualism in South Africa according to Alexander (2000:16). Alexander (1991:44) on the final analysis regarding language policy for the post-apartheid South Africa maintains that when it comes to implementation it means that the policy makers do not have a free hand. They are constrained by tradition and by other objectives such as the economic, political, geographical or demographic factors to languages. However their own perspectives are often determined by some of these factors in terms of implementation (Alexander 1991:44). This is true as proper implementation is also steered by economic, global and political climate of a specific country and should be taken into consideration by all language planners such as the government and language agencies.

Alexander (1991:51) takes the above view further by clearly highlighting that the language situation in South Africa should be dynamic in such a way that it takes into account on-going socio-political, socio-cultural and socio-economic changes experienced in the country. Furthermore Alexander (1991:15) maintains that “when economic planning, town planning and even family planning are accepted by the majority of people in the world today as being necessary for a healthy and secure existence, there ought to be no objection in principle to language planning and its implementation in South Africa”.

In terms of improving better language policy implementation Alexander (1991:51) suggests that language policy implementation strategies should be based on advancing the interests of the majority of all South Africans and should reach all levels of our society. Kelman (1971: 23) is in agreement with the above statement and further states that language policies and their implementation ought to be designed to meet the needs and interests of all segments of the population effectively and equitably, thus fostering instrumental attachments out of which sentimental ones can emerge.

Some scholars such as Webb (2009:9) strongly agree that there is a growing tendency of mismatch between 'policy' and 'practice' because the South African government's policy of multilingualism and pluralism seems to be moving in the wrong direction and elsewhere in Africa the situation is not much different. The politics of transmission in the post-apartheid South Africa and the constraining impact of inadequate translation planning are evident from translation practices in the different provincial governments according to Beukes (2007). This includes a disregard not only for the statutory function of translation but also for the working and symbolic functions of translation. Furthermore deciding what gets translated, and what does not, will determine the type of material that will be available to access in the native language, that is, the amount of exposure the language gets. The strategies used to translate and coin new terms or expressions are also relevant indicators of underlying domestic policy and planning issues (Millán-Varela 2003: 163).

An analysis of the current situation according to Beukes (2006:4) points to a failure in top-down translation policy implementation. Kamwendo (2006:54) alluded that the implementation failure across the African continent these past three decades is that on paper, the language policy is a remarkable compliance with the Language Plan of Action that was formulated by the then Organisation of African Unity (OAU) however it is only done through lip service which many African governments have paid for.

Language is not an instrument of exclusion (Webb 2009: 9). Geignob (1995:56) in the study on *the implications of the policy choice in Namibia* concedes that African languages have a vital role to play in society and there is a need for an overall multilingual language planning policy, both long-term and short-term, in which the various languages are institutionalized to their greatest advantage. These findings have proven that in language policy implementation leaders or language policy implementers

should be conscious of the implications that the proper execution of such policy carries for the country as a whole.

Cheng (2011) goes on to say that the translation from or into some local African languages enabled them to gain some prestige within the country and abroad. Language policy implementation has resulted in the use and the need for translation to understand other languages. This according to Schiffman (2006:14) is a positive development which boasts the implementation plan.

2.4 The Financial Implications of Implementing Translation Services

There are many factors that affected and still do affect the proper implementation of translation services as an activity of language policy. This was brought to light by Beukes (2009:42) that in a study convened by the National Treasury and the Department of Arts and Culture it highlighted the language policy implementation priorities, as envisaged in the policy and planning for implementation of the use of a four-language model for official documents, and with available budgetary resources. According to Beukes (2009:42) the study clearly demonstrated that the costs of implementing translation activities in relation to the National Language Policy Framework by the government departments was sustainable and could be accommodated with minor adjustments to the planned budgets.

The above mentioned study by Beukes (2009) proved that language policy implementation and the usage of all the official languages is possible in the government departments. The study further confirmed that written communication in the different official languages is sustainable and all the excuses provided by the government are just excuses of moving away from proper implementation. The study by Beukes (2009) has proven that language policy implementation in relation to translation is possible as long as enough finances are allocated to achieve this. Effective financial distribution to language policy measures such as translation services is urgently needed to resolve language related problems faced by the country as a whole.

Beukes (2009:42) further identified various options for the implementation and phasing-in of the policy, with clear targets. The impact of implementation on all national government departments was estimated at less than 2% over ten years of the budget. This is an important revelation which many government departments need to take into

consideration so that they can increase their language resources in terms of finances to ensure that all South Africans use the official languages of their choice as a matter of right, and to ensure equal access to government services and programmes, education and knowledge and information (Beukes 2009:42).

The journal article: *Politics of language planning in the post-apartheid South Africa* by Alexander (2004:123) discloses that on the basis of the study done on costing of the implementation of language policy, it transpired that in all cases a consistent application of reasonable implementation plans based on the phasing-in over three to five years, requires no more than, on average, an increase of 0.5% to 0.7% to the annual budget. Alexander (2004) argues that better financial improvement in language related matters can improve implementation of language policies including offering translation services.

The evolving language situation in South Africa places the issue about language on top of the agenda. Regarding financing of language policy Coulmas (1992:148–149) discusses the relationship between economic and social costs in the determination of national and regional language policy and concludes that it is usually counter-productive to consider economic costs as though language issues were a purely micro-economic issue. Coulmas (1992) stresses the fact that the richer a country is the more possible it is for the rulers to take the social costs of language policy into account.

Schiffman (2006:13) also points out that the European Parliament supports multilingualism but pragmatic solutions are needed over the rising translation and interpretation costs. Furthermore the European parliament considers that multilingualism is an expression of the European Union's cultural diversity which must be preserved. This is illustrated in the total cost incurred in the European Union institutions which includes translation and interpretation which takes only 1% of the total budget. This proves how far translation, multilingualism and languages are taken for. Such a little amount in the budget contributed to translation and language matters is an indication of how language matters are regarded in the different countries. Pragmatic solutions are needed over costs attributed to language policy implementation and translation services in general will be analysed in order to find out how the City of Tshwane Metropolitan municipality is doing regarding assigning costs to translation.

There are the different resources according to Schiffman (2006:14) that are being used in Europe regarding translation to ensure that this is conducted effectively. The author doesn't explain if these resources are used effectively and how useful they are in serving their purpose. This study will identify the different translation resources which are used in the City of Tshwane Metropolitan municipality and they will be analysed according to their usefulness, effectiveness and feedback from the users and how they are monitored and evaluated to allow for improvement.

Schiffman (2006) goes on to say that there seems to be ambiguity in implementing language policies in the European parliament regarding translation services. This is indicated whereby translation services are cut to save money. Around the world there seems to be a preconceived idea that translation service costs a lot of money. This has been disproved by Webb (2002), Alexander (2000) that this is not true as only a minimum amount of the budget is needed to implement such budgets. This study will support the notion that translation services are not costly but facilitates better communication and services.

According to (Alberts 2010: 603) although some of the scholars maintain that the implementation of linguistic diversity and language policy implementation in South Africa is costly this has been tested otherwise by others. This was because after a thorough investigation by the different scholars like Webb (2002), Alexander (1999) the treasury which is responsible for money matters in the government concluded that it is possible to implement a multilingual language policy in the country. These scholars concluded that the expenditure of implementing a multilingual language policy was relatively small compared to overall departmental budgets (Alberts 2010: 603). Enhanced communication between the government and the citizens of the country in the language that the people speak and understand is important.

Furthermore (Alberts 2010:603) reasons that the practical problems of accommodating eleven official languages are such that current budgets cannot provide for adequate expenditure on language development, multilingual training and the creation of translation and interpretation services. There is a danger in a situation in which resources will always be limited and the challenges of language development will always be deferred. In putting into operation translation as an activity of language policy

implementation it requires concrete steps to be followed such as allocation of proper financial resources to carry out the translation services (Alberts 2010: 608).

2.5 The importance of Translation in Language Policy Implementation

With regards to translation services, Kaschula (2004) argues that language units need to raise, manage, and facilitate the use of translation service, handle and facilitate training programs for the new recruits in the provision of translation services into all the official languages in all the provinces. Furthermore Kaschula (2004:17) maintains that each language unit must consist of competent staff to translate and check and assess the quality of translation in the official languages in the national government as well as the chosen official languages in the provincial governments including municipalities. In my view in addition to the quality of translation services the focus should be on the accessibility of the translated documents to the people to whom they were intended for both literally and in terms ensuring that the readers understand them in terms of the language used. In other words it will entail assessing if the languages used by the municipality are in the level of understanding of the residents to whom the documents are intended for.

Kaschula (2004: 19) further proposes that the resources for translation and editing policy will need to be put in place. These issues are crucial and undoubtedly form part of the focus of this study. Beukes (2007) article used historical-structural approach, to look into the ideological discourse and processes that helped shape the translation profession and the activities of translators in 20th-century South Africa. On the other hand Beukes (2007) maintains that in South Africa the way forward in reversing the underestimation of translation is in addressing the asymmetrical relations between the official languages and hence through facilitating language development can only work when translation is linked to language policy as an instance of cultural governance.

In investigating translation as an activity of language policy implementation Beukes (2007:117) stresses that the acts of translators as well as their rationales and strategies, techniques and translation practices that need to be taken into account. The role played by translation in transforming the language landscape of the public service from a monolingual English operation to multilingual one needs to be properly investigated and properly documented.

On the other hand Beukes (2007: 115) sees translation as enhancing the visibility of a language in the public domain thus facilitating its functional distribution in relation to status planning. Beukes (2007: 115) adds that when looking at translation from a macro-level perspective, translation is often taken and utilised as an important ideological tool and hence as a policy implementation mechanism with a view to effecting required socio-political change.

Beukes (2007: 115) makes an important point that translation also supports innovation by introducing new genres both literary and non-literary and discourses and through language development processes such as enlarging the corpora of languages by introducing new terms and words to rectify perceived language deficiencies in terms of corpus planning. This is important because translation facilitates innovation in terms of the creation of new terms especially in the African languages.

Beukes (2007: 115) argues that that translation in contemporary South Africa has been marginalised and its beneficial development and empowering role ignored. In failing to foster a culture of translation, Beukes (2007: 115) continues to argue that the post-apartheid South African state does not have enabling language provisions and this has contributed to the shrinking socio-cultural domains in which the indigenous languages are being used.

There is more that can be accomplished through translation. Pennycook (2006:64) supports this by highlighting that the ‘array of technologies of government’ which can be analysed in terms of the different strategies, techniques and procedures by which programmes of government are enacted can be facilitated also through translation. Pennycook (2002: 92) also states that more localised mechanisms and diverse operations of power embodied and enacted by professional practices, language use and discourses such as translation are needed to facilitate government programmes and decisions.

According to Beukes (2007:116) the role of translation in the development of languages and literatures has been well documented in other countries except in South Africa. This does not apply to the South African context where language planning issues are rarely addressed in the context of translation studies and hence very little dialogue exists between these two fields (Beukes 2007:116). The role played by translation and organised translation in government needs to be properly documented in South Africa.

Furthermore introducing translation services to government structures was one of the important language governance measures implemented to ensure the equal use of both official languages and thus enhance the status and promote the use of the African languages. Governance in this case entails the state as an intentional actor that seeks to impose its will on the people' but also of the more localised mechanisms and diverse operations of power embodied and enacted by professional practices, language use and discourses (Pennycook, 2002: 92).

(Beukes 2007: 120) emphasizes that translators working in African languages currently faces terminology issues and lack of proper language development mechanisms in government structures. This includes proper government financial support. Translation if given proper financial support and developmental mechanisms play a pivotal role in asserting and recognising the growing status of the African languages (Beukes 2007: 120). Translation is an agent of African nationalism.

It is vital that translation be developed in South Africa as respected professional activity in order to promote the development and the use of the African languages through changing the diglossic situation in which these languages were locked in government structures for more than three decades. Translation is a powerful tool in creating discursive space and increasing the socio-cultural domains of the African languages. It is part of social practice and is a neutral activity.

Cronin (2003: 134) suggests that in order to improve the role of translation in South Africa it is therefore imperative for the future shaping and structuring of the translation profession. The promotion of the use of indigenous languages in translation entails the activist dimension which involves an engagement with the cultural politics of society and which characterises the conduct of translators in the past. If properly implemented translation as an activity of language policy implementation could become the lifeblood of all the indigenous languages (Cronin (2003: 134).

Beukes (2006:1) maintains that translation falls under macro-level language-planning goal in South Africa. In addition to being a pivotal language facilitation tool, translation should also be valued and utilised as a language development tool for the African languages (Beukes 2006:1).

Sealey & Carter (2004: 140) acknowledge translation as a contextual resource in terms of being a conduit for the distribution of linguistic capital to the citizens of a linguistically diverse society. The problem in relation to translation matters in South Africa according to Beukes (2006:4) is that there is a need for the support and provision of translating services. There is also a dire need for the promotion of translation and the facilitation of the establishment for a proper regulatory council for translation. Furthermore little systematic translation planning and management other than supporting a variety of translation projects on an erratic, ad hoc basis has been supported by government's language agencies such as PanSALB (Beukes 2006:4).

The underestimation and neglect of the facilitating role of translation has been identified as a distinct feature of post-apartheid South Africa. The particular demands of the politics of transmission have clearly resulted in translation being neglected as a crucial developmental tool in the post-apartheid context (Beukes 2006:4). Translation has a developmental potential to enlarge the corpora of languages by introducing new registers and linguistic items through coining of new terms and ultimately new genres both literary and non-literary and discourses, has to a large degree been lost as regards the indigenous languages of South Africa (Beukes 2006:4). Robinson in turn (1997:31) points out that translation is of threefold importance: it functions as a channel of colonisation, parallel to and connected with education and the overt or covert control of markets and institutions; as a 'lightning-rod' for cultural inequalities persisting after the demise of colonialism; and as a channel of decolonisation.

Cheng et al (2011) further argue that translation enables language modernization to take place and allows for the emergence of literature in national languages. Translation according to Cheng et al (2011) is an interlinguistic process through a written code and plays a major role in stabilizing the decline of national languages and harnessing or fashioning the endangered languages for modern use. In addition translation is regarded by Cheng et al (2011) as important in stabilizing linguistic deterioration by fixing the writing system of languages.

The Department of Arts and Culture (2003:15) maintained translation, terminology development, editing and language technology are the most important vehicles through which the implementation of the Language Policy will be facilitated. Translation as an

activity of language policy implementation plays an important role in the development of official languages as functional languages (The Department of Arts and Culture 2003:15). Translation is governed by a language policy and is a strategic resource for proper language management. Mheta (2005: 602) maintains that information is distributed and understood better through the use of translation. Knowledge is better facilitated through the use of translation. The supply of translated texts in different spheres such as science, technology, politics, education and economics should be a national priority especially in a multilingual setting like South Africa. Translation in South Africa has to move into a place where it's regarded an important vehicle of language development and functionality (Beukes 2006:1).

Translation plays an important role in the development and promotion of multilingualism. It also assists in the information transfer, assimilation, and retrieval in the language that a person understands best. Effective economic, political, scientific and technological transfer and assimilation of knowledge and skills of the citizens of the country can be best developed and effectively used through translation (Alberts 2010: 600).

Translation as an activity of language policy implementation can be a facilitator of better communication between the government and its citizens and between people. Translation is a strategic resource and has an important role to play in the development of the African languages in South Africa especially in a multilingual setting like this one. The correct implementing of translation services will allow for proper language development and enhance communication in the different domains of government in the African languages (Alberts 2010: 600).

Cheng et al (2011) focus specifically on the role of translation in the implementation of the language policy in Cameroon. Some of his key arguments in the article are the following: translation is an indispensable cohesive element which mediates between the over 280 different Cameroonian ethno-linguistic and cultural groups; translation plays a crucial role in the implementation of official bilingualism and the preservation of Cameroon's national languages (Cheng et al 2011).

According to Cheng et al (2011) translation is seen not merely as a transcoding (transfer) process from one language or culture to another but also as an activity that pursues

bilingualism and multilingualism as an ultimate objective; translation is instrumental in resolving language problems with respect to some aspects of language planning at certain levels. Translation as part of status planning helps to assign a prestigious status to languages, manages power relations between ethno-linguistic communities within a society, respecting citizens' linguistic rights, and ensures intercommunity communication.

Cheng et al (2011) further argue that it is translation that ensures that citizens' linguistic rights are respected as provided for by international conventions such as the United Nations' Declaration on the Rights of Persons Belonging to National or Ethnic, Religious and Linguistic Minorities, adopted in 1992, and the Universal Declaration of Linguistic Rights which was adopted in Barcelona in 1996. Translation creates and fosters literacy vitality. Cheng et al (2011) point out the fact that translation assists in bringing in new notions, concepts and realities alien to indigenous Cameroonian culture. In addition to that Cheng et al (2011) maintain that translation has contributed effectively to fostering the development of the Cameroonian languages thus laid down principles for their standard varieties. This development driven by translation has according to Cheng et al (2011) intervened in language policy implementation measures which has contributed effectively to language-in-education.

Translation is a double-edged sword as it can either promote or threaten national languages. For the reason that Cheng et al (2011) mention that translation is capable of developing language accuracy amongst its speakers. For example the use of translated texts helped improve the bilingualism of young Cameroonians as it was used by second official language trainers for the teaching of the official languages and for the assessment of their mastery of the different languages. It can thus be said that "translation definitely promotes the mastery of the official languages and in the teaching of other languages" (Cheng et al 2011:5). The most important fact is that translation bridges a communication gap by transferring messages from one official language to another (Cheng et al 2011:5).

Cheng et al (2011) raise valid points relevant to issues of translation and language policy implementation which is the focus of this study. However, Cheng et al (2011) focus is more on translation issues and language policy implementation at a national level as opposed to this study which looks into these issues at a municipal level. Currently, very

little is known about translation services and how it impacts on the implementation of language policy at municipal level, and this study has an opportunity to shed some light and make a contribution in that regard. Furthermore his arguments are not based on primary research evidence whereas my study will be grounded and informed by empirical evidence.

Mheta (2005: 286) on a case study conducted regarding *the impact of translation activities on the development of African languages in a multilingual society with a focus on Zimbabwe* maintains that translation as an activity of language policy implementation has an impact on the development of African languages and this was evident in the multilingual Zimbabwean society.

Mheta (2005:287) states that not much attention has been paid to the multilingual and multicultural situation especially in Zimbabwe because the development of language, translation activities and communication is generally a neglected issue as activities of language policy. This according to him also “proves the lack of seriousness on language development issues” (Mheta 2005:287).

In countries like Kenya translation has assisted in the spread and development of languages. It has also enabled for the growth of other languages in Kenya without negatively impacting on speakers of other languages. Translation has also aided the gradual development of systematic patterns of usage at the phonological, morphological and syntactic levels of languages like Kiswahili in Kenya. Translation has indeed ensured that languages are not restricted for usage in the written works and has thus contributed to making sure that these languages grow (Mutinga 2013: 2).

The effect and influence of translation can still be felt across Kenya’s social strata. It has influenced the way other languages are acquired, learnt and used, even within the educational system such as schools and colleges. It has created a lasting linguistic effect on school children and the youth as a whole. Multilingualism in Kenya occurs at the level of the individual as well as that of whole speech communities and most Kenyans are at least bilingual and a significant number is trilingual. However translation has ensured that Kiswahili becomes the second official language of Kenya. It has also contributed a lot to ensuring that gives Kiswahili the functional load of giving the citizens a national identity and carrying the Kenyan cultural identity. Translation has been

a useful tool that has ensured the transmission of a language from one generation, also transporting their culture and value systems to the next generation in Kenya (Mutinga 2013: 8).

Routinized translation practices have to be established in South Africa in order to foster a culture of translation. An important point that Beukes (2006:1) makes is that translation's pivotal developmental function has been neglected, and this has contributed to the shrinking socio-cultural domains in which indigenous languages are used. Kaplan and Baldauf (1997:76) argue that interlingua communication through translation should be added to the list of macro-level language-planning goals which includes purification, revival, standardisation, lexical modernisation and language maintenance.

Cronin (2003:20) presents the analysis that translation is viewed as not merely involving the physical transfer of information, but also as 'social transfer', as the 'transmission of ideas, beliefs or values across time', with social vectors as the constituting agents. Beukes (2006:1) reinforces the view that in the South African context, other important considerations also come into play as far as translation goals and needs are concerned.

There is a clear developmental goal to translation planning in the South African context. Language planning aimed at giving concrete effect to innovation in the case of language reform, lexical modernisation and language standardisation can arguably be facilitated through translation (Beukes 2006: 2). Cronin (2003: 142) points to the beneficial role of "translation-as-diversification" in the context of minority languages and their co-existence with dominant languages.

Cronin (2003:142) further points out that language speaker can either be assimilated through self-translation to a dominant language or they can retain and develop their language through the good offices of translation and thus resist incorporation. The necessity of selecting and therefore using a language or languages as target language(s) results in translation becoming a developmental and intellectualisation tool for (minority) languages (Beukes 2006: 2). Translation can play a role as a tool for the development and intellectualisation of the African languages.

Translation expands 'discursive spaces' by developing new lexical items, registers and genres, and thus becomes a crucial vehicle for 'increasing the social domains' of

languages (Millán-Varela, 2003: 167). Current language practices in the context of the official languages are important and of particular relevance, as are “any specific efforts to modify or influence that practice by any kind of language intervention, planning or management” which includes translation (Spolsky, 2004: 5).

The UNESCO (2005) document highlights the important connectivity that translation and other methods and approaches carry in enhancing implementation of language policies. This study will validate the weight that translation carries as an activity of language policy implementation to bridge the communication divide. Translation as an activity of language policy implementation allows for languages to be treated as integral elements in the social, economic, and cultural development of a country. It also plays a role in knowledge transfer, and in the empowerment of a country’s citizens at large, by enhancing their general linguistic capacity.

There is more that can be accomplished through translation. Pennycook (2006:64) supports this by highlighting that the ‘array of technologies of government’ which can be analysed in terms of the different strategies, techniques and procedures by which programmes of government are enacted can be facilitated also through translation. Pennycook (2002: 92) also states that “more localised mechanisms and diverse operations of power embodied and enacted by professional practices, language use and discourses such as translation are needed to facilitate government programmes and decisions”. The mediatory rewards of translation potentially make it an “essential reconciliatory tool in promoting tolerance, understanding and mutual respect in the post-apartheid nation-building project” (Beukes 2006:4).

Translation is also a pivotal tool to support social justice, an important objective of the new democracy, in the sense that it could potentially facilitate Government’s legal obligation to provide equal access to the services and programmes the public service manages on its behalf, by removing language barriers (Beukes 2006:5).

2.6 The need for Translation Proficiency

With regards to language proficiency, Kaschula (2004:18) says that the “public servants must be required to develop proficiency in languages other than their mother tongue”. At the municipal level which is the focus of my study this is very important because at a

municipal level you have residents who are multilingual and speak different languages and who need to be served in their languages.

In addition Kaschula (2004:20) maintains that “accurate information must be provided to customers in the language they understand best and the customer should at no point be marginalised or disadvantaged through the use of languages”. What is very interesting here is that Kaschula’s focus on the residents for whom the translation documents are intended, because in some instances there is a tendency to ignore the residents or the people for whom the translated documents are intended for.

There is no doubt that Kaschula (2004) raises key points that seek to improve National language policy implementation plan. However Kaschula’s (2004) focus is at a national level and not at the municipal level. The focus of this study is at a municipal level of language policy implementation in relation to translation. Currently very little is known with regards to language policy implementation and the provision of translation services at municipalities and this is the area that this study seeks to focus on.

Webb (1999:357) further suggests that “there are several obvious reasons for the mismatch between policy and practice, such as the under-availability of financial, human and educational resources”. These factors, though applicable, are not insurmountable. They “do not prevent the authorities from giving a clear, precise expression of their intentions or from starting the process in seriousness” Webb (1999: 357). It is necessary for the government to look deeper and to look for appropriate solutions regarding language policy implementation especially regarding the provision of translation services.

Furthermore Beukes (2006:1) states that “the complex nature of the contexts in which translation takes place requires knowing who translates what for whom and why is important”. In this view, social vectors or structures, institutions such as the public service, parliament, the legal system, publishing groups, the media, translation, interpreting associations and unions) and human agents such as translators, interpreters, editors, terminologists, lexicographers and proof-readers are in an irreducible relationship with translation (Beukes 2006:1).

Language workers such as translators, lexicographers and terminologists and other language engineers such as pastors, teachers, writers and journalists publishers, printers and distributors play a key role in promoting the use of African languages across the board and hence mobilising African language consciousness in the 21st century (Beukes 2007: 115). Nevertheless Beukes (2007: 119) maintains that “providing adequate translation services in the African languages can prove to be a daunting task because of a lack of skilled African language translators”. There is a need for more skilled translators in most sectors of the government thus the quality of translated documents needs to be revisited and analysed properly to check the quality.

South African government has to incorporate in its language policy and plan methods for building up human capacity in translation process. According to Beukes (2005) a “survey of institutional resources for translation and interpreting in provinces and municipalities in June 2005 indicates that the government’s building of human capacity and providing the necessary translation and interpreting infrastructure is seriously deficient”. From the survey, it is evident that Government’s important policy development work is being crippled by the reality of institutional constraints and inadequate language management practices (Beukes 2006:4).

At provincial level (Beukes 2006:4) discloses that “all language offices are grossly understaffed, while funded posts remain vacant for long periods of time”. Several provinces do not have translators or interpreters for some of the official languages of that particular province. At local government level, some metropolitan municipalities have established language offices. The Government has to establish routinized translation practices and thus foster a culture of translation (Beukes 2006:4).

In the study about when language policies fail the problem of implementation, Schiffman (2006:5) points to the problem that faces translation. One of the problems he identifies is that “a large number of vacancies in the post of translators in several government institutions had not been filled”. Furthermore this challenge is faced by many countries (Schiffman 2006:5). This challenge needs to be properly investigated especially in relation to municipalities. This problem will be further investigated in this study and proper realistic solutions will be put in place to assist in better implementation strategies to ensure that language policies do not fail.

The Department of Arts and Culture (2003) states that there seems to be inadequate infrastructure for interpreting, translation and editing. This study will highlight the importance of vehicles such as translation and the significance of having qualified translators who will ensure that proper implementation of the language policies. In addition the National Language Implementation policy (2002:19) highlights that in order to ensure proper language policy implementation the different provincial and national government departments have to ensure that matters pertaining to initiation of the training courses for translators, translation resources are addressed.

2.7 The Impact of English on Translation as an activity of Language Policy Implementation

According to Alexander (2000:16) the main contributing factor in terms of language policy implementation is that “in South Africa we have been witness to one of the most fascinating processes of language planning and language policy development for the years”. Alexander (2000:16) refers to language policy as “integral and necessary aspect of the new government’s strategy of building a non-racial nation in South Africa”. It is meant to facilitate communication across the barriers of colour, language and region, while at the same time creating an environment in which respect for languages other than one’s own would be encouraged. This approach is in line with the fact that both societal and individual multilingualism are the global norm today, especially on the African continent.

Vic Webb (1999: 353) maintains that the “failure of language policy implementation can also not be blamed on a lack of sociolinguistic information, since a number of valuable language reports have been available for many years, such as the five reports on countries in eastern Africa”. The unsuccessfulness of language policy implementation cannot be blamed because of the lack of language development agencies (Webb 1999).

A major challenge to implementation is current language practices, which are closely linked to the multiple functions of English in post-apartheid South Africa. English is widely used in most domains that are in government structures and in the media both print and electronic, the workplace, as a lingua franca for inter-group communication, and as the language of the internet and science and technology. Although “English provides access to job opportunities and education, it is at the same time an obstacle to people with a lack of proficiency in the language” (Implementation Plan 20013:10). In

as much as English is viewed as the key to socio-economic mobility and prestige it poses a threat to the use and maintenance of the indigenous languages and the implementation of a policy of multilingualism (Implementation Plan 2003:10).

Pennycook (2002, 2006) reinforces the notion that translation is linked to language policy as an instance of 'cultural governance'. Beukes (2007: 115) suggests that organised translation in 20th-century South Africa evolved within a context of official bilingualism and that the African languages were not part of this equation, although some translation activity in these languages took place in the so called self-governing states and homelands owing to their official status in terms of the apartheid dispensation.

2.8 The importance of Monitoring and Evaluation of the implementation of Translation as an activity of Language Policy

Scriven (1967: 42) supports the importance of evaluation and monitoring of language policy implementation and maintains that it will allow for systematic reviewing and summative evaluation of these policies to allow for further follow up and improvement. Stufflebeam (1975:23) further continues to stress the importance of language policy and planning implementation evaluation by highlighting that this process of evaluation is needed to provide periodic feedback to persons or governments implementing such plans and procedures.

Furthermore Stufflebeam (1975:23) presents the main roles that these plays in language policy implementation such as it will allow for the detection and prediction of its implementation during the implementation stages and allows for the provision regarding future decisions. An important point that Stufflebeam (1975:23) brings across in terms of language policy implementation is that it allows for the measuring and interpretation of the outcomes of language policy implementation as often as possible during and after the implementation process thus opening up the way for major reviews of the state of achieved language policy goals.

2.9 Theoretical Framework

The study will use translation appraisal framework to make sense of the theoretical construction or understanding of this study. Over the years attempts were made by theoreticians to create a more systematic analysis of translation. This study will be grounded on the equivalence theory which is located within the translation appraisal

framework. Equivalence theory started in the 1950s and was not only described as the goal of a translation but the yardstick by which language sciences can use to analyse translations. From the 1950s, the professional and academic proximity between translation and scientific discourses was started and this meant an increasing concern with accuracy in translation (Pym 2010:2).

The first clear usages of the term equivalence theory and its cognates were used by scholars such as Fedorov (1953), Vinay and Darbelnet in (1958), and Vázquez-Ayora (1977). The concept of equivalence also broadened out when the American bible theorist and translator Eugene Nida (1964) recognized the polarities dynamic equivalence and formal equivalence (Pym 2010:2).

House (2006) and Baker & Saldannah (2009) all maintain that translation involves the use of two languages which includes the source language and the target language. Furthermore, Catford (2003) maintains that translation entails the replacement of textual material in one language which is the source language by equivalent material in another language which is the target text. Equivalence is perceived as one of the central issues in translation by many translation scholars. Equivalence is of immense importance in translation as, when placed appropriately according to translation framework, results in precise and accurate translations that contribute positively to language development and effective corpus planning (Nord 1997:12).

For Jakobson (1959:114) equivalence is linked to the Interlingua form of translation, which involves two equivalent messages in two different linguistic codes. Equivalence can be transferred between different languages. He considers that concepts may be transferred by rewording, without, however, attaining full equivalence. Linguistic dimension in translation thus highlights the link and grammatical and lexical differences between languages, as well as to the field of semantics (Jakobson 1959).

Nida in Venuti (2000:129) made a distinction between two types of equivalence: formal and dynamic equivalence. Formal equivalence was linked to a focus on the message itself taking into consideration its form and content. This means that the message of the target text (TT) should match as closely as possible that of the source text. Dynamic equivalence however, is based on the principle of equivalent result which entails that the relationship between the receiver and message should aim to be the same as that between

the original receiver and the source language message. The notion of dynamic equivalence implies that Nida (2000) does not simply view translation as a linguistic phenomenon, but considers other factors involved in the process as well (Nokele 2005: 5).Equivalence, according to Venuti (2008:22), is achieved when *linguistic, cognitive and socio-communicative* dimensions of the texts are considered, and these are explained in more detail as follows:

Linguistic dimension: this requires that a translated text conforms to all the grammatical conventions of the target language and this should be done in a manner that is acceptable in terms of the communication context and the culture of the target user (Venuti 2008; Munday 2008).

Catford (2003:13) argues that translation must emphasize a more linguistic-based approach. Thus the linguistic dimension in translation includes the linguistic approach to translation theory focusing on the key issues of meaning, and equivalence. It is linked to the branch of linguistics, known as structural linguistics, featuring the work of many translation theorists. The notion of equivalence is functionalist and is grounded on applied text linguistics.

Linguistic dimension of texts which includes intralingua form of translation which includes the rewording or paraphrasing, summarizing, expanding or commenting within a language coincides with equivalence theory. It also includes a focus on the traditional concept of translation from source text to target text or the shifting of meaning from one language to another. The last aspect of this includes intersemiotic translation which is the changing of a written text into a different form, such as art or dances (Jakobson 1959:56).

Chomsky's (2009) stance of linguistic dimension in translation entails a way of analysing the underlying structures of the source text in order to reconstruct them in the target text, so that a similar response between the target audience and target text and source audience and source text can be achieved. A systematic linguistic approach to translation considers the relationship between textual equivalence and formal correspondence.

The systematic linguistic approach to translation also according to Catford (2003) considers the relationship between textual equivalence and formal correspondence. According to Venuti (1998: 68) “translation is summoned to address the linguistic and cultural difference of a foreign text”. The linguistic dimension in the source and target text has to take into consideration the linguistic encoding of the message and information. The lexical and grammatical structure plays a major role on the surface of the linguistic structure. It also entails a specific intersexual relation between source text and target text (Kruger 2004).

Cognitive dimension: according to Katan (1999) a cognitive dimension to equivalence in translation is seen in terms of the form of things that people have in mind, their models for perceiving, relating to, and interpreting them. This outlook puts forward that, when translating a text to a target language of any other culture, one needs to take into consideration not only of the patterns of thinking, and acting in one's own culture, but also of the target language's cultural models of reality. The cognitive dimension deals with the appropriate conceptual representation of the message of the text.

The cognitive dimension in a text entails the ability of both the source and the target texts to possess two similar entities. These two entities are similar objectives and similarity in the mind. The cognitive dimension in the source and the target text entails the similarity of the features shared by both of them. It also includes sharing the same relevance in terms of purpose to the readers. They must also share similarity as attribution and judgments. Two texts are perceived to be similar to the extent that their salient features match. Two texts count as the same within a given frame of reference if neither is perceived to have salient features which the other lacks. Assessment as to what counts as a feature and how salient it is are both context-bound (Baker & Saldannah 2009:22).

The above is in line with Nida (1964) who described the best cognitive dimension in translation as the one capable of evoking in the target language reader the same response as the source language text does to the source language reader. First, the translator must understand the way in which receptive readers perceive the world and structure their experience. Second the translation into the target language must also try to accommodate his text to the experience of the target-language reader, and to the way it is recorded in the target language (Nida 1964: 23).

Socio-communicative dimension: This dimension in equivalence theory of translation entails that it must suit the target audience House (1997:22). This means that texts are produced to fulfil communicative purposes for the target audience. Both the source and the target texts are determined by the communicative situation in which they serve to convey a message. The process of transfer is started by the initiator who wants a specific message to be transferred to the target audience. Nord (1992) highlights that text functions are determined by the situation in which the text serves as an instrument of communication.

Furthermore Nord (1992) stresses that a translator is not a sender of the source text message but a text producer in the target culture who adopts somebody else's intention in order to produce a communicative instrument for the target culture or a target culture document of a source culture communication. A translated text fulfils a communicative interaction. Translation takes place within the framework of a communicative situation and on the basis of linguistic units called texts which includes the source text and target text (Nord 2005:16).

The socio-communicative situation of translation also entails intercultural text transfer of the different cultures. It includes taking into consideration two languages with different cultures. This transfer also entails that both the source and the target texts are each embedded in a communicative situation and thus part of communicative act and interaction. Texts are always sets of linguistic signs in a socio-communicative function which means they function and are embedded within the framework of communicative function (Nord 2005:17).

Communicative function of a translation is relevant to intercultural communication. A text is the totality of communicative signals used in a communicative interaction. In a translation the receivers of the target text complete the communicative situation and define the function of the text. The target text must also make inferences and correlate with the structural features of the source text in its communicative situation (Nord 2005:23).

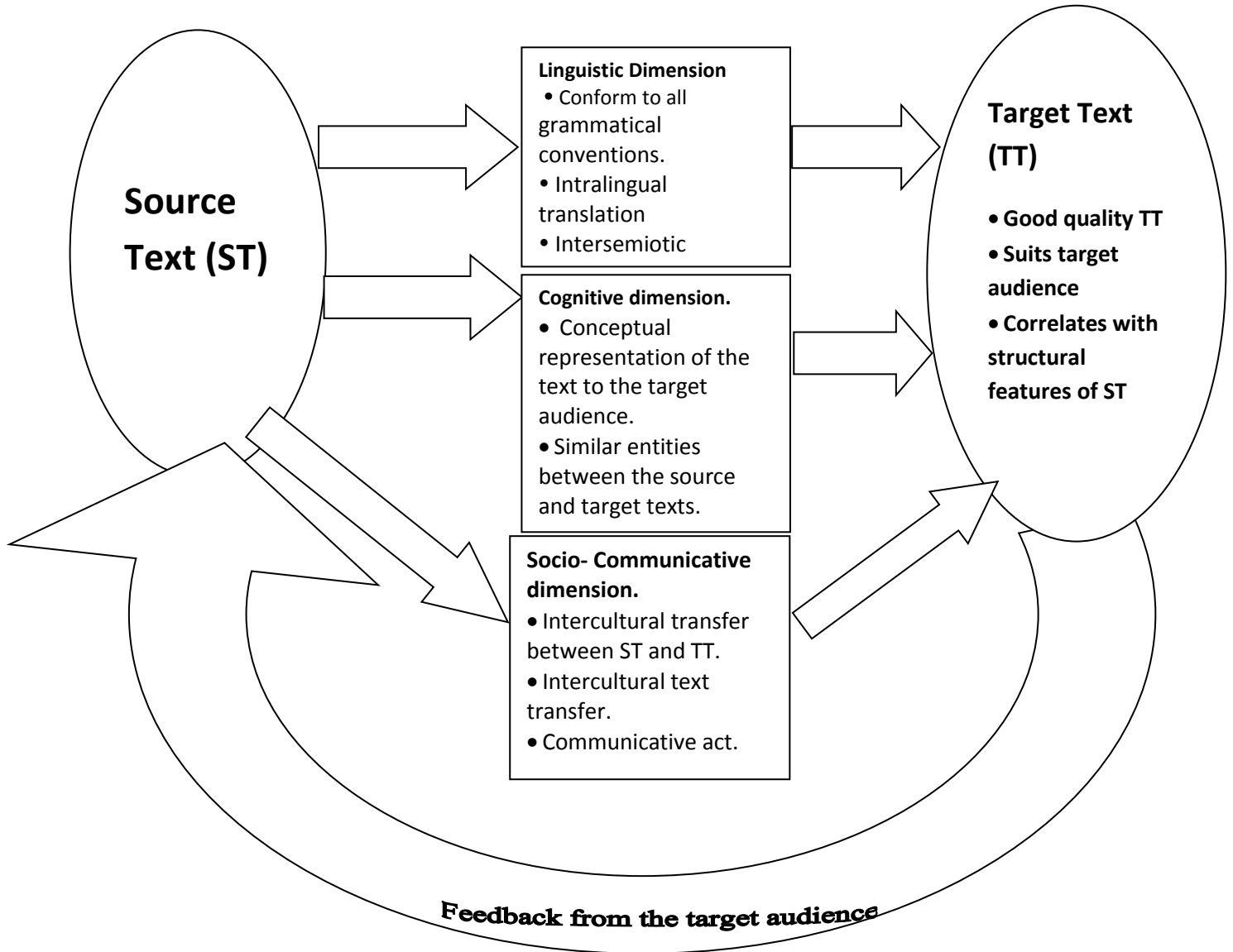
The text type and conventions play a major role in text production if they want to succeed in achieving the communicative intentions to the target audience. Translation

allows communicative act to take place which because of existing linguistic and cultural barriers could not be possible without it. Thus the translator is committed bilaterally to the source text as well as the target text situation and is responsible to both the source text sender and the target text receiver. This responsibility is called loyalty. Loyalty is a moral principle indispensable in a relationship between humans in a communication process as such between source text reception and target text production.

Translation theorists have indeed moved away from the notion of viewing translation as a purely linguistic phenomenon (Nokele 2005:6). They viewed translation as “less an interlinguistic process and more as an intercultural activity” (Gentzler, 1993:186). They also have realized that cultural systems can somehow control translation. It can also be said that translation involves language and culture systems because culture is embedded in a language (Nokele 2005:6).

As guided by the explanations above, Figure 1 below illustrates the theoretical understanding of the translation equivalence process in this study. The translation of the source text into the target text should conform to or meet linguistic, cognitive and socio-communicative requirements as explained in detail above. In addition to that and most importantly, the target text should be equivalent to the source text. What is important is that this study takes this theory further, by creating the feedback channel through which target audience (residents or target text users) feedback is sent back to the source text. The feedback is vital for purposes, amongst others, of improving the translation of source texts into target texts based on users or target audience’s feedback.

Figure 1: A Diagram showing a modified translation equivalence theory



Source: Nida (200)
 Nokele (2005)

2.10. Key Emerging Trends

The following are the key trends emerged from the literature reviewed above:

- When a language policy is in place, implementation strategies such as translation should be in place.
- The Constitution of the Republic of South Africa is largely silent on translation and interpreting as contextual resources.
- There is lack or inadequate practical implementation of the policy provisions such as translation by the South African government.

- There is need for training programs for the new recruits in the different government department to increase the provision of translation services in the official languages in the provinces.
- Translation can play a role in transforming the language landscape of the public service from a monolingual English operation to a multilingual one.
- Translation, if given proper financial support and developmental mechanisms can play a pivotal role in asserting and recognising the growing status of the African languages.
- The implementation of language policy in South Africa has relegated translation practice to the back seat.
- Translation enables language modernization to take place.
- Very little is known with regards to language policy implementation and the provision of translation services at municipalities.
- The Government has to establish routinized translation practices and thus foster a culture of translation.
- Inadequate infrastructure for interpreting, translation and editing.
- Translation as an activity of language policy implementation plays an important role and is essential in improving service delivery and government communication with its residents.
- Equivalence is of immense importance in translation as, when placed appropriately according to translation framework, results in precise and accurate translations that contribute positively to language development and effective corpus planning (Nord 1997:12).
- Equivalence in translation can be achieved when *linguistic, cognitive and socio-communicative* dimensions of the texts are considered.

2.11. Conclusion

This literature has proven that there is a need for more literature that focuses on language policy implementation and translation services in municipalities in South Africa. Translation as an activity of language policy is taken lightly and more research is needed in this regard. The importance of translation in language policy implementation cannot be taken for granted because language plays an important role in society and communication, particularly between governments (municipalities) and the residents or citizens.

CHAPTER 3

THE HISTORY OF TRANSLATION SERVICES IN SOUTH AFRICA

3.1. Introduction

The purpose of this chapter is to provide an overview of the history of translation in South Africa with regards to translation services. It will present information regarding the field of translation in South Africa during the apartheid era, and give an overview of what is happening in this field currently and what might happen in the future. For the field of translation to develop better and to know where it stands in the complex intercultural process of translation in South Africa, knowledge about what happened in this field in the past, why it happened, how these services influenced recipients, and how the effects of these services may still influence the country will provide a good starting point for this study. The central focus of this chapter is on what roles the history of translation plays in the development of the translation field. The chapter provides a description of the translation activities in the country and reveals much about how translation processes took place. This chapter provides a summarised historical overview of the evolution of translation services in South Africa since; a detailed approach would certainly require extensive research.

3.2 Translation Services prior to the Democratic Era in South Africa

The section below will provide an overview of the translation services before the democratic era with a focus on the role played by missionaries and provincial government in South Africa.

3.2.1. The role played by the Missionaries in the provision of Translation Services

According to Wallmach (2009: 11) translation has always been the life-blood of the African continent, from the earliest pre-colonial times, during the colonial scramble for Africa and it will always be part of communication in the modern globalised context. Translation has indeed played an important role in shaping African history and culture and raised awareness on language related matters. The writings on the subject of translation go far back to the year 1600 according to history. According to Munday (2008: 7) the practice of translation was majorly influenced by the writings of Cicero, Horace and St Jerome in the past centuries.

The arrival of missionaries in South Africa from 1648 represents the advent of translation in South Africa. In their attempt to spread the Christian faith, win converts and transform African societies, these missionaries opened schools. On top of that they learned the different languages of the people they were teaching and preaching to. This assisted them to pioneer the different written works in the African languages. They also produced grammars, dictionaries, textbooks and translations of religious texts and thus laid the foundations for literature in the different African languages. The linguistic work and an intimate knowledge of the language were crucial to them, since through language they believed that it would be possible to get to know and appreciate its cultural context and experience the relevant culture. This made them to contribute their time and energy to the learning of the African languages and taking part in the different activities that would assist in the improvement of them (Pawlikova-Vilhanova, 2007).

For it was the missionaries who spread the word of their God, and they recognised the important role played by the African languages in influencing its speakers (Olsen 2008: 19). A significant number of the early missionaries thus decided to learn these indigenous African languages. Some of these men were highly interested and gifted linguists who made it their life's work to study and record one or more African languages (Olsen 2008: 20). For missionaries translation was a part of their conversion attempts, and for colonists it was a part of a political and economic strategy to divide the different speakers of the African languages (Olsen 2008: 21).

The missionaries believed that without effective and active communication it was impossible to pursue the conversion of the Africans. They then were requested to overcome language difficulties by devoting their spare time to the study of local African languages and by approaching Africans in their own language to minimize cultural misunderstandings and distinctions between themselves and their potential converts (Pawlikova-Vilhanova, 2007).

These missionaries also translated letters of exhortation from English into Dutch in order to read it out during a church service. This letter was printed and turned into an eight-page pamphlet, and became the first translated religious publication in Cape Town (Naude 2002:36). This was also one of the first's missionary translations (Enklaar, 1988: 80). This sparked translation of the different documents.

The first generation of missionaries in different parts of the African continent became great scholars and outstanding linguists in the African languages that they learnt and thus laid a solid foundation for all missionaries who came after them. They also took part in the production of the alphabet sheets, word lists and grammars, later full-scale dictionaries, textbooks and manuals, translations of portions of the bible. The missionaries also helped to create the pre-conditions for the building up of the literary tradition and the written literary language. Christian missionaries of all denominations spent many years exploring local African languages and translating portions of the bible, prayers and hymns into African languages (Pawlikova-Vilhanova, 2007).

Most missionaries planned to provide literature for the speakers of African languages from the start, and their mind was set on translating the scriptures into the African languages. They also proceeded to translating spelling books into some of the African languages and a few other small pieces were translated and printed (Naude 2002:36). They however were confronted with many obstacles in doing this; which entailed the importance of producing accurate translations and the challenge of constructing target language terms and concepts (Olsen 2008: 35). This is a challenge that still confronts translators today and this will form the basis for later discussion in this study (Seshoka 2013).

Late in the 1830s the missionaries started co-operating in translation work and making concerted plans for the publication of religious books. However even in the translation of such books there were problems identified that the missionaries did not perform much on such as using the essential keys in other African languages (Shepherd, 1940: 121). Despite this the missionaries continued to provide translation and their efforts yielded results. Most of the missionaries also contributed much to the recording of the different African languages, and in the early 1830s they spent a large amount of time on the translation and production of literature in these languages (Shepherd, 1940: 66).

Missionaries saw the translation of the Holy Scriptures as a duty and an honour and this was one of the main reasons why they continued to do this work. They also maintained that doing scriptural translations, whether with the help of an interpreter or without, was difficult work (Majola 2004:202). Others also argued that the duty that led them to be engaged in the work of translation had been so challenging in that it sometimes disturbed

their Christian duty and they could not proceed as rapidly as they wished (Olsen 2008: 47).

Later it was indicated that the various translated gospels in the bible in the different African languages were not in uniform style. Some of the translated versions of the bible were thus not accepted by the peers of these missionaries. Nevertheless these translations were considered to be capturing the essence of what the missionaries wished to communicate and did so in orthography strikingly similar to that in use today (Olsen 2008: 58).

Missionaries carried out and promoted great translation efforts. Much of the translation works by other missionaries were never printed (Olsen 2008: 47). However other African languages did not receive sustained attention from the 19th-century missionaries and this hampered their proper development and transformation of these languages (Ntuli & Swanepoel 1993: 20). An important factor done by the missionaries is that they passed the other skills they had to other speakers of the African languages. This was evident in the life of James Dube who was the father of John Langalibalele Dube. His son accompanied one missionary back home to the United States. However there he learnt a lot of things and later went on to develop and pioneer the first IsiZulu newspaper *Illanga Lase Natal* in 1888.

Another missionary Robert Moffat played an important role in the first translations of the bible and other literature in Setswana. Other missionaries such as Roger Edwards and William Ashton joined him and produced other Setswana literature in the different dialects of that language. They also assisted him to produce the first complete bible in Setswana in 1857. Each missionary also developed literature according to the different Setswana dialect of the people they lived among. Samuel Roland of the Paris Missionary society lived amongst the Basotho people and played a role in translating some part of the New Testament into Sesotho. In 1843 he set up the first printing press in the Basotho land. The second generation of the Paris missionary Adolphe Mabilie took off where he left off and produced the first Sotho-English dictionary after 1863. He also pioneered and produced the first Sesotho newspaper in South Africa called *Lesinyana* (little light). He also translated the entire bible into Sesotho by 1879 (Elphick, 1997).

The missionaries focus was on translating religious literature. Nevertheless the development of such literature in the different African languages took place in diverse manners. For instance the complete translations of the bible in IsiXhosa by the missionaries took place around 1859; IsiZulu was done in 1883, Speedy in 1904; Sesotho in 1879; Setswana 1857; SiSwati 1997; Tshivenda 1936; and Xitsonga was done in 1907 (Olivier 2009). They were not also interested knowing and understanding the different African cultures that they were translating into. Their religious agenda caused them to view the African cultures as uncivilized thus they aimed through their translations to influence the people they were translating their languages. This was part of the problems and challenges that hampered the effectiveness of their translated works (Moropa & Kruger 2000: 79).

An understanding of the source culture is important in translation as one to one translation is not always possible or, in fact, desirable (Moropa & Kruger 2000: 70). For the missionaries to succeed in their translation efforts they had to understand the African language they were working with properly. However most of them only had a limited knowledge of such languages. They however needed assistance from the speakers of these languages in order to translate effectively. It should always be noted that the aim of the missionaries was not to develop the language as such but to spread the gospel, and that is noticeable in the studies about the development of the African languages (Moropa & Kruger 2000: 70).

Despite the efforts of many missionaries, some of the southern African languages and dialects of the 19th century got lost in the process. This was due to the disinterest shown by the colonial government and many other missionaries (Olsen 2008: 65). Some of the missionaries who worked among the different tribes in South Africa neglected the study of the different dialects, and had seen reasons for not continuing any further with the translations because they did not see the general usefulness of these languages. Some seemed to have been deterred by the difficulty of acquiring a correct pronunciation; others by the dialects; and others by the hope and expectation that these African languages will soon die so they regarded that any effort given to them would be lost (Van der Watt & Kruger 2002:122).

An important point highlighted by (Olsen 2008: 66) is that the Bible translations represented an important step in the emergence of the written literatures especially in the

African languages. Although they had been undertaken for religious purposes, the translations unlocked a considerable portion of a wealth of literature in the African languages. These bible translations enabled the speakers of the African languages to share experiences with other nations of the world and introduced them to almost all the forms of contemporary literature, giving prospective writers numerous models fantasy, novellas, hymns, laudations and other forms of poetry, fragments of the dramatic and many more things (Van der Watt & Kruger 2002: 72).

Translation was helpful in the spreading of Christianity. The distinctive feature of Christian missions is the translation of the Holy Scriptures into the African languages. These translations done by the missionaries helped to expand other aspects of culture and languages of South Africa (Hermanson 2004: 7). There were also a few translators who exercised their skills in legal contexts translating between English and Dutch and literary frameworks during this time as more focus were on Christian works.

Translating also became one of the main intellectual duties of the missionaries. Missionary translators could feel justified in their translation work. Those missionaries who were involved in the translation work were released from their other duties to allow them more time to focus on the translating work (Naude 2002:36). There was very little attempt to translate between indigenous African cultures and the European cultures. This was due to the fact that the African language speakers were not taken into serious consideration in South Africa. Translation into the African languages was then not seriously taken into consideration and it was required only in instances where the African language speakers were required to learn the language and customs of the other language speakers (Naude 2004: 46).

Most translation activities were undertaken by various missionaries, who were supported by Christian associations and were tolerated by the colonial government only insofar as it allows for the Christianisation of the African people. However producing adequate translations proved to be a daunting task because of lack of skilled translators in the African languages including Afrikaans and the fact that these languages were not adequately codified and standardised (Naude 2004: 46).

In the past, the Bible and its translations into the indigenous languages represented colonial empowerment and interference. This was because the speakers of these

languages did not take part or were minimally involved in the translation process (Makutoane & Naudé, 2008). Early Bible translations were undertaken by an individual or a group of missionaries, usually from the same society. In some cases the translations were published by the mission itself, either on a mission press, or a commercial press in South Africa, or on a press in the mission's home country (Hermanson 2004: 2002).

The rendering of indigenous African languages in literary form was accompanied by large-scale and often uncoordinated translation activities unlike the other languages (Chimhundu, 1992). Kadenge & Nkomo (2011: 259) furthermore maintain that translation has always been central in Africa since the continent's earliest contacts with the rest of the world, especially regarding trade and evangelisation. Although South Africa did much in relation to translation, this activity is yet to be firmly established and grounded to be used in most communication platforms (Chimhundu, 1990). Translation in the African context is frequently associated with religious translation, especially the Bible. The first Bible translation, namely that of the Septuagint, was done in Africa; it entailed the translation of the Hebrew Bible into Greek nearly 2300 years ago (Hermanson 2004: 8).

The practice of translation has been long established informally in South Africa. In the past it was only taken as an element of language learning. According to (Munday 2008: 8) translation exercises were only regarded as a means of learning a new language or for reading a foreign text until one had the linguistic ability to read the original. South Africa's first translators' in the past, were pre-literate and comparatively unsophisticated (Hermanson 2004: 12).

Oosthuizen (1970: 140) maintains that regarding translation Africa is deeply indebted to missionaries who first reduced the indigenous languages to writing in South African languages. The Missionaries also early distributed translated literature on this continent in the African languages, and later went on to encourage Africans to be the producers of indigenous authorship (Oosthuizen 1970: 140).

3.2.2. Translation Services at a Provincial Level prior to the Democratic Era

Prior the democratic dispensation, South Africa consisted of four provinces namely the Transvaal, the Orange Free State, Natal and the Cape Province which were separate from the homelands. Pretoria, which is the focus of this research, was in the Transvaal,

and was the administrative capital of South Africa, with Cape Town being the legislative capital. The Group Areas Act, which was passed in the 1950s, assigned racial groups to different residential and business sections in urban areas under the system of apartheid. This entailed that the majority of the black population resided in these areas. Thus, the indigenous African languages were prevalent in these areas (www.sahistory.org.za).

Before the democratic dispensation in South Africa, English and Afrikaans enjoyed greater prestige in terms of printed and translated work even in the Transvaal Province which comprised of homelands¹ and self-governing states where the African languages dominated. The Transvaal was the second-largest of the four provinces. It had one of the largest populations. The cities and towns in the province were administered by city councils, town councils, village councils, under the guidance of the provincial administration through the Department of Local Government (Standard Encyclopaedia of South Africa 1995: 603).

The Department of Local Government was advised by two statutory bodies, namely the Townships Board and the Local Government Advisory Board. The relatively populated areas outside the municipalities were controlled by the Transvaal Board for the Development of Peri-Urban Areas, which had the same functions as the village council (Standard Encyclopaedia of South Africa 1995: 603). Separate use of the indigenous African languages in the Transvaal and surrounding areas were restricted to informal usage only in the black townships, where the majority of black people resided. In the past, the indigenous African languages were marginalised by the apartheid government's policies. Apartheid was one of the most explicit and self-conscious modern strategies of social engineering (Alexander 2003: 13).

The Bantu Authorities Act of 1951 created separate government structures for black and white citizens and was the first piece of legislation established to support the government's plan of separate development in the Bantustans. The Promotion of Black Self-Government Act of 1959 entrenched the National Party's policy of nominally independent "homelands" for black people. So-called "self-governing Bantu units" were

¹ Homelands were the territories set aside for black inhabitants of South Africa during Apartheid. Some of the homelands received independence and some received partial autonomy, but were never granted independence. The independence was not officially recognized outside of South Africa.

proposed, which would have devolved administrative powers, with the promise of later autonomy and self-government (South Africa History Online: 2012).

There will always be a historical and political background to language policy in South Africa. Negative uses of languages were experienced during the apartheid era, with the implementation of policies felt by the citizens in the different spheres such as education, economy and politics (Webb & Kembo-Sure 2000: 59). The effects of such policies also hampered development in terms of human resources, education, the economy, and politics. In all spheres of the economy and politics, the African languages were underutilised for a long time.

The history of South Africa's language policy has been a complex one. According to Beukes (2004: 16) the history of language policy in South Africa during the period before the democratic dispensation in South Africa was overshadowed by the implementation of an official bilingualism policy which focused on the development of English and Afrikaans languages. This policy allowed only for these two languages to be the main languages of instruction and translation services. The implementation of this language policy was given more attention and more funding. This facilitated what Alexander (2002:1) termed as the establishment of Afrikaans and English due to the historical factors thus neglecting the development of the African languages.

The apartheid language policies, together with political and socio-economic policies of the apartheid government, gave rise to a divisive order of languages especially in the different areas. These inequalities were evident in the racial and class divisions that were apparent in South African society. These language practices endangered the status of the indigenous African languages, including languages for the Deaf and the blind, reinforcing negative stereotypes about these languages (National Language Policy Framework 2002: 7). These laws and policies had a divisive effect on the communities of South Africa. They gave rise to attitudinal problems in relation to other languages. The indigenous South African languages were approached as though they had no significance. Their value was underestimated and they were treated as not having economic or cultural merit.

De Kadt (2005:22) further reinforces this issue that the apartheid government's used African ethnic identities to further segregation and discrimination delegitimized the use

of this language policy as a political tool in post-apartheid South Africa. The apartheid government followed a policy of dividing the African population into disparate ethnic groups through its homeland policy, which stripped them of their citizenship and language rights within South Africa, leaving them attached to a homeland, or Bantustan, determined by their ethnic identity. One aim of this policy was to keep the African population divided, thereby preventing the emergence of a unified opposition (De Kadt 2005: 22).

South Africans have been multilingual productively and receptively from the past, and draw on this competence for a range of interactions (Phillipson, 1996: 163). In the apartheid era, African languages were considered to have no economic value (Edwards & Ngwaru 2014:30). According to the Implementation Plan (2003:9) the previous policy of official bilingualism created an unequal relationship between English and Afrikaans and the African languages. The domination of these languages had far-reaching prejudicial effects on the Implementation plan on many African language speakers in terms of their communication with the Government, and their access to government services, justice, education and jobs (Department of Arts and Culture 2003).

Bamgbose (1999:13) suggests that the subordinate status of African languages in relation to English and Afrikaans can be traced mainly to colonial language policies. During the apartheid era, language differences were used as a tool for racial rule. In that era, the reality of the multilingual nature of the country was ignored. The African languages were accorded no official status. The African languages were starved of essential resources to such an extent that they could not be used in contexts that demonstrated real power (Ngcobo 2009: 3) let alone meaningful inter-translation between them and English and Afrikaans.

Organised translation evolved within the context of official bilingualism even in the municipalities and that was largely limited to English and Afrikaans. African languages were not part of this equation for a long time and only a minimal percentage of translation in the African languages took place (Beukes 2007:115). The developmental and empowering role of translation in relation to the African languages was ignored for a long time in the country.

In relation to the analysis that Beukes (2006) conducted in relation to translation services before democracy, it showed that translation has been a marginalised tool of language policy implementation especially in provincial and local government in South Africa. The role played by translation in the development of languages cannot be underestimated. Almost all the government documents, regulations and legislation during the Apartheid were mostly in English.

Before the democratic era the policy of bilingualism necessitated the translation of various types of government departments which were in the different provincial areas. This however included a limited number of translation works into the African languages. Nevertheless this increased translation significantly and increased the need for skilled translators. The government's Language Service Bureau was also set out to fulfil the task of finding translators to fill the need of lack of practitioners in the translation arena. The findings of the Language Service Bureau in the research it conducted regarding the availability of translators in the country maintained that special training was needed for a person to become a translator and that these people need to be respected as skilled professional (Mwepu 2007:87).

The period from the establishment of the Union of South Africa in 1910 to 1960 was when the consolidation of the bilingual policy and government sponsorship of translation work, including translation into the African languages was conducted. English and Afrikaans enjoyed greater prestige as translation into these two languages served a functional purpose in the country at large; whereas translation into African languages was reserved for certain areas only such as the townships, or for certain types of announcements including the "no job" or danger signs (Chetty & Mwepu 2008: 87). The South African government contributed to the development of translation in the country. Chetty & Mwepu (2008) maintain that this is not properly acknowledged and valued. The development of translation benefitted largely from the government's official bilingualism policy even though this included a limited number of languages.

3.2.3 Language Agents responsible for Translation services prior to the Democratic Era

The period from the late twenties to the fifties witnessed heightened language governance across the country. Translation work increased in the Public Service and a need for terminology development, translation and coordination became a flashpoint

(Beukes 2007: 121). This also heightened the need and demand for translators. It also entailed that these translators had to advance their interests and those of their profession.

Different organisations contributed to the development of translation as a professional activity. Only those relevant to this study will be mentioned. By 1954 the Translation Bureau had grown considerably and became now centralised with its own staff. Although Afrikaans was a pivotal language during this time, there were a large number of pages translated from and into other languages. It is believed that at this particular period the Translation Bureau was able to render efficient translation services in the South African languages. Although this Bureau had a small number of staff it is important to note that it was the dedication of this relatively small number of translators that gave impetus to the government commitment to the bilingual policy (Thompson 2001:15)).

Between 1948 and 1954, a significant number of language bodies came into existence. All of them required either the services of translators or lexicographers to perform their tasks successfully. These bodies included: The Technical Terminological Bureau; The Bureau of Standards; The Transvaal Association of Municipal Translators; The Departmental Place Names Committee; The Defence Terminology Board; The Interdepartmental Committee for Aeronautical Terminology; The Post Office Terminology Committee; The Committee for Agricultural terminology; and The Committee for Mining Terminology. The Translation Bureau collaborated with some of these bodies for the translation and the production of various language tools such as preliminary lists of terms, lists of terms and dictionaries (Chetty & Mwepu 2008:89).

The official bilingualism policy which was established became an agent of language policy implementation in South Africa from 1910. This policy led to initiation of translation services and the different government departments having their own language policies. Following repeated complaints about the standard of Afrikaans in government publications and the will of different stakeholders to change this state of affairs, the Translation Bureau was established on 1 July 1930 under the Department of the Interior, currently known as the Department of Home Affairs (Chetty & Mwepu 2008: 88).

The bilingualism policy however gave Afrikaans a boost. It started to be used alongside English in almost every communication by the government. The National Party

government invested tremendously in the corpus development of Afrikaans (Kamwangamalu 2006: 53). The Afrikaans language then became the symbol of national identity (Raidt, 1999: 163). The political will to transform Afrikaans into a language that could effectively take a leading role in various domains of the country led to the creation of massive resources such as terminology banks, a wide range of dictionaries, and a significant literary output (Kamwangamalu 2006: 56). There was a deliberate and effective effort in ensuring the development and use of Afrikaans in all spheres and domains. The commitments and efforts created in the development of Afrikaans should be seriously taken into consideration in order to ensure that measures are created to ensure the expansion of the processes to grow the resources, importance and efforts of using the African Languages in every sphere in South Africa.

The Translation Bureau devoted itself mostly to the task of revising translations done in different departments, for the sake of correction and harmony. The focus of the Translation Bureau changed in 1954 when it shifted from its primary focus of doing revisions of documents to the task of translating documents for all government departments except the provincial administration and the South African Railways (Chetty & Mwepu 2008: 89).

The Translation Bureau was renamed the Language Service Bureau in 1956. The change of name came with other changes in the scope of services rendered. The focus was now placed on three major areas: translation work, terminological work and the editing of work for the public service as a whole. Moreover, the language focus changed from English and Afrikaans to include other languages (Chetty & Mwepu 2008: 89).

The volume of incoming work continued to increase to the extent that staff had to do a great deal of overtime work to meet the demand, but even their best efforts were not sufficient to meet the huge demand put on them. The Bureau appealed for restriction and curtailment of their work for translation. The Bureau then decided to outsource some of the work in order to assist them to cope with their work. Some felt that dependency on people outside its ranks was an implicit admission that the Bureau had failed to discharge its duties adequately. Others were more concerned with issues of translation quality and confidentiality (Republic of South Africa History, 1955: 25).

This practice continued steadily throughout the years and had the effect of empowering the translation industry and providing job opportunities to part-time, occasional and freelance translators. The Bureau found that even outside its ranks there were professionals that were skilled, dependable, qualified, efficient and ethical. However, this interaction between the Bureau and the larger market of translation services showed that translation as a profession needed to be developed in South Africa (Mwepu 2008: 90).

The bilingual policy in South Africa pushed for the establishment of translation and terminology offices because the status of official languages then held many challenges for public and municipal offices personnel who needed to do the translation work. These people did not have training for translators. Thus translation was conducted intuitively. This contributed to the founding of the *Transvaal Association of Municipal Translators* in 1950; it changed its name to *Prolingua*. Its members were municipal officials but there were some members from other institutions (Prolingua 2014: 1).

The Transvaal Association of Municipal Translators aim was also to standardise terminology and to discuss problems with translation. They cooperated with other institutions such as the Public Service's Language Service Bureau), Bureau of Standards, Provincial Administrations, the Railways and the Vaktaalburo. The association worked with the different municipalities to compile lists of terms for them in their different units. The association grew all over the country and on account of the interest of national institutions and municipalities in provinces other than the Transvaal; the name was changed to Association of Municipal Translators. Later on, much emphasis was placed on terminology and the name was changed to the Terminology Association of South Africa (Prolingua 2014: 1).

The *European Immigration Association* was created in 1955 to boost the demand of translation services in South Africa (RSA, 1955: 25). Its main purpose was to provide European immigrants with information in a language they could understand. The practice of translation continued steadily throughout the years in South Africa and had the effect of empowering the translation industry and providing job opportunities to part-time, occasional and freelance translators. The consolidation of translation as a profession was epitomised by the inauguration of the *South African Translators and Interpreters' Association* (SAITINT) in August 1956. The Association later changed its

abbreviation to SATI. Translators and interpreters started becoming increasingly aware of the significant role they played in the country.

The Translation Bureau assessed and recruited university graduates holding language degrees to be employed as translators. The assumption of this was that bilingual graduates holding a degree with language major could be a good translator. There were also introduction of tertiary level courses in translation. This played a part in making translation a professional field. The Language services Bureau interest in the development of translators' training increased due to the challenges such as staff loss and poor results in staff recruitment in relation to language workers increasing demand of translation work; and the rapid development of Afrikaans which they saw as needing attention (Mwepu 2008:91).

The Bureau's work was challenged by loss of experienced staff. This loss was attributed to resignations, retirement, and other factors. The Bureau also recruited translators through exams; however these exams failed to necessarily make translation their career. This resulted in the Bureau having problems in recruiting suitable staff for training and it worsened the shortage of staff for them, in the midst of these difficulties its work load increased. The Bureau proposed the introduction of a university course for translators in order to meet the increasing needs of experienced translators. In 1975 Rhodes University introduced the first tertiary course for translators due to the efforts of the Bureau. This course was unfortunately abandoned just prior to democracy. The University was clearly not able to envision the demand for translation courses which is exists today.

The Bureau managed to shape the profession of translation in South Africa and contributed effectively to this field. It succeeded in raising a campaign and awareness to the Department of Education to introduce translator's training in university level in the different areas (Chetty & Mwepu 2008:91). The different language agents helped translation to reach a stage of development and achieved to create the translator training programmes.

3.3. Translation Services in the Post-Apartheid Era

The democratic era that was established in South Africa in 1994 brought with it radical social transformation (Beukes 2004: 16). This entailed breaking with the past models of governance and initiating new ones, thus improving the well-being of the citizens who

were previously marginalised through language reformation. It also meant the creation of new channels of communication and development through passing of new laws of development and the inclusion of the societies which were previously marginalised (Maylam 1995: 28).

Since the demise of apartheid, South Africa made significant progress in effecting a radical break with the past and improving the social well-being of those citizens who were previously relegated to the underdevelopment zone (Chumbow 2003). In 1994 South Africa adopted a multilingual language policy recognising 11 official languages. The Constitution of the Republic of South Africa, Act 108, of 1996 declared that English, Afrikaans, IsiZulu, IsiXhosa Setswana, Sepedi, siSwati, isiNdebele, Sesotho, Tshivenda, Xitsonga be recognised as the official languages and be used and developed.

The official recognition of the 11 official languages in the constitution of South Africa represented a radical departure from the apartheid era during which language was an important instrument of oppression and control. The Constitution provided the context for the management of linguistic diversity in the country as whole and encouraged municipalities to also incorporate these strategies to manage multilingualism (Edwards & Ngwaru 2014:29).

The different pieces of legislation and policies were passed to advance the multilingualism ideal of the country. These policies included the Constitution of the Republic of South Africa of 1996, The National Language policy Framework (2002), Language in Education Policy (2003), Implementation Plan: National Language policy Framework (2003), Pan South African Language Board Act, No 59 of 1995, and The Use of Official Languages Act (2012). These policies made the country a forerunner among the African countries in the issues of language development.

The post-apartheid years saw the dismantling of the administration and language policies of apartheid and the adoption of a new language policy (Prah 2006: 11). For the first time, the African languages were recognized as an asset, rather than a problem to be overcome. The new South Africa's government way of correcting the injustices of the past was to ensure the African character of South Africa was fully and democratically represented in the economic, cultural, linguistic, political and social life of the people. The officialisation of the indigenous African languages helped to instil a growing self-

awareness in black people to respect their languages and cultures. In the post-apartheid era, the African languages have been afforded constitutional and political rights (Broeder et al 2007: 70).

A democratic society like South Africa is based on the ideal of participatory citizenship. Participatory citizenship among other things includes the citizens' *right* to communicate with the authorities or government people. However according to Meylaerts (2011) one of the biggest challenges for contemporary multilingual societies is the elaboration of a fair translation policy. There is no language policy without a translation policy (Meylaerts 2011:743).

It is important to note that in most of the studies conducted on language rights, language policies and multilingualism the key role played by translation is often not taken into consideration. Regarding this Meylaerts (2011) asks in the implementation of multilingualism which linguistic and translational territoriality governments are used by them to communicate with their citizens who are multilingual? Furthermore, what different governments relate to their linguistic and translational rights and their chances for participatory citizenship and integration? This is important in highlighting how the different governments use the language policy structures such as translation in communicating with the citizens.

A striking characteristic of the policy of multilingualism adopted by the South African government was the fact that several indigenous languages were spoken across provincial borders and were shared by speech communities from different provinces. The democratic language policy formed a critical component of the consolidation and expansion of the democratic society that South Africa was committed to (Prah 2006: 22). The ideal of participatory citizenship highlights the need for new policies of language and translation planning in multilingual societies. Indeed, one of the greatest challenges to participatory citizenship is language (Stroud & Heugh 2004: 213). This also applies to translation.

Language plays a key role in the construction of modern democratic societies and especially in their search for cohesion through participatory citizenship. Wright (2004: 226) stresses this by maintaining that power in each kind of democracy is mediated and policed through language. Language played a major role during the democratic era

because it was one of the important vehicle in assisting the government to achieve optimal community engagements and participation enabling the residents to communicate and access municipal services irrespective of language and in realising and implementing the policy of multilingualism (Finlayson & Madiba 2002: 52).

A language policy of the country comprised of a set of legal rules that regulate language use for purposes of education and communication; it also covers the language of legal affairs, of political institutions and governments, of the media, and of administration. As a result there is no language policy without a translation policy. In other words determining the rules of language use presupposes determining the right to translation within a democratic society (Meylaerts 2011: 745).

Translation was seen as an important tool to be used in embracing multilingualism because it allowed better public participation of the citizens in government matters and makes information to be available in languages that the citizens understand (Cummins 2007: 222). According to Venuti (2008:22) translation entails the replacement of linguistic, cognitive, cultural and communicative differences of the foreign text with a text that is intelligible to the target language of the reader.

Translation plays a pivotal role in a multilingual era in South Africa. However it is still in its developmental state regarding other languages in South Africa. It is an agent of change and relevant to what is being experienced by South Africa. Translation is an agent of development where it enables cultures to meet, and ideas to travel from a certain place to elsewhere. In a country like South Africa it allows for information, word views, and cultures to be transported to different people (Marais 2014: 15).

Translation according the Marais (2012:23) in multilingual contexts like South Africa influences economic interactions, service delivery by governmental institutions, medical and legal services, and religion and so on. The developmental role of translation in a country like South Africa cannot be ignored. It plays a major role in the development of social reality because it is based on semiotic interaction between human beings (Marais 2013: 409).

3.3.1. Translation Services at a Provincial Level in the Post-Apartheid Era

The negative image of African languages in the past contributed a lot to the development and implementation of language policies which still can be felt to this day in South Africa and in Africa as a whole. As Bamgbose (1999:16) puts it, it has resulted in negation of the multilingual reality of African states, with the consequence that policies based on it have rarely achieved their intended objective.

Through the Municipal Systems Act, 2000 (Act 32 of 2000), community participation came to be an important requirement in local government. The various policies were passed to advance community participation in local government. These policies entailed that the municipalities needed to respond positively to multilingualism in relation to the legal obligations placed on them by the democratic Constitution of the Republic of South Africa.

There are diverse historical approaches and processes that helped shape the profession of translation. These also helped shape the translation profession and the activities of translators. Beukes (2007: 116) maintains that indeed historical aspects which contributed to the development of translation in South Africa pushed translation forward, reversed the underestimation of this role, addressed the asymmetrical relations between official languages and facilitated language development.

The dawn of the new dispensation saw the emergence of translation studies and services carried out by an international network of scholarly communities engaged in scholarly debate across conceptual and disciplinary divisions (Venuti 2000:1). Since South Africa forms an integral part of this network (Beukes 2004, Walker et al. 1995, Kruger 2000), the developments within the field of translation became applicable to the South African context.

Nord (1997:135) however observed that after the changes in South Africa in the early 1990s, translation conventions were drastically affected by the increasing demand for translations, often entailing translations into languages which lacked the required terminological expansion. Added to this, adaptation and reformulation skills traditionally did not form part of translation programmes, as they were not considered compatible with the convention of mirror-image translation based on equivalence (Beukes 2004; Walker et al. 1995:105).

African-language translators, in the new era were trained to produce texts that are accessible to every level of society, even if this entails extensive rewriting of texts to ensure that they are understood by all recipients (Walker et al. 1995:102). This was undertaken to ensure that translation as a new communicative act is aimed at serving a purpose for the target culture, because the function of the translation in the target culture is determinative in the decision as to which aspects of the source text should be transferred to the translation (Nord 1991:6).

The realisation of postcolonial translation studies in the mid-1990s led to the understanding that translations could benefit the culture of the colonised at the expense of the culture of the coloniser or the imperialist (Naudé 2002:44-69). The new democratic era ushered the new role for translation in South Africa. Before democracy translation was just used minimally but the new era opened a demand for translated documents in the country. The Constitution of the Republic of South Africa afforded a formal recognition for translation. There were the different provisions enabling language provisions which opened a door for the implementation of translation services which included the language legislation, policy statements by the government which opened a way for the translation infrastructure in the different.

Throughout the history of South Africa, translation has played a major role in telling the different stories, passing messages either through the social, politics, education, economy, science, technology, philosophy, literature or in the religious context (Beukes 2007: 115). The dispensation of the new democratic era entailed that decision taken on language use had to be revisited and changed to allow the country to foster multilingualism. Introducing translation services to government structures was one of the important language governance measures implemented to ensure the equality of the official languages in the country (Beukes 2007: 119).

3.3.2. The Role played by Language Agents in the Provision of Translation Services in the Post-Apartheid Era in South Africa

In this context and in relation to Beukes (2007) language agents are referred to as translators, lexicographers, and language engineers such as missionaries, pastors, teachers, journalists, publishers, printers, and distributors. All played and continue to play an important role in the use and the development of the African languages in South

Africa. Translators in the democratic era played an important role in legitimising the different African languages as tools for building a collective political consciousness. Language workers who include translators, lexicographers and terminologists and other language engineers (Hofmeyr, 1987: 106) such as pastors, teachers, and journalists publishers, printers and distributors started playing a key role in promoting the use of the African languages across the country (Beukes 2007: 119). The different language agents such as SATI and others assisted in helping the translation arena grow.

3.4. Translation Infrastructure in South Africa: the Past and the Present

The Implementation plan of the National language policy framework of 2003 conceded that the efficient management of linguistic diversity poses many challenges to the development of languages in South Africa. This plan envisaged building up human capacity in translation and interpreting, a process which is to be phased in ‘over a reasonable period’ (Department of Arts and Culture, 2003: 7).

A survey of institutional resources for translation and interpreting in provinces and municipalities in June 2005 indicated that the government’s building of human capacity and providing the necessary translation and interpreting infrastructure in the institutions such as the public services, public service, the legal system, publishing companies, the media is still not adequately established and functional (Beukes, 2006). Although there has been some form of change in the government’s translation infrastructure the survey showed that it is still being crippled by institutional constraints and inadequate language management practices especially regarding the African languages (Beukes 2006: 1) . At provincial level the survey furthermore indicated that all language offices are grossly understaffed, while funded posts have been vacant for long periods of time (Beukes 2006: 3).

Several provinces do not have translators or interpreters for some of the official languages of that particular province (Beukes 2006:4).Nevertheless some municipalities have established language offices but the offices are to this day understaffed and not adequately responding to the language needs of the communities that they are serving. According to Millán-Varela (2003: 167), it is precisely the approach to development and selection of sources that would reflect the presence (or absence) of translation policy. This entails deciding what gets translated, and what does not, as this determines the type of material that will be available to access in the native language, that is, the amount of

exposure the language gets. The translation infrastructure in South Africa is not properly developed especially in relation to the African languages (Beukes 2006:5).

The underestimation and neglect of the facilitating role of translation has been identified as a distinct feature of post-apartheid South Africa. The demands of the new South Africa have clearly resulted in translation being neglected as a crucial developmental tool in the post-apartheid context. Within the context of its new multilingual policy the government of South Africa is facing challenges in ensuring that routinised translation practices take place in the country to foster a culture of translation (Beukes 2006:5).

Power differentials between languages and language policy affect the uses and functions of translation in South Africa. Whilst the importance of language policy is emphasised by many scholars, it is important to note that both policy and implementation in South Africa are severely flawed, contributing to what researchers have unambiguously described as an implementation crisis and language policy failure. Coupled with these are broader concerns in relation to translation, and publishing in the African languages (Kruger et al 2009:34).

More work needs to be done in relation to the extent of translation infrastructure in South African municipalities and the broader use of translation in the South African municipalities. Coetzee (2013: 383) maintains that much of the translation work done since the democratic era serves and conform to monolingual privilege. There seems to be a mismatch between language policy implementation at both the national and municipal levels.

Translation in official contexts in South Africa tends to happen into English, out of other South African languages. A further problem regarding this is that that is usually done for the benefit of English monolingual speakers. Another inequality in relation to the provision of translation issues is that monolingual South Africans tend to be English-speakers, and are the beneficiaries of racially and linguistically determined privileges such as translation services. When translation takes place out of other South African languages into South African English, this monolingual privilege can be confirmed and extended (Coetzee 2013: 383). Many issues have continued to hamper the successful infrastructure of translation services in South Africa especially in relation to the municipalities. These include difficulties such as translation costs, inexperienced

translators, the scale of the resources available, translation software, and the use of the local languages by the speakers (Beukes 2006: 2).

Tymoczko (2006) says that translators are seen as a necessary factor in Interlingua communication. Qualified translators are important in multilingual contexts such as South Africa in order to drive the implementation of language policy and intellectualizing their work. History has proven that that translation has increased in educational sector over the past decade. Secondly, it appears that the most prevalent combinations for translation are from English to the African languages and from English to Afrikaans (Kruger 2009:47).

The introduction of the PanSALB (Pan South African Language Board) ensured that language matters are into serious consideration. It was mainly established to ensure there is promotion and proper conditions for the development and use of official languages including the khoe, San and sign languages. It was also established to promote and ensure respect for all languages commonly used by communities in South Africa. As one of its language development strategies PANSALB has undertook to ensure that the country's linguistic resources such as translation and interpreting are used effectively to ensure that multilingualism becomes a reality in South Africa (Pan South Africa Language Board Act of 1999). However Marais (2008) indicates that the translation arena in South Africa is still in its developmental stages.

3.4. Key Emerging Trends

From the discussion above, a number of key trends emerged and these are listed and discussed as hereunder:

Translation can be regarded as a double-edged sword as it is multifunctional. This is also because translation it has had the potential of functioning as a double-edged sword, extending the uses of the African languages, their visibility and their status. Translation as a double edged sword on the other hand in South Africa assisted in making texts to be available in the African languages, while on the other, created a situation that facilitated communication (Kruger 2009:51). In other words translation can play different roles such as playing a reconciliatory role in the country as a fundamental requirement of society and culture, and in matters of communication, as a prerequisite for all the domains (Naude & Miller-Naudé 2011: 313).

Translation if used effectively can effectively promote multilingualism. However in South Africa it is largely used as a cost effective means of just fulfilling the language policy stipulations. It thus needs to be seriously taken to consideration that translation plays a crucial role in ensuring that information becomes available to the speakers of the different languages and in the promotion of multilingualism. It also plays a role in raising the status and the use of the African languages. Translation thus forms part of the language policy implementation that maintains the development and the use of the African languages by ensuring that they are used in written communication (Kruger 2009:51).

Translation is an activity of language policy implementation and can assist in dealing with language related problems. It is a vital tool to be used in advancing multilingualism and has to be implemented well and correctly. Translation in a multilingual society assists in catering for communication needs of the different communities. It aids transfer of information beyond specific community (Kruger 2011: 295).

Translation plays a crucial role in bridging communication gaps. This entails that it can make information available in the different languages which can be of benefit to bridging the communication gap. Translation creates visibility of the African languages in written communication especially in the municipalities by raising their status. It plays a role in enriching the corpus of the African languages (Munday 2009).

Translation can assist in the promotion of participatory democracy. In other words translation into the African languages has the potential to allow participatory democracy and can assist in development of the languages. However the important institutions of government in South Africa such as the national parliament, defence, administration, legal system and education systems remain dominated by monolinguals and no translation efforts and little translation in prevalent in these places.

The South African government has not fully utilised translation as a strategy of permitting optimum public participation since important policy documents remain in English. Translation has to be recognised as a viable communication facilitation tool between the government and its people to allow for better public participation.

Translation services are not fully utilised at government level to serve the entirety of the nation.

There is still little provision of translation services happening at a provincial level. A non-translation policy in most of the government departments in South Africa is discriminatory. Translation is in history and it will always be (Naude 2011: 224). In South Africa very little is known about translation on a provincial level and its history, thus it reinforces this belief that very little has been done on a provincial level to foster communication between different cultural and linguistic groups. Translation allows for equal use of languages. Translation is an activity driven by norms, and these are understood as performance instructions for particular situations that are based on a community's shared general ideas about correctness and appropriateness (Toury, 1995: 54).

There is a need for multidirectional translation. Language and translation services indeed have to function in a complex web of conflicting factors in the country. The impact of translation as an activity of language policy implementation cannot be taken for granted in the multilingual context South Africa finds itself in. Complete institutional multilingualism has to be put into work especially in the municipalities which deal directly with the citizens. This can only be implemented through multidirectional translation in all the official languages of the municipality for all. This also includes ensuring that people have access to municipal information in their own language (Chetty & Mwepu 2008: 97).

The rate of language policy development in South Africa influences the need for translation services. Every translation is in some way a re-narration, a re-telling of the text (Baker 2006: 12). Language is at the core of proper development and language related issues need to be taken seriously and activities such as translation that will add to this development need to be utilised effectively. Language policy in South Africa opened a new era and helped and assisted to nurture the translation practice.

There are minimal translation records in the African languages in South Africa. The history of translation between the different African languages in South Africa has been minimal and little records regarding such translation have been given. More needs to be uncovered regarding this and it has to be properly documented so that the history can be

used to learn valuable lessons and improve the democratic era that citizens are living in. Translation has the potential to facilitate communication and development across linguistic barriers (Kadenge & Nkomo 2011:259).

English and Afrikaans still continue to dominate translation services in South Africa. There are various factors that influence the practice of translation in South Africa, both in the past and the present. The dominance of English and Afrikaans especially in government departments and municipalities is reflected in this practice. Translation in South Africa has also been produced from English into the African languages. The volume of translation from African languages into English is much lower when compared to that of the translation from English into the African languages (Kadenge & Nkomo 2011:264). All this proves the dominance of English in the language policy implementation practices and activities.

The involvement of the African languages in translation needs to be increased and even translation between these languages needs to be enlarged. Most of the communication and education problems can be solved through translation. The potential impact of translation on communication and interaction across linguistic and cultural barriers cannot be questioned. Translation has the potential to affect and influence language development and, subsequently, the implementation of a language policy (Kadenge & Nkomo 2011:269).

Translation promotes social, economic, cultural and political development in South Africa and its effectiveness in this has to be utilised properly. Translation is also crucial for social, economic, cultural, and political development (Newmark 2003). It assisted the political and religious development in South Africa during the apartheid era. The democratic government of South Africa needs to push for the proper implementation of translation as an activity of language policy implementation. Translation practice has grown significantly but not implemented equally, as some languages benefit better than others. The lack of proper government support including financial involvement demonstrates that the government has not prioritised language matters, despite frequent calls by government officials for the revitalisation of African languages (Kadenge & Nkomo 2011:268).

Translation promotes easy communication amongst South Africa's diverse language groupings. It is multifaceted and it is also multidisciplinary. It is important in solving communication problems. The practice of translation in the African languages cannot be studied in isolation. It should be viewed within the historical, socio-economic and ideological conditions that shape it. Languages gain status and prestige when they are consistently used in the higher domains of society, such as education, the media, and parliament and so on. If the African languages are actively used in most of these spheres, they can gain acceptance, lose the stigma and become more acceptable (Hibbert 2003:103). Language should not only be seen as a resource, but more specifically as a functional resource 'harnessing all collective knowledge and expertise to the socio-economic advantage of our diverse society'.

There are still facets of inadequate translation infrastructures in South Africa. The current translation infrastructure in the institutions such as the public services, the legal system, publishing companies, and the media is still not adequately established and not functioning well especially regarding the African languages. This is evident in the important information documents which should be given to the community as they are predominantly in English and Afrikaans. Also there seems to be disruptions to the successful implementation of language planning activities such as translation services in South Africa especially in relation to the municipalities. The disruptions experiences are evident in things like translation costs, inexperienced translators doing the translations, the scale of the resources available to translate, and the availability of the translation software (Beukes 2006: 2).

3.5. Conclusion

At this point in time, what matters is that South Africa is on the journey of language transformation, especially regarding translation as an activity of language policy implementation. This is necessary for the building of unity, and a sense of common purpose, and not more and more dissatisfaction and a sense of entitlement regarding African languages. It is about working towards having skilled and knowledgeable people from all cultural and linguistic backgrounds involved in the industry. It will take time, and the work needs to be done now by those who have the skills. A willingness to mentor and learn from each other is the key (Edwards & Ngwaru 2014:46).

Changes in language policy enshrined in the 1996 Constitution have played an important part in the transformation of South Africa in the post-apartheid era. While the government has been slow to understand the links between language and translation, on the one hand, and socio-economic development, on the other, market forces are beginning to recognize the importance of African languages in newspapers and advertising, ATMs, and the search engines (Edwards & Ngwaru 2014:46).

The economic value of translation services has to be demonstrated. Significantly, bankers, communications companies and public services now recognize that African speakers and translation represents an asset: everyone benefits from the harnessing of this linguistic capital. Further progress, however, is dependent on the political will to implement language policies (Alexander 2006:22).

The elaboration of a fair language and translation policy thus remains an unexplored research domain with important challenges for translation studies (Meylaerts 2011: 753). Translation has the power to ensure equal access of information to everyone. The persistent impact of the legacy created by the apartheid government in relation to translation services in South Africa continues to be felt. The provision of translation services in South Africa needs to be improved in order to allow this arena to grow. Whether one admits it or not, the old and the new governments of South Africa played a major role in replenishing the field and making the translation field grow. This was seen in the recognition of the value of translation in languages, and proper information flow. Thus the relevant different pieces of legislation were established in the democratic South Africa to ensure that translation services are done in an authorised manner. The following chapter discusses each of the promulgated legislative frameworks related to translation.

CHAPTER 4

RELATED POLICIES AND LEGISLATION OF TRANSLATION IN SOUTH AFRICA

4.1 Introduction

This chapter looks at the different pieces of legislations and policies in South Africa that relate to translation. The main objective of this chapter is to analyse key relevant pieces of legislation and policies that relate to translation, both internationally and locally, and assess their implementation with regards to their successes and failures in terms of achieving their set objectives. Each of these policies will be looked at individually and contextually. A number of legislations such as the Translation Policy of the European Commission, translation policy of the United Nations, Constitution of the Republic of South Africa (1996), The National Language policy Framework (2003), Implementation Plan of the National Language policy Framework (2003), Use of Official languages Act (2012); PanSALB Act (1995) as amended in 1999, Language Practitioners Council Act (2014); Language policy Framework of the Gauteng Provincial Government (2005); Language policy of the City of Tshwane (2007); and the Translation and Editing policy of the City of Tshwane Metropolitan Municipality (2010) will be analysed. The rest of the chapter is outlined as follows: an analysis of pieces of legislation at an international context; an analysis of pieces of legislation at a national level; analysis of legislation at a provincial and municipal level and conclusion.

4.2 Relevant Legislation in an International Context

The section below will provide an overview on the relevant legislations pertaining to translation in the different international organisations.

4.2.1 The Implementation of Translation Policy: European Commission

The European's Union language policy of communicating in 24 official languages is related to its multilingualism policy. This is rated amongst the unique language policies in the world. The policy maintains that all the official languages must enjoy equal status. European Union citizens in the 28 member countries are also encouraged in terms of this policy to use any of the 24 official languages to communicate with the European institution. According to the policy this assists the Union to be more open and effective (European Union 2014).

A multilingual organization like the European Union saw the need to produce high quality translations and to date it relies on professional linguists to keep this service running smoothly. This on its own should be seen as a positive roadmap to other institutions and government to ensure that professionalism is taken into consideration especially when it comes to language matters. The role of the language services in the various European Union institutions and bodies was established to support and strengthen multilingual communication in Europe and to help Europeans understand European Union policies in the languages that they understand best (European Union 2014: 2).

The provision on the European Union's language policy which maintains that the translation of the texts will only occur when needed shows how translation issues are regarded even by the largest organisations in the world (European Union 2014: 2). However, translation seems to be taken casually by the European Union and it would be interesting to find out how the speakers of the other European Union's languages' needs are catered for in terms of written texts. According to the language policy of the European Union not everything is translated into every official language (European Union 2014: 2). Although the steps taken by the European Union to cater for the multilingual needs of the region are commendable it is important that these are sustained properly.

The Directorate-General for Translation of the European Union is in charge of the provision of the translation services in the European Union and is one of the largest translation services in the world. The directorate's main function is to translate laws, policy papers, reports, correspondence and other written texts drafted by or sent to the Commission. It is also responsible for helping the Commission which is the executive body of the European Union responsible for proposing legislation, implementing decisions, upholding and managing its day-to-day business of communicating with the public in all European Union's official languages (European Union 2014: 2).

The only documents translated in all 24 official languages for the European Union are pieces of legislation and policy documents of major public importance accounting for about a third of its work. Internal documents are all written in and sometimes translated into English, French and German. Incoming documents which may be drafted in any

language are translated into one of these three languages so they can be generally understood within the Commission. Other documents such as correspondence with national authorities and individual citizens, reports, internal papers are translated only into the languages needed in each case (European Union 2014: 2). The strategy in the selection of the three languages that are used in most of the translation needs to be revisited. However once again they put these languages at an advantage in terms of publication whilst the less used languages in terms of translation do not receive major coverage than the three major ones. The practice of translating certain documents is not a unique feature and is apparent in other institutions and organisations. Once again, this shows how some languages dominate others in terms of the written works and translation provision services.

The core business of the Directorate for translation is also to provide the European Commission with high-quality translation and other language related services. Its duty is embedded on the respect for the European Union's multilingual character by making sure the Commission produces clearly written documents, in all the official languages and in others as well. By making information available to people in a language they understand assists the Commission to communicate better with the European Union citizens and makes the European commission more open, accountable and democratic (European Union 2014: 2).

The European Union aspires to be the hub for all translation-related activities and a reference in the world of translation, while contributing to the development of each official language and the translation profession (Directorate General for translation Management Plan 2014:3). However a question has to be asked as to how can an organisation which seeks to be the hub of all translation related activities is selective in choosing which languages receive priority in translated works. It also brings to the fore the question of how this organisation can contribute effectively to the development of its official languages when they are not equally implemented and used especially in the provision of translation services.

In providing translation services the Directorate General for Translation performs their work by combining their human talent with the optimal use of external and technological resources. Furthermore they adapt their working methods by exploiting the potential for rationalisation and simplification, especially as regards the preparatory work for

translation and their translation tools (Directorate General for translation Management Plan 2014:3). This is an important development in terms of translation performance by this directorate of the European Commission. The combination of human knowledge and expertise with technological resources in performing the translation duties is an important development and factor in the global and information age that we are living in because it facilitates and compliments the work of the translator and it aids quality of the translated work – something which South Africa should adopt.

A high-quality translation service is of the utmost importance for the legal certainty of the Commission's regulatory function, for multilingual written communication and therefore for the legitimacy of the Commission's work. Directorate-General for Translation enables the Commission to fulfil its political and legal obligation of preparing and monitoring legislation in all official languages, in order to facilitate communication in the official languages of the European Union Directorate General for translation Management Plan 2014:5).

Directorate-General for Translation as the Commission's hub for translation, is committed to delivering its services in accordance with customer needs and the highest standards in terms of accuracy and timeliness. Quality control and assurance measures are in place for all languages, complemented by rigorous analysis of all feedback received of the translated work (Directorate General for translation Management Plan 2014:5). This is an important milestone in terms of quality assurance of the translated works. The measures that are in place assists in ensuring that the work produced is of a good standard and this can be also attested to by the users who provide feedback to the Directorate General regarding the translated works.

The Directorate-General for Translation is driven by the desire to produce quality and consistent translations. It is also compelled by the duty of providing legal certainty in its translated documents. In responding to the call for the provision of multilingual written communication, Directorate-General for Translation contributes to the Commission's web rationalisation project by helping to redesign sites, and by editing and translating web texts (Directorate General for translation Management Plan 2014). On top of these it offers services such as machine translation to a number of online public services offered by the Commission. It conducts different programs such as promoting translation as a career by drawing attention to work opportunities in the European translation

services, and organising information campaigns on the recruitment competitions in the field (Directorate General for translation Management Plan 2014:8).

While it is still selective in terms of the languages for which translation services are provided, the Directorate for Translation of the European Commission is, nevertheless, responding to the call of providing multilingual texts. However the inequality of providing this has to be addressed especially with regards to the fact that in most cases it produces texts in English, French and German. And the question is: what about the rest of the other official languages of the Commission. It is also important to indicate that the total cost of all the linguistic services of the European Union institutions, translation and interpretation combined, represents only 1 % of the total European Union budget which is too little for an organization committed to promoting multilingualism (Schiffman 2006:12). The study commissioned by the Department of Arts and Culture identified the cost of the financial resources of implementing a multilingual language policy in South Africa. The study showed that in order to implement translation services whilst using rotation of four language categories the cost exercise will be less 1%. The use of six languages, in accordance with the National Language Policy Framework, will result in slightly higher costs but will not exceed 2% of the budget (Department of Arts and Culture 2003: 27).

Furthermore, in South Africa, in a costing exercise conducted by the National Treasury and DAC in 2001, it demonstrated that the estimated costs of implementing functional multilingualism are sustainable and can be accommodated with minor adjustments to planned budgets. Moreover this study attested to the issue that the different government structures in South Africa will have to provide adequate financial support for the implementation of the Language Policy in line with the Medium-Term Expenditure Framework cycles (MTEF), with phasing starting at the beginning of the 2003/4 financial year (Department of Arts and Culture 2003: 27).

Heugh (2006: 15) also holds the above mentioned same view that “the costs of implementing multilingualism are often led by uninformed assumptions and related beliefs”. Furthermore she maintains that whenever African languages are talked about or implementing multilingualism using them this causes a debate because there is a belief that it is too costly to use African languages in communication. An interesting result of her stocktaking regarding implementing multilingualism is that with a little additional

expenditure the African languages can be used to in communication and education. The analysis proved that expenditure may only vary from 1% - 5% (Heugh 2006:15).

The main challenge experienced by the different organizations that have translation services includes the problem that translation activity remains “mainly in the background” (The European Commission Directorate-General for Translation, 2010:1-4). This entails that translation service is considered as a superfluous activity by most people and the government which are supposed to oversee its successful implementation. It is thus the duty of the directorate to ensure that it considers and supports this service as a vehicle that transports multilingualism.

The Directorate-General for Translation of the European Union in implementing translation services should take into consideration (Van Vuuren 2013:30) argument that translation not only establishes mutual understanding, meetings and transactions between members of different cultures, but it should also grant people access to the different cultures and makes it possible to the spread of a culture outlook to others. Furthermore translation in the Commission should be used as an activity that facilitates economic interaction between linguistic communities. It also should be taken into consideration that translation allows the different European Union member countries entrance into markets with products or services produced in another language, and assist in facilitating their adoption by consumers who are not multilingual (The European Commission Directorate-General for Translation, 2010:2).

The commission should further realise that translation is an important tool that aids the development of tourism, along with policies to promote multilingualism. Translation in itself acts as a source of interaction between the Commission and new markets, For example, by retranslating previously translated texts or exchanging books, services or products translated by users as in the case of the different European countries (The European Commission Directorate-General for Translation, 2010:2).

4.2.2 The Implementation of Translation Policy: a Focus on the United Nations

Multilingualism is one of the important foundations of the United Nations (Eisele & Chen 2010: 1). Furthermore translation of United Nations documents into the different languages plays an important political and practical role in the functioning of the Organization. The official languages of the United Nations are Arabic, Chinese, English,

French, Russian and Spanish. The United Nations uses and operates in these six official languages in conducting its intergovernmental meetings and in its documents (Hindle 1984: 2).

Translation at the United Nations is regarded as a specialized activity which has its own characteristics and special demands necessitated and dictated by the nature of the work of the United Nations. This activity has been developed and in use over the sixty years of its history. Translation of documents into these languages plays an important political and practical role in the functioning of the Organization. However the United Nations Secretariat uses two working languages, English and French in conducting its business. Documents are produced in the six official languages and are issued simultaneously when all the language versions are available (Cao & Zhao 2008: 40) – something which is yet to happen in south Africa, let alone in municipalities.

The documentation division functions under the United Nations secretariat and is directly responsible for translation and offers a number of support services. It is comprised, amongst others, of the Translation Services Department. This department is responsible for use of the six official languages in written texts of the organisation. It is also responsible for the provision of the documentation of the organisation. The provision of documentation involves the processes such as documentation programming and monitoring, documents control, editorial control, reference and terminology, translation, text processing and typographic style, official records, copy preparation and proof-reading, publishing (Eisele & Chen 2010: 7).

In actual sense, the documentation division is directly responsible for translation services and offering a number of support services to the organisation. The core functions of the division also include the translation of all official United Nations documents, meeting records, publications and correspondence at the headquarters into the six official languages of the organisation (Cao & Zhao 2008: 40). The division also edits official United Nations documents, meeting records and publications. It also ensures linguistic concordance among the six official languages of resolutions, decisions and other legal instruments negotiated under the support of the United Nations and prepare them for reproduction as official records (Hindle 1984: 4).

The documentation division is involved in arranging for contractual translation and text-processing where appropriate and cost-effective. It also issues editorial directives for the United Nations Secretariat (Cao & Zhao 2008: 42). The United Nations Secretariat also handles matters related to documentation including translation and general language management. It also provides meeting support, technical secretariats, interpretation, documents or verbatim and summary records to the General Assembly, the Security Council, the Economic and Social Council and the Trusteeship Council (Hindle 1984: 4).

The documentation division also provides reference and terminology services for authors, drafters, editors, interpreters, translators and verbatim reporters. It is further responsible for the issuance of over 200 documents a day in the six official languages of the United Nations (Cao & Zhao 2008: 40). Documentation is the life-blood of virtually all gatherings at the United Nations including the translated documents. They set the agenda and the programme of work for meetings, the questions to be considered and the order and manner of their consideration. United Nations documents may be drafted, edited, translated, printed and distributed in all six official languages, and sometimes processed overnight. Without its documentation, the work of a United Nations intergovernmental body may grind to a halt (Cao & Zhao 2008: 40). The United Nations shows signs high esteem and concern regarding the translation function. This is an a practice which individual countries, especially African countries, need to adopt and sustain.

The other language services offered by the United Nations office at Geneva entail the provision of translations services for some 50 bodies within the United Nations Organization and other parts of the United Nations system (Hindle 1984:17). The Language Service's also provides these services to its principal within the United Nations Organisation. Translation at the United Nations is a specialized area of translational activity. However this activity is based on its characteristics and special demands necessitated and dictated by the nature of its work and international diplomacy (Cao & Zhao 2008: 44).

For many years, the United Nations has also been one of the world major employers of professional translators in its six official languages (Hindle 1984: 18). This in itself proves the importance of professionalism in employing translators and in doing the work

of translation. The United Nations offers an example of professionalism within the translation sector. The United Nation's experience in translation, both positive and negative, provides important insights and lessons for translators, translation organizations and translation educational institutions (Cao & Zhao 2008: 39).

Despite the long history of translation and multilingual practice at the United Nations, very little has been studied and written as to the nature and difficulties of translating documents at the United Nations. The multi-racial, multi-cultural environment at the United Nations and its various bodies bring unique complexities to the translations. While being able to draw on the wealth of experience accumulated in the 60-plus years' history and the well-established working norms and procedures, translators at the United Nations are under constant pressure to meet the quality and quantity requirements in order to provide the translation of highest standards possible to this most universal international organization (Cao & Zhao 2008: 52). Its history of translation also provides an important insight on the implementation of the translation policy (Cao & Zhao 2008: 39).

Translation at the United Nations has its own characteristics in many aspects. United Nations follows its own translation procedure in relation to its language policy. Translation at the United Nations over the years has established a set of translation norms and forms a unique translation system. At the same time, United Nations translation also shares many things in common with other types of translations and can offer valuable lessons to non- United Nations translators (Cao & Zhao 2008: 39).

Due to the nature of the work of the United Nations and the linguistic nature of United Nations documents there are common challenges experienced in terms of the translation work. These include the technical demands that need to be employed in the translated texts. They also include consistency in the translated texts; working as a team between the translators, turn over time especially regarding the deadlines for the translated work. A challenge experienced at the United Nations translation is the need to keep abreast of world changes regarding the field of translation and this is applicable to many organisations involved in these activities (Cao & Zhao 2008: 52).

4.3 Relevant Translation Policy in Africa

The different translation policies in the different organisations in Africa will be highlighted below.

4.3.1 Translation Policy in the African Union

The Language Action Plan for Africa was adopted in 1986 by the Organisation of African Unity. The working languages of the Union and its institutions include all African languages, Arabic, English, French and Portuguese. The aim of the language action plan was to initiate direction in terms of language use in the organisation (Webb 1999:2). Its aim was also to encourage each and every member state to have a clearly defined language policy; and to ensure that all languages within the boundaries of member states are recognized and accepted as a source of mutual enrichment (Organisation of African Unity 1986:1). This was an important milestone undertaken by the Organization of African Unity which gave direction to the continent on how to tackle language related issues. It, in a way, set the tone for language policy implementation and use in Africa.

Furthermore the policy allowed for the liberation of the African people from undue reliance on the use of the non-indigenous languages. The Language Action Plan further afforded assurance that African languages, by appropriate legal provision and practical promotion should assume their rightful role as the means of official communication in the public affairs of each Member State, instead of the European languages. The policy encouraged the increased use of African languages as vehicles of instruction at all educational levels; and at all the sectors of the political and socio-economic systems of each Member State (Organisation of African Unity 1986:2).

It is important to note that Alexander (1999:1) regards the Language Plan of Action for Africa that was adopted by the Organisation of African Unity as an irrelevant measure (Alexander 1999:1) because even after years of existence of such an action plan, English still dominates this organization. Another aspect is that the business of the organization was conducted in English and this in turn placed the African languages at an irrelevant position. Alexander (1999:1) likened the language plan of the organization as only paying lip service because only English is prevalent in the organization and dominates communication in other African countries.

The Language Action Plan according to the organization of African unity (1986) allowed for an environment whereby African languages are fostered and promoted in the national, regional and continental in Africa. It was put in place to advocate the ideal of multilingualism. Its programme of action for implementing this language action plan entailed its adoption without undue delay by the Organization of African Unity's regional associations, organizations or institutions affiliated to it (Organisation of African Unity 1986).

Alexander (1999: 2) further highlights that although the Language Plan of Action of the Organization of African Unity was an admirable plan it was honored whilst it was breaching and not practicing and implementing what it envisaged to do. It was supposed to emphasize the importance of multilingualism in Africa, and initiate the idea of the realisation that our multilingualism is a resource and not a problem (Alexander 1999:3). The language action plan for Africa also directed the member states to formulate their language policies without delay. This in turn was taken as an important factor in placing the indigenous African languages or language spoken and in active use by its peoples at the centre of its socio-economic development who are associated with the Organization of African unity. It also functioned as a source of strength for the language councils amongst these nations who had the practical and financial resources to ensure that the language or languages prescribed as official languages achieve a level of modernization. It also assisted in fulfilling the language needs of these nations (Organisation of African Unity 1986).

The Language Action Plan for Africa of the Organisation of African Unity further maintained that the national universities and other research and related institutions must function as primary instruments for the practical promotion of the African languages, and the critical promotional activities such as the compilation of technical and general dictionaries, textbooks, translations, interpretation, broadcasting and journalism, literature relevant to the lives of contemporary Africans and the up-dating of vocabulary in African languages (Organisation of African Unity 1986).

The organization of African unity further regards activities such as translation as critical in promoting African languages. These activities are also regarded as important in advancing the development and use of the African languages in the different spheres. The Organization of African Unity was disbanded on 9 July 2002 by its last chairperson,

South African President Thabo Mbeki, and was however replaced by the African Union (AU). It created the African Academy of Languages (ACALAN) to harmonize the various languages across the continent and safeguard any languages that are on the verge of becoming extinct (Organisation of African Unity 2013).

The aim of the African Academy of Languages was to foster Africa's integration and development through the development and promotion of the use of African languages in all domains of life in Africa. Its objectives included the empowerment of African languages in general and Vehicular Cross-Border Languages in particular, in partnership with the languages inherited from colonization. Its plans included the promotion of a friendly and functional multilingualism at every level in the African states, especially in the education sector in order to ensure the development and promotion of African languages as factors of African integration and development, of respect for values and mutual understanding and peace (African Academy of Languages 2007: 1).

It is important for the African States to recognize the importance of the need to develop African languages. These are important in ensuring each country's cultural advancement, acceleration of the economic and social development. To accomplish this African Academy of Languages encouraged the African countries to endeavour to formulate and implement their national language policies properly. The African countries were also encouraged to prepare and implement reforms for introduction of African languages into their education curriculum. In order to ensure better implementation the African Academy of Languages maintained that each state should extend the use of African languages by taking into consideration the requirements of social cohesion, technological progress, regional and African integration (African Academy of Languages 2007: 1) .

4.4 Legislation and Policies in South Africa at a National Level before Democracy: a Focus on Translation

Before democracy a bilingual policy existed in South Africa. According to Beukes (2004:16) this period was also overshadowed by the implementation of an official bilingualism policy which focused on the development of English and Afrikaans languages. The implementation of this bilingual language policy was also given more attention and more funds by the government of the day. This drew attention to the neglect of African languages (Alexander 2002:1).

De Kadt (2005:22) further adds that the issue was that the Apartheid government's used African ethnic identities to further segregation and discrimination. This policy left the African population attached to homelands, or Bantustan and its aim was to keep the African population divided, thus preventing the emergence of a unified opposition (De Kadt 2005:22).

Bamgbose (1999:13) suggests that the subordinate status placed on the African languages before democracy came as a result of and can be traced mainly to colonial language policies. South Africans have been multilingual productively and receptively from the past. They drew this competence for a range of interactions (Phillipson, 1996:163). Alexander (2004: 115) explains that every move made in the domain of language policy and planning in the past was determined by the single-minded pursuit of the goal of a society segregated in terms of the criterion of race in virtually all respects along both vertical and horizontal axes.

The policy about the language question in South Africa was derived directly from missionary theory and practice as far as the indigenous languages were concerned. The language policy was also part and parcel of a package of interrelated different apartheid policies which reinforced one another (Alexander 1991: 19). The domination of English and Afrikaans during the apartheid era had far-reaching prejudicial effects on many African language speakers in terms of their communication with the government (Department of Arts and Culture 2003:9).

4.5 Legislation and Policies in South Africa at a National Level after Democracy: a Focus on Translation

The democratic era in South Africa ushered in the generation of new policies that were intended to aid the government's reconstruction and development project. This era also brought far reaching changes in the country. These projects for change were aimed at social redress and economic development in order to build a transformed united nation (Beukes 2008:1). Language became a feature of this reconstruction programme when language planning activities such as the Language Plan Task Group (LANGTAG) and the Pan South African Board (PanSALB) were set up.

The democratic government of South Africa had a duty to break the systems of the past in relation to language policy implementation. The government also had the task of ensuring that the communicative social wellbeing of the previously disadvantaged communities was taken into consideration. The advent of democracy also produced several language policies which took into consideration the translation service. The language policies were taken seriously in the country and took consideration of the importance of translation services in a multilingual setting like South Africa and thus were captured in the language legislation such as the Constitution of the Republic of South Africa (1996); the Pan South African Language Board (Act No 59 of 1995); the National Language Policy Framework (2003); the Implementation plan of the National Language Policy Framework (2003), and the Use of the Official languages Act (2013). The above mentioned policies will be analysed further according to their relevance to the study.

4.5.1 The Constitution of the Republic of South Africa in relation to Translation

The Constitution of the Republic of South Africa was heralded as an intellectually progressive and politically developed because it touched important aspect of human rights such as language (Makoni 2003:132). It has been regarded as a positive step towards development because it also acknowledges multilingualism and gave official recognition to the 9 African languages. The language provisions in the Constitution of the Republic of South Africa (1996) made it imperative for the state to take practical and positive measures to elevate the status and advance the use of the official languages. It also made it mandatory for the state to ensure respect for all the official languages used by the South African communities (Makoni 2003:133). The language provisions in the Constitution gave direction to language use in the country and helped to restore the ideal of multilingualism in South Africa.

A handful of constitutions throughout the world guarantee language rights in some form; among these South Africa's is the most explicit (Perry 2004:17). The language provisions or clauses in the Constitution of the Republic of South Africa are however silent on matters of translation. The Constitution of the Republic of South Africa (1996) places a demand for the respect of human rights such as language use in general. Mesthrie (2006:152) stresses that in relation to language matters the Constitution placed an emphasis on the link between language, culture and development in its recognition of the eleven languages for official purposes.

The constitution became a landmark for the determination of the language rights of citizens (The Department of Arts and Culture 2003:7). It also allowed for the development of the official languages and the promotion of respect and tolerance for South Africa's linguistic diversity. In addition to that, Section 6 of the Constitution of the Republic of South Africa provides the principal legal framework for the implementation of multilingualism.

Section 6(2) of the Constitution furthermore requires mechanisms to be put in place to develop the official indigenous languages. It however, doesn't prescribe how such mechanisms should be developed. Moreover, Section 6(3) and (4) of the Constitution of the Republic of South Africa contain language-related provisions for national and provincial governments which mandates government departments to use at least two of the official languages in its communication (The Department of Arts and Culture 2003: 8). Section 6(2) of the Constitution of the Republic of South Africa further maintains that at the same time the "state must take practical and positive measures to elevate the status and advance the use of these languages". The elevation of the status of the African languages needs realistic implementation strategies such as translation as they play a major role in ensuring language equity, elevation, advancement and use.

The Constitution of the Republic of South Africa (1996) mandates that changes to the language situation throughout the country must be effected and political and social recognition must be given to the former disadvantaged languages (The Department of Arts and Culture 2003:7). Section 6(5) of the Constitution of the Republic of South Africa further provides for the establishment of the Pan South African Language Board (PanSALB) to oversee the promotion of multilingualism and the development and usage of not only of the official languages, but also of the Khoi, Nama and San languages.

Section 9(3) further protects against unfair discrimination on the grounds of language, while sections 30 and 31(1) makes reference to people's rights in terms of cultural, religious and linguistic participation and enjoyment. Section 35(3) and (4) makes reference to the language rights of arrested, detained and accused persons, with a particular emphasis on the right to fair trial with proceedings conducted or interpreted into the language of that individual's choice. The Constitutional protection against unfair discrimination, as stated by Section 9 (3) of the Constitution, maintains that the state

may not unfairly discriminate directly or indirectly against anyone on one or more grounds, including race, language and birth (The Department of Arts and Culture 2003: 8). This applies to the usage of state resources and information as language plays a major role in accessing the state resources. However the importance of translation is ensuring that any speaker of the official languages does not feel discriminated against in terms of language usage in the country and cannot be underestimated (Beukes 2009).

Regarding the provision of translation services in the national and provincial governments the Constitution of the Republic of South Africa is silent on this matter. Section 6 (3a) maintains that the “national and provincial governments may use any particular official languages for the purposes of government, taking into account usage, practicality, expense, regional circumstances all the balance of the needs and preferences of the population”. The Constitution of the Republic of South Africa allows the provincial and national government to weigh their options and exhaust the relevant avenues of language usage, practicality, expense, and regional circumstances in usage of languages. This also entails that they have to take into consideration the languages used by most of its residents in its communication (Mesthrie 2006).

Section 6 (4) of the Constitution of the Republic of South Africa further notes that the “national government and provincial governments, by legislative and other measures, must regulate and monitor their use of official languages”. The regulation and monitoring of the use of official languages is important and should be done in order to assess the implementation of language policies in the national and provincial government. This will in turn aid and improve implementation activities by the government department and allow for better utilization of the official languages.

Section 29 (2) of the Constitution afforded recognition to the fact that everyone has the right to receive education in the official language or languages of their choice in public educational institutions where that education is reasonably practicable. The important point to note is that South Africa to this day is still grappling with implementing the Constitutional imperatives of the language related clauses. The activities of implementation of language related activities such as translation services are to this day experiencing challenges and not taken into serious consideration like economic related issues (Beukes 2006; Webb 2000).

Furthermore Section 30 of the Constitution of the Republic of South Africa states the fact that everyone has the right to use their language and to participate in the cultural life of their choice, but no one exercising these rights may do so in a manner inconsistent with any provision of the Bill of Rights. Chapter 2 of the Constitution of the Republic of South Africa contains a bill of rights guaranteeing equality and prohibiting discrimination on grounds such as race, gender language, culture, religion and belief. This Bill of Rights rubber stamps the government's intention of protection of language, cultural, race, religion, beliefs and gender equality (Beukes 2009).

Albie Sachs (1994), a former judge, maintained that the "architects who created the South African Constitution were fully aware that the constitutional provisions relating to language were messy, inelegant, and contradictory". The extent of inelegance, contradiction and messiness are affecting proper implementing of language policy activities. Translation policy is captured slightly in the Constitution of the Republic of South Africa. However in language related policies such as the Pan South African Language Board (2005) and policy statements, the National Language Policy Framework (2003), The Implementation Plan of the National Language Policy Framework (2003), the Use of Official languages Act (2012) the language policy implementation activities make mention of the use of translation services in ensuring that the multilingual nature of the country are realised.

Furthermore Beukes (2009:2) reiterates that the disregard of the important role played by translation paves the way for the neglect of translation as powerful resource in the post-apartheid South Africa. Only a single provision in the Bill of Rights relates to the issue of interlingua mediation, that is Section 35(3) (k), which prescribes that every accused person has a right to a fair trial, which includes the right to be tried in a language that the accused person understands or, if that is not practicable, to have the proceedings interpreted in that language (Beukes 2006:3). Translation is a powerful resource in ensuring that language equity is achieved. It also facilitates better communication not only in terms of courts and arrests but in all arenas and spheres and they should be regarded as such.

Beukes (2006:3) view is that for all intents and purposes, the Constitution has paved the way for the neglect of translation and interpreting as a powerful policy implementation resource in post-apartheid South Africa. In addition to that the language stipulations in

the Constitution of the Republic of South Africa provided a clear expression of the national ideals that the government wants to achieve in relation to language.

4.5.2 The National Language Policy Framework

The National Language policy Framework of the country was founded from the Constitution of the Republic of South Africa. The finalisation of the Language Plan Task Group which was appointed by the former minister of Arts and Culture Ben Ngubane to advise the Department on a framework for a coherent language policy and plan for the country in line with the Constitution came up with the National Language policy Framework. It was approved by Parliament of the Republic of South Africa and publicised in 2003. The National Language Policy Framework was created to give effect to the provisions on language as set out in section 6 of the Constitution, 1996 (Act No. 108 of 1996). It was later followed by the Implementation Plan of the National language Policy Framework (Department of Arts and Culture 2003:3).

The National Language Policy Framework was aimed at promoting the equitable use of the 11 official languages, facilitating equitable access to government services, knowledge and information and ensuring redress for the previously marginalised official indigenous languages, among other things (Department of Arts and Culture 2003: 13). Leaders of the new democratic South Africa who sought to build a new national identity on plural foundations could not ignore the important role played by the National language policy as an indispensable means for their unifying role (Perry 2004). It is framework which directs how language management will take place in the country as a whole. It also outlines how the different language resources such as translation will be utilised to achieve the ideal of democracy, participation by the citizens, equity, justice and national unity. The promotion of the 11 official languages of our country takes centre stage according to this policy (Department of Arts and Culture 2003:3).

The National Language Policy Framework devised as a package that comprised a policy statement, an implementation plan, the South African Languages Act and the South African Language Practitioners' Council Act (Department of Arts and Culture 2003: 5). To date these have been approved Parliament of the Republic of South Africa. The framework intended to respond to the linguistic and cultural diversity of the country. It also focussed on creating an adequate approach and utilization to the usage of the African languages taking into account the broad acceptance of linguistic diversity, the

principle of equal access to public services and programmes, and respect for language rights within the parameters of the Constitution (Department of Arts and Culture 2003:3). However the Department of Arts and Culture (2003) emphasized that although this framework was put into place there are no visible indications by the different language management agencies in ensuring that it is properly implemented. However to date local governments are trying their best to implement multilingual policies but are confronted with many challenges such as language attitudes, globalisation, dominance of English and lack of proper language management and monitoring and evaluation of the language policies (Seshoka 2013).

The National language Policy Framework was supposed to take into consideration the fact that the value, usage and development of the country's official languages are largely determined by their economic, social and political usage. However the democratic era has ushered in the implementation of language policy in South Africa. Promoting the use of multilingual languages was at the centre of the establishment of the National language policy framework. Since the democratic era the implementation of this policy has been put into practice and allowed for the application of multilingualism in South Africa realising it as an a national resource. It has thus invested institutional resources in order to accomplish this such as national language planning board (PanSALB), and individual language planning bodies for each official language however these has met challenges such as lack of implementation and language attitudes and changes.

The National language Policy Framework allowed for various infrastructures mechanisms to be put in place to allow the management of intra interdepartmental communication, oral and written communication with the public in the different provinces. It also makes provision for the other implementation to be made available to develop and advance previously marginalised languages in support of the ideal of multilingualism (Department of Arts and Culture 2003:18). Furthermore it directs the government departments to respect the reality of multilingualism in the country and publish in all the 11 official languages where possible and in any case no less than six languages (Mesthrie 2006:153).

A 2005 survey of institutional resources for translation services in provinces and municipalities indicated that government's provision of translation infrastructure and capacity is not in line with the National Language Policy Framework and was seriously

deficient (Beukes 2006: 4). This is something that has to be addressed in order for the National policy Framework to be implemented correctly. The provinces have to ensure they increase their translation infrastructure in order to be able to cater for the needs of their residents.

Although this was a progressive and great intentional plan many, scholars such as Alexander (2012) & Webb (2009) maintain that there are still gaps witnessed in its intentions. Moreover Beukes (2008:4) is of the opinion that the National Language Policy Framework has good intentions, objectives, and mechanisms but has experienced challenges due language changes, shift, globalisation and attitudes amongst the speakers of the languages and in all government structures such as the national, provincial and local composition, as well as other public institutions and enterprises (Mathebula & Du Plessis 2010:308). Nevertheless, government has made some progress aimed at implementing this framework such as the launch of the Implementation Plan for the National Language Policy Framework, which is discussed in detail below.

4.5.3 Implementation Plan of the National Language Policy Framework

The Department of Arts and Culture launched the Implementation plan for the National Language policy Framework in order to outline the strategies that will be used in implementing the National Language Policy Framework. The implementation plan's key focus areas include proper management of languages to ensure the functional use of all the official languages and to promote the public image of the government. This also includes the encouragement of language learning, specifically tailored to the needs of the Public Service, to improve public servants' efficiency and productivity in the workplace and make the benefits of multilingualism visible (Department of Arts and Culture 2003:7).

The implementation plan as set out by the Department of Arts and Culture has specific focus area such as the development of the indigenous languages, including the establishment of infrastructures and the development of products such as dictionaries and grammars (Department of Arts and Culture 2003:3). It is important to note that this can never be successfully implemented without incorporating translation activity which is the lifeblood of multilingualism.

This was taken as a roadmap on how language policies should be implemented nationally and provincially. The Implementation Plan called for the establishment of a language infrastructure and appropriate mechanisms for the full implementation of multilingualism in the Public Service as a whole (Department of Arts and Culture 2003:3). The Implementation Plan was part of the National Language Policy Framework, which further identified structures and mechanisms for promoting multilingualism. Its purpose was also to provide details regarding the implementation structures and mechanisms required to operationalize the National Language Policy, together with the financial and budgetary implications for national and provincial departments (Department of Arts and Culture 2003:3).

The Implementation plan also highlighted that proper care should be taken so that no person can be prevented from using their language of choice. Furthermore it maintained that should a need arise activities of language policy implementation such as translation services should be made available to the residents (Department of Arts and Culture 2003:6). The implementation plan has experienced challenges such as slow implementation when it comes to language related issues. It has also been labelled as containing a lot of avoidance clauses that show that the government doesn't intend to fully implement the language policy framework.

All efforts should be made by these structures to, at all times, be readily available to aid and facilitate communication between the government and its citizens. It also means that the government departments are bound by this implementation framework to ensure that the mechanisms that are employed accelerate the development and promotion of African languages (Department of Arts and Culture 2003:3). The important question to ask is as follows: Is government doing enough to ensure that the implementation framework is properly implemented? Also it is important to assess how the government is doing in relation to the implementation structures in ensuring that proper structures are used in the country as a whole.

Another focus is ensuring the reinforcement of government responsibility in relation to the framework entails ensuring that the benefits of service delivery are distributed equally by providing equitable access to services for all citizens irrespective of language in order to enhance their participation and voice in government matters (Department of Arts and Culture 2003:3). This is important because the citizens need to access

government services in the language that they understand best on top of that they have to also have a voice and participate in government matters and relate to them in the language that both are comfortable in using. Translation plays a major role in ensuring that the citizens access government information in the language that they understand.

Multilingualism has to be visible in all aspects of government by ensuring that proper capacity is built and offered so that the official African languages can be used actively in the government. It is evident that the democratic language policy and planning has not realised its intended purposes but has seemingly become trapped in the gap or disjunction between challenges to policy implementation (Beukes 2009:20). This is evident in the language practices conducted by the government and the way these issues are handled, especially regarding the provision of translation services. This adds to the notion that expectations of realising a democratic language policy implementation in post-apartheid South Africa are not quite exciting.

The key implementation tenants of the implementation plan include providing effective management of resources which will assist regarding managing the demand for translation and editing, especially in the African languages. It also includes shifting priorities to focus on further skills training in translation and editing, interpreting, lexicography and terminography (Department of Arts and Culture 2003:7). So far in South Africa there are some developments regarding translation, editing, interpreting, lexicography and terminography, however English still dominates these fields. Multilingualism is used minimally and not adequately and the African languages are still not evident.

In order to safeguard against ineffective implementation, the implementation plan proposed that all government departments will be required to set up language units. To date a few government department departments have language units which are fully functional (Department of Arts and Culture 2003:11). At the time of this study there were several government departments that heeded the call to the implementation of this plan.

The policy also initiated that multilingual publications should be phased in over a period of three years according to departments' publications programmes. This is something that some departments are still grappling to fulfil (Department of Arts and Culture

2003:11). Some department's publications are mostly in English and in some instance those documents that are translated are poorly done and the African languages used are either incorrectly done or leave much to be desired as they are outsourced and done by people who are not specialists in the field of translation (Beukes 2009).

The implementation of the language policy in South Africa was supposed to be a trigger of the substantial increase in the demand of language services especially regarding translation, editing and terminology development but this was not the case (Department of Arts and Culture 2003:13). This was not the case because in the mid 1990s the demand for translation services dropped in the language units of the government departments and provinces because of the English only approach that most government departments have undertaken (Department of Arts and Culture 2003:13).

The language units in the various departments were established in line with the directives from the implementation plan. They were directed to be responsible amongst other things for entrenching the language Policy in the department or province, raising awareness of the Language Policy and the Language Code of conduct within the department or province, managing and facilitating all translation and editing services, whether in house or outsourced, managing and facilitating training programmes for new recruits in translation, editing and terminology development, and language programmes in the official languages for the employees of the department or province (Department of Arts and Culture 2003:14).

These were the important establishments for implementation; however, it is sad to note that there has been a growing tendency of outsourced translated documents that are not in good standards that have been done for various government departments (Beukes 2009). These have put the managing and facilitation process of translation process skewed without proper monitoring mechanism implemented to successfully check the correctness of such work. It can also be noted that most of these mechanisms especially in some government departments are still struggling to reach great implementation phase and these measures have to be put in place.

An important factor to highlight is that the implementation plan maintained that there was inadequate infrastructure for interpreting, translation and editing. While the language units were considered to play a pivotal role in addressing this to some extent,

the wide gap between the need and demand for language services and the capacity to provide such services needed to be investigated further (Department of Arts and Culture 2003:19). There seems to be widened gap that is apparent in terms of the capacity available to provide services such as translation, editing and interpreting. There is no enough capacity in the language services units of the various departments and quality of translations and the work that is supposed to be performed regarding translation services is also hampered.

Matters that needed to be addressed in terms of translation according to the implementation plan entailed training courses for translators, translation and translation resources, and translation policy. There is also a need to address and establish correctly the Translation and Editing Policy Guidelines aimed at providing guidelines on the in-house translation, editing and checking of documents and on the outsourcing of documents with a view to improving service delivery and providing high-quality products (Department of Arts and Culture 2003:19). The translation policy are important to give a directive on how translation and editing processes should be conducted in a department in order to add value to service delivery in the various departments.

Capacity building, especially in terms of translation was regarded as important requirements for the successful implementation of the policy. Technology was also regarded as an important element in the collaboration between the language stakeholders to develop the African languages. Computer software, translation management systems and translation software was regarded as important elements in to encourage terminology development and translation (Department of Arts and Culture 2003:19). It is important to note that much translation software have come to the forefront as a result of this, however, the people involved in usage of such are in most cases not adequately trained. The African languages need to be supported by including them in most of the communication and thus providing proper training to the language specialists to fast track the development of these languages.

In terms of financial implications of implementing a multilingual policy the Department of Finance and the Department of Arts and Culture conducted a costing exercise in 2001 and it proved that that the estimated costs of implementing functional multilingualism are sustainable and can be accommodated with minor adjustments to planned budgets (Department of Arts and Culture 2003:19). This is proof enough for the government and

its departments for their excuses to shy away from providing funding for implementing language policy correctly. The cost factor reasoning should be avoided.

The implementation of this language plan by all sectors of government is important as they are bound by the National Language Policy Framework and the Constitution of the Republic of South Africa. It is important to highlight that in all aspects the government must ensure that comprehensive information is given to the citizens in the official languages and must not be dependent on implementation avoidance strategies because the right to receive information in the language that one understands is a constitutional right (Department of Arts and Culture 2003:19).

Multilingualism is very important in ensuring that the South African residents understand and respond correctly to what is being communicated (Implementation Plan 2003:5). The implementation plan is clear in terms of communication with the members of the public. It stipulates that for official correspondence purposes, the language of the citizen's choice must be used. The focus areas for implementation of the National Language Policy according to the Department of Arts and Culture (2003:7) includes the development of the indigenous languages, including the establishment of translation infrastructures and the development of products such as dictionaries and grammars. The important question to ask and to consider will be: How will the indigenous languages be adequately developed and how will these structures be sustained?

In order to advance implementation properly the government must ensure that the benefits of service delivery are distributed equally by providing equitable access to services for all citizens irrespective of language in order to enhance their participation and voice in government matters. This reinforces the notion of equal access to services and information by all citizens irrespective of their language (Department of Arts and Culture 2003:9). It must also ensure the functional use of all the official languages. This also includes the encouragement of language learning, specifically tailored to the needs of the Public Service, to improve public servants' efficiency and productivity in the workplace and make the benefits of multilingualism visible (Implementation Plan 2003:8).

The implementation phase of this policy was afforded time in order to allow the different government structures to plan their budgets gradually by correctly allocating the

resources that will be required to cater for the use of the different official languages. It also gave recognition for the creation of proper mechanisms of assuring the quality of translation services (Department of Arts and Culture 2003:17). This is an important aspect for proper implementation of translation and services as it will ensure that messages are communicated properly to the citizens and that they understand them better in their own languages.

The National Department of Arts and Culture (2003) maintained that the implementation phase of the National Language Policy Framework will take place over a period of at least 3 years regarding government publications. However after several years of the introduction of this policy, most of the government departments are still struggling to implement the stipulations of this framework. Some of the publications of these government departments have not yet been translated into the other African languages and the speakers of such languages are still forced to read documents in the languages they do not understand.

Bamgbose (2003) maintains that in spite of the efforts such as the National language policy framework and its implementation plan there is still disparity between policy and implementation especially regarding translation services in the various government departments. Governments play a significant role in the implementation of language policies. The implementation plan contains clear objectives and timeframes however it is silent on matters such incentives for compliance and sanctions for noncompliance (Bamgbose 2003:18). Furthermore in a study conducted by Marais (2013) that focused on the strengths and weaknesses of the government's implementation of language policy, what emerges is that despite the implementation plan English is still dominant in the public domains and multilingualism is still not being implemented as directed by this plan. Furthermore it goes on to highlight that the provisions of the Implementation plan have also failed to work in the realisation of its full implementation (Marais 2013: 22).

4.5.4 Use of Official Languages Act (2012)

The purpose of the Act was to provide for the regulation and monitoring of the use of official languages by the national government for government purposes. It is also to require the adoption of a language policy by a national department, national public entity and national public enterprise. Furthermore, Section 4 (1) of the Use of official languages Act provides for the establishment and functions of the National Language

Unit; and it also provides for the establishment and functions of language units by a national department, national public entity and national public enterprise

The Act's aim is to provide for monitoring of and reporting on the use of official languages by the national government and to facilitate intergovernmental coordination of language units in Section 9(1). To date, there is no evident regulation and monitoring on the use of official languages in the government department for purposes. What is seen is just a monolingual way of communication followed by most government departments, entities, and public enterprises. English seems to be the dominant language in most of its communication. There are less coordinated efforts amongst the different government departments, public enterprises and entities and each one which has a language unit operates in isolation to others (Marais 2013).

Section 6 (1) of the Use of Official Languages Act orders for the promotion of parity of esteem and equitable treatment of official languages of the Republic of South Africa. Another goal of the act in section 6 (1) to facilitate equitable access to services and information of national government; and to promote good language management by national government for efficient public service administration and to meet the needs of the public (Use of Official languages Act 2012). Many people believe that the Act's commitment to the promotion of inclusive linguistic diversity remains ambivalent. On top of this many scholars have raised doubt as to whether the Act embodies the promotion of multilingualism visibly and forcefully enough to be able to counter the continuing trend towards English monolinguals. The problem also is the complex structure of the official language clause itself (Pretorius 2013: 282).

The Act in Section 3 (1) maintains that it applies to the national departments, national entities, and the national public enterprises. The Act put a directive to the national departments, national public entity and national public enterprise to adopt a language policy regarding its use of official languages for government purposes within 18 months of the commencement of this Act or such further period as the Minister may prescribe, provided that such prescribed period may not exceed six 5 months (Use of Official languages Act 2012).

It is important to note that most of the national departments, entities and the national public enterprises have not adopted languages policies, and that they do not employ

other official languages for government purposes except for English. The Minister of Arts of Culture has prescribed a further period for the establishment of such units and for them to be operational by 2 November 2014 and at the writing of this work; this was extended to 2 May 2015 (Department of Arts and Culture 2014). This in itself shows how language matters are taken and how slow the implementation of this law has been done, which is an indication of how language issues are deemed and treated in the country.

The Act further stipulates that the language policy adopted by these national departments, entities, and public enterprises must comply with the provisions of Section 6(3) of the Constitution and identify the official languages that these departments, entities, enterprises will use for government purposes. Moreover it stipulates that these departments must describe how they will effectively communicate with members of the public whose language of choice is not an official language including the South African sign language (Use of Official languages Act 2012). This is an important stipulation of the Act as it will mean that the language of communication will no longer be a barrier between the government and its citizens.

Every national department, national public entity and national public enterprise according to the Act must establish a language unit; and ensure that the language unit is provided with human resources, administrative resources and other resources necessary for its effective functioning. This is an important fact because these resources contribute to the proper establishment and implementation of the Act. It further directs every language unit to promote parity of esteem and equitable treatment of official languages of the Republic and facilitate equitable access to services and information of the national department, national public entity or national public enterprise concerned. The Act mandates these units to also promote good language management by the national department, national public entity or national public enterprise concerned (Use of Official languages Act 2012).

However the Act according to Marais (2013) fails the test of guiding all spheres of government such as the local government to adopt multilingual policy and legislation as it does not cover or take into consideration the provinces. This is an important milestone in South Africa as it directs for the establishment of language unit to ensure that language matters are taken seriously. However it is important to note that this does to

give an indication on the establishment of such unit is local government which is a major local extension of the national government and in these language matters have to be taken into consideration.

The Use of official language Act (2012) was an important milestone in advocating for proper language right of the citizens in line with the Constitution. With the dawn of this Act it is important for the government to ensure that correct measures are used in implementation of the language provisions especially regarding the use of official languages. English and Afrikaans as the official languages have received sufficient coverage and are being used in most of the government communications including its publications but it is important to ask what about the other African languages. They need to be used alongside English and in the government publications. The Use of Official Languages Act needs to be taken serious and implemented accordingly in order to cater for the language needs of the country as a whole.

Since its inception the Use of official languages act has experienced challenges that relate to lack of implementation. It is important for the Department of Arts And Culture to continuously manage and monitor the effective implementation of this Act by the National departments, public entities and ensure that appropriate measures give effect to the legal obligations of this Act. Marais (2013: 28) further highlights that there are no practical and positive measures suggested by the act to elevate the status and use of the official indigenous languages except through a statement that the national department, public entities, and enterprises in identifying at least three official languages must take into account its obligation to take practical and positive measures to advance the use of official languages.

4.5.5 The Pan South African Language Board Act 59 of 1995 (PanSALB)

The Pan South African Language Board Act 59 of 1995 and was amended as PanSALB Amendment Act of 1999. The Act was established in line with the Constitution of the Republic of South Africa (Act 106 of 1996) in order to promote, and create conditions for the development and use of official languages, the Khoe and San languages, and South African sign language. It was also established to promote and ensure respect for all languages commonly used by communities in South Africa and other languages used for religious purposes in South Africa (Pan South African Language Board, 1995).

The Pan South African Language Board (PanSALB) Act mandates the board to function as the government's language management agency in order to take responsibility for language development issues (Beukes 2009: 883). The objective of the Act was also to promote respect for and ensure the implementation of the principles in Section 3(9) of the Constitution which includes the promotion of multilingualism; the provision of translation and interpreting facilities. Its aims also included the creation of the conditions for the development and the promotion of the extension of those rights relating to language and the status of languages which at the commencement of the Constitution were restricted to certain regions; the equal use and enjoyment of all the official South African languages (Pan South African Language Board, 1995).

It was established also to ensure the prevention of the use of any language for the purposes of exploitation, domination or division. Its other objectives included the fostering of respect for languages spoken in the Republic other than the official languages, and the encouragement of their use in appropriate circumstances; and the non-diminution of rights relating to language and the status of languages existing at the commencement of the Constitution. Moreover, the board aimed at the promotion of knowledge and respect for the other provisions and the constitutional and its principles relating directly or indirectly to language matters. It was also directed to utilise South Africa's language resources (Pan South African Language Board 1995).

The board according to the Pan South African Language Act which was amended in 1999 was also mandated to actively promote an awareness of the principle of multilingualism as a national resource by developing, administering and monitoring access, information and implementation programmes. Furthermore it was given the authority to actively promote the development of the previously marginalised languages. It was also directed to undertake studies and report on matters relating to language development (Pan South African Language Board 1995).

It is interesting to note that the Pan South African Language Board has the powers to investigate language matters at any level of government but there has been continual non implementation of language related provisions by some of the government departments and the board has been quiet as the board itself it has been embroiled in its internal issues thus it has been dysfunctional (Parliament Monitoring Group, 2012).

The PANSALB board has been at work since its inception in 1995 but to date it is struggling to perform its mandate. Many sociolinguists such as Beukes (2006) & Pluddemann et al (2004) regard the failures of the Pan South African Language Board as disheartening especially regarding language related matters in the country. Furthermore the policies of the board are regarded as pedagogically sound, methodologically thorough, and consistent in their commitment to equitable and democratic access to information, however they are deemed seriously lacking in proper implementation (Beukes, 2006; Pluddemann et al 200d; Taylor, 2002).

The Pan South African Language Board has since the late 1990s been unable to perform its duties because of infighting inside the organisation and this has affected its performance and mandate. The Portfolio Committee of the Arts and culture on its visit to the offices of the Pan South African Language Board in September 2014 expressed the disheartening situation they encountered. This included the unresolved tensions between the lower staff and the management, also the anger was caused by the irregular firing and hiring of employees. Another thing that was seen as affecting the functioning of the Pan South African Language Board was that the entity did not know its mandate. This created a sabotage of the Board's performance. Another factor that was pointed as affecting its performance was the lack financial management and resources. The institution had received a disclaimer from the Auditor General because it was overspending and hiding documents for audit purposes (Parliament Monitoring group 2012). All these challenges have affected its performance and hampered it from delivering on its constitutional mandate. A new strategy into the functioning of the organisation needs to be urgently done in order to change the way its finances and resources are spent, and internal fights needs to be resolved in order to allow the organisation's employees to support it in making in performing its mandate properly.

The language development strategies of the board were set to be done through a focus on the following areas such as status language planning, language in education, translation and interpreting, lexicography, terminology and place names, development of literature and previously marginalised languages, language rights, and mediation research. To date not much has been achieved by the Board. It has minimally contributed to the development of the African languages and has focused on its internal issues and its duty has been clouded by these problems. It is clouded by issues such as budgets deficits,

maladministration, financial misconduct, and for failing to meet its obligations as required by the Act (Parliament Monitoring Group 2012).

Furthermore the government depended on it to assist with and monitor the formulation of programmes and policies aimed at fostering the equal use of and respect for the official languages, while taking steps to ensure that communities using the languages referred to in Section 3(10) (c) of the Constitution have the opportunity to use their languages in appropriate circumstances (Pan South African Language Board Act 1995). The Pan South African Language Board was appointed as the key agency in ensuring that language development, usage and equity happens (Makoni 2003: 134). In the light of these lots of critique has been directed towards the Pan South African Language Board regarding inefficiency of its structures and lack of delivery regarding its duties and all of these have pointed to significant qualitative implementation gaps (Perry 2003; Beukes 2006; Carstens 2006).

Most people seemed have lost confidence in the duty performed by this institution. The Pan South African Language Board was also regarded as an institution that was not properly performing its duties adequately much to the dissatisfaction of the many language rights groups and people (Perry, 2004). Nevertheless, the Pan South African Language Board has collaborated with the Department of Arts and Culture on a number of initiatives that included offering government bursary schemes for postgraduate studies in language, interpreting and translation and the setting up of language research centres to focus on (Nkosi, 2014). Translation was chosen as an important sphere that needs development hence the need to offer bursaries for students to pursue their studies on this matter. The Board also identified translation matters as a focus area that needs attention dedicated to translation matters and captured its objectives in its handbook, and the Pan South African Language Board Strategic Plan for 2002–2005 (Beukes, 2004: 12). Its objectives included offering proper support to the provision of translation, the promotion of the use of translation, and facilitating the establishment of a regulatory council for translation (Beukes 2006: 3).

While the Pan South African Language Board has achieved some successes, it should be noted that in addition to existing structures, proper progress cannot be mentioned or seen when it comes to the work of the Board. The structures that support language policy implementation such as translation are still to this day lagging behind (Beukes 2008: 19).

Furthermore Section 3(a) (iv) of the Act charges the Board with ‘the promotion of the provision of translation and interpreting facilities’. According to Sealey & Carter (2004: 140) this provision is particularly significant, in the sense that translation is acknowledged as a contextual resource in terms of being a conduit for the distribution of ‘linguistic capital’ to the citizens of a linguistically- diverse society.

4.6 Legislation and Policies at a Provincial Level after Democracy: a focus Translation

This section will highlight the different legislation and policies pertaining to translation at a provincial level after democracy.

4.6.1 Language Policy Framework Bill of Gauteng Provincial Government

A language audit was conducted in the Gauteng Province within which the study area of this study is located, and in relation to the Census (2006) it assisted in the production of the relevant policy documents which contributed to the development of the Gauteng Language Policy Framework Bill. The audit showed that Gauteng is a multinational and multilingual province, where not only the 11 South African official languages such as Sepedi, Sesotho, Setswana, siSwati, Tshivenda, Xitsonga, Afrikaans, English, isiNdebele, isiXhosa and isiZulu are widely spoken but other speakers of other international languages as were present in the province (Language Policy Framework Bill of the Gauteng Provincial Government 2005).

The Gauteng Language Policy Framework Bill (GLPF) seeks primarily to provide broad guidelines for the implementation of a system of functional multilingualism and to enhance the promotion and development of the historically marginalised indigenous languages in Gauteng province. The objectives of the Gauteng Language Policy Framework Bill were also to give effect to the language rights enshrined in the Constitution through the active promotion of multilingualism. Its purpose was also promoting the equitable use of the 11 official languages of the province and to facilitate equitable access to provincial government services and information and participation in government processes (Language Policy Framework Bill of the Gauteng Provincial Government 2005: 4).

The main guiding principle which is the central tenet of the Gauteng Language Policy Framework Bill is the Constitution of the Republic of South Africa. The language

policy bill in Gauteng Province is also guided by the priority of enhancing the status and roles of previously marginalised languages such as redress and maximising the capacity of language as a practical and cost-effective resource for communication. The other principles include addressing the needs, aspirations and interests of the diverse language communities. They are entrenched also on upholding the democratic rights of citizens to fully participate in public life, including participation in the formulation, implementation and assessment of language and communication policies. It also incorporates the promotion of access to information and government services through effective communication and to harness language to ensure transparent and accountable government responsive to the needs of citizens. Above all, it entails sensitivity and flexibility to the language preferences, usage and proficiency of the target audience and performing regular assessment of the implementation and impact of language and communication policies and services and effect revisions when required (Language Policy Framework Bill of the Gauteng Provincial Government 2005: 6).

The scope of application of the Gauteng language Policy framework bill includes Gauteng Provincial Government departments, the Gauteng Legislature, municipalities in which the City of Tshwane Municipality falls under and institutions within the province that exercise public power or perform a public function. Gauteng has no dominant home language, but a multilingual situation exists.

The language audit commissioned by the Gauteng Department of Sport, Recreation, Arts and Culture in 2003, showed that most officials at service delivery points of the Gauteng Provincial government departments such as the frontline services were unable to communicate with the in one or more languages other than English and Afrikaans, and the majority of users of government services preferred to use these indigenous languages (Language Policy Framework Bill of the Gauteng Provincial Government 2005: 11). However it is important to note that another audit was supposed to be also performed on the translated publications by these departments to check how languages are used to communicate with the public. It is evident from the audit that most of the officials at the service delivery points prefer to talk to the public in one or more African languages other than English and Afrikaans; this puts pressure on the publication offered at these service points to be in the languages that these people and the citizens better understand.

The language audit further showed that regarding administration, the perception of staff was that records, presentations and oral official communication were increasingly in English, which was not the predominantly used language for ordinary communication among employees (Language Policy Framework Bill of the Gauteng Provincial Government 2005: 10). This in itself is proof that there is a need in most of the Gauteng departments' documents and records to be translated in other official languages other than English. The gap of lack translated documents needs to be addressed and implemented effectively in most of the Gauteng government departments.

The audit also highlighted a significant need for translation services, and the importance of serving clients in their home language in both oral and written communication. The audit further noted that not all departments translate their strategic documents into even one indigenous language (Language Policy Framework Bill of the Gauteng Provincial Government 2005: 11). The need for translation services is still apparent in Gauteng government departments as clients still receive communication in English only. This also has proved the view that English and Afrikaans still dominate the written works directed to the clients whose first languages is not English and Afrikaans and not enough is being done to ensure that multilingual documents are given to the communities they serve.

The Language policy Framework Bill of the Gauteng Provincial government maintains that costs prohibits a vigorous move towards translation (Language Policy Framework Bill of the Gauteng Provincial Government 2005: 11). It is high time that government departments in Gauteng move away from mentioning costs as a limiting factor to some departments implementing language policy. Language policies can be implemented and costs are not supposed to be used as excuses of not doing this. As already mentioned above, implementation of language policy has been found by research study commissioned by the Treasury Department to only require an extra 2% in the budget. However, some of the departments have been seen starting to use more than one language in their written communication thus utilizing translation services. Multilingualism is vital and shows that the government respects and considers language rights of its citizens. Everyone has to be afforded the opportunity to use his or her own language of choice when speaking to or corresponding with officials.

It is quite shattering to learn that Gauteng government doesn't intend to vigorously implement a multilingual policy as it maintains that the language of written internal record in it will be English and translations into other official languages and Braille will be made available on request (Language Policy Framework Bill of the Gauteng Provincial Government 2005). The question is why should the translations into the other languages be only be provided per request when the department has official African languages which it maintained as those that will also be used to serve its community members. This is a clear indication of the role that other official languages play and how they are considered by the government including translation into these languages.

Furthermore the Language Policy Framework Bill of the Gauteng Provincial Government goes on to indicate how they regard the importance of translation by declaring that when it is deemed crucial, certain documents will be translated into any number of the other 10 official languages and distributed without waiting for the public to request this (Language Policy Framework Bill of the Gauteng Provincial Government 2005). This is not acceptable because it should, in line with the constitutional recommendations, be deemed crucial for documents intended for the public to be translated into the official languages despite low or high demand or request from the public. It is important for the citizens to be served and receive correspondence in a language that they understand.

The languages used for internal and external communication were taken as guided by functional multilingualism; that is the purpose and context of the communication, the availability of resources and the target audience will determine the choice of languages. The language usage for frontline services such as public hospitals, police stations, social service points, housing offices and the Gauteng Legislature should be sustained, with forms for services issued in at least two indigenous languages or where absolutely necessary in all 11 official languages (Language Policy Framework Bill of the Gauteng Provincial Government 2005: 12). Again it must be noted that Gauteng province is multilingual and there is a dire need to serve the community in all the official languages. When it comes to service delivery it is important to note that it is necessary for official languages to be used and have the forms and documents available in all the official languages without comprising or choosing other languages above others.

The policy further stresses that the availability of resources will be one of the most important factors in determining how many languages are used (Language Policy Framework Bill of the Gauteng Provincial Government 2005: 12). This is not right especially when it comes to implementation of languages. The National Language Policy Framework and the Use of Official Languages Act directed the different provincial governments to establish language units with resources to cater for the language needs. It has become evident that although some of these resources are available the neglect of the translation services is apparent and more needs to be done regarding this in various departments in Gauteng provincial government.

4.6.2 Language Policy of the City of Tshwane Metropolitan Municipality

Prior to the advent of democracy in 1994, the only official languages in the local government especially in the areas that now form part of the City of Tshwane were English and Afrikaans. The democratic era brought recognition to the other African languages, and the Municipal systems act (Act 32 of 2000) maintained that in order for each municipality to achieve better community participation it will have to serve its residents in the languages that they understand. The City of Tshwane responded to this by developing a language policy. The policy took its direction from the different policies such as Section 6 of the Constitution of the Republic of South Africa, National language Policy Framework, Gauteng Province Language Policy (City of Tshwane 2012: 2).

The City of Tshwane Metropolitan Municipality is home to a great variety of language and culture groups. This diversity is the result of the influx of various groups of people to that region over the centuries. The majority of Tshwane residents, almost 80% of the population, use an African language as their home language. In the past, English and Afrikaans were the only official languages that were used in the areas that form part of the City of Tshwane Metropolitan Municipality. The new democratic era, which emphasises community participation in the municipalities, had to create ways through which all communities could participate (City of Tshwane 2012).

Taking into account the Census 2001 figures on home language usage, the changes in the different government laws, the preferences of Tshwane residents and the options proposed in the draft Language Policy of the Gauteng Provincial Government (30 April 2004), the Municipality adopted and approved Afrikaans, English, Sepedi, Xitsonga, Setswana, isiZulu, isiNdebele, and Tshivenda as official languages.

In a multilingual community such as in the case of the City of Tshwane Metropolitan Municipality, translation services became essential in order to offer equal access of services such as health, education, social and emergency services (Cilliers 2002:9). The quality of the implementation of the language resources such as translation is also important in responding to the preferences of the communities and the policy of multilingualism thus enabling its residents to communicate and access the municipality services irrespective of the language that they speak (Language policy of the City of Tshwane 2012: 1).

The language policy was also initiated to assist the municipality to achieve optimal community participation by enabling the residents to communicate and access municipal services irrespective of language. It was also aimed at providing guidelines on how the municipality should implement multilingualism in its communication processes to ensure that all residents have access to information and municipal services in the language they understand better (City of Tshwane 2012: 2).

The census (2011) results have confirmed that the most widely used languages in the City of Tshwane Metropolitan Municipality are the African languages. This is proof in itself that there is no single dominant language in Tshwane but a multilingual situation exists in which the dominant languages should account for communication for more people in the area. The language policy of the city of Tshwane was initiated by taking into consideration this language audit and others conducted by the municipality as well as surveys. The language policy maintains that the official languages of the municipality may be used in intra-departmental and inter-departmental communication. Translation can be made available for those who cannot understand English in the municipality in general (City of Tshwane 2012: 7).

Regarding external communication it maintains that the municipality must at all times strive to serve all its clients in the languages of their choice. It also maintains that information to the residents has to be conveyed to groups of multilingual residents including at public events organised by the municipality. English is taken as the working language of the municipality and translation will be made available on request (City of Tshwane 2012: 7). However, Du Preez (2006:22) argues that for municipalities to operate monolingually, this constitutes an obstruction to participatory democracy.

Bekink (2006:5) concurs that municipalities are the sphere of government that is close to the people and language plays an important role in ensuring effective participation by these communities. Language plays a major role in ensuring that the municipalities stay close to the people through better and effective communication.

The language policy of the City of Tshwane Metropolitan Municipality further maintains that the municipality must provide translation services on request for intra-departmental and inter-departmental written communication. On the other hand it maintains an official language may be used by all parties involved in the communication event provided they understand the language that is being used. In general the municipality's policy maintains that disciplinary hearings, interviews, and performance assessments in the municipality will be conducted in English provided that translation services are made available for those who cannot speak or read English (City of Tshwane 2012:7). It is interesting to note that the municipality is not disregarding the fact that there might be staff members that do not understand or speak English. It then suggests that interpretation and translation services can be made available. These services cannot be denied both employees and service beneficiaries in the municipality because the municipality is in itself multilingual in nature and has some employees who are not proficient in English. Translation has to be taken as an important service that has to be provided not as substitute but as a right especially in a multilingual country or organisation (Beukes 2009).

Regarding internal written communication the municipality maintains that it strives to promote operational efficiency. It further maintains that English will be the working language of the municipality and translations into the official languages of the municipality will be made available on request (City of Tshwane 2012:8). It also maintains that the translated documents will be made available on request. This entails that the residents who require such documents need to put a request first before they receive them. It also entails that the documents that are readily available to the speakers of the other languages is in English and they need to wait for their request to be taken into consideration before they can receive translated documents.

The language policy further maintains that the provision of the translation services will be made on request regarding inter-departmental and inter-departmental written communication. However the municipality policies, procedures, conditions of service,

strategic circulars, important human resource information, health and safety information, and other documents must be made available in all the official languages of the municipality. No employee must be prevented from using their official language of choice at any given time, all municipal documents need to be archived for administrative reasons and must be in English as the language of record (City of Tshwane 2012:8).

All official notices, statements, tariffs, by-laws, regulations, policies, advertisements issued or published by the municipality intended for public consumption must be made available in all the official languages of the municipality where practically and financially viable. The cost excuse usually put forward by departments as a reason not to extend translation to other African languages cannot hold water any more. Budgets are done and decided annually, meaning that departments have an annual opportunity to allocate funds for the provision of translation services for all official or dominant languages. According to Grin (2003:9) the basic principles of a good policy are determined by cost effectiveness and democracy.

The language policy maintains that the municipality must take every effort to promote multilingualism on its website and in its external publications by using all the official languages of the municipality. Furthermore it maintains that all external correspondence of the municipality must be translated into the official language in which the original communication was received provided that an English translation of the document is archived for municipal record purposes and possible legal proceedings. The municipality must thus inform the client that the English text will be used in the legal proceedings (City of Tshwane 2012:9).

All external documents of the Municipality especially letters must carry a sentence at the foot of the page stating that the document can be made available in any of the official languages of South Africa, and the corporate identity manual of the Municipality must stipulate this as a requirement. All municipal documents that need to be archived must, for practical administrative reasons, be available in English as the language of record (City of Tshwane 2012:9). This indicates that the residents receive the documents in English and have to make requests to receive them in their own language. This can be a daunting task to the resident who has to endure the wait to receive a translated text.

The Municipality according to its language policy is directed to give due consideration to the language preferences of local communities when erecting local road signs and direction signs. All identification signage, direction signs and road signs relating to municipal buildings, services, facilities, infrastructure and vehicles must be in at least three official languages of the Municipality where practicable. Where this is not practicable due to financial constraints, it maintains that at least two languages English and another official language of the Municipality may be adopted, provided that English is the one language and the other is the dominant language of the area concerned. The medium of instruction for municipal training is taken as English, provided that the principle of functional multilingualism is applied where practicable. A presenter can for instance, use any of the Municipality's other official languages, depending on the language usage and preferences of the students (City of Tshwane 2012:10).

The policy furthermore encourages the employees to learn the official languages that they do not know as well as the South African Sign language. The Municipality is also persuaded to organise training programmes and refresher courses for its employees to assist in the development of their skills in using the official languages of the Municipality, so that they can render an effective and efficient service to the residents (City of Tshwane 2012:10).

According to the policy the translation services are encouraged to be made available to translate internal training and course material into any official language of the Municipality at the request of trainees. However in implementing the language policy the policy maintains that it will be done according to a phased-in approach. This entails that it will take into account the financial and human resource implications. These approaches will ensure that there is enough time to build capacity to implement the process on a full scale. Another reason for this approach is to make room for evaluating and monitoring of the policy and the application of corrective measures (City of Tshwane 2012:10).

In order to ensure successful implementation the municipality sustains that amongst its strategies it ensures that the translation of information documents into all the official languages takes place. The municipality agreed that the implementation of the language policy will result in the increased demand for translation, editing, terminology development in the official languages of the municipality (City of Tshwane 2012:10).

The language services unit in the City of Tshwane was mandated to work hard in ensuring that the successful implementation of the language policy takes place. It was directed also to facilitate its proper implementation by providing translation, and related services. Furthermore it was encouraged to conduct regular language surveys to assess the policy and the practices and make recommendations for the improvement of the policy practices (City of Tshwane 2012:11).

Alexander (2002:15) maintains that “implementing a consistently democratic language policy is critical to the consolidation and expansion of the democratic society”. Amongst its values, democracy, according to Marais (2013:29) involves the right of people to hear and to be heard in their languages and to participate in the various programs of the municipality in their languages. This poses a challenge to City of Tshwane Metropolitan Municipality to ensure that the language policy is implemented properly and translation services are adequately done to ensure that the citizens participate in the programs of the municipality with a proper understanding.

The challenge that contributed to the lack of better implementation of languages policies in the South African municipalities can be attributed to “less scholarly attention given to actual language policy making process” (Mathebula & Du Plessis 2010: 308). Moreover they further maintain that what is needed in the different municipalities is the “better management of language policies as this will enable long term implementation over a significant area and amongst significant population” (Mathebula & Du Plessis 2010: 309).

Language policy affects translation. Translation exists because of linguistic diversity. It is important to note and highlight that much “translation work takes place in the public sector, to serve the needs of national or regional citizens in order to make all kinds of documents available in its designated official languages” (Grin 2003: 10).

4.6.3 Translation and Editing Policy of the City of Tshwane Metropolitan Municipality

The translation policy of the city of Tshwane is linked together with the editing policy. However, for the purpose of this study, the focus will be on translation. The translation policy makes provision for the systematic handling of documents submitted to the Language Services Section of the Municipality for translation in the 11 official languages and in foreign languages requested by clients. The translation service enables

all municipal departments to comply with the requirements of the National Language Policy Framework which includes the promotion of equitable use of the 11 official languages; facilitation of the equitable access to government services and information; redressing for the previously marginalised official indigenous languages and the promotion of good language management for efficient public service administration to meet client expectations and needs (City of Tshwane Metropolitan Municipality, 2010:1).

According to The European Commission Directorate-General for Translation (2010:1) translation unquestionably plays a major role in today's world and will continue to do so in that its role is growing with globalisation and the proliferation of interactions in which the partners speak different languages. The purpose of the Translation Policy for the Municipality was to ensure a language service of a consistently high standard. It also provides guidelines on the in-house translation of municipal documents; and the outsourcing of municipal documents for translation. The policy is aimed at putting in place a framework to regulate translation in the Municipality (City of Tshwane Metropolitan Municipality, 2010:14).

According to the City of Tshwane Metropolitan Municipality, the gradual implementation of the National Language Policy Framework and the Multilingual Language Policy of the Municipality meant an increase in the demand for translation from and into the official languages. Also, globalisation brought about an increase in the demand for translations from and into foreign languages. Translations improve communication between the City of Tshwane, and all its residents and promote collaboration between them. All the above mentioned issues created a need for a translation policy in order to ensure effective management of the service. Moreover it entailed a need for safeguarding of the interests of clients and language practitioners alike. The policy is seen as a way of establishing a coherent and efficient document management system to ensure the timely delivery of quality translations (City of Tshwane Metropolitan Municipality, 2010:5).

The policy is based on the guiding principles of the National Language Service of the national Department of Arts and Culture. The guiding principles, adapted for the Municipality maintain that competence in a language is different from competence in translation (Translation and editing policy 2010:4). In other words, competence in

translation is a special skill on its own. For instance, translation competence requires knowledge of the source and the target texts, and understanding of translation strategies (Munday 2008:1). This is important to dispel the general low regard for translation services which has been displayed by some departments and public entities.

The policy is governed by several legal documents and amendments to them such as the Constitution of the Republic of South Africa, 1996 specifically the Bill of Rights and the Founding Provisions, The White Paper on Transforming Public Service Delivery 1997, The Promotion of Access to Information Act, 2000 (Act 2 of 2000), The 2004 language policy Bill of the Gauteng Provincial Government, The National Language Policy Framework (NLPF) and The Use of official Languages Act (2012) and the newly South African Language Practitioner's Council Act (2014). Language Services of the municipality renders a service to a variety of clients and therefore deals with numerous types and categories of municipal documents such as by-laws and regulations; strategic policy and procedure documents; newsletters and other municipal publications; brochures, pamphlets, flyers, posters, advertisements; cooperation agreements, international trade agreements, contracts, memoranda of understanding, speeches; correspondence with the public; reports of the municipality and manuals intended for the use of the general public (City of Tshwane Metropolitan Municipality, 2010: 6).

Language Services conducts its translation by adhering to the strict quality control measures adopted internationally by the language professions and abides by the code of ethics of the South African Translators' Institute. Language Services in the provision of the translation services complies with the requirements set by the Language Practitioners' Council for South Africa, which regulates the training of language practitioners and control their accreditation and registration (City of Tshwane Metropolitan Municipality, 2010: 7).

The language practitioners of Language Services who are responsible for the provision of the translation services regularly attend tailor-made translating courses offered by tertiary and other institutions to hone their translating skills. On top of these their work is checked by the chief language practitioners to ensure that the language practitioners of Language Services produce work of the required standard and deliver work on time. Strategic municipal policies and by-laws are required to be cleared with and approved by the Legal Services Division before being submitted for translation (City of Tshwane

Metropolitan Municipality, 2010:8). The municipality must come to full realisation that translation contributes to the maintenance and development of linguistic diversity in the province. Translation emerges from multilingual contexts and is therefore dependent on the latter (Grin 2004:1). The demand and the need for translation should not be taken for granted as this assist in multilingual communication in the country. Translation is largely dependent on language policies, but it also constitutes a key determinant of their effectiveness (Grin 2004:1).

Translation in a multilingual word is indispensable. Language policies are ways of recreating the role played by translation especially in a multilingual municipality and country like South Africa. South Africa is multilingual and thus this creates a need for translation. The country will always operate multilingualism due to the diversity of languages. This is in line with what Munday (2007:22) declares that translation and its modalities influence social reality. Translation is embedded in multilingualism and language policies.

4.6.4 South African Language Practitioners' Council Act, No 8 (2014)

The Act was created to provide for the establishment of the South African Language Practitioners' Council. It was also initiated to provide for the objects, powers, duties and functions of the Council; to determine the manner in which the Council is to be managed, governed, staffed and financed; to regulate the training of language practitioners; and to provide for control of the accreditation and registration of language practitioners (Department of Arts and Culture 2014:1). For a long time language practitioners in South Africa have been operating without being regulated and this has created negative consequences for the field. This was because people who are not professional have turned the field and they have amongst other things rendered services of low standards, disregarded professional and linguistics ethics in the execution of their services.

Language practitioners render specialized language and communication services over a broad spectrum of fields including interpreting, translating, language training, copywriting, creative writing, language research, publicity, development of literary and language programmes, developing computer assisted language packages and providing organisations with language-related advice (South African Translators Institute 2014). Because of these important functions, South African Language Practitioners' Council

was established for the protection and promotion of language practice in the Republic of South Africa. Its aim was also to scrutinise particulars of people intending to register at the council; to register people who are registered by the Council; and to accredit people who are accredited by the Council (Department of Arts and Culture, 2014:2).

4.7 Conclusion

The several pieces of legislation and policies analysed in this chapter, assisted in outlining the intention of the South African government to promote multilingualism. However it is important to note the slow development regarding this especially in the provision of translation services. The journey travelled from constitutional provisions leading to the National Language Policy Framework 2003, and Implementation Plan 2003) and other policies has proven not to be the smooth ride that was envisaged at the start of the transition to a new democracy.

This journey has developed into a bumpy and ideologically contested ride which has recently generated much debate in the language sector. Beukes (2009: 21) rightfully puts it that it is clouded by the euphoria between intention and performance regarding proper implementation of language policy. Although there has been some little development in terms of translation and implementation, this has however borne little fruit. The disjunctions between effective policy development and implementation are still clearly evident especially regarding translation as an activity of language policy implementation (Beukes 2009).

It is important to implement monitoring and evaluation and review strategies suggested on all these policies to measure the journey travelled and devise improvement strategies. The monitoring, evaluation and review of these policies and implementation strategies will, among other things, help to identify gaps, and enable realistic strategies to be put in place to assist in the current position and development of the African languages.

Current organisational arrangements and activities of language policy implementation whose provision has been made in the different policies, especially regarding translation has to be investigated, monitored, evaluated and improved. Failure and challenges to the implementation of language policies can be attributed to other factors such as allocation of financial resources, lack of proper devising of timetables for completion, evaluation, enforcement, and cross-checking of these policies. The analysis of the policies in this

chapter has highlighted that South Africa indeed has multilingual policies which maintain that government should conduct its business in different languages; however, the practice in the various government departments, entities and enterprises has proven to this day that most of the government business is mostly done in English. This has made English the de facto language policy (Alexander 2009).

CHAPTER 5

RESEARCH DESIGN AND METHODOLOGY

5.1 Introduction

This chapter describes the different methods that were employed in data collection for this study. It also explains in detail the procedures and processes employed for data collection purposes in this study. This chapter highlights the research approach, different research methods that were used in the study, sampling strategies followed, research areas, research respondents, data collection strategies, the validity and reliability of the findings, ethical considerations, and methodological challenges experienced.

The rest of the chapter consists of the following sections: research approach; sociolinguistic profile of the study area; sampling; respondents; research methods; data collection instruments; ethical considerations, reliability and validity; data collection challenges; limitations to the study; and conclusion.

5.2. Research Approach

The study employed case study approach. Yin (2013: 14) defines a case study as “an empirical enquiry that investigates a contemporary phenomenon in depth and within its real-life context, especially when the boundaries between phenomenon and context are not clearly evident. The study focused on a single case of the City of Tshwane Metropolitan Municipality while looking at its service areas and investigated the application of translation services in these areas.

The reason for choosing the City of Tshwane was because the municipality prides itself in having a multilingual setting with an operational translation policy. The municipality was chosen also because I work with translation daily and a research in this instance will assist in contributing to translation as an activity of language policy implementation. The other reason for choosing the municipality is also that in the multilingual setting like that translation services are critical to the day to day running of its businesses as it removes all the language barriers that hamper effective access of services by the residents and ensures that effective communication between the Municipality and its citizens takes place. The municipality was chosen to assess how effective multilingual communication takes place between the municipality and its residents. It was also chosen to assess how

participatory democracy is achieved at a municipal level through the provision of translation services.

Through this selected case study, I was able to investigate translation as an activity of language policy implementation in the City of Tshwane Metropolitan Municipality in order to contribute towards addressing language related problems and challenges. The research strategy also formed part of an investigation a phenomenon of translation within a municipal setting. The case study research design in this study allowed for focus on assessing the extent to which translation services, as articulated in the language policy and plan of the Municipality, are employed as a language implementation strategy and in facilitating public participation. The case study research design in this study allowed for focus on assessing the extent to which translation services, as articulated in the language policy and plan of the Municipality, are employed as a language implementation strategy and in facilitating public participation.

The case study approach in this study was also used to integrate the different components of the study in a coherent and logical way. It also ensured that the research problem was addressed coherently and effectively focusing on one case of the provision of the translation services in the City of Tshwane Metropolitan Municipality. It also ensured that a blueprint for the collection, measurement and analysis of data was thoroughly done with one focal point of translation services. This approach was useful in narrowing down the field of the activities of language policy implementation in relation to translation activity.

Yin (1998:29) further argues that a case study approach allows for more realistic responses. This was beneficial for the study as it assured that realistic responses regarding the provision of translation services in the municipality from the residents was received from the respondents. It also allowed for a lot of detail to be collected that would never be done through other research designs. This approach allowed for what Webb (2008:19) called critical evaluation of the language policy implementation structures such as translation with a view to assessing their efficiency and the outcomes of their activities and overall evaluation of the language development agencies such as the City of Tshwane Metropolitan Municipality's services.

Furthermore Yin (1998:30) maintains that the data collected through the case study research design is usually a lot richer and of greater depth. This was in line with the intention of the study as it allowed the investigation of the greater depth of the

translation services used in the City of Tshwane Metropolitan Municipality's areas. The case study research approach was a useful method of data collection as it allowed for a proper investigation of the rare phenomenon of translation services as language policy implementation activity. The research approach also allowed the study to apply the different research methods in order to highlight the implications of the translated documents in proper communication between the municipality and its citizens (Yin 2014: 26).

The case study approach allowed for the exploration of translation services in determining the extent of its provision in the municipality areas and provided insight on translation as an activity of language policy implementation (Walsh & McLeod 2008). The research design enhanced the collection and permitted for greater depth of information regarding translation activities taking place for the implementation of language policies. It also assisted for the application of a range of different research methods within the research procedure. It allowed for the exploration of translation services in determining the extent of its provision in the municipality areas and provided insight on translation as an activity of language policy implementation (Walsh & McLeod 2008).

Yin (2009) further notes that case study research allows the study to be exploratory, descriptive, and explanatory in nature. The approach facilitated the examination, assessment and exploration of the use of translation activities and how they contributed to corpus planning of the African languages. Corpus planning has to effectively take place at the level of language units. The approach facilitated the proper examination of the corpus planning activities in the municipality.

As May (2011: 226) notes, "the goal for many proponents of case studies is to overcome dichotomies between generalizing and particularizing, quantitative and qualitative, deductive and inductive techniques. This entailed the flexibility offered by this approach and it adopted data triangulation methods to assess an issue of distinctive technical implementation factors to translation. It assisted in the adoption of different methods in order to analyze the current situation in terms of translation.

A case study according to Yin (2014:25) is a preferred method in answering research questions such as "how" and "why". Case study procedure was used in this study to contribute to the knowledge of an individual, group, organizational, social, political, and related phenomena. This assisted in contributing to the knowledge of translation as

an activity of language policy implementation. It also allowed for investigations to focus on a case and retain holistic and real world perspectives such of an organization or a small group.

5.3 Sociolinguistic Profile of the Study Areas

The study was undertaken in the City of Tshwane Metropolitan Municipality. The City of Tshwane Metropolitan Municipality is situated in the Gauteng Province in the city of Pretoria is the capital of South Africa. Gauteng is considered as the smallest province in the country. Statistics South Africa census (2011) recorded that it accommodated almost 19, 7% of the total South African population making it second to KwaZulu-Natal with 21,0%. Its residents are people of different cultural backgrounds who come from the different provinces of South Africa (Statistics South Africa 2011) and beyond the borders of South Africa.

After the 1994 first democratic general elections, South Africa's new government decided that some city, area and street names had to change because they represented a bad part of the country's apartheid legacy. The city's name was also changed to be Tshwane. The City of Tshwane Metropolitan Municipality was established formally on 5th December 2000 with the amalgamation of 13 smaller municipalities. The City of Tshwane was considered the largest metropolitan municipality in the country, comprising seven regions, 105 wards and 210 councilors. It was also ranked amongst the six biggest metropolitan municipalities in South Africa and regarded as Africa's leading capital city of excellence. It was the only metropolitan municipality in Gauteng that incorporated former homelands (City of Tshwane 2014).

Language speakers according to percentage in the City of Tshwane is as follows Sepedi occupies 19.91%, Afrikaans 18.83%, Setswana 15.05%, Xitsonga 8.64%, English 8.58%, IsiZulu 8.51%, Isindebele 5.74%, Sesotho 5.28%, Tshivenda 2.33%, IsiXhosa 2.16%, SiSwati 1.56%, Sign language 0.30%, and other languages 3.13%. (Statistics SA, 2011). Tshwane's economic growth, as recorded in the 2011 census, was almost 70 per cent higher than the national average. Unemployment in the region was below the national and provincial average, but remained high at 24.2 per cent. Despite the high economic growth, the poverty rate was at 27.86 per cent and the majority of poor people still lived in previously disadvantaged areas (Statistics SA, 2011).

The City of Tshwane Metropolitan Municipality houses the Union Buildings, which is the seat of government, and many national government departments. The city plays an important role in the development of the economy of the country and of the government. It also forms part of the Gauteng global region, the wealthiest and fastest growing economic region on the African continent. The city's status as administrative capital has led to relative affluence, and there are many historical buildings, monuments and large tracts of government and parastatal-owned land (City of Tshwane 2014).

According to the 2011 Census data, the City of Tshwane is home to approximately 2, 9 million people (Statistics South Africa 2011). It also has its rich cultural heritage intertwined within the history of South Africa. It has played a significant and a key role in the political history of South Africa. While the city developed around a strong central core, natural constraints led to the establishment of secondary nodes to the north such as *Akasia*, *Roslyn*, and east in the areas around *Menlyn* and in the south which is in Centurion side of the CBD (Sahistory.org).

The more affluent population in the City of Tshwane Metropolitan Municipality is concentrated in the southern and south-eastern sectors of the city. The bulk of the previously disadvantaged population is concentrated in the north-western sector of the metropolitan area with townships and in Atteridgeville and Mamelodi. The highest concentration of poor households is found in the Winterveldt, Hammanskraal and Temba, followed closely by Soshanguve, Mamelodi and Mabopane (South African Local Government Association: 2010).

Tshwane is regarded as strategically located at a very important intersection in Africa. The City of Tshwane's economy is influenced by both internal and external forces. Tshwane has a comparative advantage regarding its labour force, infrastructure, educational and research institutions, and its proximity to national administrative departments and financial and other community and commercial services. The availability of a large group of highly skilled workers enables Tshwane to compete in the high-tech goods and service markets (South African history online 2014).

Pretoria gained its prestigious status in 1852 when it was established as the capital of the former Transvaal Republic, succeeding Potchefstroom in that role. In 1910 it was formally declared the administrative capital of the Union of South Africa. Because of its geographical position on the Highveld, and its proximity to the Witwatersrand gold fields, Pretoria was never able to develop an industrial base in its own right, and has

always remained a city populated by government employees with its population largely people who are just there for employment purposes (South African history online 2014).

The Union of South Africa in 1910 joined the disparate colonies and territories of South Africa under British hegemony. Pretoria became the administrative capital of the new country, and Cape Town its legislative capital. On 14 October 1931, Pretoria was given official city status. In 1948 after the National party came into power the policy of apartheid became the official state policy. This was followed by resistance to apartheid by several people especially those that were targeted by this policy (City of Tshwane 2014).

The 1950s in South Africa saw the increasingly repressive laws and resistance. The Group Areas Act and the Population Registration Act were passed in 1950, the pass laws came in 1952 and the Separate Amenities Act in 1953. In reaction to this came the Defiance Campaign of 1952, this led to the apartheid jailing of thousands. A grouping of the different liberation movements named the congress of the people adopted the freedom charter in 1955. This document laid out the foundation for a future South Africa (City of Tshwane 2014).

Over the next four decades the struggle against apartheid intensified until, in 1990, the African National Congress and other liberation movements were unbanned, political prisoners freed, and the process of negotiating a free and democratic future begun. This culminated, in April 1994, in South Africa's very first democratic election. Pretoria has also played an important symbolic role in the struggle towards democracy. The municipality experiences constant influx of people mostly unskilled and semi-skilled from these provinces into Tshwane, who generally tend to settle informally in the most northern part of Tshwane which acts as a "transitional zone" for the first wave of urbanization (Ganief & J. Thorpe 2013:12).

5.3.1 Mabopane

It is situated in the north western quadrant of the City of Tshwane. It makes up the highest concentration of residents. The significant numbers of residents who reside in this area have low levels of education; experiences high levels of unemployment, are very low incomes and live in poor living conditions. Approximately 50% of the housing falls within the range of extremely poor, 5% within rich housing and the balance is

shared amongst the rest of the housing typologies in this area (Ganief & J. Thorpe 2013:11).

Mabopane was proclaimed in 1959 as a black-only residential settlement by the then Transvaal administration. Before its proclamation the area was under the administration of Transvaal government little more than grazing lands with small communities in Boukenhoutfontein (which later became Block A), Winterveldt and Hebron. The initial residents of its surrounding areas were victims of forced removals and other farm areas around Pretoria. Other residents of the other areas in the Mabopane areas were evicted from the farms nearby and settled in non-developed areas (Ganief & J. Thorpe 2013:12).

The areas within Mabopane were planned according to the class of its citizens. The area was later incorporated into the Bantustan of Bophuthatswana from 1977 to 1994. Some Parts of Mabopane started to house the non-Tswana residents of Mabopane during this time. Almost all of Mabopane's residents are of black race. The age groups in the township are generally in line with the country's age groups, with teenagers as the largest age group. The languages in Mabopane mostly are from the Bantu origins. Tswana, Sotho, Sepedi, Ndebele, Tsonga, Zulu and English are the languages spoken in Mabopane. The overwhelming majority of residents understands and speaks Tswana (Ganief & J. Thorpe 2013:12).

5.3.2 Soshanguve

Soshanguve is situated in the central northern sector of the City of Tshwane. Soshanguve is a township situated about 25 km north of Pretoria. It was established in 1974 on land scheduled to be incorporated into a Bantustan bordering on Mabopane in Bophuthatswana, to Sotho, Shangaan, Nguni and Venda people (thus the name) who were resettled from Atteridgeville and Mamelodi. It later became part of the City of Tshwane Metropolitan Municipality (South African history online 2014).

In short, the name Soshanguve is an abbreviation for Sotho, Shangaan, Nguni, Venda, being the languages spoken at this township. Initially Soshanguve was known as Mabopane East before the Bophuthatswana Bantustan became an independent State in 1977. During 1977 Mabopane West became known as Mabopane and fell under the control of Bophuthatswana homeland while Mabopane East became known as Soshanguve which fell under the Northern Transvaal administration (South African history online 2014).

The split of the languages prevalent in Soshanguve are as follows: Sepedi spoken by 28.20% of the population, Setswana by 16.70%, Xitsonga by 15.05%, isiZulu by 13.58%, Sesotho by 8.03%, isiNdebele by 6.77%, Tshivenda by 2.62%, SiSwati by 2.37%, English by 2.02%, isiXhosa by 1.86%, Afrikaans by 0.61%, Sign language by 0.35%, and other languages by 1.84% (South African history online 2014).

5.3.3 Mamelodi

Mamelodi is a township which is also part of the City of Tshwane Metropolitan Municipality and was set up by the then apartheid government northeast of Pretoria, Gauteng. The name changed to Mamelodi, the name given to President Paul Kruger by the Africans because of his ability to whistle and imitate birds, also meaning Mother of Melodies (South African history online 2014).

The Group Areas Act designated Mamelodi as a blacks-only area, though this became moot with the fall of apartheid in 1994. In the 1960s black citizens were forcefully removed from the suburb of Lady Selbourne in Pretoria to Mamelodi and other surrounding areas. There are a lot of informal settlements in Mamelodi. The housing problem is so great in the area, but it is proving impossible to keep up with the demand (South African history online 2014).

The languages prevalent in Mamelodi are Sepedi spoken by 42.35%, isiZulu by 12.15%, Xitsonga by 10.68%, isiNdebele by 8.82%, Sesotho by 6.70%, Setswana by 6.56%, SiSwati by 2.83%, Tshivenda by 2.51%, isiXhosa by 2.21%, English by 2.08%, Afrikaans by 0.82, Sign language by 0.39% and other languages by 1.88%. According to the Census (2011) the population is predominately black who are 98.89% of the population (South African history online 2014).

5.3.4 Atteridgeville

Atteridgeville was established in 1939 for black people by the previous government. The township fell within the municipal area and magisterial district of Pretoria. It was founded to improve living conditions of Blacks who were previously living in appalling conditions. Atteridgeville lies southwest of Pretoria center (South African history online 2014). Atteridgeville is a diverse township comprised of the residents who speak many languages such Setswana, Xitsonga, Sesotho, Sepedi, isiZulu, isiNdebele, etc.

This area is located not far from the metropolitan area. It makes up the third highest concentration of residents. Atteridgeville in the west of the City of Tshwane is a low income area including an expanding informal settlement. The north-western area of the township is characterized by predominant rural residential occupation and extensive land uses. The north western section of the township includes the undeveloped agricultural land, various residential townships (South African history online 2014).

5.4 Sampling

Sampling involves the process of selecting units, people, organizations from a population of interest so that by studying the sample we may fairly generalize our results back to the population from which they were chosen (Social research methods, 2006:1). Sampling encompasses the act, process, or technique of selecting a suitable sample, or a representative part of a population for the purpose of determining parameters or characteristics of the whole population (Eng 2007: 1). A sample is simply a subset of the population.

The sample of the four areas within the City of Tshwane Metropolitan Municipality discussed above (Mabopane, Mamelodi Soshanguve, and Atteridgeville) was used to determine the population's perception regarding the extent of the use of translation as an activity of corpus planning in the City of Tshwane Metropolitan Municipality. The set of respondents who took part in the study were selected in relation to the languages that they can speak and read. They were asked if they could speak any official language in the municipality.

There were two types of population that were targeted for the study. These were mainly the residents in the study areas. In particular these were speakers of the official languages of the municipality, and the employees in the municipality. The choice of the residents was informed by the fact that residents were receivers of the services from the municipality. The chosen employees of the Municipality were chosen because they dealt specifically with language issues in the municipality, in particular, translation services, which was the focus of the study.

The target population had varying characteristics. A sampling frame was also drawn from the residents of the municipality in the study areas who could also read these languages. The sampling method was both random and purposive. The residents were selected randomly as they came out from the municipality offices. In this form of

sampling the selection of respondents was deliberate and unbiased so that the sample could represent a group of residents of the municipality. Stratified sampling was also used to include demographic groups in the different municipality areas within the targeted study areas.

Purposive sampling was also used in selecting the municipality employees to take part in the study. These were the significant respondents who work directly with the translation of documents and helped to identify key information regarding translation in the municipality (Patton 2005).

5.5 Respondents

The research subjects or respondents in the study were selected from the area of interest in the Mabopane, Mamelodi, Atteridgeville and Soshanguve areas. The respondents consisted of the residents of these areas who can read, speak and write the official languages of the municipality. The interviews were done in the languages which residents were comfortable to speak or communicate in. In each of the study areas there were 6 respondents that took part in the study. In total 24 residents took part in the study. Their ages ranged from 21 to 72.

5.6 Research Methods

Only qualitative research methods were used for data collection purposes in this study. Qualitative research is about exploring issues, understanding phenomena, and answering questions and making sense of unstructured data (Richards & Richards 1999:1). The study took qualitative research methods in its quest to explore the issue on language policy implementation with a focus on translation services in the City of Tshwane Metropolitan municipality. The qualitative research methods assisted in answering questions related to translation as an activity of language policy implementation. It also contributed to providing answers to the relevant questions that have been prevalent for a long time concerning the extent of translation as an activity of language policy implementation in South Africa especially with a focus on municipalities.

Qualitative research was also used to gain an understanding of underlying reasons and motivations pertaining to the extent of the use of translation activity to facilitate the implementation of language policy implementation. In addition it assisted in providing insights and to uncover prevalent trends in thought and opinion in establishing the

current state of translation services in the different areas of the City of Tshwane Metropolitan (Merriam 1998: 1).

The strength of qualitative research in this study was its ability to provide complex textual descriptions of how people experience a given research issue (Mack & Woodsong et al 2005: 2). This is in line with what the study sought to find out pertaining to the quality of the translated texts that are accessed by the residents of the municipality as to how they affect them and allow them to understand information provided by the municipality.

Qualitative research methods are considered to make use of instruments that are more flexible. They allow greater spontaneity and adaptation of the interaction between the researcher and the study participant (Mack & Woodsong et al 2005: 2). This flexibility was seen in the inquiries and the examination of the extent of the use of translation activities in the municipality.

Qualitative methods aim to answer questions about the 'what', 'how' or 'why' of a phenomenon rather than 'how many' or 'how much', which are answered by quantitative methods (Patton & Cochran 2002:2). These formed important principles in the study in seeking to establish the current state, and the quality of translated documents in relation to the municipal documents intended for the residents who are the recipients. There were two research methods that were used to collect data in this study. These were interviews and document analysis. These methods will be explained in detail below

5.6.1 Interviews

These were conducted in the study areas with selected the residents in those areas. Interviews are a systematic way of talking and listening to people and are another way to collect data from individuals through conversations (Kajornboon 2005). Kvale (1996:14) also regards interviews as an interchange of views between two or more people on a certain topic of mutual interest with a focus on human interaction for knowledge production, and emphasizes the social situation of research data. The role of interviews is to allow the researcher to ask questions in order elicit valid response from respondents (see appendices j & n). The interviews were incorporated in the study to critically engage the residents of the municipality on the extent to which translation services, as articulated in the language policy and plan of the Municipality, are employed as a language implementation strategy and in facilitating public participation.

Hoyle, Harris and Judd (2002) further indicate that the interview questions motivate the respondents to give full precise replies. The questions were focused on the topic at hand and allowed the respondents to give their responses as they preferred. The purpose of the interview was to explore the views and experiences regarding translation services in the municipality. These interviews allowed the researcher to gain a deeper understanding of the current state of translation services and the quality thereof in the municipality. The interviews gave detailed insights from individual respondents regarding the translation activities in the municipality.

The interview plan and guide was used by the researcher in order to allow for a proper preparation. The plan allowed for design for the interview questions, the length of the interview, and an idea as to why they were going to ask the questions (Gillham 2000). It also assisted in highlighting the list of questions, topics, and issues that had to be covered during the interview. The respondents who agreed to take part in the study were provided with basic information about the purpose of the interview and the research project of which it is a part. McNamara (2009) emphasizes that the strength of the general interview guide is to ensure that the same general areas of information are collected from each interviewee. The interview guide assisted in keeping the style and questions and it provided more focus than the conversational approach, but it still allowed a degree of freedom and adaptability in getting information from the interviewee”

Semi structured interviews were conducted with the respondents. The order of the questions was changed depending on the direction of the interview. An interview guide was also used in this case. Corbetta (2003:270) explains semi-structured interviews as including a change in the order in which the various topics are dealt with and the wording of the questions are left to the interviewer’s discretion.

Some of the interviews questions changed the order, and the wording depending on the issues that rose during the interview. Within each topic, the interviewer conducted the conversation as it was fit asking in accordance to probing and the answers given by the respondent. This type of interview gave the researcher opportunities to probe for views and opinions of the interviewee. According to (Gray, 2004: 217) probing is a way for the interview to explore new paths which were not initially considered. This gave the researcher a chance to explore further the other issues that were raised by the respondent. Patton (2002: 343) also recommends that during a semi structured interview

it is important for the researcher to explore, probe, and ask questions that will elucidate and illuminate that particular subject in order to build a conversation within a particular subject area, to word questions spontaneously, and to establish a conversational style but with the focus on a particular subject that has been predetermined.

The interviews gave the research an opportunity to prompt and probe deeper into the topic of translation in the municipality. It also allowed the interviewer to ask more detailed questions that were part of the of the interview guide and to explain or rephrase the questions if respondents were unclear about the questions. The interview guide and plan allowed the researcher to ask questions that are likely to yield as much information as possible to be able to address the aims and objectives of the research about translation in the municipality. These questions were open ended to give the respondents time to give their in depth information about their experiences and perspectives regarding translation activities in the municipality. The interview questions were asked without bias and at a reasonable pace in order to allow the respondents to answer them comfortably.

The interviews were conducted in the language the speakers were comfortable in speaking. The researcher understood the languages but sought transcriptions and translations from language practitioners who were first language speakers of these languages. These language practitioners have years of experience working in the field of languages in the different companies and government department and were once teachers of these languages.

5.6.2 Document Analysis

The translated documents of the municipality were analyzed. This included documents intended for the public such as notices, public participation invitation to the residents, translation policy of the City of Tshwane Metropolitan Municipality (which was implemented since 2010), information brochures, newsletters of the municipality and annual reports from 2013 to 2014 (See appendices h, o & p). Bowen (2009:29) defines document analysis as a systematic procedure for reviewing or evaluating documents both printed and electronic material. Translated documents that were both printed and in electronic form in the different official languages were analyzed in relation to the quality of the translated messages.

Document analysis assisted in allowing the study to give a description of how translated documents facilitate public participation in the municipality. Translated documents such as public notices and information brochures helped the researcher to discover how production of information in other official languages of the municipality assists in transmitting relevant information to the residents in a language that they can understand.

Information and insights derived from the analysed documents were valuable additions to the knowledge base of how the language implementation in the municipality is facilitated through translation. It also assisted tracking changes and development since the implementation of the translation policy in the municipality. Some of the documents that were analyzed were available in the study areas and whilst others only had the English versions even in areas where the official languages were prevalent. Some of the documents were not retrievable from the municipality's website and access to them was difficult. This was an indication that the residents who want to access these documents in their languages find it hard to access these documents and this has a potential to cause residents to miss out on important information from the municipality.

Content analysis of the translated documents was conducted. It entailed organizing information into categories related to the central questions of the research. The translated documents were analysed and evaluated in terms of their quality (see Chapter 6). These were analysed in terms of the translation appraisal framework (Cabre 2003). Furthermore the translated texts were assessed to equivalence between the source and the target texts. Relational equivalence between the texts was analysed and assessed which entailed the sameness between them (Catford 1965).

In assessing the texts, translation equivalence was also sought for in order to ensure that a message of the source text is conveyed in a manner that is as natural as possible and the extra-linguistic factors appropriate to the target audience were considered (Nida 1964). The form, content, style and grammar of the target text was analysed to assess its correctness in transmitting the message to the readers from the source text. In assessing these documents functional equivalence was taken into consideration where the cultural and social norms of the audience where the text is intended to were checked if they were incorporated into the translated document.

The translated documents were assessed to check if they conformed to the grammatical conventions of the target language (Venuti 2008). The translated texts were also analyzed to check if they contained the appropriate conceptual representation of the

message of the text (Munday 2008). The language used was assessed if it conformed to the communication context and the culture of the target users. On top of that the target texts were assessed to check accuracy to ensure that these contribute to positive contributes to effective communication between the Municipality and its citizens, language development and corpus.

The idea behind the analysis of these translated documents was to ensure that information is not lost in translation, resulting in communication breakdown between the municipality and the residents. The quality, efficiency and success of translation services were used to give an indication of the progress of the implementation of the language policy of the City of Tshwane. Translation is perceived as an important aspect of corpus planning and in various language policy documents in South Africa, is recommended as an activity that should be undertaken to ensure development of indigenous South African languages.

In instances where the researcher was not a speaker of the target text language help was solicited from language practitioners who had years of experience in this field especially relating to languages such as Sepedi, IsiZulu, Xitsonga, SiSwati and Sesotho. The Setswana documents were analysed by the researcher as she is a specialist and a first language speaker of this language. A translation appraisal tool was drawn by the researcher for the assessors so that they can rate the quality in terms of equivalence, quality, style and linguistic factors of the target text in relation to the source text (see the appendices).

The translation policy was analysed to assess the objectives versus the extent to which these have been achieved and reported in the annual reports of the municipality. Thematic analysis was done in terms of the policies with the emerging reported information becoming the categories for analysis. The annual reports were analysed to get a picture of how translation matters in the organisation were reported at the end of a financial year.

The analysis of the reports about translation matters in the annual report assisted to locate implementation of the objectives in the policy. This entailed reading through the reports, examining it and interpreting what was reported about translation matters. Pertinent information relevant to the study was identified. Information in the reports was chosen and distinguished according to the relevance of the research problem and purpose.

5.7. Data Collection Instruments

All interviews were recorded by usage of the voice recorder and transcribed verbatim afterwards. This allowed the researcher not be bias and provided a permanent record of what was and was not said. The researcher also made field notes during and immediately after each interview about observations, thoughts and ideas about the interview. The data collected was stored safely in computer file and thereafter stored in an external hard drive for purposes of confidentiality and limited access to it.

5.8 Ethical Considerations

During the interviews ethical issues were considered. Values that are essential to conducting research were incorporated in the study. Appropriate practices in conducting research and data collection were applied in this study. The rights and dignity of the respondents were protected throughout the study. This was done in ensuring that their confidentiality, names and occupation were maintained.

Ethical considerations were observed in data collection, conducting of interviews, transcription and in every aspect of the study. The ethical norms and protocols in conducting research such as guidelines data sharing policies, and confidentiality rules were applied to ensure that appropriate practices are applied as designated in the ethical handbook of Rhodes University. The ethical principle of honesty was applied when asking the respondents to take part in the study by highlighting the purpose of the study. Data collected, methods and procedures were also honestly reported about. No one was deceived into taking part in the study. Data collected was no falsified nor was any respondent or information misrepresented (Resnik 2011: 3).

The ethical principle of objectivity was applied in the study to ensure that there was no bias in data collection, analysis and other aspects of research. There was no discrimination the respondents on the basis of sex, race, ethnicity, or other factors that are not related to their scientific competence and integrity. All the relevant rules governing the conducting of research were obeyed including the institutional and governmental rules of the municipality.

5.9 Reliability and Validity

Joppe (2000) defines reliability as the extent to which results are consistent over time. The idea behind reliability in this study was to ensure that the data collected can produce

more than a one-off finding and be inherently repeatable. Reliability was ensured in the methods used to assess the quality of the translations that were used for the purpose of the study. Credible language practitioners took part in the study by assessing the quality of the translated texts.

Triangulation was also incorporated to ensure that the different methods such as interviews with the resident and the municipal employee and document analysis were used to collect data. In words, multiple research methods were used for data collection purposes. This was done to strengthen the findings of the study by combining different methods (Patton 2002). Johnson (1997) supports incorporating triangulation to ensure reliability because engaging multiple methods, leads to more valid, reliable and diverse construction of realities. This method also allowed for different perspectives in data gathering perspectives to eliminate bias and increase the researcher's truthfulness of a proposition about translation as an activity of language policy implementation in the City of Tshwane Metropolitan Municipality (Denzin 1998).

Validity encompasses the entire experimental concept and establishes whether the results obtained meet all of the requirements of the scientific research method. The method of triangulation, as already mentioned above, was used to ensure that the findings were valid. Content validity of the questions was done by asking the experts who are language practitioners about the relevant question to the respondents relevant to the measure their assessment of the translated documents. It also included asking their contributions in relation to the relevant questions to the municipal employee who took part in the study and measures to be used in document analysis of the translated texts in relation to the source texts. These practitioners assisted in identifying the content that will accurately represent the information in all areas in terms of translation in the municipality as they are involved in this field daily and know what information is relevant and what is not.

Construct validity was also conducted to check the standard of the interview questions by asking the language practitioners the same questions that were to be asked to the employee of the municipality to check if the questions were relevant to the topic of translation in order to examine the extent of the use of translation as an activity of corpus planning in the municipality (Kirk & Miller (1986). This assisted in checking if the data collection methods were truly measuring what the study intended it to measure. To heighten the reliability of the study the respondents were interviewed in their language of choice.

5.10. Data Collection Challenges

There were certain challenges that the researcher encountered when collecting data for the study. The costs incurred had to be paid by the researcher. The other challenges occurred during the interviews with the residents; some would agree to take part in the study however when the issue of the recording by using the recorder was indicated they said they were no longer interested in taking part in the study. This was resolved by stressing that the recorder was for recording purposes only and their names and other information was not going to be used in the study.

The other challenges were that the municipality employees were not willing to take part in the study, citing the fact that I had already interviewed them for my master's degree study. I had to explain to them that this was another research project and then persuaded them to take part, which the Municipality later agreed to. It was for that reason that I was able to interview the language practitioner of the municipality who dealt specifically with translation matters. Other employees who deal daily with translations was busy with a multilingual website thus they could not take part in the study. Several requests were made to them to take part in the study but the researcher was told that they were too busy to can take part in the study. Nevertheless, enough data needed for purposes of this study was gathered from the municipality

The other challenges were in instances where the language practitioners had to transcribe and translate the interviews. Most of them were too busy, thus the researcher had to extend their submission in order to ensure that they completed their tasks.

5.11. Limitations of the Study

Although the study managed to address its objectives there were unavoidable limitations. The first limitation to the study was that access to the translated documents was a problem as at the time of the study the municipality was busy reconstructing its website to create a multilingual one and this made some of the documents not to be accessible from the web but the researcher had to directly ask for those documents from the municipality. A greater depth of information could have been collected if the other employees from the municipality who deal directly with translation could have taken part in the interviews. Another obvious limitation of this study is that since it is a case study, its findings cannot be generalised to other settings beyond the focus areas of the study.

5.12. Conclusion

The purpose of this chapter was to give an indication of research design and methodology of the study. Research methodology is an approach used to find out the result of a given problem on a specific matter or problem that is also referred to as a research problem. In research methodology, the researcher uses different criteria for solving and searching the given research problem. Different sources and methods are used different for solving the problem (Industrial Research Institute, 2010).

The research design assisted in creating a proper plan for data collection in the study. This was in line with Industrial Research Institute (2010) which states that it is important that in research methodology the researcher always tries to search the given question systematically in a manner that will enable them to find out all the answers for the research problem. This chapter mapped out the methodology of the study so that the significance of the study can be indicated as no proper research can take place without an overview of the different methods of data collection and the reasons. It also described the weaknesses or limitations of the project as well as its strengths because every research project has a limitation of some sort and it was perfectly proper to identify the weaknesses of this study. Ethical considerations in the study gave proper direction to the study so that the study can be conducted in a responsible manner and this improved the validity and reliability of the research. All the research methods that were used in the study were carefully selected in order to ensure that the data collected was relevant for assessing the provision of translation services in the City of Tshwane Metropolitan Municipality.

CHAPTER 6

BACKGROUND TO MUNICIPAL DOCUMENT ANALYSIS

6.1 Introduction

Bowen (2009:2) describes document analysis as a systematic procedure for reviewing or evaluating documents—both printed and electronic (computer-based and Internet-transmitted) material. This chapter explains the processes followed in collecting data from various documents and methods used in analysing the collected data. This chapter also details how the translated documents from the Municipality were analysed. This was done to assess the quality of the translations. Documents such as the language policy of the City of Tshwane, Translation Policy, Annual report for 2013/2014; Integrated Annual Report 2011-2016, Tshwane Vision 2055, were analysed to assess the extent to which policy implementation in the City of Tshwane Metropolitan Municipality with a focus on translation has been implemented (see appendices G, H, O, & P). The translated documents such as language policy, newsletter articles in the African languages and pamphlets were also analyzed to assess the quality and the extent to which translation activities contribute to corpus planning in the Municipality (see appendices D,E,F, & I). The emerging themes and trends will be pulled out of the analysis to highlight the prevalent issues regarding translation.

6.2 Types of Documents Analysed

6.2.1 Language Policy of the City of Tshwane Metropolitan Municipality

In this study, the above mentioned document was used to provide background information as well as historical insight regarding translation in the municipality. It was also used to gain insight regarding the historical roots of the implementation of translation in the municipality. Documents such as this assisted in providing a means of tracking change and development in translation matters (Bowen, 2009).

The advent of democracy ensured that the municipalities change the way they communicate with their residents. Democracy brought in a new era that ensured that language equality takes place. The Constitution of the Republic of South Africa provides legislative context of ensuring that municipalities incorporate multilingualism in their communication to their residents. Section 9(3) of the Constitution mandates that the “state may not unfairly discriminate directly or indirectly against anyone on one or more

grounds, including race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual\ orientation, age, disability, religion, conscience, belief, culture, language and birth”. This constitutional provision was reinforced by the South African Municipality Systems Act (2000) which stated that language should not act as a barrier of access for citizens with no or limited proficiency in English to municipal services, or in ensuring the right of citizens to participate in, and contribute to the social, cultural, intellectual, economic and political life of South African society. In that regard, it recommended that South African municipalities develop a culture of public participation by providing services in a language preferred and used by citizens within their municipality through translation, amongst other things (Municipal Systems Act 2000).

As such, South African municipalities are supposed to engage in translation activities – where translation of texts is from English into various indigenous African languages, since English remains the most dominant official language (Municipality Systems Act 2000). The City of Tshwane decided to provide language facilitation services and to craft its own policy on how to accommodate and promote multilingualism (City of Tshwane Language policy 2007). It also sought to provide a critical engagement with the language implementation plan of the municipality, and the extent to which translation services, as articulated in the language policy and plan of the municipality, are employed as a language implementation strategy and in facilitating public participation.

The policy provides guidelines on how the municipality should implement multilingualism in its communication to ensure that all citizens within its borders have access to information and municipal services in the language that they understand best (Language policy of the City of Tshwane 2012: 5). Given the underdevelopment of the indigenous African languages, and its commitment to ensuring public participation, the City of Tshwane in its Language Policy states that, “the implementation of this policy will result in an increase in the demand for translation, editing [and] terminology development in the four official African languages of the municipality (Language policy of the City of Tshwane 2012: 10). The following Table shows the main objectives of the Language Policy of the City of Tshwane in relation to translation and the extent to which they have been achieved over the four financial year period: 2012 to 2014.

Table 1: Language policy of the City of Tshwane Metropolitan Municipality.

Objective	Achieved	Challenge/Not Achieved	Not Reported
To ensure that a proper framework that regulate editing and translation in the municipality is put in place.	Implemented language policy to regulate editing and translation in the municipality. Revised the Language Policy to accommodate eight (instead of six) official Languages in the municipality.	Although it was reported about this was not thoroughly achieved by the municipality as there is no reporting regarding how far the translation services were implemented.	Generalised reporting, no performance specifics provided. No concrete performance specifics regarding translation mentioned.
To ensure that a high standard of translation and editing is provided to ensure that the sphere of local government communicates effectively with the people it serves.		The standard of translation services was not indicated as to how far it was implemented in local government.	Generalised reporting, no performance specifics provided. No mention of how it was done.
To ensure that the translation of the language rights enshrined in the Constitution are translated into a	Improved communication of programmes to Communities.	No challenges mentioned. No specific indications regarding the translation of language rights in	Generalised reporting, no performance specifics provided.

coherent and effective approach to multilingualism in the municipality.		the municipality were given.	
To promote the equitable use of the official languages of the municipality.	Facilitated communication in the official languages.	Although what was done to promote equitable use of the official languages was mentioned there were still no specifics regarding how the official languages were implemented to facilitate equitable communication in the municipality.	Generalised reporting, no performance specifics provided.
To facilitate the equitable access to municipal services and information.	Facilitated communication in the official languages of the municipality.	This was partially achieved but there were no specifics as to how was equitable access to municipal information and services was facilitated and how often.	Generalised reporting, no performance specifics provided.
To redress the linguistic inequalities of the past.		No specific mentioned as to what were the measures that were implemented to ensure that the linguistic inequalities of the	Generalised reporting, no performance specifics provided

		past were dealt with regarding the provision of translation.	
To put in place every effort to use the other official languages of the Republic of South Africa, including South African Sign Language, on request.	Development of the official languages of the municipality.	This was partially achieved as there were no specifics regarding as to which efforts were put in place to use the official languages of the Republic of South Africa.	Generalised reporting, no performance specifics provided
To promote operational efficiency, English will be the working language of the municipality, and translations into the other official languages of the Municipality will be made available on request.	Increased focus on awareness and communication. Improved customer satisfaction through professional education, development, promotion and communication about the provision of the services.	Partially achieved as there was no proper information regarding how many translations and requests were done by the municipality in the official languages.	Generalised reporting, no performance specifics provided
To provide translation services on request for intradepartmental and interdepartmental written communication.		Not fully achieved as there is no information regarding how many were done intradepartmental and interdepartmentally.	Generalised reporting, no performance specifics provided

<p>To make available services made on request for the translation of motions presented at Council meetings into any of the other official languages of the municipality</p>		<p>This proved to be a challenge in the report as the number of motions translated at council meetings was not indicated.</p>	<p>Not reported.</p>
<p>To make the municipality's policies, procedures, conditions of service, strategic circulars, important human resource information, health and safety information and other strategic documents must be available in all the official languages of the municipality.</p>		<p>The municipality seemed to be silent on which procedures, policies and other important and strategic documents that were made available in the municipality's official languages.</p>	<p>Not reported.</p>
<p>To make available all official notices, statements, tariffs, by-laws, regulations, policies, advertisements, etc. issued or published by the</p>	<p>Devising integrated communication strategy to support the City Strategy.</p>	<p>There are no specifics indicated regarding how many translated document were publicised for public consumption in all the official languages of the municipality.</p>	<p>Generalised reporting regarding this matter and no specific reporting was given.</p>

<p>municipality for public consumption in all the official languages of the municipality, where practicable and financially viable.</p>			
<p>To make every effort to promote multilingualism on its website and in its external publications by using all the official languages of the municipality.</p>	<p>Pro-active communication</p> <p>Prioritising needs in terms of crime prevention, road policing and by-law enforcement through communication.</p> <p>Implementation of best internal and external communications processes, systems and management</p>		<p>Generalised reporting regarding this matter. No performance specifics indicated. The information provided was vague.</p>
<p>To ensure that all external documents of the municipality (and especially letters) carry a sentence at the foot of the page stating that the document can be made available in</p>	<p>Improved customer satisfaction through professional education, development, promotion and communication about the provision of the services.</p>	<p>There is still no proper reporting regarding how this was properly achieved.</p>	<p>Unclear and generalised reporting is given and no specifics regarding this matter.</p>

any of the official languages of South Africa, and the corporate identity manual of the municipality must stipulate this as a requirement.			
To make translation services available for ad hoc communication in the preferred language of the country concerned.		Lack of proper translation services indications to allow for measurement of the products given.	There is no reporting regarding translation measures undertaken in the City of Tshwane Metropolitan municipality.
To ensure that all identification signage, direction signs and road signs relating to municipal buildings, services, facilities, infrastructure and vehicles are in at least three official languages of the municipality where practicable.		Lack of information regarding the work done and translation services provided regarding communication in public areas of the municipality in the three official languages.	The silence regarding the provision of translation services shows that something is lacking or not being done. No reporting was given regarding this matter.
To make sure that when not practicable to incorporate other		The municipality seems to have no measuring instruments	The report was silent on translation matters and how it was

languages due to financial constraints, at least two languages (English and another official language of the municipality) are adopted.		regarding the translated documents. There also seems to be no indications regarding in how many languages the municipality communicates with its people.	done.
To make services available to translate internal training and course material into any official language of the municipality at the request of trainees.		Lack of details regarding the resources used or purchased to aid translations.	No performance specifics provided.
To build financial and human capacity for successful full-scale implementation of the language policy.	Language courses undertaken by some of the staff members.	Lack of details regarding how many employees have been capacitated to the respond to the language needs created by the implementation of language policy.	No performance specifics provided
To make room for a phased in approach for evaluating and monitoring the application of the policy.	Revised the Language Policy to accommodate eight (instead of six) official Languages in the municipality.		Generalised reporting. No proper indications regarding monitoring and evaluation of the policy.

To ensure that the policy is reviewed regularly and that corrective measures are taken at set intervals.	Revised the Language Policy to accommodate eight (instead of six) official languages.		Reported and specifics regarding the review were given.
Creating terminology that will help develop the official languages of the municipality.	Produced a term list on Community Terms in 5 of the official languages of the city as a mechanism to develop the said languages	Although the municipality is not reporting usually regarding its translation activities it should be commended for the production of community terms in its 5 official languages.	Performance specifics provided.
Ensuring that municipal signage appears in at least three official languages;		Nothing was indicated regarding this matter. The municipality although it is providing translation services it is silent on how it does it and performance specifics regarding this matter.	No specifics regarding the translated signage.
Developing a strategy to promote reading and writing in the indigenous languages	Indigenous Reading Programme – held at the City’s libraries in celebrating the Africa Month.		Performance specifics provided regarding the strategy implemented to

<p>(African languages, including Afrikaans);</p>	<p>Books in African languages being read. Hosted Fly Language Poetry Cultural Exchange Programme.</p>		<p>promote reading and writing in the indigenous languages in the municipality.</p>
<p>To ensure that the City of Tshwane website, as a public tool, reflects multilingualism.</p>	<p>Offered the City of Tshwane departments communication, marketing and language services that are part of an image-enhancing and brand-building strategy.</p>	<p>Lack of proper indications as to how far has the multilingual website gone.</p>	<p>Generalised reporting, no performance specifics given.</p>
<p>The implementation of this policy will result in an increase in the demand for translation, editing, terminology development and interpreting services in the official African languages of the municipality. The increased demand will result in the need for further training in language skills.</p>	<p>Language courses undertaken by some of the staff members.</p>		<p>Indirect performance specifics given.</p>

<p>To ensure the successful implementation of this policy.</p>	<p>Since the launch of the anonymous tip-off hotline, which is available in all 11 official languages, the City has seen a dramatic increase in the number of tipoffs received from the public.</p>	<p>Some of the implemented strategies were indicated whilst others were not.</p>	<p>Lack of detailed specifics.</p>
<p>The Language Services Unit must facilitate and coordinate the implementation of this policy by providing translation, editing, interpreting, language training and terminology development services;</p>		<p>No detailed information regarding how the language unit has facilitated and coordinated the proper implementation of translation and language trainings. Although some of the things achieved have been mentioned in the above columns no overall performance is given regarding how the municipality has achieved this</p>	<p>No performance specifics provided</p>

Source: City of Tshwane Language Policy (2012)

Annual report of the City of Tshwane Metropolitan municipality (2013/14)

6.2.2 Analysis of the Language Policy of the City of Tshwane Metropolitan Municipality

The above mentioned table highlights the extent of achievements or non-achievements by the municipality regarding the provision of translation services. It is important to note that since the inception of its language policy in 2007 the municipality has made strides regarding multilingualism. The table shows that the municipality has been trying its best in ensuring that its communication is in its official languages. The municipality should also be commended for trying its best to deepen communication with the residents. However the report is silent on how many languages were used in facilitating this and offers just generalised comments regarding this.

Some of the efforts used by the municipality to use the other official languages were also highlighted in the report. The measures undertaken by the municipality to develop some of its official languages were also a good step towards the right direction. The report noted that a term list on Community Terms in 5 of the official languages of the city was done however the problem is the matter of generalised reporting done in this stance. It is important to highlight which languages were included in this so that clear and detailed information could be furnished.

The report of 2013/14 brought to light that the municipality revised its Language Policy to accommodate eight (instead of six) official languages. It also highlighted that after various public consultations the policy was approved. The report contained generalised reporting in terms of language use in the municipality and does not give clear, specific achieved target in terms of translation. There are gaps regarding reporting on translation matters. The municipality is supposed to provide translation services and promote multilingualism within the spirit of participatory democracy and Batho Pele principles. These principles entail putting the citizens first in service delivery provision. One of its principles is ensuring that all citizens should have equal access to services. How can equal access be done without equality of the language use in the provision of services in the municipality?

6.2.3. Translation and Editing Policy of the City of Tshwane Metropolitan Municipality

The City of Tshwane Metropolitan municipality responded to the call by the Constitution and the Municipality Systems Act (2000) that directed the municipalities to ensure that community participation takes place and they must communicate to them irrespective of language. After establishing the language policy the municipality deemed it fit to establish the Translation and Editing Policy to respond to the language needs of its communities and thus comply with the different legal directions including the National Language Policy Framework.

The gradual implementation of the constitutional directives, National Language Policy Framework (NLPF) and the multilingual language policy of the municipality meant an increase in the demand for translation from and into the official languages (Translation and Editing Policy of the City of Tshwane Metropolitan municipality 2012). This was done because the municipality believed that translations were important in improving communication between the City of Tshwane and its residents.

The translation policy was seen as essential for the management of the translation and editing process and to safeguard the interests of clients and language practitioners in the municipality. This was also put in place to establish an efficient document management system to ensure the timely delivery of quality translations. Furthermore its primary purpose was to ensure the provision of a translation service of a consistently high standard in order to satisfy clients' expectations and, at the same time, raise the professional image and status of language practitioners (Translation and Editing Policy of the City of Tshwane Metropolitan municipality 2010). The following Table shows the main objectives of the Translation and Editing Policy of the City of Tshwane and the extent to which they have been achieved over the financial year period of 2013/14.

Table 2: Translation and Editing policy of the City of Tshwane Metropolitan Municipality

Target	Achieved	Not Achieved	Not Reported
To facilitate	Pro-active		Generalised

<p>communication between the municipality and the residents of Tshwane.</p>	<p>communication.</p> <p>Reached out to community members who cannot read and write; exploring other means of communication.</p> <p>Usage of the different communication vehicles to ensure community engagements</p>		<p>reporting no specifics provided.</p>
<p>To ensure that translation services are rendered to the Office of the Executive Mayor of the municipality;</p> <ul style="list-style-type: none"> <input type="checkbox"/> the Office of the Municipal Manager of the municipality; <input type="checkbox"/> the Office of the Chief Operating Officer of the Municipality; and <input type="checkbox"/> all departments of the Municipality. 		<p>Inadequate indications regarding what has been achieved by the municipality in relation to the provision of translation services to the Executive Mayor of the municipality.</p>	<p>Generalised reporting no specifics provided.</p>
<p>To ensure that the translation of documents from and into all the official languages of the</p>	<p>Facilitated communication in the official languages.</p>	<p>Inadequate achievements as there are no specific indications about the translation of</p>	<p>Generalise reporting, no specific indicators.</p>

municipality takes place.		documents into all the languages	
To ensure that the documents of the municipality are translated into the other official languages of South Africa when requested.		Although there is some of the documents translated into the official languages of the municipality. There seems to be challenges faced regarding translation into other languages that are not official in the municipality.	No reporting provided.
To ensure that only the official municipal documents, i.e. documents intended for official municipal purposes and the general public are accepted for translation and editing by Language Services.	Strategic Communications and marketing. Implementation of a Marketing and Communication Strategy and Plan	Lack of indicators regarding the municipality documents intended for official municipal purposes that were translated by the Languages Service Unit.	Generalised reporting no specifics provided
To ensure that the cost of the translation and editing of municipal documents are taken into consideration		No cost specifics were indicated.	No reporting regarding the costs of cost of the translation and editing of municipal

and borne by Language Services in collaboration with the departments concerned.			documents.
To ensure that the provision of translation and editing services by Language Services is in line with the Batho Pele principles.		No proper alignment and specifics regarding the alignment of translation services to the Batho Pele Principles of putting the community members first in the provision of services.	No reporting regarding the provision of translation services which are in line with Batho Pele Principles.
To ensure adherence to the strict quality control measures adopted internationally by the language professions and code of ethics of the South African Translators' Institute.		No indications as to what quality control measures are adopted by the Language unit in ensuring quality control of the translations.	No performance specifics provided.
To act as a guide in ensuring that the language practitioners of Language Services		There are no standard procedures indicated regarding the work of the translators and	No reporting regarding the standard procedures of the work of the language

and the editors and translators on the panel of external translators and editors produce work of the required standard and deliver work on time.		editors.	practitioners.
To ensure that translation work is done by also taking into consideration various factors that influence production time for editing and translation	Improved communication equipment	Lack of appropriate indications as to what measures have been taken into consideration in improving production time for editing and translation.	Generalised reporting

Source: Translation and Editing Policy of the City of Tshwane Metropolitan municipality (2010)

Annual report of the City of Tshwane Metropolitan municipality (2013/14)

6.2.4 Analysis of the Translation and Editing Policy of the City of Tshwane Metropolitan Municipality

According to Table 2 above, there is an indication that the municipality is trying its best to ensure that translation services are provided. The objectives of the translation policy are clear and provide a way forward on how the municipality implements its translation services. It is clear that there are translation services offered in the municipality but the generalised reporting does not give a clear indication of how it is being done.

Regarding the practical implementation of translation services the reporting is vague. It does not give a clear indication as to how equal access is facilitated in the municipal documents. It does not also give an indication as to how many municipal documents

such as the brochures, pamphlets, flyers, posters, advertisements; cooperation agreements, international trade agreements, contracts, memoranda of understanding, speeches and report were translated and into which languages. The report does not at all give a clear practical indication of the strides achieved in terms of the provision of the translation services.

The creation of the translation policy or guide is an indication that the municipality is serious about translation services. It is an indication that the municipality is committed to the advancement of the democratic principles of multilingualism. Such measures should be reported on and specified in the report to give the residents an indication about the provision of such languages. This will indicate that the African languages can also be used as resources of knowledge and distribution of information.

6.2.5 Integrated Development Plan (2011-2016)

This was done to ensure that planning was done for a five year cycle in the municipality from 2011-2016. The aim of the 5-Year IDP for Tshwane was to present a coherent plan to improve the quality of life for people living in the City of Tshwane (CoT) area – also reflecting on issues of national and provincial importance. One of the key imperatives was to seek alignment with national and provincial priorities, policies and strategies. The following table shows some of the key objectives of the IDP of the City of Tshwane that relate to language and communication matters:

Table 3: Integrated Development Plan of the City of Tshwane Metropolitan municipality

Target	Achieved	Not Achieved	Not Reported
To have stakeholder management, participation and communication plans.	Deepening communication with stakeholders		Generalised reporting about communication and nothing about translation services in deepening communication with the stakeholders.
To establish a	Providing strategic		Generalised

centralised command and communication Centre.	communications.		reporting about communication as a whole. No indications about translation as part of centralised communication in the municipality.
To improve communication between the residents and City of Tshwane Metropolitan municipality.	Improved customer satisfaction through professional education, development, promotion and communication about the provision of the services.		Generalised reporting about improving communication between the residents and the municipality. No indications as to the role played by translation in influencing proper channels of communication.
To ensure that the communities are afforded the opportunity to participate in the affairs of the municipality.	Mobilisation of the community to ensure effective public participation.		No specifics regarding the participation of communities in the affairs of the municipality. The report is silent of how translation plays a role in public participation of its residents in ensuring that the citizens are provided with

			information they need to participate in public decision-making in a meaningful way.
To work together with the other municipality regions to ensure that they bring local government closer to the people, thereby providing customers with greater accessibility.		Lack of proper structure to ensure that local government comes closer to the people. No indications as to if language related specifics are included in the strategy to bring the local government closer to the people.	No reporting regarding the fact that translation will be used as a toll to ensure that the government communicates properly with the people when interacting with them at.

Source: Integrated Development Plan of the City of Tshwane Metropolitan municipality (2011-2016)

Annual report of the City of Tshwane Metropolitan municipality (2013/14)

6.2.6 Analysis of the Integrated Development Plan of the City of Tshwane Metropolitan Municipality

Table 3 gives underlines what the Integrated Development Plan of the City of Tshwane’s intentions are regarding language matters especially with regards to translation. However the plan is not specific regarding languages. This is also applies to the annual report whereby generalised information is provided regarding language matters and no specifics were given.

Although language issues fall under the communication umbrella the integrated plan and report should have been specific in order to give a clear indication of what the municipality’s intentions regarding translation were and what has been achieved since the inception of such services. However both the documents are silent on such matters

and do not provide information on what has been and/or has not been achieved regarding this.

6.2.7 Tshwane Vision 2055

Tshwane Vision 2055 is an articulation of the future and sets out a bold vision that will propel the City of Tshwane to be liveable, resilient, and inclusive. It also reflects the aspirations not only of the region’s residents but of all South Africans as outlined in the National Development Plan 2030. Tshwane Vision 2055 details various “game changing” interventions and strategic actions for all stakeholders that will ensure that all its residents experience tangible socio-economic and spatial transformation in their lifetime (City of Tshwane 2014). The following are key objectives of the Tshwane Vision 2055 that relate to language and communication matters:

Table 4: Tshwane Vision 2055

Target	Achieved	Not Achieved	Not Reported
To ensure that infrastructure is developed extensively and efficiently through proper transport and communications.	The improvement of communication of programmes to Communities.		Generalised reporting regarding communication infrastructure. No specifics regarding the inclusion of translation services in the set up.
To ensure the utilization of innovations and communication technologies that will improve health system functioning	Implementation of best internal and external communications processes, systems and management		No specifics regarding the communication technologies as well as those the translation ones.

and contribute to a well society.			
Preparation of the version of the plan in all official City languages	Facilitating communication in the official languages.		No specifics as to how many languages has the version of the plan been translated into, and their availability.

Source: Tshwane Vision 2055

Annual report of the City of Tshwane Metropolitan municipality (2013/14)

6.2.8 Analysis of the Tshwane Vision 2055

The above table shows the objectives of the Tshwane Vision 2055 and the extent to which they have been achieved in 2013/14. The municipality should be commended for including language matter in their plans for the future. Their intention is to ensure that the vision 2055 is translated into the official languages catered for in the municipality. However the report is silent as to how many languages this has been translated into. This is the only thing identified in the plan that talks to translation issues.

The report and the plan generalise language issues. There is no proper indication as to what has been included in the municipality's vision to advancement of the official languages. All other things are generalised and not properly indicated, included and reported on. There is no clear signal of the improvement and inclusion of multilingualism at the municipality in the future. This gives an indication that in the future language issues in the municipality are likely not be taken seriously.

6.2.9 Translated Documents

There were various translated documents that were analysed. Amongst these documents were the language policy in the African languages such as Setswana, isiZulu and Sepedi, newsletter articles in Sepedi, Xitsonga and IsiZulu, emergency pamphlet in Sepedi, and rape prevention pamphlet (see appendices D-F) in Sepedi and a public notice. They were analysed to check the quality of translation because good quality translation contributes to effective communication between the municipality and its residents. The analysis was based on equivalence translation theory. This entails that the o target text should

resemble, in form and content, the source text (Nida 1964). Furthermore it was analysed to ensure that source text is conveyed in a manner that is as natural as possible where extra-linguistic factors appropriate to the target audience were considered (Nida 1964). This was also done in order to ensure that information is not lost in translation, resulting in communication breakdown between the municipality and the residents. The analysis of quality was based on matching of the message of the target texts against the source texts (Stejskal 2009).

In assessing these documents the content, style, message and form of the translation were also taken into consideration. In addition to that, in the analysis of the translated texts various issues were also assessed in the translation such as semantics such as the equivalent words chosen appropriately for the target audience. The presentation of facts such as years, date time was also assessed to check if they are in line with the message on the source text.

While sometimes it is easy to identify an incorrect or inaccurate translation as a translation of poor quality, excellence is almost invisible. Quality of translations is often taken for granted and the fact that it comes at a cost or rather requires an investment on translation strategies that is often overlooked. Similarly, the full dimension of the costs and consequences of poor quality translations is not always visible for many people. Quality in translation has always been the subject of intense discussions within and outside translation service

According to ISO Standard 8402, “quality” is defined as the “totality of characteristics of an entity that bear on its ability to satisfy stated or implied needs”. In this study quality of translation entails to ensure that information is not lost in translation, correct usage of the target language, correct use of subject-specific and terminology. This entails the translation delivered must be precise. The different translated documents were given to the various language practitioners who have been working in the translation arena for years who also possessed lots of experience. Taking into cognisance the view of incorporating assessment tools for translation this model was used just to assess the quality of the translations. This entailed the constructive alignment between the activity of translation and translated texts (Marais 2013). These were done to assess whether a wide variety of factors were considered before making translation decisions, in order to create functionally translated texts (Nord 1997).

The assessment instrument was used to provide the “backwash” predicted by translation assessment theory. This meant that it was used as a guide towards the type of understanding and competence that are deemed necessary in translation. On top of that it includes the ability to understand the complexity of a situation, the ability to judge which skill or strategy would solve the problem best, and the skill to put the understanding into practice to solve the problem in translation. This assessment instrument was used to assess qualitatively not quantitatively. It did not measure the number of mistakes, but it assessed equivalence competencies in the translated product (Marais 2013: 21).

They analysed the translated version in order to assess their quality so as to establish if nothing was lost in translation and if the message could still be understood by the targeted readers. In their assessment they had to check if the target language used fulfilled the requirements of the principle of relevance which entailed if it was relevant enough for it to be worth the reader’s effort to read and it is the highest level of relevance that the translator is capable of achieving given his means and goals (Sperber and Wilson 1995: 270–1).

Regarding the translated documents they were all rated as good. For example the emergency pamphlet in appendices D1-D2 we rated as good. The target text translation in appendices D2 was satisfactory in that the phrases and terminology used were adequate for the intended readers. The message was clear, concise and intended for specific audience who will mostly be Sepedi readers. This rating was informed by, amongst others, the language policy of the municipal translations were rated as clearly incorporating the message of the source to the target text. The rape prevention pamphlet in appendices E2-3 were rated as good because the target text resembled, in form and content, the source text. The target texts also conveyed in a manner that is as natural as possible the message of the source text where extra-linguistic factors appropriate to the target audience were considered and used in it. The terminology used in the target texts in both appendices D2, E2, E3 was incorporated to ensure that the target audience clearly get to understand the content and the translations (Nida 1964).

The newsletter articles translated into Sepedi and Xitsonga languages in appendices I were also regarded as possessing good grammar, accuracy and terminology. The target texts according to the assessors contained good grammatical features that were relevant to the target language. The linguistic structure and form of the target texts were identical

to the source text thus still able to transfer the same meaning to the target audience in appendices I. The newsletter article translations in appendices I were able to take into consideration the cultural and social norms of the audience that it was intended for. It made the message understandable without compromising the quality of the work.

The other pamphlet such as the emergency precautions and rape prevention in appendices D2, E2 and E3 were also rated as of good quality because the choice of words used in order to convey the message incorporated the terminology and concepts that were totally unknown to the target audience in the way that was understandable. The linguistic differences in the source and target languages in appendices D2, E2 and E3 were translated to ensure that the target readers are able to understand what was being intended by the document. This indeed proved that translation is in principle possible whenever the transfer is preceded by an understanding of the content of the original text (Asensio 2014:50). The translation of the target texts in appendices D2, E2 and E3 showed a balance between the source text and the target choice of words.

The translated documents in appendices D2 to E3 showed that both the source language and target language items were relatable. They all had the same grammatical and terminological features. They also showed different cultural and historical settings, however the equivalence of the message was the same (Nida & Taber 1969). All the assessments in the translated documents in appendices D2, E2, E3, and I showed that the grammar, accuracy and terminology used in the original text were spelled out explicitly in the target text taking into consideration words that were semantically complex from the source texts to make it fit the context to which it was intended.

The meaning and the content of the source texts were correctly captured in the target texts in appendices D2, E2, E3, and I as it was intended for the reader to understand and perceive especially regarding the rape prevention pamphlet precautionary measures to be taken for one to prevent them. Although the documents had different utterances, the source and the target texts expressed the same whilst it was done in different ways. Translation is primarily an action of Interlingua and/or intercultural interpretative use of language with a goal to modify man's knowledge of the world, both mental and physical (Gutt 1998). The interpretative and intercultural uses of the different languages were indeed captured in the translations.

The translations in appendices D2, E2, E3, and I showed that the linguistic, cognitive and socio-communicative dimensions of the texts were considered in creating them

(Venuti 2008). Formal and dynamic equivalence were applied in the production of the source texts because the texts showed that faithful reproduction of source-text was applied to the target text in appendices D2, E2, E3, and I whilst ensuring that the equivalence of extra linguistic communicative effect were also kept in the text (Nord 1997). More generalised terms were used to ensure that the readers do not wonder and miss the message of the translation. Cultural substitution words were used in instances where the words culturally contained different meanings. All this was done in a manner that was acceptable in terms of the communication context and the culture of the target user.

The aim or purpose of the translation determines the product. Culture, text type, style, idiomatic language, and even accuracy are assessed but in terms of the requirements of the target readers. As far as quality control in translation is concerned, the instrument used to assess the translations assumes that each translation is measured by their function and equivalence is of immense importance in translation as, when considered appropriately according to translation framework, results in precise and accurate translations that contribute positively to language development and effective corpus planning (Nord 1997:12).

The principal task in translation-practice is to establish equivalence of the original text in the target language. In other words, any translation involves a kind of equivalence between the source text and the target text; without equivalence of certain degrees or certain aspects, the translated text cannot be regarded as translation of the original text. Since translation in essence is a kind of communication, equivalence between the source text and the target text naturally becomes an essential requirement. It is generally agreed that the fundamental requirement of any kind of communication is to guarantee that the message is adequately transmitted from the source to the receptor. Similarly, in translation, the translator should try his/her best to reproduce the closest equivalent message of the original text in the target text so that the target text reader can understand the source message adequately. The analysed documents from the municipality in appendices D2, E2, E3, and I proved that equivalence is important and needs to be taken into serious consideration in translation (Yinhua 2011; 170).

6.3. Key Emerging Trends

From the analysis done above emerged the following key trends:

- Lack of proper reporting regarding the provision of the translation services.

- Lack of proper measures of quality checks of the edited and translated documents in the municipality.
- No proper coherent and effective approach mechanisms regarding the translation of language rights into reality in the municipality.
- Lack of equitable use of translation services in promoting the official languages in the municipality.
- Translation is not properly used as a tool to facilitate equitable access to municipal information and services.
- Translation is not properly used as a tool to redress the linguistic inequalities of the past.
- Translation is not used properly as an effort to ensure that the official languages of the Republic of South Africa are used equally in communication and services of the municipality.
- Translation services are not used properly to ensure improved customer satisfaction and communication about the provision of the services.
- Some translated documents are not readily available at the municipality but are made to be only on request.
- No records were provided regarding the rate of the translation requests made.
- Lack of proper awareness campaigns done to notify the resident and the departments about translation services.
- Translation services for intradepartmental and interdepartmental written communication is only made available only on request from these departments.
- Municipality's policies, procedures, conditions of service, strategic circulars, important human resource information, health and safety information and other strategic documents are available in all the official languages of the municipality.
- Some documents will only be translated and published where financially viable.
- The municipality is trying its best and making every effort to promote multilingualism on its website and in its external publications by using all the official languages of the municipality.
- There are still some important documents such as procedures, policies and other important and strategic documents that were not made available in the municipality's official languages.

- Municipality's notices, statements, tariffs, by-laws, regulations, policies, advertisements, issued or published by the municipality for public consumption are only translated in all the official languages of the municipality, where practicable and financially viable.
- Translation services are made available for ad hoc communication in the preferred language of the country concerned.
- All identification signage, direction signs and road signs relating to municipal buildings, services, facilities, infrastructure and vehicles are in at least three official languages of the municipality where practicable.
- When not practicable to incorporate other languages due to financial constraints English and another official language of the municipality are adopted in communication.
- Lack of details regarding the resources used in providing translation services.
- Language courses undertaken by some of the staff members in order to build financial and human capacity for successful full-scale implementation of the language policy.
- The municipality revised the Language Policy to accommodate eight (instead of six) official languages in the municipality and to allow for phased in approach for evaluating and monitoring the application of the policy.
- The municipality produced a term list on Community Terms in 5 of the official languages of the city as a mechanism to develop these languages.
- The municipality developed a strategy to promote reading and writing in the indigenous languages by developing indigenous reading programmes.
- The municipality is trying to ensure that it reflects multilingualism by creating website that shows this initiative.
- The municipality used the different communication vehicles to ensure that it communicates effectively with its residents.
- The rendering of effective translation services to rendered to the Office of the Executive Mayor of the municipality; the Office of the municipal manager of the municipality; the Office of the Chief Operating Officer of the municipality; and all departments of the municipality.
- Inadequate achievements in ensuring that translation of documents from and into all the official languages of the municipality takes place.

- Ensured that only the official municipal documents, i.e. documents intended for official municipal purposes and the general public are accepted for translation and editing by Language Services.
- Taking into consideration the cost of the translation and editing of municipal documents when providing such services.
- Ensured that the provision of translation and editing services by Language Services is in line with the Batho Pele principles.
 - No indications as to how the municipality adheres to the strict quality control measures adopted by the language professions
 - Although there are internal standard procedures developed for measuring the quality of translated documents there seems to be confusion regarding this matter.
 - Generalised reporting about communication measures without giving a clear indication about translation or language services.

6.4 Conclusion

Document analysis offers an exploration of issues through multiple lenses of various documents. It allows for the phenomenon that is being studied to be revealed and understood in a broader context (Baxter & Jack 2008: 544). Document analysis allowed for language policy implementation with a focus on translation to be revealed and understood in a broader context. The assessment of the quality of the translations was done through an analysis of the various translated documents in the municipality and various municipality documents. However these have shown certain issues that the municipality needs to take into consideration.

Although the municipality has done its best to ensure that multilingualism is a reality there is more that needs to be done. The municipality has to ensure that translation matters are reported clearly in their annual report. It has to ensure that these issues are in its planning translation and language policy matters are included as part of its indications regarding public participation communication strategies. The use of multilingualism for effective administration and communication is important for the municipality. Thus the municipality has to clearly, adequately and consistently report on the set targets that relate to language policy matters such as translation.

CHAPTER 7

DATA ANALYSIS

7.1 Introduction

Data collection is the most important stage in doing research because it assists in maintaining the integrity and credibility of the study (Whitney, Lind, & Wahl 1998: 79). This chapter describes how data collected for the study was analysed. Data was analysed to do the following; to examine the extent of the use of translation activity to facilitate the implementation of the language policy of the City of Tshwane municipality; to establish the current state of translation services in the different areas of the City of Tshwane Metropolitan municipality against the backdrop of language policy and planning, as well as implementation plans; to assess the quality of the translated document information accessed by the different residents of the City of Tshwane Metropolitan municipality against theories of translation appraisal; and to determine the extent to which translation activities contribute to corpus planning of the African languages named in the Language Policy of the City of Tshwane.

The data that was analysed comes from and was collected from the interviews. The emerging trends were pulled out of the analysis to highlight the prevalent issues regarding translation.

7.2 Data Transcribing

Transcription refers to the process of reproducing spoken words, such as those from an audiotaped interview, into written text (Halcomb & Davidson 2006:2). According to University of (Essex 2013) transcription is a transformation between forms of data which confirms audio recordings to text. It also included uniform and consistent layout of research questions throughout the transcription. The interviews that were conducted in the study were recorded by means of a digital recorder. This was a high quality recorder which could even record the voice of the speaker clearly even in places where there was noise. The recorded interviews were downloaded and saved in a file in a computer and stored safely. The recorder was used to enable the researcher to concentrate on listening and responding to the participant, without being distracted.

Thereafter the interviews were transcribed one by one. They were all done word for word or verbatim transcription. According to Poland (1995), verbatim transcription refers to the word-for-word reproduction of verbal data, where the written words are an exact replication of the audio recorded words. This entailed listening to them and recording what each speaker was saying. The interviews were transcribed in the language that the speaker used in the interviews. Some respondents chose to respond to interview questions in their first languages, some of which the researcher did not know. Colleagues (who are also language practitioners) from the Road Accident Fund (RAF) and Parliament of South Africa who are speakers of such languages (e.g., Xitsonga, Sepedi, etc.) assisted in transcribing such interviews.

Transcriptions were detailed in order to capture features of talk such as emphasis. The transcriptions also entailed repeated careful listening to the interviews. The respondents were each given unique identifiers. These included identifiers such as interviewee 1, 2 and so on. Each participant was given a number that was used to identify the transcription, and any other documents that can be linked to the participant. A master list of the participant number assigned to them was kept at a location that was different from where the data was kept to avoid a breach in confidentiality. To ensure anonymity in the transcript, the participant's names were removed; any information that would identify the respondent was substituted with a number of the participation. The recorded data were transcribed into written form so that they can be studied in detail and analysed linked with analytic coding.

7.3 Data Cleaning

Data cleaning includes scrubbing, detecting and removing errors and inconsistencies from data in order to improve the quality of data (Rahm & Do 2000:1). Data cleaning entailed removing errors and inconsistencies in the data set. It also included preparing the data to make it standardised. It also included correcting spelling and grammar. The transcribed interviews were cleaned in order to remove repetitions and to use standardised language

Data cleaning in this study also entailed looking for obvious errors, and misspells. The errors and coding errors were removed from the data. Data cleaning was relevant for the study in order to ensure that the data sets were valid. It also entailed detecting, correcting inaccurate information that was typed wrongly. Chapman (2005:1) describes this as a process used to determine inaccurate, incomplete, or unreasonable data and then

improving the quality through correction of detected errors and omissions. This process was followed in the interview data sets to make sure that good quality data was organised for analysis purposes.

Checks were done to ensure that the correct information of the interviews was transcribed. The correct information that was coded in the interviews was checked to ensure that it was accurate. Typos and spelling errors were corrected, mislabelled data was also properly labelled and filed, and incomplete or missing entries were completed (Chapman 2005).

7.4 Analysis of the Interview Data

Two interview data sets were collected in this study namely; resident's interview data set and a language practitioner (an employee of the City of Tshwane Metropolitan municipality) data set (see appendices n for research questions to the employee). A total of 24 interviews were done with the residents. The interviews were conducted in Mabopane, Soshanguve, Mamelodi, and Atteridgeville townships. In each of the study areas 6 residents were interviewed and took part in the study (see appendices j for interview questions to the residents). A total of 12 male and female residents took part in the study. The general interview data set was analysed by identifying and coding frequencies of responses, similarities and differences. The data sets were analysed by looking at themes and patterns that emerged from the respondents' answers. The interview responses were read and emerging themes and patterns identified. The same themes that emerged were grouped together in relation to the responses of the respondents.

Only one employee of the City of Tshwane Metropolitan municipality, who deals directly with translation, was interviewed in order to let the appraisal of the translated documents be examined properly from the receivers of such products and thus use this data set to verify the responses from the residents.

7.5. Resident's Data Set

The question about the respondent's first language drew diverse responses from them. Most of them indicated that their first languages were different and showed that indeed a multilingual situation in the municipality existed. It also showed that most people were clear on what their first language was. All of the languages they mentioned were part of the official languages of the country. Most of them their first language was Sepedi. This

was in line with what the census 2011 showed that Sepedi was the widely spoken language in the municipality areas.

Eight out of the twenty four interviewed residents indicated that their first language was Sepedi, whereas four indicated that theirs was Setswana, and the other four also said theirs was IsiZulu. Three indicated that Xitsonga was their first language; two indicated that their mother tongue was Tshivenda and the rest indicated SiSwati and English as their languages. This translates to 45% of the respondents indicating that their first language was Sepedi as indicated in table one below.

Based on the views of the interviewed employee the above spread of languages was taken into consideration in the City of Tshwane municipality and “the municipality decided to offer translations in six of the official languages of the municipality that is plus English, Afrikaans, Sepedi, Setswana, IsiNdebele, Xitsonga, isiZulu”. Furthermore the respondent indicated that

The municipality was however experiencing problems with Tshivenda;
 We do offer translations into this language but it’s an outsourced service.
 This is done only according to its demand and request. We do not offer this language as an official language on a full time basis yet (employee number 1).
 On top of that she emphasised that:
 However other official languages of the country which are not official in the municipality we outsource their translation services (resident number 1).

Table 1: The Rate of First Languages spoken amongst residents

First language	Number of residents	Percentage
Sepedi	8	45%
Setswana	4	20%
Xitsonga	3	11%
English	1	1%
Sesotho	1	1%
Tshivenda	2	2%

IsiZulu	4	20%
SiSwati	1	1
Total	24	100%

Regarding the other languages that the respondents were familiar with including their first languages, most of them gave mixed answers. The questions wanted to establish which other languages the respondents understood, which they were able to read and speak properly. The data indicated that interviewed residents were all multilingual. Most of them mentioned the two to three South African languages that they could read and understand properly. However, these included their first languages followed by English. The interview question also wanted to establish if they can at all understand other languages which are not their first languages.

Some of the respondents highlighted that they could only read and understand their first languages. The majority of them indicated that they were able to read and understand their first languages and English. Other interviewees, however, indicated that except understanding their first languages, they understand a little bit of English. The table below gives an indication of the languages that the respondents highlighted that they could read write and understand. It was, however, clear from the data analysis that most of the respondents understood and could read and write more than two languages (See table 2)

Table 2: Language proficiency of the residents

Language	Number of Residents	Percentage
English	18	<u>60%</u>
Afrikaans	4	<u>5%</u>
Setswana	9	<u>9%</u>
Sepedi	12	<u>10%</u>
Sesotho	3	<u>2%</u>

IsiZulu	7	<u>6%</u>
Xitsonga	7	<u>6%</u>
SiSwati	2	<u>6%</u>
Tshivenda	2	<u>1%</u>
IsiNdebele	0	
IsiXhosa	0	
Total	64	<u>100%</u>

The question on whether the respondents receive the information and services from the municipality in the languages they had indicated in the previous questions in Table 1 and 2 drew various responses. Many of them were clear in highlighting that the information and services they have received from the municipality was mainly not in the African languages that they had indicated (See figure 1).

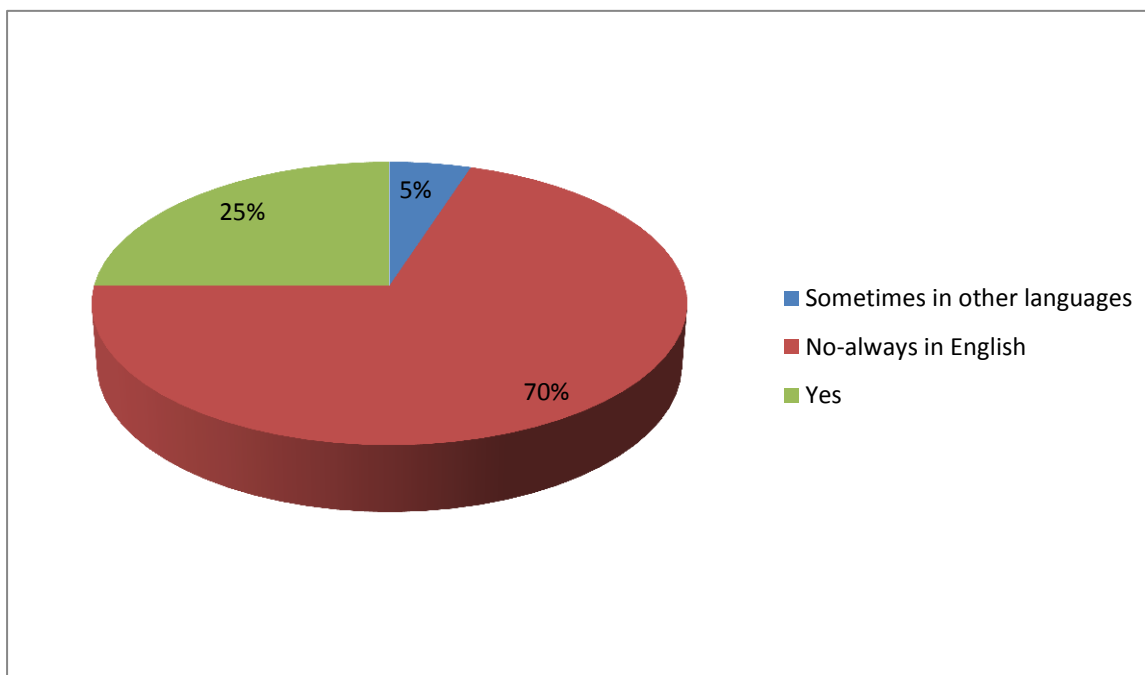
Most of the respondents, which was 70% of the interviewed residents, indicated that they received information from the municipality in English. However, others indicated that they have received information in other languages from the municipality. One interviewee said:

“The information from the municipality is usually in English, whilst the other African languages are used minimally” (resident number 4).

Another respondent said:

“Very few documents are in the other African languages” (resident number 3).

Figure 1: Other languages which residents receive information in from the Municipality besides English



Residents were also asked in which languages they usually get the municipal documents such as rate bills, statements, bills, newsletters and pamphlets? This question drew various responses from the residents. However, the majority of them were in agreement that the municipal documents such as rate bills, bills, statements, newsletters and pamphlets were mostly in English. They indicated that English seems to dominate the written work of the municipality and seemed to be the favourite language of communication to them.

Most of the residents indicated that although they get the municipality bills, rates, pamphlets in English, sometimes other languages like Setswana, Sesotho are used in some of the documents such as pamphlets. One respondent said that:

“We do receive documents though not often, documents of the municipality in languages such as IsiZulu and Afrikaans” (resident number 4).

However majority of the residents indicated that: “English dominated most of the languages of the municipality’s documents”. One resident amongst them also indicated that:

“Sepedi is used minimally but prevalent in pamphlets” (resident number 6).

Another respondent indicated that:

“Once in a while they have seen municipality’s using Xitsonga in some of their newsletters” (resident number 1).

According to one respondent:

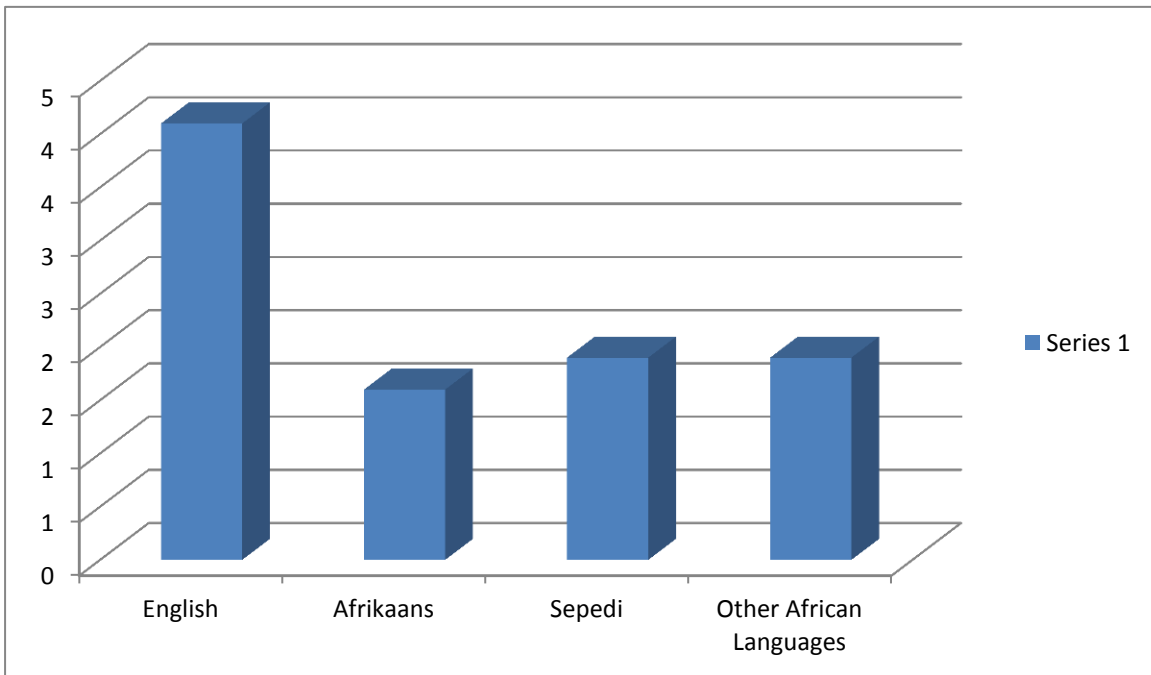
“English in their documents and few are in the African languages; however some of their pamphlets are in English and a small number in the African languages. However other information and services we get them in English” (resident number 6).

Another similar response was by another respondent who said:

“English and some pamphlets incorporate the African Languages”
(resident number 16).

A large number of residents indicated that most of the municipal documents were in English. Eleven of the residents indicated that they receive most of the documents in English. This translates to 72% of the interviewed residents, as shown by figure 3 below. However, as already indicated above, some of the respondents indicated that other African languages were sometimes minimally used in the municipal’s documents (see figure 3). These were five of them and this translated to 10%. The other respondents indicated that the documents were mostly in Sepedi and they were five, which can be converted to 10% of them, whilst another 4 of them indicated that Afrikaans which also is 8%.

Figure 2: The languages in which the residents receive municipal documents



When they were asked if they were each comfortable or understand the languages used currently used in the municipal documents they gave mixed answers. Other respondents indicated that they were comfortable whilst other said they were. Fifteen of the respondents, which translated to 75% of the respondents, indicated that they were comfortable with the language used whilst 4 of them, which are 8%, indicated that they were not; whilst 5 of them (which translate to 17%) gave various indications on the issue (See figure 4). However, other respondents indicated that they were not much comfortable or understood the language currently used in the municipal documents.

Most of the respondents who responded that they were comfortable with the language used indicated that “because they understood and could speak English”. One respondent indicated that:

“Although I understand English i feel it is dominating the written works of the municipality” (resident number 7).

Some of the residents who said they were not comfortable or did not understand the languages that were used in the municipality documents indicated that one of their reasons was that:

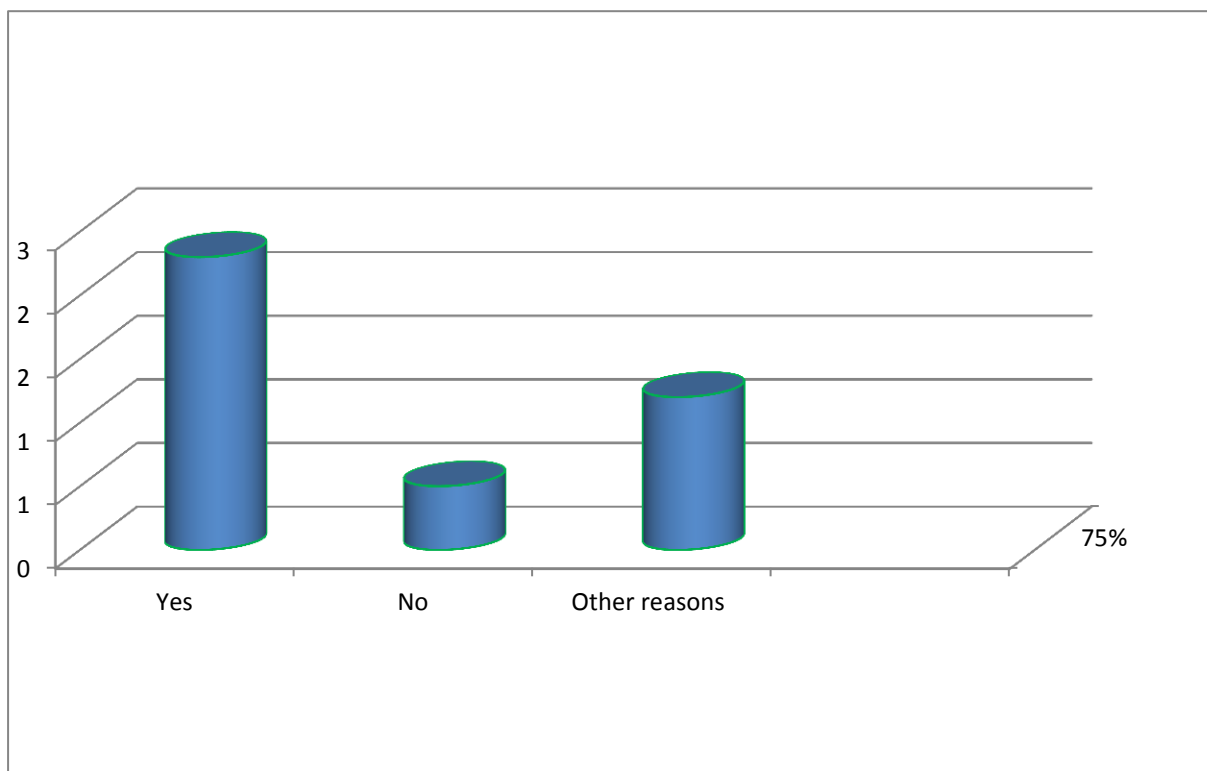
“the problem is that some of us don’t understand English better but when you read them in your languages you can understand better” (resident number 14).

Another respondent said that:

“I am not comfortable. Sometimes even in some information when I go to their offices I always ask for their assistance in things like forms because I don’t understand English and any other languages except Sesotho” (resident number 21).

Another respondent said that she doesn’t have a problem with the language used because her children can read it for her and explain it to her they are educated. Additionally another one indicated that “sometimes but not at all time” they were comfortable or understood the languages used in the municipal documents.

Figure 3: How comfortable or do the residents understand the languages currently used in the municipal documents



Another important interview question sought to establish what language they would each prefer to receive information in from the municipality. This drew a variety of responses from them. One of the key responses emerged from one resident who said:

“I would really appreciate it if I receive information from the municipality in the language that I know and I understand which is my own language Xitsonga” (resident number 1).

Majority of the residents indicated that they would appreciate it if they received information in the languages that they understand which meant their first languages such as Setswana, Sepedi, Xitsonga, IsiZulu, Tshivenda and Sesotho. These were 80% of the respondents (see table 3 below). Other respondents indicated that they would prefer

“If the municipality used a lot of minority languages in giving out information because many people still to this day undermine them”.

As the table below indicates, 6% of the respondents indicated that: “they would be glad if they received information from the municipality in the African languages”. Some indicated that they were fine with the language that was being used in the municipality which was largely English. One of the respondents said that:

“I am comfortable with the language that is being used in the municipality. I can read and understand English” (resident number 7).

Another one said that:

“English for me is okay. It is a language of communication in South Africa. Everywhere you go all things are written in English so I would prefer to receive information in English” (resident number 13).

Table 3: In what language would you prefer to receive information from the municipality?

Preference	Number of residents	Percentage
In the language that I understand which is my first language such as the African languages such as Setswana, Sesotho, Sepedi, Tshivenda, Xitsonga, IsiNdebele and others	14	80%

Comfortable with the language that is being used which is English?	6	14%
In the minority African languages	4	6%
Total	24	100%

The residents seemed to indicate largely that they did not receive information in the languages that they preferred from the municipality. This was evident in the responses they offered regarding the languages they preferred to receive communication in from the municipality.

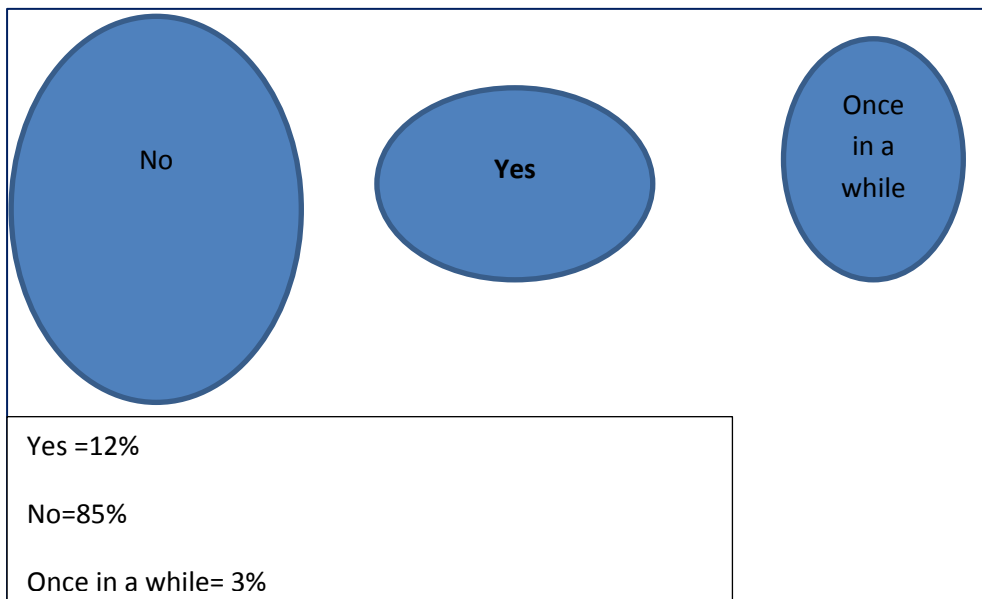
Other respondent indicated that “they only received communication from the municipality in the language that they understand only in pamphlets and advertisements”. There were other respondents who indicated that they received information from the municipality in their preferred languages. These were the people who understood could read it in English. The residents who prefer to receive communication in English indicated that they “always received information in that language because it’s always in it”.

One respondent indicated that:

“Each information is always in English from the municipality” (resident number 21)

However two respondents indicated that they received information from the municipality in their languages “once in a while” (see figure 4 and table 3).

Figure 4: The rate at which residents receive information in their preferred language from the municipality



Another key interview question was: what difference will it make if the residents were to receive the municipality documents in their language? This however drew a mixture of responses from the respondents. There were some of the respondents who thought that it will make a huge impact if they received information and documents in the languages that they understand. There were also those residents who did not see the difference because they understood English.

As shown by table 4 below, 11 of the respondents, which was the majority, thought that by receiving information from the municipality in the languages that they understood, it would enhance their understanding. One respondent said:

“Some of the terms and words used in English I don't always understand; I believe it will make a difference in terms of old people and people who don't understand English as it will assist them to understand the municipality information better” (resident number 4).

Another respondent said:

“ It will enable me to get a better understanding of the municipality's information in my language” (resident number 5).

Another one also added:

“It will entail better understanding and thus encourage me to participate in the municipality things” (resident number 9).

Other respondents indicated that it will enhance their learning of the terminology in their own languages, whilst other four of the residents thought that it would instil a sense of national pride to them. One respondent emphasised that:

“It will make me proud to see my language being used mostly in their documents alongside English” (resident number 10).

Another one highlighted that

“It would make me feel included in the municipality’s work” (resident number 18).

One respondent said that:

“It will show that I am considered as a resident of the municipality” (resident number 11).

Table 4: The difference it will make if the residents were to receive municipality’s information in their own language

What difference will it make if you were to receive municipality’s information in your own language?	Number of residents	Percentage
Better understanding of the municipality’s information	11	65%
Learning on terminology	2	4%
I wont make a difference because i understand the language being used	4	12%

(English)		
Sense of pride and consideration	4	12%
Feel included in information and services.	3	7%

Another key interview question asked sought to establish if residents were satisfied with the quality of the translated documents they receive from the municipality. Majority of the residents indicated that they could not comment as they did not receive the translated documents from the municipality. As captured in the figure 5 below, 18 of the residents (translating to 85% of the respondents) responded that they could not talk about the translated documents because they haven't seen them from the municipality. This point was captured by one respondent who said:

“I cannot comment of the quality of the translated documents as i have not seen them” (resident number 8).

This raised questions about the accessibility of the translated documents from the municipality to its the residents. Nevertheless, 6 of the residents which is 15% of the respondents) indicated that they were satisfied with the quality of the translated documents that they received from the municipaplity, as shown in figure 5. The resident that said that he had read an article in the municipality's newsletter in Xitsonga indicated that:

“From what I have seen when the article was in Xitsonga it was satisfactory, and well translated in all aspects including grammar, spelling, layout and structure”(resident number 10).

The other one said:

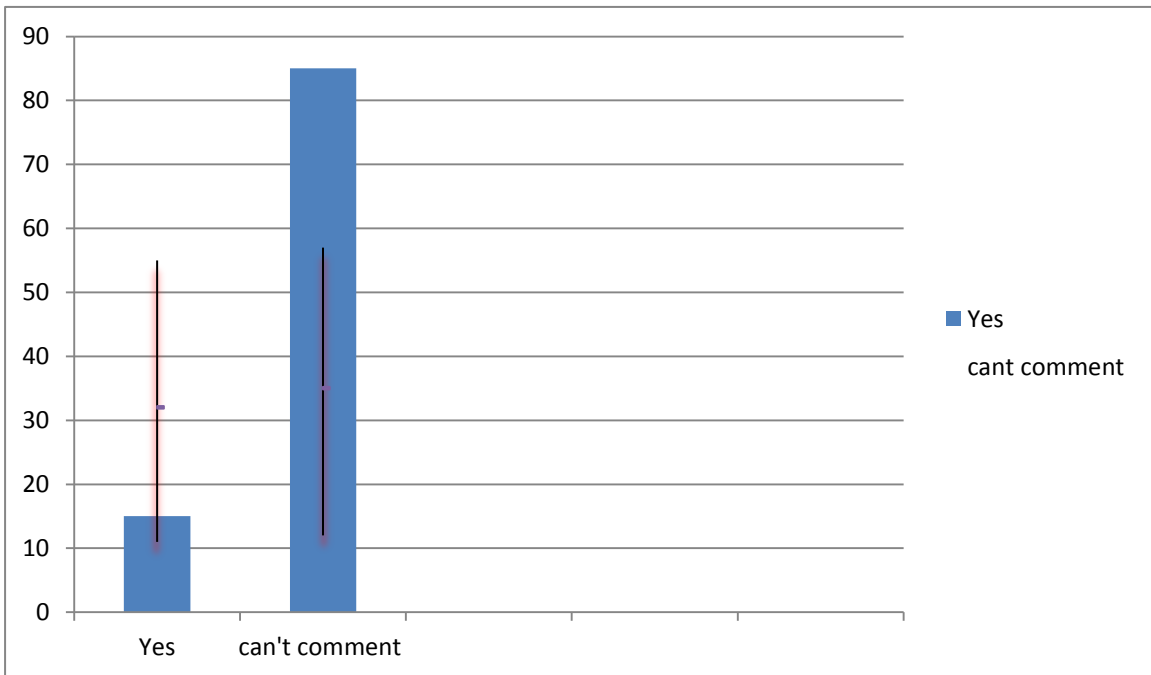
“Yes, the translations contained everyday standard languages that we are used to and can understand” (resident number 14).

However the above statements were not in agreement with what was said by the employee of the City of Tshwane Metropolitan Municipality. The language practitioner

indicated that quality assurance was still a challenge as captured in the following statement:

“Quality assurance is still a challenge to us. However we do not send the documents back to the client without running quality assurance on them” (employee number 1).

Figure 5: Respondents’ satisfaction with the quality of the translated documents (for instance; the grammar used, spelling, lay-out, structure, etc)



Most of interviewed respondents indicated that they could not comment on the questions regarding if they found the translated documents easy to read and understand because most of them had not yet come across them or received them from the municipality. These were 18 of the respondents which can be converted to 85% of them. One respondent amongst them said that:

“I haven’t seen any translated document so I can’t comment of their readability” (interviewee 6).

Only 6 which can be converted to 15% out of the 24 respondents, as shown by figure 6 below, were in agreement that the translated documents were easy to read and understand. One amongst them said that:

“The use of simplified target text language; and using of big complicated words that need the dictionary to understand in the translations“ (resident number 20).

Proper language, simple and straightforward terminology seemed to come out more often from the above mentioned respondents regarding the readability of the translated documents. Some of the respondents did not give a direct answer regarding the question: apart from English, in which other languages did the City of Tshwane municipality communicate to them as residents? Most respondents indicated that they couldn't respond to the question because they haven't seen translated documents from the municipality.

While the residents gave their views the employee gave a different opinion regarding which other languages was the municipality using to communicate to the residents. The employee signified that:

“Our main duty is to offer translations in the official languages of the municipality. The other official languages of the country we offer them per request” (employee number 1).

Only 6 of the respondents who indicated that they had seen translated documents However indicated that they found the translated documents that they have seen easy to read and understand. Those who agreed that the documents they received were easy to read and understand seemed to be in agreement that the translated documents in the municipality's document were simple, straightforward and the language that they were written in. One amongst them said that:

“yes they do not use the difficult language“ (resident number 2) .

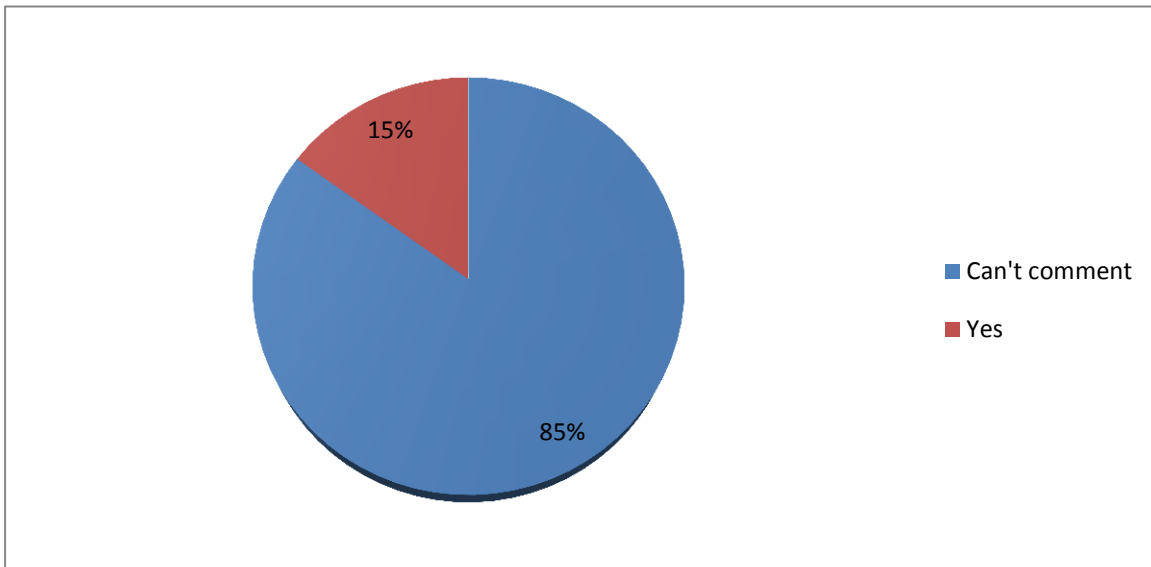
Another one said that:

“They simplify the language and i can get the message clearer and better” (resident number 20).

Another respondent also indicated that:

“yes, they dont use complicated languages. In instances where i see new words, its the words that make sense in my language” (resident number 3). (see figure 6 below).

Figure 6: Whether respondents find the translated documents easy to read and understand?



Another interview question sought to establish if the official languages of the municipality were used effectively in contributing to equitable access to municipality information and services. 17 of the residents which translates to 87% indicated that they thought that the official languages of the municipality were not used effectively in ensuring equitable access to municipality information and services. Amongst them one respondent said that:

“No, English and Afrikaans limit equitable access to information and services. This is because sometimes its hard for some people to express themselves or read things in English thus some of the things they cannot understand or reach them” (resident number 5)

This response indicated what the respondent felt regarding the use of the languages in ensuring equitable access to municipality information and services.

On the other hand 7 of the residents which can be converted to 13% of the respondents thought that the municipality was using the languages effectively to contribute to equitable access to municipality information and services. One of the respondent amongst them pointed out that:

“yes, they are doing their best to accomodate people with the different languages” (resident number 3).

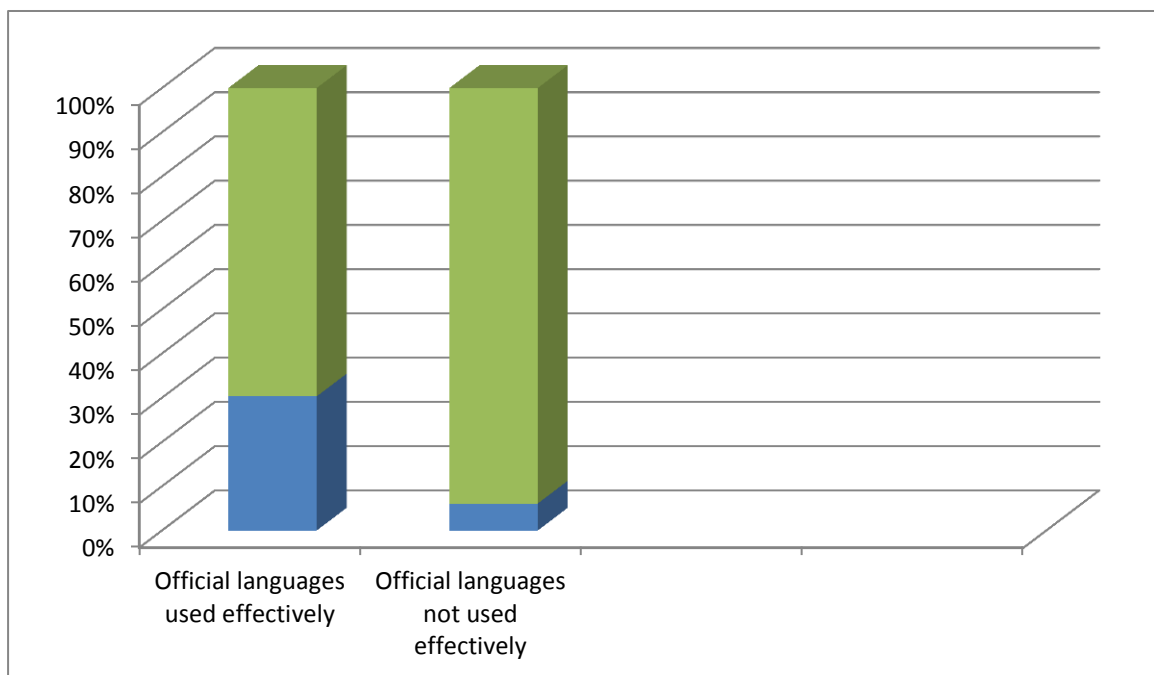
Another respondent also highlited that:

“yes, we are not left behind like it was in the past. They can see that not everyone speaks or understands English” (resident number 17).

The City of Tshwane employee seemed to highlight what a limited number of the residents indicated regarding if the municipality was using the languages effectively to contribute to equitable access to its information and services. She said that:

“Our performance in relation to facilitating equitable access to information and services is good and are about to be excellent” (employee number 1).

Figure 7: Whether the official languages of the municipality are used effectively in contributing to equitable access to municipal information and services?



The question that sought to ascertain whether the translation of documents into the other languages contributes to equitable access to municipality information and services brought diversity of views amongst the residents’ responses. Most of the respondents (14 of them) were in agreement based on the fact that if the municipality implemented translation services correctly it would definitely contribute to equitable access to its services and information. For instance, majority of them indicated that if the

municipality was doing its best in ensuring that the translation of documents was done adequately to ensure equal access of information and services.

The above mentioned was also supported by the City of Tshwane language practitioner who pointed out that:

“I am however happy with the work that we are doing. We are really making an impact to our communities in relation to translation but not in a satisfactory manner. We need to do more” (employee number1).

Another issue that came up from the residents was that at the moment the translation of documents into other languages did not contribute equitable access to municipal information. One resident indicated that:

“not so so because there is no equality in the usage of languages, some dominate and are preferred more than others” (resident number 21).

However another one indicated that:

“the municipality was doing its best and translation contributes a bit to equitable access to access of information and services” (resident number 4).

Table 5: Whether the translation of documents into the other languages contributes to equitable access to municipal information and services?

Do you think the translation of documents into the other languages contributes to equitable access to municipality information and services	Number of residents	Percentage
Yes- (if it was done equally)	14	79%
No	6	17%
Not done equally at the moment	4	4%

When the residents were asked if they thought that the provision of translation services address their needs and expectations regarding improved service delivery they responded differently(see table 7). Regarding the above mentioned question one resident said that:

“Translation services in the municipality address our needs” (resident number 6).

The others residents gave a different view regarding this matter. One of them said that “if it was done properly it would make a lot of difference especially in addressing my needs” (resident number 12).

Table 6: Whether the provision of translation services address your needs and expectations regarding improved service delivery

Do you think the provision of translation services address your needs and expectations regarding improved service delivery	Number of residents	Percentage
Yes	6	17%
Cannot say yes or no	2	3%
If its was done correctly it would do that	8	40%
No	8	40%

On the question that sought to establish whether or not respondents thought that translation of documents has improved communication between the municipality and its residents? The respondents appeared to agree that if it was done properly, they could read the information from the municipality and communicate with them from a point of understanding’. In the words of one respondent:

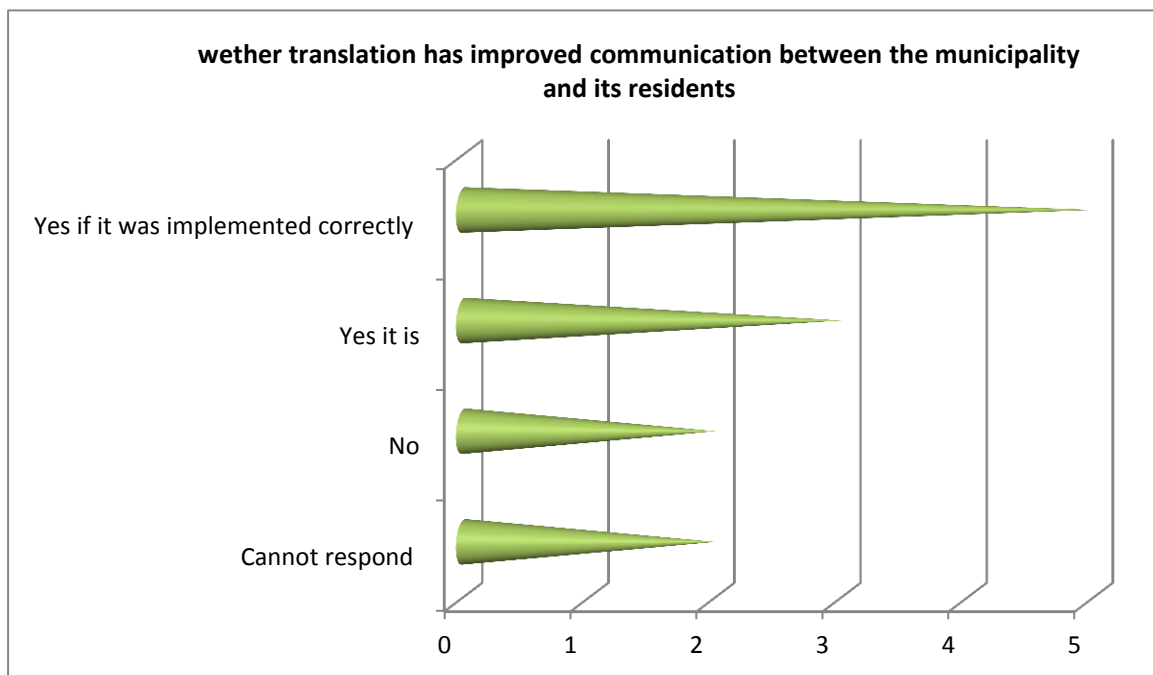
“if it was done properly it would improve communication between the municipality and its resident a lot” (resident number 16).

Four of the interviewed residents, however, indicated that indeed the translation of documents has improved communication between the municipality and its residents. One respondent said that:

“Yes it has, the translated documents have made the resident gain more information and knowledge and they can respond better when communicating with the municipality” (resident number 15). However another four respondents thought that the translation of documents did not improve communication between the municipality and its residents. Whilst the remaining 5 (10%) indicated that they could not respond to the questions because they had never come across translated documents in the municipality. One of the respondents echoed that as follows:

“I haven’t seen the translated documents, so I cant respond to these” (resident number 8).

Figure 8: Whether translation of documents has improved communication between the municipality and its residents?



Another important interview question was whether standard of translated documents facilitates better communication between the municipality and the people it serves. Eleven of the residents were in agreement that if the standard of translated documents was high it would facilitate better communication between the municipality and the people it serves. As shown by the table below, these were 74% of the respondents. One of them said that:

“Translation if implemented properly can facilitate better communication between the municipality and the people it serves but this is not so in the municipality as the moment” (resident number 24).

There were also those that agreed that at the moment the standard of translated documents facilitated better communication between the municipality and the people it serves. These were four of the respondents. One respondent indicated that because:

“some of the terms that we used to struggle to understand we have began to understand through translated documents” (resident number 3) .

However six of the respondents indicated that they could not respond to the question. They mentioned different reason amongst them was because:

“I have not seen any translated document from the municipality. I can’t really speak about the standard of translated documents” (resident number 9)

Whilst 3 of the respondents indicated that the the standard of translated documents did not facilitate better communication between the municipality and the people it serves. One respondent’s reason was:

“Translation does not facilitate better communication between the municipality and the people it serves. If it was done properly it would facilitate better communication effectively but now the standard is not inclusive and benefits some more than others” (resident number 24).

Table 7: Whether the standard of translated documents facilitates better communication between the municipality and the people it serves?

Do you think the standard of translated documents facilitates better communication between the municipality and the people it serves? If Yes, in which way? If NO, why?	Number of residents	Percentage

Cant respond	6	12%
Yes –if it was done	11	74%
Yes –it does	4	8%
No	3	6%

One of the most crucial interview question of this study was whether residents of the municipality ever requested to the municipality that their correspondences with them be in the language that they understand. Twenty two of the respondents indicated that they had never done that. One respondent indicated that they only complained about lack of availability of the translated documents and didnt know about if they could request that they receive correspondence individually. The respondent said:

“I only complained about the language that was used then they came back to me to ask which language I would prefer. It didnt take long for them to provide me with the language that I could understand” (resident number 3).

Table 8: Whether respondents have ever requested to the municipality that their correspondence with them be in the language that they understand?

Have you ever requested to the municipality that your correspondence with them be in the language that you understand? How long did it take? Were you satisfied with the correspondence that you receive from them?	Number of residents	Percentage
I didnt know	1	2%
No	22	96%
I only complained and didnt know that i could do that	1	2%

The question that sought to ascertain whether there was an opportunity or platform created for residents to give feedback and comments to the Municipality about the quality of the translated documents and communication in general drew a diversity of views amongst the respondents. It appeared that most of the respondents didn't know whether there was a platform created for residents to give feedback and comments to the municipality about the quality of the translated documents. One of the respondents responded as follows:

“I am not aware of such. But I believe that a person has a right to rate the quality of the service that they receive and provide feedback” (resident number 10)

Another respondent indicated that:

“I have no idea”.

All in all, 17 of the respondents which works out to 88%, indicated that that they were not aware of such a platform.

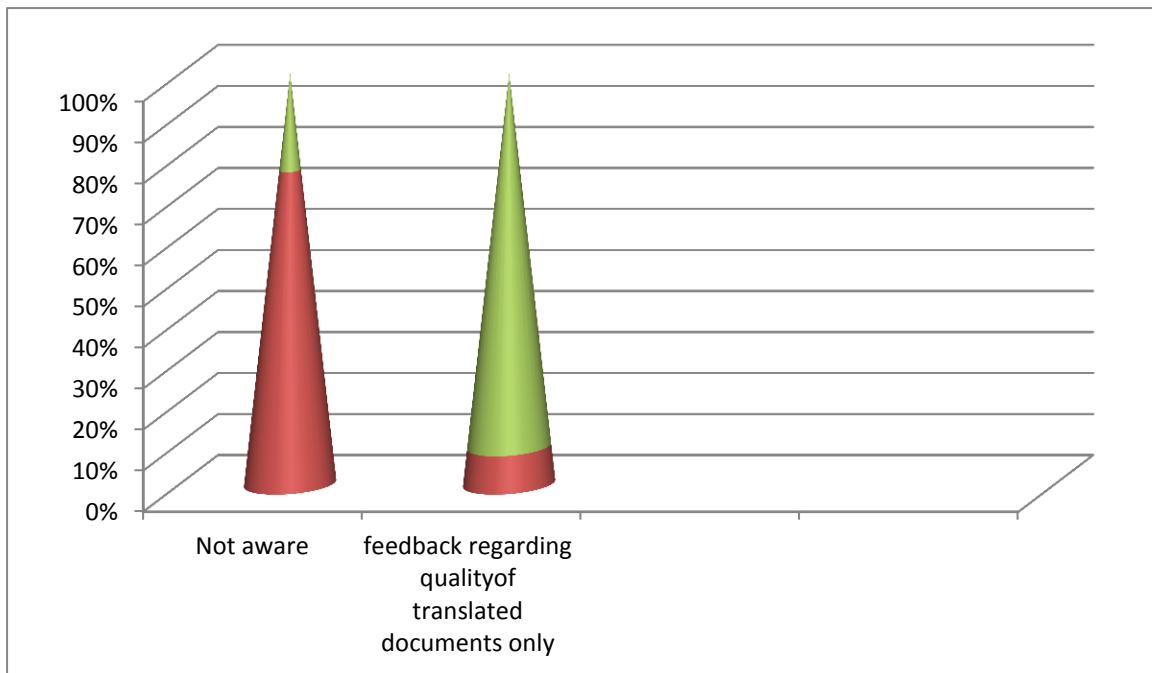
The rest of the respondents (12%) indicated that they thought that there was indeed an opportunity created for residents to give feedback and comments to the municipality about the quality of the translated documents and communication in general. One of these respondents responded as follows:

“I know there is a platform to give feedback and comments regarding provision of translation of documents. I don't know about giving feedback about the quality of translated documents” (resident number 18).

The City of Tshwane language practitioner seemed to highlight issues in line with the above responses from the residents. She indicated that:

“Most of the municipality departments and residents are also not utilising their translation services. We are trying by all means to inform all of them about our services and how they will benefit them but the response is still not satisfactory. We communicate with them daily about our services but their responses are not satisfactory. Not everyone is aware of our services” (employee number 1).

Figure 9: Whether there is an opportunity or platform created for residents to give feedback and comments to the Municipality about the quality of the translated documents and communication in general?



The next interview question was whether the current state of translation services in the City of Tshwane Metropolitan municipality was good; fair or poor. Only three of the respondents thought that the state of translation services in the municipality was good. The reasons mentioned by one of them was that:

“It is good to some languages, however, I feel that the other african languages are not promoted like the other languages in the municipality” (resident number 4).

Another respondent said that

“I think it is good because people can receive documents in their languages” (resident number 5).

Five respondents, which works out to 10% of the total interviewed residents, indicated that they couldnt respond to the above mentioned questions because they haven’t seen any translated document. One of their reason was:

“I cannot respond to this question as i have never seen any translated document from the municipality” (resident number 17).

Another one said that:

“I haven’t seen any translated document from the municipality thus i cannot comment on the provision of their services in this regard” (resident number 19).

However other respodents thought that the translations from the municipality were fair.

One of the respodents said that:

“It is fair because there is still a problem in provision of translated documents; some languages are not catered for, and at times the translated versions are not available at all” (resident number 6).

Another one said that

“fair, because although they are trying to use our indigenous languages they do not use all of them” (resident number 7).

However, majority of the residents, 11 in total, expressed that the current state of the translated documents in the municipality was poor. One of the reasons they mentioned was:

“ not all languages are catered for in the municipality translation services (resident number” (resident number 9) .

Another reason was that:

“there is inequality in the provision of translation services. Other languages are translated into whereas others are not” (resident number 11).

Table 9: The current state of translation services in the the City of Tshwane Metropolitan municipality

What is the current state of translation services in the the City of Tshwane Metropolitan municipality? (good; fair, poor).	Number of residents	Percentage
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Good	3	6%
Cannot respond to it	5	10%
Fair	5	10%
Poor	11	74%

Eleven of the residents seemed to indicate largely that the municipality was trying to implement translation services but in the process neglecting to use the the African languages in this. They believed that

“they are trying but the African languages are neglected in the process” (resident number 22).

However 6 of them indicated that the municipality was trying its best regarding the provision of translation services however the African languages are still limited the work done by them. One of the resident indicated that:

“they are not there yet, they are still trying to but the African languages are still limited in this” (resident number 6).

Three residents of the municipality indicated that indeed the municipality was doing well regarding the provision of translation services. Their reason was that:

“most of the public notices like electricity cuts and health issues, they do them in the different languages such as IsiZulu, Sepedi and other African languages; even health related notices are in the different African languages and not in English only” (resident number 3).

Another reason was that:

“they are giving the other languages representation in terms of translations which is great”(resident number 15).

The rest of the respondents pointed out that the municipality was not doing well regarding the provision of translation services. Four of them believed that the

municipality was struggling regarding the provision of translation services (see table 11 below). One of them said:

“They are not doing anything well regarding translation services. If they were doing a good job I would have seen a translated document from them” (resident number 13).

Another respondent said:

“they are not doing well regarding translation services; but with the few that i have seen maybe they are trying and they might pick up the pace as time goes on” (resident number 14)

However, regarding the above mentioned questions, the City of Tshwane language practitioner indicated that:

“what I can claim to be doing well is that we have already translated the 70% of the policies and by-laws of the municipality. We have done so in the 7 official languages of the City” (employee number 1).

Table 10: What the municipality is doing well (successes) regarding the provision of translation services

What is it that the municipality is doing well (successes) regarding the provision of translation services?	Number of residents	Percentage
Trying but neglecting the African languages in the process	11	74%
Trying its best	6	12%
Doing well	3	6%
Not doing well	4	8%

In terms of the question that sought to understand what the municipality was not doing well (challenges) regarding the provision of translation services the 92% (22) of the respondents mentioned what they thought was not being done well in this regard. This included various things that they thought the municipality was not doing well regarding the provision of translation services. This was echoed by one respondent who said that:

“they are not giving the residents the translated documents; the fact that I haven’t seen any translated document from them it means that they are not doing something right especially in ensuring that the community members who should receive such document get them” (resident number 1).

The other respondents indicated that:

“the municipality is not using most of the African languages; some are used more than others” (resident number 18).

Most of the respondents put across their dissatisfaction regarding what the municipality was not doing well regarding the provision of translation service. Another one said that:

“the municipality is not ensuring that all their official languages are catered for equally. Most of their documents are not translated and only available in English” (resident number 6).

Only 4 of the respondents (8%) indicated that they thought that the municipality was trying its best in the provision of the translation. One of the reasons mentioned by one respondent was:

“the municipality is including translations in most of its informations and services and this is important as it allows people to communicate effectively with the municipality” (resident number 23).

Another respondent said that:

“they are trying their best to give us the translated documents” (resident number 2).

The views of the residents above were supported by the City of Tshwane language practitioner that regarding some of the things that were not working well were “due to lack of translation resources and enough language practitioners”.

The final key interview question sought to establish what is it that the municipality can change or do better to ensure that translation services are effective. The responses varied greatly but were focused on what the municipality can do to improve the translation services. One of the advices was regarding the availability of the translated documents. Regarding this one respondent indicated that:

“the translated documents should be available at their local offices in the different languages” (resident number 1).

Another one said that:

“they must make sure that translated documents are available at all times not once in a while” (resident number 2).

The above mentioned view was also supported by the City of Tshwane language practitioner who said that;

“The translation services are all right but the distribution of the translated documents is not satisfactory” (employee number 1).

The employees further said that:

“There are a lot of policies documents, stakeholder’s notices but these are not in the public consumption as they were supposed to be” (employee number 1)

There were no identical responses to this questions as most of the respondents gave different ideas as to what should be done by the municipality to change the provision of translation services. One respondent said that

“They must include most African languages and not translated documents unequally” (resident number 4).

Another respondent said:

“They must ensure that they accommodate other languages that are not yet catered for in their translations” (resident number 5).

Other views were that:

“they must just include other languages in their translations. English and Afrikaans must not dominate” (resident number 6).

However another respondent said that:

“they must ensure that the community know that there are translated versions in the different languages of their documents” (resident number 8).

Whilst the other respondent indicated that:

“they must be consistent and provide translation services for the languages of the municipality” (resident number 12).

It appeared that most of them had a piece of advice for the municipality. Some had different ideas as to what the municipality could do to change or do things better to improve translation services. However, what came out strongly from most of them was that “the municipality must include other languages in their translations”. Regarding this, one respondent said

“they must cater for all the official languages; translation works better when other languages are included” (resident number 7).

The reasons offered by the respondents varied. Some also said that the municipality had “to improve the accessibility of its translated documents”.

7.6 Conclusion

This chapter provided an extensive ethnographic overview of how the residents and City of Thswane language practitioner data sets were analysed. It gave a wider indication of the questions asked and the responses given. The different views and experiences regarding translation services was given by the respondents. Data transcribing and cleaning allowed for the improvement of the data. The patterns and themes of the respondents gave a proper examination of the translation activities in the municipality. It further allowed for proper assessment of the quality of the translated documents and the determination of the extent of the translation services. These were able to answer key questions in the study which, together with the findings of the study will be explained further in chapter 8.

CHAPTER 8

KEY FINDINGS

8.1 Introduction

This chapter gives a report of all the key findings that emerged from the analysis of relevant documents and data sets in chapters 6 and 7. The outline of the rest of the chapter is as follows: section 2 provides trends emerging from interview data analysis; section 3 recaps emerging trends from document analysis; section 4 presents key findings of the study; section 5 provides policy implications for the City of Tshwane Metropolitan municipality; and section 6 makes concluding remarks.

8.2 Trends Emerging from the Interview Data

Different trends emerged from the interview data analysed in the previous chapter. These will give a direction towards the key findings of the study, which will in turn provide answers to the basic questions raised in this study. Trends in this study entail a pattern of results in the information or data analyzed. The following are the trends that came out strongly in the interview data sets:

□ **There is existence of strong multilingualism amongst the residents of the City of Tshwane Metropolitan municipality**

During the analysis of the data, it became evident that the residents of the municipality spoke and understood the different languages which were also the official languages of the Municipality. It became clear that a majority of them spoke and understood different language thus it was proof enough that a multilingual situation exists in the municipality. This was also highlighted by their responses which showed that they better understood African languages.

□ **English is still dominant in communication and information documents of the City of Tshwane Metropolitan municipality**

The analysis pointed out that the municipality's communication and information were usually in English despite the fact that it had translation services and a fully functional language unit and policy. Most of them pointed out that the documents and information they received from the municipality were usually in English whilst the other official languages were used minimally. The majority of them reiterated that very few documents are translated into African languages spoken in the municipality. Instead,

basic communication documents such as pamphlets and notices intended for the general public are largely written in English.

□ A section of the City of Tshwane Metropolitan municipality cannot read and understand communication and information documents

One of the key trends that emerged from the analysis of the data was the fact that whilst there are residents that understood and could read English there was still a number of those who could not. This highlighted the fact that there were still those who couldn't even understand the municipality's information and services. A large number of the municipality's residents indicated that they were not much comfortable or understood the language used currently in the municipality's documents. This implies that these residents of the municipality are consciously or unconsciously excluded from accessing vital information contained in communication and information documents of the municipality.

□ Translated documents in African languages are still minimal

Another trend that emerged from the interview data analysed showed that the translated documents in the African languages were minimal. These concerns were raised by the respondents who were worried about the provision of translation services in the municipality. They pointed out that translation of written works into African languages spoken in the municipality was still inadequate.

□ A section of the City of Tshwane Metropolitan municipality is comfortable with the language used in communication and information documents

Whilst there were some respondents who could not read and understand the English language largely used in communication and information documents as mentioned above, there was also a section that was comfortable with the English language used in communication and information documents. Their reason for that was that they understood and could read English.

□ Majority of interviewed residents are yearning to receive information and documents from the municipality in their first languages

The analysed data indicated strongly that some of the respondents prefer to receive information and documents in the languages that they understand. The majority of the respondents indicated that they would really appreciate it if the municipality used a lot of

minority languages in giving out information because, to a certain extent, they felt that many people still to this day undermine them. In other words, the majority of the interviewed residents called for equitable usage of all languages in the municipality.

☐ Lack of equitable usage of official languages spoken in the City of Tshwane Metropolitan municipality

Linked to the above-discussed trend, a trend also emerged that showed that there was lack of equitable usage of official languages spoken within the municipality. Majority of the respondents indicated that equal usage of languages in translation services would make a huge difference regarding communication between the municipality and its residents. The majority of them indicated how it would make them feel comfortable and enhance their understanding of information intended for them. Most respondents felt that English and Afrikaans dominated the written works of the municipality. Some respondents indicated that it would make a huge impact if the residents received information and documents in the languages that they understand.

☐ Inadequate provision of translation services has a negative effect on public participation by residents

The majority of the interviewed respondents thought that equal provision of translation services had the ability to enhance public participation, which was currently negatively affected by inadequate provision of translation services.

☐ Proper methods of quality assurance of the translated documents is still lacking in the municipality

Another interesting trend that emerged from interview data analysis showed that there was lack of proper quality translated documents. This was confirmed by the City of Tshwane language practitioner who indicated that quality assessment of the translated works was still a challenge that they were grappling to address. Data indicated that quality assurance of the standard of the translated documents was still a challenge to the municipality.

☐ Majority of respondents have never seen documents translated into African languages in the city of Tshwane Metropolitan municipality

One of the trends that came out very sharply from the analysis related to the fact that the majority of the respondents repeatedly indicated that they had never seen any

communication and information documents translated into their African languages. As a result of this, they were not able to give their opinion on the quality and/or helpfulness of translated documents because they had never seen them.

☐ Afrikaans still dominated the translated works in the municipality

It emerged from the data analysed that Afrikaans still dominated the translated works in the municipality. The majority of them indicated that if the documents of the municipality were not in English, they were mostly in Afrikaans. Most respondents felt that the dominance of English and Afrikaans in translated documents limits equitable access to information and services for other residents of the municipality who are non-speakers of English and Afrikaans.

☐ Translation is not properly used as a tool to facilitate equitable access to municipal information and services

A trend that also came out in all the data sets was regarding translation as a tool to facilitate equitable access to municipal information and services. The municipality employee highlighted that regarding this issue it was performing well but more can be done to ensure that they become excellent. A section of the interviewed residents thought that the City of Tshwane was still not using translation as a tool to facilitate access to information and services.

☐ The translation services have not yet improved communication between the municipality and its residents

It became clearly noticeable from the responses that translation services have not yet improved communication between the municipality and its residents. The residents' data indicated that if it was done properly translation would properly improve communication between the municipality and its residents. Data indicated that the provision of translation services was not yet done properly.

☐ Lack of proper awareness campaigns done to notify the residents and the departments about translation services

It strongly emerged from all the data sets that there were no proper awareness campaigns to notify the residents and the departments about the availability of the translation services. This was clearly indicated as the majority of the residents said they were not aware of the platform created for residents to give feedback and comments to the

municipality about the quality of the translated documents and communication in general. The municipality itself also confirmed that not everyone was aware of our service. It is clear that the available mechanisms for feedback and comments regarding translation services needs to be publicised.

□ The current state of translation is still work-in-progress

Data analysed pointed out the current state of translation services needed to be improved. The responses from the residents indicated that the translation work of the municipality was still work in progress. The respondents cited that all was not lost because the municipality was trying to include the African languages in their communication but these were still limited.

□ There is inadequate monitoring and evaluation of the translation services

It emerged from the data analysis that the translation services of the municipality needed to be monitored and evaluated frequently. This trend was confirmed by City of Tshwane Metropolitan municipality employee who indicated that the policies and implementation thereof are monitored and evaluated and reviewed after 5 years. That is a long period, and as a result, there is a need for some monitoring and evaluation mechanisms of the implementation of translation services to be developed.

□ Inadequate resources for the provision and improvement of translation services

A trend also emerged that indicated that data available resources meant for the provision and improvement of translation services in the City of Tshwane Metropolitan municipality was not enough. There was still a need for more resources to improve the provision of translation services. This was trend was also confirmed by the language practitioner of the City of Tshwane Metropolitan municipality who indicated that what was hampering the provision of translation services was lack of resources.

□ Inadequate distribution of translated documents to municipal regional and satellite offices

It became evident in the data analysis that the translated documents are not available at all times from the municipality regions and offices. This was reflected when a large number of interviewed residents indicated that the distribution of the translated documents needed to be improved. Most of them pointed out that translated documents

are not readily available at satellite offices. The lack of translated documents and their availability in the municipality offices emerged as a problem affecting the visibility of translation services.

8.3. Trends Emerging from Document Analysis

The following are the key trends that emerged from the document analysis

□ Some translated documents are not readily available at the municipality except on request

It came out from the data sets that some of the translations can only be made available per request. The Language Policy of the municipality indicated that “English will be the working language of the municipality, and translations into the other official languages of the municipality will be made available on request”. It further indicated that “to ensure that all external documents of the municipality and especially letters will carry a sentence at the foot of the page stating that the document can be made available in any of the official languages of South Africa, and the corporate identity manual of the municipality must stipulate this as a requirement translation and editing policy”. This was reinforced by the employee who said that “We do not service the public directly. We only offer our services through the departments that request them”. The question remains why should English and Afrikaans documents be available at all times without any special request and those in the African languages have to be requested? And what about residents who can only read their own African languages? How do they get to know that they can request documents to be organised in their own languages, if they are not informed of this through an awareness programme or other campaigns?

□ The translation of documents such as notices, statements, tariffs, by-laws, regulations, policies, advertisements is depended on financial availability

In the document analysis data set, it became evident in the Language Policy of the municipality that translation into the other official languages will only take place when only it was financially viable to do so. This in itself is an indication of how the other African languages are regarded. It also showed that multilingualism is regarded as costly and in turn it creates a negative perception of its role (Bamgbose 2011: 2). However, research conducted by the Department of Arts and Culture in 2001 in selected government departments found that the cost of implementing functional multilingualism is sustainable, and that it can be accommodated with minor adjustments to planned

budgets and will require a budget increase of less than 1%. Implementing the multilingual use of six languages will result in slightly higher costs, but will not exceed a budget increase of 2% (Department of Arts and Culture 2003: 24).

□ Insufficient and ineffective implementation of the translation services

The analysed data also pointed out that the translation services of the municipality needed to be utilised properly. Some interviewed residents, as already shown in the previous section, pointed out that although the municipality is said to be having translation services they haven't seen any translated documents. The analysed data indicated that the translation services were in existence in the municipality but not utilised and implemented properly and effectively in ensuring that multilingualism is accurately established.

□ Translation services for intradepartmental and interdepartmental written communication is only made available on request from these departments

It came out from the data sets that the translation are only done when requested by various departments of the municipality. The Language policy of the municipality indicated that “translation services will be provided on request for intradepartmental and interdepartmental written communication”. This was also emphasised by the language practitioner of the City of Tshwane Metropolitan municipality who said that “we do not service the public directly. We only offer our services through the departments that request them”.

□ Translation services are also made available for ad hoc communication in the preferred language of the requestor

It appeared also that the municipality can make translation services available for unplanned requests. This was confirmed by the language practitioner of the City of Tshwane Metropolitan municipality who explained that this occurrence happens in instances where they realise that a certain department has a lot of communication that is intended for the public by advising them and engaging with them about the importance of utilising translation services to bring the message across.

□ All identification signage, direction signs and road signs relating to municipal buildings, services, facilities, infrastructure and vehicles are in at least three official languages of the municipality where practicable

Document analysis also revealed that the municipality planned to have its signage, direction signs and road signs relating to municipal buildings, services, facilities, infrastructure and vehicles in at least three official languages of the municipality. However there seemed to be an escape clause of trying to hide when not in compliance and to limit the use of multilingualism in the municipality that the above mentioned will be done when practicable (Webb 2002:4). However it was indicated by the employee that “there are a lot of policy documents, stakeholder’s notices but these are not in the public consumption as they were supposed to be”. This in itself showed that some of the translations do not reach where they are supposed to.

□ There is lack of equitable use of translation services in promoting the official languages in the municipality

The annual report of 2013/14 indicated that “communication was facilitated in all the official languages”. However it did not indicate what type of communication. This in itself was not clear as to how it was achieved. What emerged from the data analysis was that translation was not used equitably to promote the official languages of the municipality.

□ Translation is still not properly used as a tool to redress the linguistic inequalities of the past in the municipality

Whilst it was indicated in the objectives of the Language Policy about incorporating translation, there were, however, no specifics indicated regarding how it was addressing inequalities of the past in the Municipality. The analysis of the data sets revealed that the municipality was still not using translation properly as a tool to redress the linguistic inequalities of the past.

□ Lack of feedback mechanism for residents to comment on translation services

The analysis of both document and interview data sets did not indicate in any way that there was a mechanism in place within the City of Tshwane Metropolitan municipality meant to source feedback from residents on specifically translation services provided by the municipality. Feedback from residents would definitely assist the municipality to

know how its clients, the residents, view its translation services in terms of quality, accessibility, quantity, language used and so forth.

□ Lack of customer/client satisfaction surveys on translation services provided by the municipality

The annual report seemed to indicate a lot of gaps regarding the provision of translation services to ensure customer satisfaction and communication about the provision of services. The annual report of 2013/14 indicated that customer satisfaction had improved through professional education, development, promotion and communication about the provision of the services. However it didn't indicate if the provision of translation services played a role in this matter. The municipality aimed to providing customers with greater accessibility but the report was silent on the role played by translation in making sure that this becomes reality. Lack of well-planned periodic customer satisfaction surveys on translation services was a glaring gap, which needs to be closed going forward.

□ The use of financial constraints as an excuse not to provide translation services in African languages

The Language Policy, Translation and Editing Policy seemed to have a lot of escape clauses as indicated by Webb (2002) for non compliance especially regarding translation. This is evident in cases when multilingualism has to be incorporated that these clauses come out. This clearly is an indication of ensuring that the citizens are not afforded the right to be communicated to in the language that they understand. This continues to happen despite the fact that the study commissioned by the Department of Arts and Culture in 2001 has revealed that that excuse does not hold water any more (Department of Arts and Culture 2001).

□ There are good efforts by the municipality to promote multilingualism on its website and in its external publications

The municipality must be commended for trying its best to make every effort to promote multilingualism on its website and other external publications. However, there is no progress report on this initiative in the 2013/14 annual report. The reports are also silent with regards to which languages will be used in the website project. There is also no indication in terms of how the municipality will ensure that translated documents are available through the website.

□ The municipality invested in financial and human capacity development initiatives for language practitioners for successful full-scale implementation of the language policy

The municipality invested in variety of language courses undertaken by some of the staff members in order to build financial and human capacity for successful full-scale implementation of the language policy. The municipality should also be praised for ensuring that its employees take part in ensuring that multilingualism is realised and implemented practically. This is a good step towards the right direction in building financial and human capacity for the successful implementation of language policy. It should also be applauded for reporting on such matters in the 2013/14 annual report as it shows how the employees are also part of the development of the municipality. However, what is lacking from the report is what happened after the language courses were undertaken and the changes effected through the development of its human capacity regarding this matter.

□ The municipality produced a term list on Community Terms in 5 of the official languages of the city as a mechanism to develop these languages

The analysis of the annual report of 2013/14 indicated that the municipality produced a term list in 5 of the official languages as a mechanism to develop them. The municipality should be congratulated in its initiatives to promote and develop its official languages. This shows that with more determination the municipality can ensure that multilingualism is effected thoroughly in all its regions and communication as a whole.

□ The municipality developed a strategy to promote reading and writing in the indigenous languages by developing indigenous reading programmes

The annual report 2013/14 of the municipality gave a clear indication of what is being done to promote the indigenous languages. The municipality seems to be trying hard to develop these languages. Its efforts in developing and implementing successfully as reported the indigenous languages reading programme should also be commended as a move in the right direction.

- **The municipality seeks to ensure that the provision of translation and editing services by Language Services is in line with the Batho Pele principles**

The annual report of the municipality 2013/14 indicated that the municipality is trying its best to provide translation services and promote multilingualism within the spirit of participatory democracy and Batho Pele principles. This is an important approach that the municipality has implemented to ensuring that language and translation services are included as one of its ways in being people friendly thus providing citizens with information and services in a manner that they would understand it.

- **There is lack of proper reporting regarding the provision of the translation services**

It came out strongly from the analysed documents that reporting regarding the provision of translation services was lacking and was not specific. The annual report of 2013/14 gave a general report of languages and no specifics pertaining to translation issues. Progress on translation services was rather vague and not indicated properly to allow the readers and the municipality to be able to measure the success, evaluate, and share what was working and not, regarding the provision of translation services.

- **There are no proper coherent and effective monitoring and evaluation mechanisms regarding the provision of translation services in the municipality**

It emerged from the data analysis that the municipality did not have in place coherent and effective monitoring and evaluation mechanisms of the translation services. This is a clear indication that the municipality doesn't have structures in place to check its progress regarding translation services. It also shows that there are no proper mechanisms used by them to assess productivity in relation to its translation. It also points out that the municipality does not have proper systems in place to monitor its resource utilizations of its translation services.

8.4. Key Findings of the Study

The following emerged as the key findings of the study:

- There is existence of strong multilingualism amongst the residents of the City of Tshwane Metropolitan municipality.

- English is still dominant in communication and information documents of the City of Tshwane Metropolitan municipality.
- A section of the City of Tshwane Metropolitan municipality cannot read and understand communication and information documents.
- Translated documents in African languages are still minimal.
- A section of the City of Tshwane Metropolitan municipality is comfortable with the language used in communication and information documents.
- Majority interviewed residents are yearning to receive information and documents from the municipality in their first languages.
- Lack of equitable usage of official languages spoken in the City of Tshwane Metropolitan municipality.
- Inadequate provision of translation services has a negative effect on public participation by residents.
- Proper methods of quality assurance of the translated documents is still lacking in the municipality.
- Majority of respondents have never seen documents translated into African languages in the city of Tshwane Metropolitan municipality.
- Afrikaans still dominated the translated works in the municipality.
- Translation is not properly used as a tool to facilitate equitable access to municipal information and services.
- The translation services have not yet improved communication between the municipality and its residents.
- Lack of proper awareness campaigns done to notify the residents and the departments about translation services.
- Inadequate resources for the provision and improvement of translation services.
- Inadequate distribution of translated documents to municipal regional and satellite offices.
- Some translated documents are not readily available at the municipality except on request.
- Translation services for intradepartmental and interdepartmental written communication is only made available on request from these departments.
- There is lack of equitable use of translation services in promoting the official languages in the municipality.
- Translation is still not properly used as a tool to redress the linguistic inequalities of the past in the municipality.

- Lack of feedback mechanism for residents to comment on translation services.
- Lack of customer/client satisfaction surveys on translation services provided by the municipality.
- The use of financial constraints as an excuse not to provide translation services in African languages.
- There are concerted efforts by the municipality to promote multilingualism on its website and in its external publications.
- The municipality seeks to ensure that the provision of translation and editing services by Language Services is in line with the Batho Pele principles.
- There is lack of proper reporting regarding the provision of the translation services.
- There are no proper coherent and effective monitoring and evaluation mechanisms regarding the provision of translation services in the municipality.

8.5. Policy Implications

The above listed key findings of the study have policy implications for the City of Tshwane Metropolitan municipality. The following are some of the glaring policy implications for the municipality:

- In terms of section 4(1) of The Use of Official Languages Act no.12 of 2012, every national department, national public entity and national public enterprises must adopt a language policy regarding its use of official languages for government purposes. Section 4(2) goes further to prescribe that a language policy adopted in terms of subsection 1 above must:
 - Identify at least three official languages that the national department, national public entity or national public enterprise will use for government purposes;
 - Stipulate how official languages will be used in effectively communicating with the public, official notices, government publications, and intra and inter-government communication;
 - Stipulate how the national department, national public entity or national public enterprise will effectively communicate with members of the public whose language of choice is not one of its chosen official languages, or South African Sign Language;
 - Describe how members of the public can access the language policy, and

- Provide complaints mechanism to enable members of the public to lodge complaints regarding the use of official languages by a national department, national public entity or national public enterprise.

Based on the above-listed provisions, it is therefore vital for the City of Tshwane Metropolitan municipality to ensure that it complies with the Act by ensuring that its language policy is effectively implemented as prescribed by the Act. As things currently stand, it is not clear how the municipality intends to effectively communicate with members of the public whose language of choice is not one of its chosen official languages, or South African Sign Language. There is also no complaints mechanism provided by the municipality to enable members of the public to lodge complaints regarding the use of official languages in the municipality, particularly on translation of communication and information documents of the municipality. Lack of equitable use of official languages in the municipality as well as the provision of translation services become urgent and serious challenges which the language policy of the municipality must address.

- The IDP of the City of Tshwane Metropolitan municipality should clearly reflect measurable targets with clearly defined time frames regards the provision of translation services to the residents.
- The City of Tshwane Metropolitan municipality also needs to develop an enforcement strategy for the implementation of the language policy (informed by the Use of Official Languages Act) and translation services in particular.
- There is also a need for the City of Tshwane Metropolitan municipality to develop clear monitoring and evaluation strategy for purposes of tracking and evaluating the implementation not only of the language policy (informed by the Use of Official Languages Act) but translation of services in particular.

8.6. Conclusion

Whereas the City of Tshwane has done some noticeable work with regards to the promotion of multilingualism and the usage of official languages within the City, a lot still needs to be done as clearly shown and revealed by the findings above. Lack of visibility of translated documents amongst residents, lack of equitable use of the official languages of the municipality, limited translated communication and information

documents and lack of feedback and complaints mechanism for residents are some of the key challenges which the municipality should address going forward.

The development of an enforcement strategy and the monitoring and evaluation mechanism specifically for the implementation of language policy and translation services will go a long way towards improving equitable use of official languages in the municipality.

CHAPTER 9

CONCLUSIONS AND RECOMMENDATIONS

9.1 Introduction

The main purpose of this chapter is to provide a brief reflection on some the key aspects of study as a way of bringing the study to a conclusion.

The rest of the chapter is as follows: section 2 reflects on key objectives of the study; section 3 suggests recommendations to the municipality in order for it to begin to work on some of the implications of the study going forward; and section 4 identifies possible further research that was revealed during the conducting of this study.

9.2 Reflections on the key Objectives of the Study

The development of South African languages is seen as critical in ensuring participatory democracy, where citizens are expected to participate meaningful to ensure equity of access and participation. Participatory democracy is at municipal level and, therefore, municipal legislation and other processes are put in place to drive this practice. In this context, the following were the key objectives of the study:

- Examination of the extent of the use of translation activity in facilitating the implementation of the language policy of the City of Tshwane municipality;
- Assessment of the current state of translation services in the different areas of the City of Tshwane Metropolitan municipality against the backdrop of language policy and planning, as well as implementation plans;
- Assessment of the quality of the translated information accessed by the different residents of the City of Tshwane Metropolitan municipality against theories of translation appraisal; and
- Determination of the extent to which translation activities contribute to corpus planning of the African languages named in the in the Language Policy of the City of Tshwane.

The above mentioned objectives of the study were met and addressed accordingly. The extent of the use of translation activity was highlighted extensively through document analysis and interviews with the residents and employees of the municipality. These gave a holistic overview of the extent of the translation activities. These also broadly gave an indication of the current state of translation services in the municipality.

Scholastic views on translation gave an indication as to how quality of translated documents should be assessed. The quality of the translated documents in the municipality was assessed in relation to the theory of translation appraisal. The extent to which translation activities contribute to corpus planning of the official African languages in the municipality were explored

9.3 Recommendations

The various scholastic views on language policy implementation and translation services in South Africa, trends from the interviews and document analysis provided a proper overview of language policy implementation in the City of Tshwane Metropolitan municipality with a focus on translation as an activity of language policy implementation. Several challenges to the use and implementation of translation services in the municipality were also highlighted. It is therefore suggested that the City of Tshwane Metropolitan municipality work on these to improve the extent and quality of translation activities. The research findings highlighted several issues that the municipality should consider. Guided by those findings, the following recommendations are worth suggesting to the City of Tshwane Metropolitan municipality:

- It is recommended that the City of Tshwane consider the multilingual nature of its residents when communicating with them or in the provision of information and services.
- The official languages of the municipality should be used alongside English in the provision of information and services as they languages also have important roles to play.
- In communication and the provision of information and services the municipality has to take into consideration that there is still a section of its residents that cannot read and understand English documents.
- The City of Tshwane Metropolitan municipality has tried its best so far to implement multilingualism however more can be done regarding in ensuring that translations in its official languages are increased. The advances made in the provision of translation services are a step towards the right direction and the municipality should keep improving to ensure that the quality of their services remains good and sustainable.
- A productive and innovative way of ensuring the equitable usage of the official languages of the municipality should be developed in the provision of translation services.

- Proper methods of quality assurance of translated document should be developed and formalised to ensure the provision of high standard documents. Quality remains a touchstone of translation services thus translator education is important for the production of proper translation (Beukes 2015).
- The translated documents of the municipality should be distributed effectively in the regional offices, municipality satellite offices and should be readily available to be utilised by the speakers and the residents.
- Some official languages should not dominate the others in the provision of translation services, languages should be used equally.
- The municipality should view translation as resource not as a problem.
- The City of Tshwane Metropolitan municipality should initiate public awareness campaigns in the different regions externally and internally informing the public and other departments about the translation services, their importance and how to access them. ‘
- The resources for the improvement and provision of translation should be increased because as the world changes so do many aspects of doing the work of translation (South African Translators Institute Triennial Conference 2015).
- The municipality must try by all means to ensure that translation services are provided even for the documents that have not been formally requested.
- Feedback mechanisms for residents should be publicised so that proper improvement can be put in place regarding the provision of translation services.
- Financial constraints should not be used as an excuse for not providing for translation services. Translation services in the different languages can be implemented with a slight adjustment of about 2% of the budget increase (Department of Arts and Culture 2003).
- The provision of translation and editing services in the municipality should at all times be in line with the Batho Pele principles.
- The City of Tshwane municipality should report extensively about the provision of translation services.
- Proper and coherent monitoring and evaluation mechanism of translation services should be put in place and reviewed.

9.4 Suggestions for Future Research

The conducting of this study has identified a number of areas that need further research. The following are some of them:

- It is recommended that more research has to be done regarding the financial sustainability of the implementation of multilingual translation services in the different municipalities in South Africa. This will assist in providing an indication of the costs of the provision of translation services so that municipalities do not come up with excuses of finances regarding the implementation of translation services.
- An investigation should be conducted into the perceptions and experiences of members of the municipal committee in the City of Tshwane dealing with language issues on the quality of translation.
- Continued assessment should be made of the extent of the implementation of The Use of Official Languages Act no.12 of 2012 and the Language Policy of the City of Tshwane.

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APPENDICES

Appendices A:Map of the City of Tshwane Metropolitan Municipality



Appendix B: Letter of permission to the municipality to conduct interviews with employees of the City of Tshwane Metropolitan Municipality



RHODES UNIVERSITY

Grahamstown • 6140 • South Africa

SCHOOL OF LANGUAGES • P.O BOX 94 GRAHAMSTOWN • Tel: + 27 466038222 • Fax: + 27 466038960 • email: r.kaschula@ru.ac.za

23 March 2015

TO WHOM IT MAY CONCERN

This is to confirm that Ms K Seshoka is a PhD candidate under my supervision at Rhodes University. Her thesis title is: An overview of language policy implementation in the City of Tshwane Metropolitan Municipality with a focus on translation as an activity of language policy implementation.

Kindly afford her the opportunity to conduct her research and provide her with any necessary information that may assist her in conducting her research.

I kindly request your support in allowing her to conduct such research.

Yours sincerely

Professor Russell H Kaschula
NRF SARChI Chair: Intellectualisation of African Languages, Multilingualism and Education.
School of Languages (African Language Studies).
P.O. Box 94
Rhodes University
Grahamstown, 6140
South Africa

www.ru.ac.za

Appendices C: Letter of permission from the researcher to the municipality employees.



RHODES UNIVERSITY

Grahamstown • 6140 • South Africa

P.O BOX 13032
The Tramshed
0126

Language services Unit
Translation Unit
City of Tshwane Metropolitan Municipality
PO Box 6338
Pretoria
0001

Dear Sir/Madam

REQUEST OF PARTICIPATION TO THE RESEARCH QUESTIONNAIRE

I am writing this letter to request your participation in this project. As part of a PhD program looking at "**An overview of language policy implementation in the City of Tshwane Metropolitan Municipality with a focus on translation as an activity of language policy implementation**" at Rhodes University, my focus is on translation services. After a discussion which I had with about the participation of the Municipality in this research project, as you already know by now (I remember that she had copied you in the email), I would like to request that you complete the attached questionnaire please. Please note that you were selected to be part of this project because I was referred to you by and the reason for that, in my understanding, was because you deal with translation services.

I know that this is a busy time of year for you, but I hope that you will take just a little time to participate in this brief questionnaire. Please note that this is a research project and not some witch-hunt or fault-finding mission. The main objective is to make a contribution to the general provision of translation services in the local government and the country at large.

I am only interested in understanding how the municipality provides or make available translation services for the benefit of the residents of the City of Tshwane, to that end, your name and answers will be kept completely confidential

Please find attached a copy of the questionnaire, please complete it in full and send it back to me as soon as you are done. If you want me to come and fetch in person when you are done, please let me know. Alternatively, you may want to complete it, scan it and send it to me.

I will give you a call to ascertain if you have received and when you are likely to send it back.

Thank you in advance for your participation in this project.

If you have any questions about this questionnaire, please do not hesitate to call me, Keabaka Seshoka, on this number: or alternatively email at this email address

Sincerely,
Keabaka Seshoka

Appendices D: Document Analysed D1: In case of emergency pamphlet (English)

IN CASE OF EMERGENCY

In the event of an emergency, it is almost impossible to stay calm, and so timing is very important. The telephone and/or radio operators in the control rooms of the Metro Police, Emergency Services and SAPS need to get as much information as quickly as possible to send the necessary people to your emergency.

EMERGENCY NUMBERS: 012 358 7095/6 • 10177 • 10111

MAKING AN EMERGENCY CALL

- Give the operator your telephone number immediately. (If the line is disconnected, the operator can call you back.)
- Give the operator your name.
- Tell the operator where you are. (Emergency workers are not necessarily from your neighbourhood, so give as much detail as possible.)
- If you are in an office building or a block of flats give the name of the building, the street number of the building, the flat or office number and, if applicable, gate access procedures.
- If you are in a townhouse complex, give the name of the complex, the number of the house and, if applicable, gate access procedures.
- Always give the street name and number as well as the nearest cross streets.
- Give the suburb or extension name. (Many suburbs share streets with the same names.)
- Describe any neighbouring, well-known landmarks.
- Describe the nature of the emergency as fully as possible.
- Are you or anyone else in immediate danger?
- Is anyone injured?
- What injuries have been sustained?
- What services do you need? Police, medical, fire or rescue.
- If a crime has been committed, give as much information as possible.
- A description of the suspects, their clothing, transport, weapons used (if applicable) and their direction of escape as well as stolen goods they may have escaped with.
- Stay on the line for as long as the operator asks you to.

HELP US TO HELP YOU!

These days, a cell phone is no longer a luxury; it is a necessity. Add an entry in your cell phone's phonebook under "ICE" (In Case of Emergency) with the contact number of a friend or relative. This will enable emergency workers to contact someone on your behalf if anything happens to you.



Social Crime Prevention Tel: 012 358 3444
socialcrime@tshwane.gov.za



MO MABAKENG A TŠHOGANYETŠO

Mo lebakeng la tšhoganyetšo, go tloga go sa kgonege gore motho a se tšeege maikutlo, ka go rialo go dira dilo ka nako ya maleba go tloga go le bohlokwa kudu. Balaodi ba metato le/goba ba seyalemoya bao ba lego ka diphaphošing tša taolo ya metato ya Maphodisa a Mmasepala, Ditirelo tša Tšhoganyetšo le SAPS ba swanetše go hwetša tshedimošo ka botlalo ka pela ka fao go ka kgonegago go romela batho ba maleba mo lebakeng la gago la tšhoganyetšo.

DINOMORO TŠA BA TŠHOGANYETŠO: 012 358 7095/6 • 10177 • 10111

GO LETŠETŠA BA TŠHOGANYETŠO MOTATO

- Efa moamogedi wa motato nomoro ya gago ya motato ka bjako. (gore gemotato o ka kgaoga moamogedi a kgone go go letšetša.)
- Botša moarabi wa motato leina la gago.
- Botša moarabi wa motato gore o mo kae. (Ka nako ye nngwe ba tša tšhoganyetšo ga ba tšwe ba le mo kgauswi, ka fao tlhaloša dintlha ka botlalo ka fao go ka kgonegago.)
- Ge o le ka moagong wa dikantoro goba difoleteng fana ka leina la moago woo, nomoro ya mmila woo moago o lego go wona, nomoro ya foletse goba kantoro yeo le, ge go hlokega, tsela yeo e šomišetšwego go ka fihlelela lefelo leo.
- Ge o le dintlong tšeo di lego ka gare ga toropo, bolela leina la motsana woo, nomoro ya ntlo, ge go hlokega o fane le ka, tsela yeo e šomišetšwego go ka tsena ka lefelong leo.
- Dira gore nako le nako o fane ka leina le nomoro ya mmila gotee le mebila ye kgauswi yeo e kgabolago fao.
- Fana ka leina la motseetoropo woo goba lefelo leo le katolotšwego leo. (Go nale metseetoropo ye mentšhi yeo e swanago ka maina a mebila.)
- Hlalošiša ka maswao ao a lego mo nageng ao a lego kgauswi le mo o legobele a tsebega.
- Hlaloša mohuta wa lebaka la tšhoganyetšo ka botlalo ka fao go ka kgonegago.
 - A naa ke wana o lego kotsing gabjale goba ke yo mongwe?
 - A naa go nale yo a gobetšego?
 - A naa ke dikgobalo tše bjang tšeo di lego fao? A naa o nyaka thušo ya mohuta mang? Ya maphodisa, kalafo, ditimamollo goba ya phološo.
 - Ge eba go nale tiragatšo ya bosenyi, gona fana ka tshedimošo ka botlalo ka fao go ka kgonegago. Seswantšho ka ga babelaelwa gore ba bjang, ba apere bjang, ba be ba sepela ka eng, ba šomišetše dibetša dife (ge eba ba di šomišetše) le gore ba tšwetše thokong efe gotee le dithoto tša go utswiwa tšeo ba ka bego ba tšhabele ka tšona.
- Swara motato go fihla ka fao moarabi wa motato a go kgopelago ka gona.

RE THUŠE GORE LE RENA RE KGONE GO GO THUŠA!

Mehlang yeno, selefounu ga e sale ya bokgabane, ke selo seo se nyakegago.

Lokela ka Selefounung ya gago leina la "ICE" (In Case of Emergency) ka dinomoro tša go ikopanya le mogwera goba wa meloko. Se se tia kgontšha ba tša tšhoganyetšo go ka ikopanya le yo mongwe mo legatong la gago ge o ka hlalwa ke se sengwe.

Social Crime Prevention Tel: 012 358 3444
socialcrime@tshwane.gov.za



Appendices E1: Rape prevention pamphlet in English

TSHWANE METROPOLITAN POLICE DEPARTMENT SAFETY HINTS: PREVENTING RAPE

The Social Crime Prevention Subsection of the Tshwane Metropolitan Police Department has compiled these hints on preventing rape. Numerous rape attempts have been foiled by residents who have taken these precautions:

- Never hitch-hike.
- Always be aware of things around you. If someone is following you, go to the nearest police station.
- Avoid shortcuts through parking lots, open fields and alleys, and walk with a friend if possible.
- Never accept a strange man's offer to escort you "for your safety".
- If a car approaches you and you feel threatened, scream and run in the opposite direction.
- Never leave a party or club with someone you have just met. Never allow yourself to be isolated.
- Never accept a drink from someone you don't know and avoid open drinks such as punch (there might be a date-rape drug in it).
- If you are at a nightclub, don't leave your drink unattended or with someone you don't know and trust. If a drink tastes salty or flat, it could be a sign that it has been doctored with drugs.
- Always let someone (your parents or a friend) know who you are with and where you will be. Leave an address and phone number if possible.
- Don't fall for tired old lines like: "This party is a drag. Let's leave". Read between the lines.
- Follow your instincts. If you become uncomfortable in a situation, be assertive and ask the person to leave you alone. Don't worry about hurting anyone's feelings.
- Remember, drugs and alcohol reduces your ability to take care of yourself and make sensible decisions.
- If a friend seems drunker than she would normally be from the amount she drank, look after her. Don't let her leave with someone she doesn't know well or someone you are not sure can be trusted.

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Appendices E2: In case of Emergency pamphlet translated into Isizulu

UMNYANGO WEZAMAPHOYISA ETSHWANE AMACEBO EZOKUPHEPHA: UKU- VIMBELA UKUDLWENGULWA

Abophiko lwe-Social Crime Prevention Unit boMnyango wezamaphoyisa eTshwane bahlangerisa la macebo okuvimbela ukudlwengulwa. Imizamo einkinci yokudlwengula ibe yize leze ngenxa yezakhamizi ezisebenzise la macebo:

- Musa ukubala ukuglitsheziwa ngabehamba ngazimolo.
- Qaphela izinto ezikuzungezile njalo. Uma kukhona okulandelayo, yana esihashini samaphoyisa esiseculuze.
- Gwema izindawo ezinqamulelayo emapaki, ezindaweni ezivulekile nabaazindlaleni ezingumhuma, uhambe nomngane uma kunokwenzeka.
- Musa ukuvuma ukuphelezakwa yindoda ongayazi ethi "ikhathelela ukuphepha kwakho". Uma kusondela kuwe imoto ekwathusayo, memeza ubaleke uphambana nayo.
- Musa ukusuka ephathini noma ekhethulini nomuntu osanda kuhlangana naye. Ungavumi ukukhethwa phakathi kwabanye.
- Musa ukwamukela isiphuzo kumuntu ongamazi futhi gweme iziphuzo ezivuliwe njenge-punch (kungenzeka siba nesidakamizwa).
- Uma usekilibhini lasebusuku, musa ukushiya isiphuzo sakho sodwa noma nomuntu ongamazi nongamethembi. Uma isiphuzo sizakala sinosawoti noma ishodha, kungenzeka ukuthi eilakwa izidakamizwa.
- Makwezwe njalo ngothile (ngabazali bakho noma ngumngane) ukulala inobani nokuthi uzobe ukuphi. Shiya ikheli nenombolo yocingo uma kunokwenzeka.
- Musa ukulalela izinkulungo ezifana nethi: "Le phathi iyabhora. Masihamba". Kungakhona okushaya amanzi.
- Landela imizwa yakho. Uma kungokuthi awusakhulekile endaweni, yisho ucete umuntu ukuba ahlukane nawo. Musa ukukhathazeka ngokulimaza imizwa yomuntu.
- Khumbula, izidakamizwa naphuzo oludakayo kunciphisa amandla akho okuzinakekela, wenza izinqumo ezinqondo.
- Uma umngane ebukaka adakwe kunokweyweyekile ngotshwala abuphuzile, mnakekete. Ungavumi ukuba ahanbe nomuntu ongamazi kahle noma nomuntu ongena-siqiniseko ngaye sokuthi angethembeke.

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Appendices E3: Rape prevention pamphlet in Sepedi

TSHWANE METROPOLITAN POLICE DEPARTMENT MAELE A POLOKEGO: THIBELO YA GORE O KATWE

Lekala la Thibelo ya Bosenyi Setšhabeng la Kgoro ya Maphodisa a Mmasepala wa Tshwane le bokantše maele a go thibela gore o se katwe. Maitekelo a mmalwa a go kata a šetše a ile a phuhlamišwa ke badudi bao ba latetšego maele a:

- O seke wa kgopela go nametšwa sefatanaga ke batho bao o sa ba tsebego.
- Dula o hlokometše gore go direga eng mo o lego gona. Ge mmotho a go šetše ka morago, leba seteišeneng se kgauswi sa maphodisa.
- Efoga go putla ditseleng tša go kgaoletša tšeo di fetago ka mafelong a go phaka difatanaga, mašokeng le diphathising, gomme o sepedišane le yo mongwe ge go kgonega.
- O gane go felegetšwa ke monna yo o sa mo tsebego "gore o dule o bolokegile".
- Ge kolo e leba go wena gomme o ikwa o tlelwa ke letšhogo, goelela gomme o kitime o lebile lehlakoreng leo sefatanaga se tšwago gona.
- O seke wa re ge o e tšwa monyanyeng goba mo go nwewago bjala wa sepela le motho yo o thomago go mo tseba tšatši leo. O se dire gore o dule ka thokwana o nnoši.
- O se amogele seno seo o se fiwago ke motho yo o sa mo tsebego le gona o tlhokomologe dino tšeo di bulegilego tša go swana le phantšhe (punch) (go ka no ba go nale seokobatši se se ka go dirago gore o katwe ka gare ga sona).
- Ge o le moo go nwewago bjala bošego, o se tlogele seno sa gago se nnoši goba le motho yo o sa mo tsebego ebile o sa mo tshepe. Ge seno sa gago se kwala boletswai goba bohla, seo e ka no ba e le leswao la gore se tšhetšwe diokobatši.
- Dira gore ka nako tšohle yo mongwe (motswadi wa gago goba mogwera) o a tseba gore o nale mang le gona o tla be o le kae. Ba tlogelele aterese le nomoro ya motato ge go kgonega.
- O se forwe ke mebolelwana ya sekgale ya go swana le: "Mo monyanyeng wo go a tšwafiša. A re sepele". Motho o mo gopolele se sengwe seo a sa se bolelego.
- Theeletša letswalo la gago. Ge o ikwa o sa dudišego ka seo se diregago, beta pelo o botše motho yoo gore a tšwe mo go wena. O seke wa tshwenyega ka gore o kweša motho yo mongwe bohloko.
- Gopola gore, diokobatši le bjala di fokotša bokgoni bja gago bja gore o itlhokomele le gore o tšee diphetho tša maleba.
- Ge mogwera wa gago a bonala a tagilwe go feta ka mokgwa wo a hlwago a eba ka gona ge a nwele bjala bja go lekana le bjo a bo nwelego, o mo fe tlhokomelo. O seke wa mo tlogela le motho yo a sa mo tsebego gabotse goba yo o sa tsebebo gore o a tshepega naa.

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Appendices F : Public Notice

PUBLIC NOTICE DRAFT BY-LAW ON WARD COMMITTEES ALL REGIONS

NOTICE IN TERMS OF SECTION 12 OF THE LOCAL GOVERNMENT: MUNICIPAL SYSTEMS ACT, 2000 (ACT 32 of 2000) ON THE DRAFT BY-LAW ON WARD COMMITTEES OF THE CITY OF TSHWANE METROPOLITAN MU- NICIPALITY

The Speaker of Council, Cllr Morakane Mosupyo-Letsholo, invites all community members, community-based organisations and interest groups of Tshwane to a public consultation meeting on the Draft By-law on Ward Committees.

Public meetings will take place as follows:

Region	Date	Time	Venue	Coordinator
1	18 October 2014	09:00	Mabopane Indoor Sports Centre	Bizah Chauke 073 465 4057
2	18 October 2014	09:00	Temba Indoor Sports Centre	Nelson Baloyi 083 669 0714
3	18 October 2014	09:00	Atteridgeville Community Hall	Phosakuwa Mashele 076 726 2084
4	18 October 2014	09:00	Olievenhoutbosch Community Hall	Peter Makhaya 071 335 3248
5	18 October 2014	09:00	Refilwe Community Hall	Lord Mogotsi 072 250 6578
6	18 October 2014	09:00	Stanza Bopape Community Hall	Sello Tihako 072 051 6270
7	18 October 2014	09:00	Bronkhorstspuit Sport Centre	Jerry Mahlangu 083 769 8294



Cllr Morakane Mosupyo-Letsholo

Issued by: Mr Mapiti Mateena
Strategic Executive Head: Secretariat of Council
Office of the Speaker

**PART I
PURPOSE OF THIS
DISCUSSION DOCUMENT**

TSHWANE
SA's capital **2055**



PURPOSE OF THIS DISCUSSION DOCUMENT

8. The NDP Vision for 2030 is an integrated vision statement for South Africa. In summary, the vision sets out that South Africa in 2030 will have:

- An economy that will create more jobs;
- Improved infrastructure (roads, rail, ports, electricity, water, sanitation, public transport and housing);
- Transitioned to a low-carbon economy;
- An inclusive and integrated rural economy;
- Reversed the spatial effects of apartheid;
- Improved quality of education, training and innovation;
- Quality health care for all;
 - Social protection;
- Built safer communities;
- Reformed the public service;
- Fought corruption; and
- Transformed society and united the country.

9. An on-going debate is how government sets policy and investment priorities that are comprehensive yet cognizant of strategic choices and trade-offs as well as balance competing needs of social, spatial, and environmental issues.

10. Such a debate extends to the local government context. Development is not

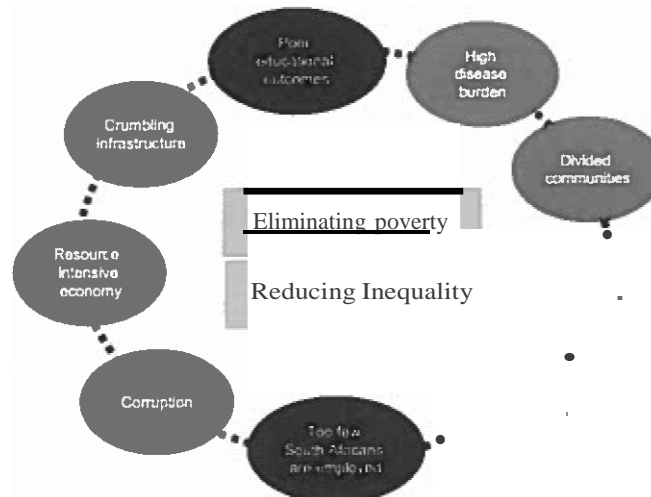
about the delivery of goods to a passive citizenry. It is about active involvement and growing empowerment. It is also about ensuring that the principles for spatial development – spatial justice, sustainability, resilience, quality and efficiency are implemented and realized.

11. The City of Tshwane has made some progress in addressing some apartheid legacy issues. We have seen our residents benefit from improved access to services and infrastructure. However, the challenges of poverty, unemployment and inequality remain.

12. Within the context of developmental local government, the leadership of a developmental municipality should stay on top of developments and change. The leadership should be able to strategize, develop visions and policies and mobilize a range of resources to meet its developmental goals.

13. The City of Tshwane is taking this opportunity to review the City's development strategy to accelerate its goal of igniting excellence.

Figure 2: Challenges facing South Africa



Source: National Planning Commission, 2011. National Development Plan



PURPOSE OF THIS DISCUSSION Document

23. It is important to highlight that any long-term strategy that is developed will always need to be applicable and relevant to the prevailing conditions.
24. The advantages of long-term planning for the City of Tshwane are presented in Box 2.

imperatives of the City alter; Tshwane 2055 can be reviewed to ensure alignment and thereby maximise its impact on the quality of life for its residents.

Box 2: Advantages of long-term planning¹

- It encourages stakeholders to Invest resources toward the development of a common vision that In turn Informs the prioritization of areas and Interventions;
- It steers the allocation of resources to a few prioritized areas based on cost-benefit principles;
- It helps a city anticipate future shocks and rapidly changing contexts (the risk environment) and raises its understanding of how stakeholders would respond under various scenarios; and
- It enables a city to anticipate the rate, type, and physical direction of growth and to develop Infrastructure ahead of

25. In summary, Tshwane 2055 is an aspiration and futuristic strategy framework. The significance of 2055 is that it marks the commemoration of the centenary celebration of the Freedom Charter. Tshwane 2055 is futuristic and captures the aspirations of the residents but most importantly, as the capital city of South Africa; Tshwane 2055 will also mirror the aspirations of South Africa citizens. The possible variations around certain key drivers of change can set us on a new course, a new story, stories and our dreams can be *'remade'*².
26. Tshwane 2055 is a living document that will be periodically reviewed as we acknowledge that there are significant unknowns in the future. For as long as Tshwane 2055 remains relevant to the prevailing conditions, it will inform the development of the subsequent 5-year IOP plans. Should the strategic context and
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**CONSOLIDATED
ANNUAL REPORT FOR
THE CITY OF
TSHWANE**

**2013/14
Volume 1**

TABLE OF CONTENTS

Glossary of Terms	1
Acronyms	3
1 Executive Mayor's Foreword and Executive Summary	5
A Executive Mayor's Foreword	6
B Report of the Audit and Performance Committee for the reporting period ended 30 June 2014	8
C Executive Summary	12
1.1 CITY MANAGER'S FOREWORD	12
1.2 Municipal overview	17
1.3 Service Delivery Overview	25
1.4 Financial Overview	27
1.5 Overview of Organisational Development	28
1.6 Auditor General Report	28
2 Governance	30
A Political and Administrative Governance	30
2.1 Political governance	30
2.2 Administrative governance	41
2.3 Municipal entities	44
B Intergovernmental Relations	49
2.3 National and Provincial Intergovernmental Structures	49
C Public Accountability and Participation	51
2.4 IDP Participation and Alignment	51
D Corporate Governance	55
2.5 Governance, Risk and Compliance	55
2.6 Audit	59
2.7 By-laws	65

3	Service Delivery Performance	67
	Component A: Basic Services	71
2.8	Water and Sanitation	71
2.9	Electricity	82
2.10	Waste Management	90
2.11	Housing	93
	Component B: Roads transport	101
2.12	Roads	104
2.13	Stormwater	105
2.14	Provision of transport facilities	105
	Component C: Planning and Development	111
2.15	Planning	111
2.16	Local economic development	121
	Component D: Community and Social Services	134
2.17	Libraries	134
2.18	Environmental Management	137
	Component E: Health	145
2.19	Clinics	145
2.20	Social Development	160
	Component F: Security and safety	167
2.21	Metro Police Services	167
2.22	Fire Services	171
2.23	Emergency services	179
	Component G: Sport and recreation	191
2.24	Sport and recreation	191
	Component H: Corporate policy offices and other services	203
2.25	Information and Communication Technology	203
2.26	Research and Innovation	206
2.27	Office of the Speaker	209

<u>Component I: Organisational Performance Scorecard</u>	212
Detailed scorecards: Performance of the City of Tshwane for the 2013/14 Financial Year	214
Performance on the IDP outcomes	214
Performance on the SDBIP	217
Performance of the municipal entities	232
<u>4 Organisational development performance</u>	244
<u>A Introduction to municipal personnel</u>	247
<u>B Managing the Municipal Workforce</u>	255
<u>5 Financial Performance</u>	274
<u>6 Report of the Auditor-General</u>	282
<u>A Auditor-general opinion of previous year (FY2012/13)</u>	283
<u>B Auditor-General Opinion year 1 (2013/14 financial year)</u>	284
Response of the CoT to the AGSA audit opinion for FY 2013/14	291
<u>Appendices: Additional Information</u>	292
Appendix A: Performance of the City of Tshwane for the 2011/12 and 2012/13 financial years	292
Appendix B: Capital expenditure	302

LIST OF FIGURES

Figure 1: Tshwane Vision 2055 framework	19
Figure 2: Key milestones of the decades of game changing	20
Figure 3: Levels of plans that are/will be implemented in the City of Tshwane	21
Figure 4: City of Tshwane's institutional arrangements	31
Figure 5: Mayoral Committee of the City of Tshwane	35
Figure 6: Risk management in performance planning	55
Figure 7: Complaints received through the Anti-Fraud and Corruption Hotline	64
Figure 8: Waste water treatment works in Temba	71
Figure 9: New bulk and sewer network pipes in Stinkwater	72
Figure 10: Standpipes at Phomolong informal settlement	73
Figure 11: Electricity infrastructure in Mamelodi X 18	83
Figure 12: K3 132/11kV substation (Region 1, Soshanguve)	84
Figure 13: K2 132/11kV substation (Region 1, Soshanguve)	84
Figure 14: K2 transformer for substation in Soshanguve South X 4	85
Figure 15: K1 132/11 Substation (Region 1, Soshanguve)	85
Figure 16: K1 132/11kV substation (Region 1, Soshanguve)	86
Figure 17: Thorntree View housing project	94

Figure 18: Handing over title deeds to residents of Hammanskraal	95
Figure 19: The West Capital Development to be completed in the 2014/15 financial year	97
Figure 20: The Executive Mayor launching Transport Month in Tshwane	103
Figure 21: Completed roads in the Mabopane area	104
Figure 22: Busway construction completed in Nana Sita Street, Pretoria CBD	109
Figure 23: Launch of sector-based forum at the Innovation Hub on 22 August 2013	123
Figure 24: The City Manager signing partnerships with the Tshwane Business Forum	123
Figure 25: The Executive Mayor with the icons during the 21 Icons celebration	125
Figure 26: The Launch of the Ga-Rankuwa Eco-furniture Factory	127
Figure 27: Tshwane BPO Indaba at the Innovation Hub on 4 March 2014	128
Figure 28: Student at the Tooling Academy	129
Figure 29: Trading stalls completed in Bronkhorstspuit	130
Figure 30: The Executive Mayor addressing the successful candidates of Tshepo 10 000 Project at the	131
Figure 31: Ms Lungelwa Yandiswa Mbuzo, one of the Tshepo 10 000 beneficiaries	131
Figure 32: Stanza Bopape Library	136
Figure 33: Rhinos dehorned in the Rietvlei Nature Reserve	138
Figure 34: Fencing of ecologically sensitive area: Rietspruit	139
Figure 5: Turnover at the Tshwane market up to 2012/13	140
Figure 36: Economic activity at the Tshwane Market	140
Figure 37: Upgrade and construction of roads and stormwater infrastructure at the Tshwane Fresh Produce Market	141
Figure 38: Children enjoying the fitness park during the official opening	142
Figure 39: PHC headcount for City of Tshwane clinics	145
Figure 40: Doornpoort Clinic operating from 31 March 2014	146
Figure 41: Health promotion stall at Zama-Zama informal settlement on 14 February 2014	151
Figure 42: Mxolisi ECD project	162
Figure 43: Itireleng ECD project	162
Figure 44: Graduation ceremony for TMPD recruits in September 2013	170
Figure 45: The Executive Mayor and the SED of the ES department	172
Figure 46: Newly purchased rescue pumpers	173
Figure 47: Hazardous substances activities	173
Figure 48: Upgraded fire house in Ekangala	176
Figure 49: Removing hazardous chemical spillage	178
Figure 50: Training on decontamination	178
Figure 51: Emergency Services vehicles involved during the Isivuno House evacuation drill	184
Figure 52: ESD personnel removing the roof of a hospital	185
Figure 53: Image of houses damaged during hailstorm	186
Figure 54: ESD personnel assisted the community with plastic sheets and hand-outs	186
Figure 55: People standing in long queues for the lying in state processions	187
Figure 56: Spectators during inauguration	187
Figure 57: EMS personnel treating a patient at an accident	189
Figure 58: Newly purchased ambulance	190
Figure 59: The Executive Mayor officially opening Giant Stadium	192
Figure 60: Thousands of members of different churches during the opening of Giant Stadium	193
Figure 61: The City Manager, Mr Jason Ngobeni, and MMC for Sport and Recreation, Cllr Makeke,	194
Figure 62: Free Wi-Fi went live at Church Square, Pretoria on 26 November 2013	205
Figure 63: Operating results	275

LIST OF TABLES

Table 1: Realigned strategic objectives	20
Table 2: Focus areas	22

Table 3: Overview per region	25
Table 4: Allocation of Council seats	32
Table 5: Highlights of the Office of the Chief Whip	33
Table 6: Chairpersons of section 79 committees in the City of Tshwane	33
Table 7: Chairpersons of standing committees	34
Table 8: Members of the Mayoral Committee	34
Table 9: Top management	42
Table 10: SWA Board of Directors	44
Table 11: HCT Board of Directors	45
Table 12: HCT Board Committee meetings	45
Table 13: TEDA Board of Directors	46
Table 14: TEDA Board of Directors' committee meetings	48
Table 15: Regional outreach on the draft 2014/15 IDP	54
Table 16: Top 5 City of Tshwane strategic risks	56
Table 17: Risk management interventions	57
Table 18: Human resources capacity Internal Audit department	60
Table 19: Performance by Internal Audit	60
Table 20: Awareness activities	62
Table 21: Fraud and ethics cases	63
Table 22: Promulgated by-laws and by-laws in process	65
Table 23: Contents of chapter 3	69
Table 24: Water supply assets	75
Table 25: Key statistics for the City of Tshwane water supply system	76
Table 26: Use of water by sector	76
Table 27: Blue Drop assessment scores	77
Table 28: Human resources performance for the Water and Sanitation Division	78
Table 29: Sanitation achievement since 2006	79
Table 30: Sanitation infrastructure upgraded (meter, bulk and network)	79
Table 31: Analysis of sanitation service	80
Table 32: SWA's supply chain committees and functions	81
Table 33: SWA's Bid Adjudication Committee structure and non-compliance with requirements	81
Table 34: Human resources – head count per unit	82
Table 35: Installation of prepaid meters	87
Table 36: Repairs and maintenance	88
Table 37: Analysis of the energy and electricity function	89
Table 38: Total installed meters	89
Table 39: Access to electricity 2013/14	89
Table 40: Strategic partnerships for the provision of energy and electricity	90
Table 41: Analysis of waste management in the regions	91
Table 42: Relocation of households	96
Table 43: Analysis of housing	98
Table 44: Human resources – head count per unit	99
Table 45: HCT employee expenditure	100
Table 46: Highlights	100
Table 47: Contribution to Tshwane Vision 2055	101
Table 48: Roads KPAs	104
Table 49: Storm water KPAs	105
Table 50: Employees in Transport	105
Table 51: Tshwane Bus Service data	106
Table 53: Procurement of TRT buses	110
Table 54: Land use applications	112
Table 55: Building control, building plan applications and inspection management	120

Table 56: Stakeholder engagements and partnerships	125
Table 57: Employees – Environmental Management Services Department	144
Table 58: Service data for clinics	146
Table 59: Tshwane district primary health care facilities per region	147
Table 60: Adherence to standards	148
Table 61: Facilities and their adherence to standards	148
Table 62: Sample results for 2013/14	159
Table 63: Number of new and old multipurpose centres and their geographical locations	163
Table 64: Beneficiaries of casework	164
Table 65: Interventions	164
Table 66: Beneficiaries of the Homelessness Programme	165
Table 67: Metro Police Service data	171
Table 68: Learning intervention statistics 2013/14	171
Table 69: Employees in Fire Services	174
Table 70: Fire Brigade Division key performance indicators	175
Table 71: Fire Service data	176
Table 72: Emergency services department staff	179
Table 73: Employees – Disaster Management	181
Table 74: School awareness campaigns	182
Table 75: Public awareness campaigns	183
Table 76: Evacuation of national key points	184
Table 77: Emergency Services equipment	188
Table 78: Medals per country	195
Table 79: Progress on non-negotiables	206
Table 80: Implementation of the knowledge management framework	208
Table 81: Implementation of the knowledge management framework	209
Table 82: Summary of performance results on the SDBIP and IDP	212
Table 83: Performance on the IDP outcomes for the 2013/14 financial year	214
Table 84: Performance on the SDBIP targets that drive the IDP outcomes	217
Table 85: Performance on other SDBIP targets	225
Table 86: Performance scorecard of SWA for 2013/14	232
Table 87: Scorecard of Housing Company Tshwane for the 2013/14 financial year	233
Table 88: Performance against TEDA scorecard	237
Table 89: Total number of employees (including disabilities) per occupational level	247
Table 90: Employment equity targets of June 2014	248
Table 91: HCT EEA report on female positions, people with disabilities	249
Table 92: TEDA EEA report on female positions and people with disabilities	249
Table 93: Percentage calculated only for permanent positions	250
Table 94: Number of posts filled	251
Table 95: HCT employee totals, vacancies and turnover	252
Table 96: HCT staff movements	253
Table 97: TEDA human resource headcount per unit	253
Table 98: TEDA number of approved positions: filled and vacant	254
Table 99: Categorisation of occupational levels	254
Table 100: Human resource policies in the City	255
Table 101: Injuries	257
Table 102: Total sick leave recorded in the 2013/14 financial year	258
Table 103: Leave records for Sandspruit Works Association	259
Table 104: TEDA management of leave	259
Table 105: Total number of City of Tshwane employees trained	260
Table 106: Skills development per employment categories	261
Table 107: Sandspruit Works Association – training and development	262

Table 108: HCT capacity building, training and development	264
Table 109: TEDA training and development	264
Table 110: Suspensions uplifted	264
Table 111: Remuneration of Municipal Manager and direct reports to the Municipal Manager	267
Table 112: Disclosure concerning councillors	268
Table 113: Operating Results	275
Table 114: Government Grants and Subsidies	276
Table 115: Capital Expenditure	276
Table 116: Performance on the IDP for the 2011/12 and 2012/13 financial years	292
Table 117: City of Tshwane capital expenditure for FY 2013/14	302

GLOSSARY OF TERMS

Term	Definition
Accounting officer	<p>(a) In relation to a municipality, means the municipal official referred to in section 60 of the Municipal Systems Act; or</p> <p>(b) In relation to a municipal entity, means the official of the entity referred to in section 93 and includes a person acting as the accounting officer.</p>
Annual report	In relation to a municipality or a municipal entity, means an annual report as contemplated in section 121 of the Municipal Finance Management Act.
Auditor-General South Africa	<p>Means the person appointed as the Auditor-General in terms of section 193 of the Constitution, and includes a person –</p> <p>(a) acting as Auditor-General;</p> <p>(b) acting in terms of a delegation by the Auditor-General; or</p> <p>(c) designated by the Auditor-General to exercise a power or perform a duty of the Auditor-General.</p>
Basic municipal service	<p>Means a municipal service that is necessary to ensure an acceptable and reasonable quality of life and which, if not provided, would endanger public health or safety or the environment.</p> <p>According to Regulation 10 of the Municipal Planning and Performance Management Regulations 2001, such services include water, sanitation, electricity and solid waste removal.</p>
Backlog	A backlog can be defined as services/goods that have accumulated over time that are still undelivered/unattended/still not produced.
Baseline	The accurate and quantitative data at a stated point in time that mark the beginning of a trend.
Councillor	Means a member of a municipal council.
Section 56 employee	In terms of the Municipal Systems Act, a section 56 employee means a person employed by a municipality as a municipal manager or as a manager directly accountable to a municipal manager.
Employer	Means the municipality employing a person as a municipal manager or as manager directly accountable to a municipal manager and as represented by the mayor, executive mayor or municipal manager, as the case may be.
Employment contract	Means a contract as contemplated in section 57 of the Municipal Systems Act.
External service provider	Means an external mechanism referred to in section 76(b) of the Municipal Systems Act, which provides a municipal service to a municipality.
Financial statements	<p>In relation to a municipality or municipal entity, means a statement consisting of at least –</p> <p>(a) a statement of financial position;</p> <p>(b) a statement of financial performance;</p> <p>(c) a cash-flow statement;</p> <p>(d) any other statement that may be prescribed; and</p> <p>(e) any notes to these statements.</p>
Financial year	Means the financial year of municipalities, which ends on 30 June of each year.
Input indicator	Means an indicator that measures the costs, resources and time used to produce an output.
Integrated development plan (IDP)	Means a plan envisaged in section 25 of the Municipal Systems Act.
Local community or community	<p>In relation to a municipality, means that body or persons comprising –</p> <p>(a) the residents of the municipality;</p> <p>(b) the ratepayers of the municipality; and</p> <p>(c) any civic organisation and non-government, private sector or labour</p>

Term	Definition
	organisation or body that is involved in the local affairs of the municipality.
Mayor	In relation to – (a) a municipality with an executive mayor, means the councillor elected as the executive mayor of the municipality in terms of section 55 of the Municipal Structures Act; or (b) a municipality with an executive committee, means the councillor elected as the mayor of the municipality in terms of section 48 of the Act.
Mid-year report	Is a report that is developed in terms of the MFMA section 72, and is intended to inform the council of a municipality's mid-year budget and performance assessment.
Mid-term report	Is a report that is developed half-way during the Council's term, and will reflect among others the progress of the municipality on the IDP for that period. It is not a legislated report.
Municipality	When referred to as – (a) an entity, means a municipality as described in section 2 of the Municipal Systems Act; and (b) a geographical area, means a municipal area determined in terms of the Local Government: Municipal Demarcation Act, 1998 (Act 27 of 1998).
Municipal entity	As defined in section 1 of Act 44 of 2003, means – (a) a private company referred to in section 86B(1)(a) of the Municipal Systems Act; (b) a service utility; or (c) a multi-jurisdiction service utility.
Municipal Finance Management Act	Means the Local Government: Municipal Finance Management Act, 2003 and any regulations made under the Act.
Municipal manager	Means a person appointed in terms of section 82 of the Municipal Structures Act.
Municipal Structures Act	Means the Local Government: Municipal Structures Act, 1998 (Act 117 of 1998).
Municipal Systems Act	Means the Local Government: Municipal Systems Act, 2000 (Act 32 of 2000).
Outcome indicator	Means an indicator that measures the quality and/or impact of an output regarding a particular objective.
Output indicator	Means an indicator that measures the results of activities, processes and strategies of a municipality's programme.
Performance agreement	Means an agreement as contemplated in section 57 of the Municipal Systems Act.
Performance plan	Means a part of the performance agreement that details the performance objectives and targets that must be met and the time frame within which these must be met.
Service delivery and budget implementation plan	Means a detailed plan approved by the mayor of a municipality in terms of section 53(1)(c)(ii) of the Municipal Finance Management Act for implementing the municipality's delivery of municipal services and its annual budget, and which must indicate – (a) projections for each month of – (i) revenue to be collected by source; and (ii) operational and capital expenditure by vote; (b) service delivery targets and performance indicators for each quarter; and (c) any other matters that may be prescribed; and includes any revisions of such plan by the mayor in terms of section 54(1)(c) of the Municipal Finance Management Act.
Monitoring and evaluation	Monitoring is a process that entails collecting and analysing data on inputs, activities, outputs, outcomes and impacts as well as external factors, to support effective management. Evaluation is a process of assessing relevance, efficiency, effectiveness, impact and sustainability.

HUMAN RESOURCE PERFORMANCE

The following table provides an analysis of the Sanitation Services Section. It is important to note that this function is regionalised.

Table 31: Analysis of sanitation service

Employees: Sanitation Services					
Job level	2012/13	2013/14			
	Employees	Posts	Employees	Vacancies (full-time equivalents)	Vacancies (as a % of total posts)
	Number	Number	Number	Number	Percentage
Top management	1	0	1	0	
Senior management	13	3	23	4	0,7%
Professionally qualified	69	15	78	15	2,56%
Skilled technical	302	47	461	163	27,86%
Semi-skilled	122	86	266	56	9,57%
Unskilled	322	118	404	347	59,31%
Total	829	339	1 233	585	100%

SANDSPRUIT WORKS ASSOCIATION

Sandspruit Works Association (SWA) currently performs the function of providing water and sanitation services in the northern region of the City of Tshwane Metropolitan Municipality (CTMM), and thus has the function of a water services provider in terms of the Water Services Act, 1997 (Act 108 of 1997).

The supply area of Sandspruit Works Association includes Ga-Rankuwa, Mabopane and Winterveld. The principal activity of the company is to develop, prepare, install and maintain water, sanitation and related services to these designated areas.

FUNCTIONS OF THE ENTITY

The services and projects implemented by SWA are complementary and in line with the business plan, service delivery agreement and the City of Tshwane's Integrated Development Plan (IDP). Sandspruit Works Association is managed by the Chief Executive Officer who heads the following functional sections:

- Operations and Maintenance
- Finance
- Information Technology
- Marketing and Communications
- Human Resources
- Legal Services
- Risk Management
- Supply Chain Management



Online payment of traffic fines

As part of the eTshwane project, citizens are now able to access their traffic fines through the eTshwane portal.

Upgrading of telephony infrastructure in Regions 5 and 7

The Group ICT Department, in partnership with the Customer Care Division, upgraded the telephone network in Regions 5 and 7 to support the communications needs of the customer care centre and other service delivery centres and offices in the regions. This resulted in improved access to municipal services for residents through the telephone system and thus improved customer interaction and support of the Batho Pele principle of improving customer interaction and service.

Refurbishing network infrastructure at BKS building

Establishing and maintaining reliable connections is a critical to the City's success. The Group ICT Department upgraded the network infrastructure at the BKS Building to ensure stability and improve network performance. BKS is a critical building that houses the Finance Department and most of the pay point infrastructure for municipal rates.

PAYAWAY

The PAYAWAY project is an initiative by the Finance Department to bring back payroll administration to the City of Tshwane in an effort to have more control and to reduce the administrative cost of outsourcing this process to FIRHST. PAYAWAY is the configuration of the SAP module to affect payroll functionality. It is part of SAP CoE's road map to incorporate non-SAP business processes into one integrated transactional processing system.

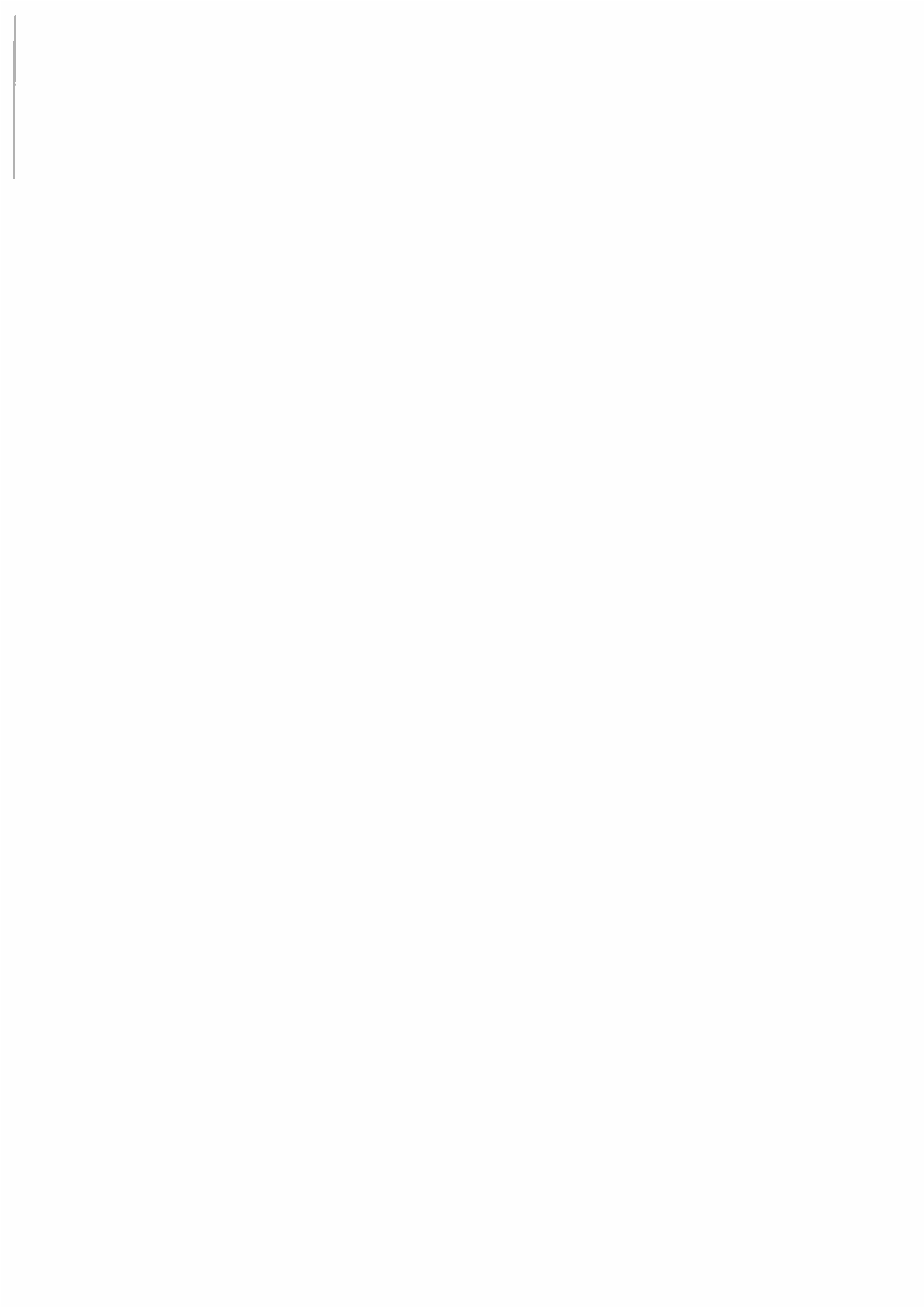
The City of Tshwane currently administers its own pay run functionality.

Broadband infrastructure roll-out

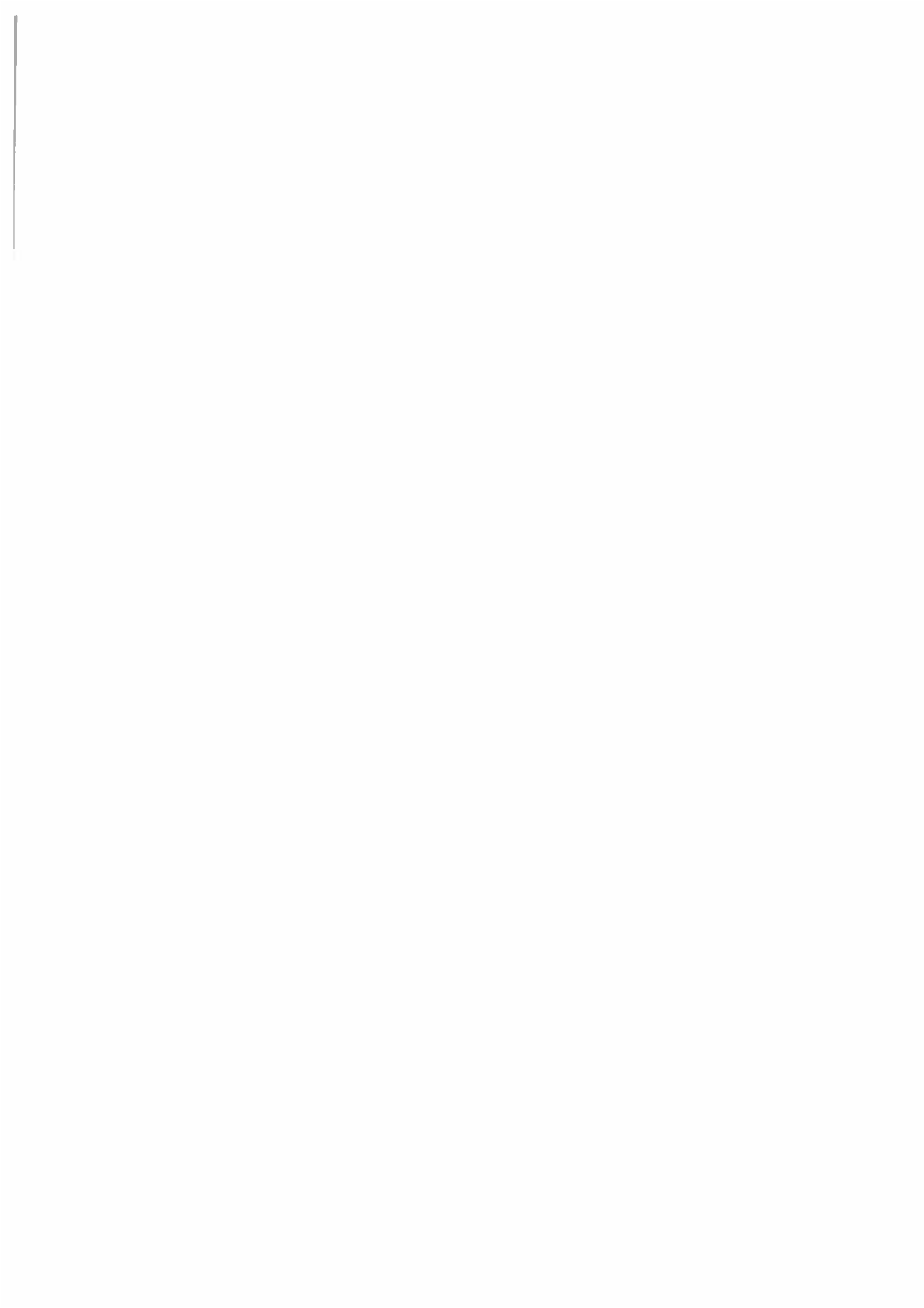
The Group ICT Department has completed 100 km of test broadband network in various regions of Tshwane in the 2013/14 financial year.

Installation of Wi-Fi in Tshwane

The City has embarked on a programme to roll out free WiFi. The programme aims to contribute towards the creation of a smart economy in line with Tshwane Vision 2055. Tshwane is well known for its student population due to the number of tertiary educational institutions within its boundaries. Young people and students have access to the free WiFi services provided by the City.



Strategic Objective	Key Performance Indicator	2013/14 Target	Annual Performance Achieved	Status	Corrective Measures
and Active Citizenry			ICT Terms of Reference and Internet Usage has been approved.		being developed. TEDA will be having a draft framework by end of march 2014.
5. Promote sound Governance and Active Citizenry	Best internal and external communications processes, systems and management	Best internal and external communications processes, systems and management	<p>Development of the Communication and Marketing strategy.</p> <p>Development of the Media policy.</p> <p>Compiled 4 media releases on APPP, TEDA Profile, SMME Funding Fair and TITIC.</p> <p>Placing of articles in JHB stock exchange publication, Frontier Market Network, Sawubona Magazine, Leadership Magazine, SME online publication.</p> <p>Arranging media interviews on Tshwane FM and Power FM with Focus on SMME Funding Fair. Coverage received from Sowetan on the Funding Fair, CNBC for APPP, Power FM and Tshwane Radio.</p> <p>Launching of the TEDA website and regularly updating it.</p> <p>Receiving brand exposure on Frontier Market Network and successfully received 6 investments leads.</p> <p>Launch of the</p>	Achieved	Not applicable



Department	Project Name	WBS Level 3	Adjusted Budget 2012/13	Actual 2012/13	Adjusted Budget 2013/14	Actual 2013/14
Communication Technology						
Service Delivery & Transformation Management	Capital Funded from Operating	9.712926.1.007	3,800,000	1,827,970	3,989,560	2,811,296
Research and Innovation	Capital Funded from Operating	9.712927.1.007	1,500,000	1,032,833	500,000	422,432
Communications, Marketing and Events	Capital Funded from Operating	9.712928.1.007	1,500,000	1,171,191	500,000	482,564
City Strategies & Performance Management	Capital Funded from Operating	9.712929.1.007	1,000,000	643,785	500,000	490,762
Office of the Executive Mayor	Capital Funded from Operating	9.712930.1.007	1,500,000	1,139,214	500,000	474,880
Office of the Chief Whip	Capital Funded from Operating	9.712931.1.007	1,000,000	585,631	500,000	493,937
Office of the City Manager	Capital Funded from Operating	9.712932.1.007	549,743	-	500,000	435,808
Office of the City Manager	Capital Funded from Operating	9.712933.1.007	550,000	-	500,000	436,647
Office of the City Manager	Capital Funded from Operating	9.712934.1.007	548,078	-	500,000	-
Service Delivery & Transformation Management	Kleinzoenderhout Sustainable Agricultural Village	9.712935.1.001	-	-	5,000,000	4,982,267
Service Delivery & Transformation Management	Kleinzoenderhout Sustainable Agricultural Village	9.712935.1.015	5,000,000	4,958,168	-	-
Service Delivery	Cullinan Library Park	9.712936.1.001	-	-	8,500,000	7,456,140

the City of Tshwane and Washington, DC. Washington, DC has presented two projects by Split This Rock and Holly Bass.

Fly Language Poetry Cultural Exchange Programme: 30 June to 5 July 2013

The Split This Rock poetry group has promoted theatre, music, poetry reading, storytelling and dance in Tshwane in collaboration with local poets and artists. The following programmes/workshops and events were developed: Welcoming function at Jack Buddha in Mamelodi, poetry master classes at the Encore Theatre, school programme at Hans Kekana Secondary School in Hammanskraal, community poetry programme at Lesuto in Ga-Rankuwa, open mic session at the State Theatre, poetry evening at the State Theatre, mining programme in Cullinan, social justice session at Zonderwater Prison in Cullinan, and a game drive and farewell session at Kwalata Game Reserve. The beneficiaries were eleven poets, three poetry societies, the Greater Hammanskraal Arts and Culture Forum, and various artists from all communities. The Cultural Exchange Programme attracted approximately 1 000 participants.

Holly Bass Cultural Exchange Programme: 23 to 28 August 2013

Holly Bass's visit to South Africa focused on tracing the footsteps of Sarah Baartman, who became a national icon after being humiliated as a Hottentot woman in the 1800s. The programme entailed three one man/woman shows, namely Sweet Science and Domestic, in the Momentum Theatre of the South African State Theatre and three poetry workshops at Mamelodi Secondary School, Chipa Tabane Secondary School and Bokgoni Technical High School in Atteridgeville. The outcome of the sessions was based on performance, poetry reading and creative writing. A tertiary poetry workshop was held at the University of Pretoria for 17 drama honours students on theatre props and stage performances. The beneficiaries were local artists, learners and students.

Ihlonbe International Choral Festival: 13 July 2013

The choral festival was hosted at the City Hall and featured six choirs from the USA, Australia, Brazil, Canada, Italy, and Trinidad and Tobago. Amazwi Ka Ntu (Atteridgeville – Tshwane) participated in the festival. Partners included Classical Movements Inc. and the Tshwane Choral Music Association. The festival benefited 60 choristers.

Women's Month Programme: 9 August 2013

The Women's Month Programme was launched at Mabopane Indoor Centre on 1 August 2013. Women's Day celebrations took place at the Union Buildings. The event was preceded by a women's march from Sammy Marks Square to the Union Buildings – symbolising the Women's March of 1956. Partners included the Special Programmes Unit from the Office of the Executive Mayor and the Gauteng provincial government.

Feast of the Clowns: 24 August 2013

The City of Tshwane, in partnership with the Tshwane Leadership Foundation (TLF), celebrated the annual Feast of the Clowns at Burgers Park. The clowns paraded from Burgers Park and made their



Tshwane UPDATE

SEPTEMBER / OCTOBER 2014 EDITION

Performance to be in line with residents' needs

Lebogang Matji



Member of the Mayoral Committee for Sport, Recreation, Arts and Culture - Councilor Nozipho Tyobeka Makeke, and the Executive Mayor, Cllr Kgositso Ramokgopa, signing the performance agreement.

The City of Tshwane's leadership must always perform above the acceptable standard and become champions of performance. These were the words of Tshwane's Executive Mayor, Cllr Kgositso Ramokgopa, when his ten-member cabinet signed their performance agreements at the Centurion Council Chambers.

The Members of the Mayoral Committee (MMCs) entered into renewed performance agreements, which outline the Executive Mayor's clear service delivery expectations for each MMC as per the IDP. The agreements – reviewed on a quarterly basis – list the performance indicators and targets per key focus area of each MMC in performing their oversight role.

The City's Integrated Development Plan (IDP) is aligned to the national and provincial agenda as well as the Tshwane Growth and Development Strategy 2055. To ensure accountable implementation of the outlined objectives the Municipal Systems Act of 2000 requires municipalities to adopt the Performance Management System.

Ramokgopa emphasised that by signing the performance agreements, the City's leadership is setting itself higher performance standards and is committing to be transparent. "The most important characteristic of these performance agreements is that they talk to

the issues that have been raised by communities at mayoral imbizos and councillors' public meetings. This gesture marks an important milestone for and Tshwane's residents" said Ramokgopa.

Chief Whip, Cllr Jabulane Mabona, said they "expect the MMCs to make sure that all the projects find expression in the relevant wards with the involvement of the ward councillors concerned. This should avoid infighting over projects and will expose troublemakers in the wards.

Mabona urged MMCs to be role models to all City councillors and the community at large, because of their status and the image they carry in Tshwane.

Some of the key deliverables to be monitored in the 2014/15 financial year are given per MMC below

MMC for Financial Services - Cllr DM Mabiletsa

- Managing the supply chain (ensuring that 25% of all City contracts are awarded to SMMEs and cooperatives from marginalised groups)
- Optimising assets and expenditure (maximising the return on our assets)
- Restructuring and optimising the balance sheet (maximising the return on our assets)

MMC for Services Infrastructure - Cllr J Masango

- Implementing Electricity for All projects (eradicated electricity backlogs in formal and informal settlements)
- Replacing, upgrading and constructing waste water treatment works (providing sanitation)
- Constructing new/bulk infrastructure (upgrading and building new substations)

MMC for Roads and Transport - Cllr G Matjila

- Ensuring successful delivery of the Tshwane Rapid Transit
- Implementing traffic calming and pedestrianisation
- Repairing the Clifton Avenue sinkhole

MMC for Health and Social Development - Cllr TE Mabusela

- Constructing a new Soshanguve clinic
- Upgrading early childhood development and day care centres
- Providing multipurpose development centres

MMC for Community Safety - Cllr T Mashego

- Expanding the OUTsurance pointsmen project
- Recruiting and training Tshwane Metro Police officers
- Deploying four Tshwane Metro Police officers in each ward

EMERGENCY NUMBERS

24-hour Call Centre

012 358 2111 / 080 111 1556

Water and sanitation, traffic lights, roads and storm water

012 358 2111

Customer care / credit control

012 358 9999



Police

10111



Metro Police

012 358 7095 / 6



Emergency Services

10177 012 310 6300/6400

CONTINUED ON PAGE 2

Clean-up project creates jobs, restores dignity

The expanded City of Tshwane will never be the same again after Executive Mayor Cllr Kgosientso Ramokgopa launched a R60 million cleaning project.

Staff reporter

Addressing a large gathering of beneficiaries and community members during the launch of Operation Vat Alles at Temba Stadium near Hammanskraal recently, Cllr Ramokgopa urged Tshwane residents to take responsibility for keeping the whole municipal area clean by picking up every piece of paper.

He explained that the aim of Operation Vat Alles which had created 3 000 jobs by engaging residents in cleaning prioritised wards in Hammanskraal, Mabopane, Centurion, Mamelodi and the inner city, would expand with the support of the different communities.

Ramokgopa added that plans to

obtain an additional R60 million to extend the contracts over 12 months are in place.

"We can't hire them (the beneficiaries) for only three months. We need a longer period to fight poverty," he said.

The project intends to use beneficiaries from the Expanded Public Works Programme (EPWP) and will focus on the cleaning of cemeteries, shopping centres, open spaces, taxi ranks, sports fields, rivers and other public areas.

The 3 000 beneficiaries were chosen from the poorest of the poor in the communities and they would work as contractors for the next six

months.

Most of the beneficiaries at the launch expressed their excitement about the new employment opportunity.

"Some of us have been unemployed for years and will for the first time in more than ten years be able to contribute towards the support of the family," said a 43-year-old Temba resident, who asked not to be named.

"I will now be able to pay school fees for my children," said Queen



Mudzanani, 28, from Soshanguve.

It was also revealed at the launch that the City planned to award bursaries to young beneficiaries of the Vat Alles operation who are in possession of a matric qualification.

Projeke yo basisa yi tumbuluxa mintirho, yi vuyisela ndzhuti

Ndlandlamuko wa Dorobankulu ra Tshwane a wu nge pfuki wu fanile nakambe endzhaku ka loko Meyarankulu Cllr Kgosientso Ramokgopa a simekile projeke yo basisa ya R60 miliyoni.

Vuhundzuluxi hi Tinyiko Manyange

Loko a vulavula na ntshungu wa Lavuyeriwa na swirho swa vaaki hi nkarhi wo simeka Operation Vat Alles eRivaleni ra mintlangu ra Temba ekusuhu na le Hammanskraal sweswinyana, Cllr Ramokgopa u khutazile vaaki ku va na vutihl-amuleri byo endla leswaku ndhawu hinkwayo ya masipala yi tshama yi basile hi ku rholela phepha rin'wana na rin'wana.

U hlamuserile leswaku xikongomelonkulu xa Operation Vat Alles lexi tumbuluxeke mintirho ya 3 000 hi ku ngenhisa vaaki eku basiseni ka tiwadi leti rhangisiweke emahlweni

eHammanskraal, eMabopane, eCenturion, eMamelodi na le ndzeni ka doroba, xi ta ndlandlamuka hikokwalaha ka nseketelo wa minganga yo hambanahambana.

Ramokgopa u yile emahlweni a vula leswaku makungu yo kuma engetelo wa R60 miliyoni ku yisa emahlweni tikontiraka ku ya eka tin'hweti ta 12 ya tshamisekile.

"Hi nga ka hi nga va tholi (vavuyeriwa) ntsena tin'hweti tinharhu. Hi lava nkarhi wo leha ku lwa na vusweti," u vurile.

Projeke yi lava ku tirhisa va-

vuyeriwa ku suka eka Nongonoko lowu Engeteleriweke wa Mintirho naswona yi ta pakanisa eku basiseni ka le swilahlweni, tindhawu ta mavhengele, tindhawu leti pfuleke, tirheke ta mathekisi, timbala ta mintlangu, milambu na tindhawu tin'wana ta mani na mani.

Vavuyeriwa lava va 3 000 va langh-wile ku suka eka vaswell va vaswell emigangeni. Vo tala va vona va kombisile ku nyanyuka ka vona hi mayelana na nkateko wa vona wa ntirho wuntshwa.

"Van'wana va hina a nga ri eku

tirheni malembe yo tala naswona hi ta kota ku pfuneta eku hlayiseni mindyangu ya hina ro sungula eka malembe yo tiula khume," ku vula muaki wa malembe ya 43 wa le Themba, loyi a kombeleke ku ka a nga boxiwi.

"Sweswi ndzi ta kota ku hakela mali ya xikolo ya vana va mina," ku vula Queen Mudzanani, 28, wa le Soshanguve.

Ku tlhele ku vuriwa eku simekiweni leswaku Dorobankulu ri kunguhata ku nyika tibasari eka vavuyeriwa lavantsongo lava nga na matiriki.

New beginnings . . .

Member of the Mayoral Committee (MMC) responsible for Transport at the City of Johannesburg, Cllr Rihanna Moosajee, Member of the Executive Committee (MEC) for Local Government and Housing in Gauteng, Mr Humphrey Mmemazi, City of Tshwane Executive Mayor, Cllr Kgosientso Ramokgopa and MMC for Housing in Ekurhuleni, Cllr Queen Duba at a media briefing after the signing of a memorandum of agreement on municipal

housing accreditation that took place in Midrand on 13 June 2012.

The three metropolitan municipalities are now authorised to fully administer their housing programmes in line with the National Housing Programme, after receiving Level 1 and 2 certificates, which allow them to build houses and manage housing subsidies and beneficiaries.



Residents ought to pay for municipal services

Special Correspondent

Local government's core legislative mandate is to provide basic services to residents. Carrying out this mandate rests on an equitable share in funds made available by the national fiscus to municipalities across the country.

This allocation is not enough given the ever-increasing costs of infrastructure development, refuse removal, the provision of water, electricity and sanitation, better roads and health. Municipalities therefore rely on additional revenue from residents.

The acceleration of service delivery and the provision of quality services to better the lives of our residents require the creation of a sound, viable and sustainable financial base, which is only possible if residents pay for municipal services, and do so regularly. However, residents are also given a say in service delivery, as they are invited to public

participation sessions during the finalisation of the Integrated Development Plan (IDP) and the budget.

Failure to pay for services rendered to residents derails the aspirations of the people as contained in the IDP and the overall strategic objectives and the mandate of local government. And members of all sections of the Tshwane community, poor and rich, fail to pay their dues.

In order for the City of Tshwane to render appropriate and sufficient services, residents are urged to pay their current accounts. Those who genuinely cannot afford to pay are encouraged to register as indigent households with the Health and Social Development Department so that they can be helped.

In the same spirit residents are urged to use water and electricity wisely. Water continues to be wasted

through leaks and by households, carwashes and businesses. Water wastage and loss account for a massive increase in the cost of acquiring water from Rand Water and in the bill for residents and businesses.

Residents are urged to switch lights off during the day. Also switch off nonessential appliances and report any illegal connections and reconnections of electricity and water metres. Those who are illegally connected steal services at the expense of paying residents. They also limit the ability of the City of Tshwane to continue to render services to the entire community.

Accept your responsibility for your municipal debt. Pay your current account today!

Source: www.info.gov.za

Baagi ba tshwanetse go duela ditirelo tsa masepala

Phetolelo ka Angelina Mashadi Boikhutso

Mokwadi yo o kgethegileng

Tirokgolo ya pusoselegae ke go tlamela baagi ka ditirelo tsa moltheo. Go diragatsa tiro eno go ikaegilwe mo matlotlong a a tswang kwa letloleng la bosetshaba a a lebisetswe kwa bomasepala go ralala le naga go a abelana ka go lekana.

Matlalele a letlole leno a tihaela ka ntlha ya ditirelo tse di nnang di tshatlogat sa tihabololo ya mafarathaththa, go rwala ga matlakala, thebolelo ya metsi, mottakase le mesele ya kgetheleswe ditsela tse di botoka leboitekanelo. Ka jalo masepala o ikaegile ka madi a tlaleletso a a tswang kwa baaging.

Potlakiso ya thebolelo ya ditirelo le tlamela ya ditirelo tsa boleng tsa go tokafatsa matshelo a baagi e tihoka motheo wa nnete wa leruri wa matlotlo, o o ka kgonagalang fela fa baagi baka duela ditirelo tsa masepala, mme ba dira jalo nako le nako. Le fa go le jalo baagi ba na le serala sa go tihagisa maikutlo a bona ka go lalediwa mo ditheetsong tsa phathalatsa fa go wediwa Leanothabololo le la

Tshwaraganelo le tekanyetsokabo.

Go se duele ga baagi ditirelo tse ba di rebolelwang, go faposa mailthomo a baagi jaaka go tihagelela mo go Leanothabololo la Tshwaraganelo le mo go mailthomokakaretso a togamaano le mo tirong e e tshwanetseng go dirwa ke pusoselegae. Dikarolo tsothe ka baagi ba Tshwane, bahumi le bahumanegi, ga ba duele se ba tshwanetseng go se duelela.

Go re Toropokgolo ya Tshwane e kgona go rebola ditirelo tse di lekaneng, baagi ba kopiwa go duela madi a a tshwanetseng go duelwa a a tihagelelang mo diakhaontong tsa bona. Ba ba retelelwang ke go duela ka ntlha ya bohumanegi, ba rotloedwa go ikwadisa kwa dikantorong tsa Lefapha la Boitekanelo le Katlaatlololago jaaka malapa a a humanegileng go re ba bone thuso.

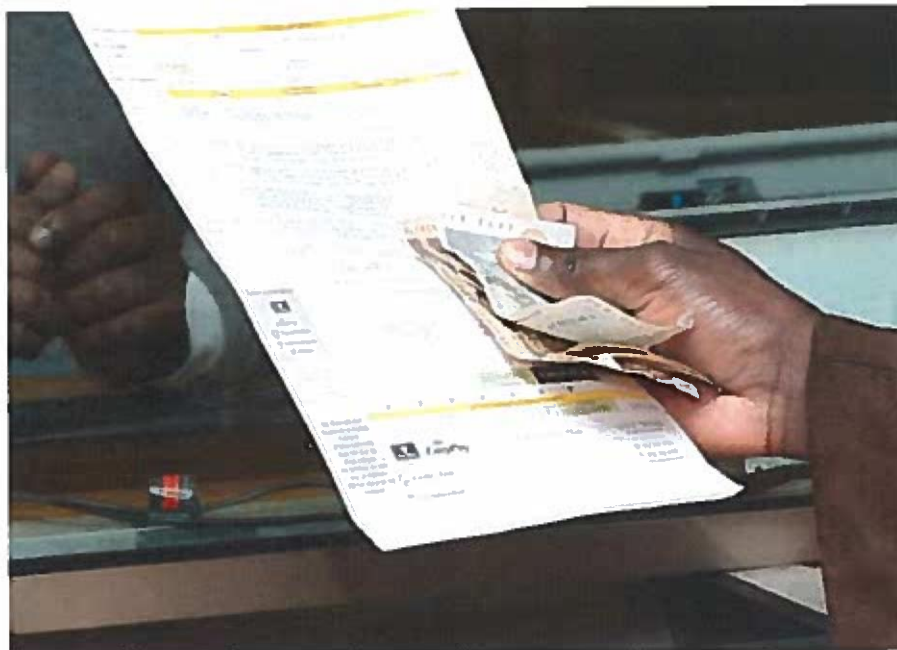
Baagi ba kopiwa go dirisa metsi le mottakase ka keloithoko, metsi a senyega fela ka ntlha ya go dut-

la, ka go dirisiwa mo malapeng, bothatswetsokoloi le kwa mafelong a dikgwebo. Tshenyho le tathhegelo ya metsi ke tsona di dirang gore go nne le koketsego ya ditirelo tsa go reka metsi go tswa kwa Rand Water le go tihola tihathlogo ya ditirelo tsa dibili tsa baagi le tsa dikgwebo.

Baagi ba rotloedwa go tima dipone mo motshegareng mmogo le go tima didirisiwa tse di seng boithokwa le go bega dikgokaganyo tse di seng ka fa molaong tsa mottakase le tsa metsi, ba ba gokaganyang ntle le molao ba utswa ditirelo e bile ba tsietsa baagi ba ba duelang. Ba kgoreletsa bokgoni ba Toropokgolo ya Tshwane ba go rebolela baagi botlhe ditirelo.

Amogela maikarabelo a gago a sekoloto sa masepala. Duela gompieno madi a a tshwanetseng go duelwa!

Motswedi wa tshedimosetso www.info.gov.za



Hoax calls can result in people dying

The City of Tshwane's ambulance service is under siege by pranksters. The service gets hoax calls regularly – all made by children.

These false call-outs have serious implications for people who urgently need medical attention.

The City of Tshwane urges parents to please educate their children and tell them about the serious consequences a practical joke such as making a false call to the ambulance service can have on the lives of people.

The number to call in an emergency is 10177.

Tshwane acknowledged for sustainable efforts

Staff Reporter

The City of Tshwane received a Certificate of Merit in the category for municipalities at the recent Eco-Logic Awards for its Pierre van Ryneveld hydropower reservoir in Region 4.

The Eco-Logic Awards ceremony was hosted by The Enviropaedia in association with SABC 3 the awards recognise and reward environmentally constructive products, services, individuals and organisations who share the collective goal of preserving the natural environment and fighting climate change.

The City earned the Certificate of Merit by submitting an impressive case study on the Pierre van Ryneveld Reservoir in Centurion. The hydropower reservoir became in operation in November 2011 as the result of a research project by the University of Pretoria (UP) supported by the Water Research Commission

(WRC) to investigate the potential of extracting available energy from existing and newly installed water supply and distribution systems. The Conduit Hydropower Plant uses the existing water distribution infrastructure to generate 150 kWh of clean, renewable energy, which is ultimately connected to the grid. This project has been recognised for its achievements by winning the Mail & Guardian Greening the Future Community Renewable Energy Award in 2014.

The tough competition tested municipalities' –

- mindfulness of the greater ecological whole;
- intervention to reduce the quantity of our material consumption;
- techniques to reduce the negative impact and damage to the earth's eco-systems, and their positive benefit to the earth's

eco-systems.

Hydropower development has major potential benefits. It often involves the construction of a weir and a simple intake structure with water transferred by a conduit or canal to a suitable point. It is sometimes referred to as 'greenfield' hydropower as it needs to be situated on rivers with a relatively constant flow and a suitable water drop. Hydropower contributes only 3% of global energy consumption, but this is only a fraction of its potential. Africa is the most underdeveloped continent with regard to hydropower generation, with only 6% of its estimated potential being exploited. This situation presents South Africa with an opportunity to make a large contribution hydropower generation in Africa and the world.

Building a resilient city

The City of Tshwane continues to make bold strides in building a resilient capital. Some of the green highlights aligned with Tshwane Vision 2055 are commendable:

- The City has developed a strategic framework for a green economy that supports a resilient and resource-efficient city that creates jobs and stimulates economic growth and sustainable development.
- The City opened a first-of-its-kind, multipurpose waste management and recycling facility in the buffer zone of the

Kwaggasrand landfill site near Atteridgeville. The City has committed to ensuring full waste beneficiation in its Green Economy Strategic Framework. This is one of the key areas that will provide a sizeable number of our citizens with employment and business opportunities.

- The City hosted a successful Sustainability Week conference at the CSIR, where experts in sustainability shared best practices and applicable technologies.

- The Tshwane Green Outreach Programme, an education and awareness campaign aimed at sensitising communities about the sustainability trajectory and changing mindsets, was launched in June.
- The City's newest green building is at the Rietvlei Nature Reserve.
- The City developed the Green Building Development By-law and Policy, which was approved by the Council in 2012. The by-law took effect on 1 July 2013.

Cable theft and vandalism

Patronella Molaeng

Cable theft remains a huge challenge for the City of Tshwane and the country at large. In recent months, the City has faced the scourge of cable theft. This impacts the City's revenue, disrupts social services and plunges neighbourhoods into darkness for lengthy periods of time. The cost is immense.

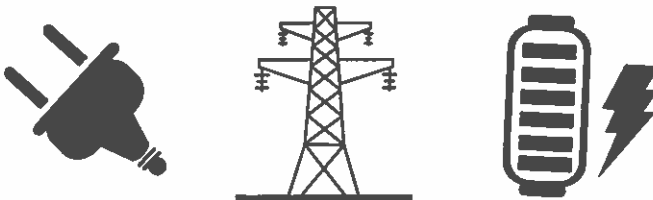
These acts not only impact power supply, but also erode the City's financial resources which are needed to improve service delivery and rejuvenate the network. Instead the City now has to replace existing equipment that worked well.

Millions of rands are lost annually due to illegal electricity connections and cable theft. It has an effect on mini substations, cabling and transformers, among others, with a cost of R20 million between April and June 2014.

The City of Tshwane calls for the vigilance of residents, the business community and law enforcement agencies to help the City stem the tide of cable theft and illegal electricity connections – government cannot win the battle alone.

Report suspicious activity in your neighbourhood to the Tshwane Metro Police Department on 012 358 7095/6 or PRIMEDIA Crime Line: SMS 32211 (costs are R1/SMS; SMSs remain anonymous) and Eskom Crime Reporting Line: 0800 11 27 22 (toll-free and highly confidential).

The City urges residents not to tamper with any electrical infrastructure and equipment since there is a risk of electrocutions which may result in death or an indirect impact on consumers.



Go utswiwa ga dikheipole le tshenyoyathoto

Patronella Molaeng
Seala Charles Masewawatl

Go utswiwa ga dikheipole e santšhe e le tshofo e kgolo go Toropokgolo ya Tshwane le nageng ka bophara. Mo dikgweding tše fetilego, Toropokgolo e ile ya lebagana le pharela ya bohodu bja dikheipole. Se se nale khuetsō ka mahlolong a Toropokgolo, se šitiša ditirelo tša leago le go dira gore mafelo a kgauswi a aparelwe ke leswiwi sebaka se se telele. Ditshenyegelo tša se ke tše kgolo ka maatla. Ditiro tše bjalo ga di ame fela kabo ya mohlagase empa di gobatša methopo ya ditšhelete tša Toropokgolo yeo e nyakegago go ka kaonafatša kabo ya ditirelo le go bušetša sekeng dinetweke (networks). Legatong la se Toropokgolo e tlamega go humana didirišwa tše dingwe bakeng sa tšeo di lego gona tšeo di bego di soma gabotse.

Dimilione tša diranta di a loba ngwaga ka ngwaga ka baka la ditlhomšetšo tše sego molaong tša mohlagase le bohodu bja dikheipole. Se se na le ditlamorago tše mpe go dileišenyanyana, go lokelwa ga dikheipole le difetošamohlagase (transformers), gare ga tše dingwe, ka ditshenyegelo tša dimilione tša diranta tše 20 magareng ga kgwedi ya Aporele le ya Juni 2014. Toropokgolo ya Tshwane e dira bošpilešo bja go ntšha mahlo dinameng go badudi, borakgwebo, diatšensitša phethagatšo ya molaog go thuša Toropokgolo go fediša pharela ya bohodu bja dikheipole le ditlhomšetšo tše sego molaong tša mohlagase. Mmušo o le noši o ka se fenye ntwaga ye.

Bega ditiro tša go belatša tša kgauswi le gageno go Kgoro ya Sephodi sa Mmasepala ya Tshwane mo go 012 358 7095/6 goba Motatong wa Bomenetša wa PRIMEDIA ka go romela SMS go 32211 (ditšifo tša gona ke R1 ka SMS; di-SMS di tla dula e le tša hlokaina) le Motatong wa Eskom wa Pego ya Bosenyi: 0800 11 27 22 (ke nomoro ya mahala ebile ke ya bosephiri bjo tšeneletšego).

Toropokgolo e kgopela badudi gore ba se fenyekolle didirišwa le infraštraktšha efe goba efe ya mohlagase ka ge go na le kotsi ya go tšhungwa ke mohlagase ye amanago le bohodu bja dikheipole yeo pheletšo ya yona e ka išago lehung goba ya ba le ditlamorago tše mpe tše sa lebantšhwago bareking.

INSIDE THIS ISSUE



City condemns vandalism of street signs

3



City launches the new Tshwane Sport Council

4



Clean-up project creates jobs, restores dignity

7

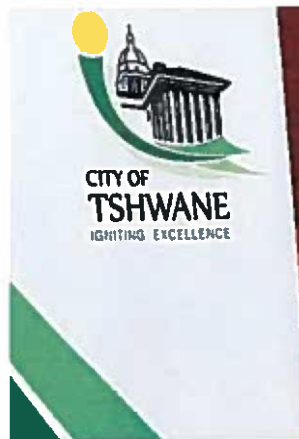


Students explore city in Tshwamazing Race

Four teams of tertiary students went head-to-head in the first Tshwamazing Freedom Race.

12

Service delivery tops Tshwane budget



Phalane Motale

On 30 May 2012, the Executive Mayor, Cllr Kgosisentso Ramokgopa, presented his 2012/13 budget that is intended to ensure continuous service delivery and the extension of essential services to all areas of the Municipality. Residents of Tshwane are expected to benefit like never before from the budget.

With the implementation of the macro structure that was previously approved by the Council and for the first time in the history of the City of Tshwane, regions will play an active part in capital projects because the operational budget has been regionalised to ensure that service delivery is brought closer to respective communities.

With the configuration of the City's financial system during the adjustments budget, more functions of the operational budget will be devolved to the regions. The core department will be responsible for the formulation of policies and the implementation of capital programmes on behalf of the regions, representing a significant shift in the delivery of services.

The Executive Mayor also announced an increase in tariff rates for property (12%), electricity (12%), sanitation (12%), water (10%) and waste removal (25%) with effect from 1 July 2012.

During his budget speech, Cllr Ramokgopa also told a special Council meeting that the City of Tshwane anticipates total revenue over the medium term to be R74,2 billion, constituted by R22,3 billion for 2012/13, R24,5 billion for 2013/14 and R27,4 billion for 2014/15. Total revenue increased by 15,5% against the 2011/12 adjustments budget and by

17,0% against the 2011/12 approved budget.

The expenditure budget for the medium term totals to R67,1 billion, constituted by R20,6 billion for 2012/13, R22,3 billion for 2013/14 and R24,2 billion for 2014/15. Total operating expenditure has increased by 14,7% against the 2011/12 adjustments budget and by 15,8% against the 2011/12 approved budget.

Cllr Ramokgopa said that the City's Infrastructure Department has been allocated R10 billion – the largest portion of the Municipality's expenditure budget – because "it is at the coalface of service delivery".

"They are the ones responsible for ensuring that street lights get fixed, roads are tarred, potholes repaired and that there is proper service delivery to communities," Cllr Ramokgopa said.

He added that one of the key budget principles was to increase the percentage share of the maintenance budget.

"This is done to keep the integrity of our assets, especially in the more affluent areas.

"This saves us from expensive future replacement costs and improves public confidence in the (political) leadership of the Municipality. It is important that we incentivise these affluent communities to continue paying for their services; after all, they make the disproportionate contribution to our fiscus," he said.

Ramokgopa said that R2,2 billion had been allocated to the Bus Rapid Transport (BRT) system for three years, while the fleet for Tshwane Bus Services would

Eco-furniture factory

Staff reporter

An eco-furniture factory was recently opened in Ga-Rankuwa. This factory will create work opportunities and skills development for 200 young people through the Expanded Public Works Programme (EPWP) model, and this number will be increased to 428 in the long term. The project will be implemented over a period of three years.

The eco-furniture project initiated by the Department of Environmental Affairs, implemented through the South African National Parks, partners with the Department of Basic Education to address the needs of schools, which include the need for quality desks for learners.

These desks are made in South Africa from the wood of invasive alien trees that are cleared by formerly unemployed workers.

The Department of Environmental Affairs is committing R165 million to this project.



Bodirelo ba fenitšhara e e dirilweng ntle le go leswefatsa tikologo

Angelina Boikhutso

Bodirelo ba fenitšhara e e dirilweng ntle le go leswefatsa tikologo bo butswa gautshwane kwa Ga-Rankuwa. Bodirelo jo no bo tla tihola diitšhono tsa ditiro le go tihabolola bokgoni ba baša ba le 200 ka go dirisa mokgwa o o dirisiwang wa Lenane le le Atolositšweng la Ditiro tsa Setšhaba, mme palo eo e tla oketsega mo nakong ya pakatelele go rina 428. Porojeke eno e tla tsengwa tirisong mo pakeng ya dingwaga di le tharo.

Porojeke ya fenitšhara e e dirilweng ntle le go leswefatsa tikologo ya Lefapha la Merero ya tsa Tikologo, e e tsengwang tirisong ke ba Diphaka tsa Bosetšhaba tsa Aforikaborwa ka tirisano le ba Lefapha la Thuto ya Motheo go rarabolola tihokego e e leng mo dikolong, e e akaretsang tihokego ya dideseke tsa boleng tse di dirisiwang ke balthuti. Dideseke tse no di dirilwe mo Aforikaborwa go tswa mo legonnye la sethare sa mo no gae se se tswang dinaga disele se se tomolwang ke bao ba neng ba tihoka ditiro.

Lefapha la tsa Merero ya Tikologo le beeletsatsa dimilione tsa diranta di le 165 mo porojekeng eno (R165 million).

War on Leaks

Staff reporter

South Africa loses 37% of its water through leaks. This translates to R7 billion per year. The Department of Water Affairs initiated the War on Leaks project that is currently being implemented in different municipalities across South Africa. This project aims to eradicate water leaks in households, schools, clinics and other public buildings. It also creates jobs through training unemployed youths in basic plumbing skills.

The War on Leaks project will assist the City of Tshwane to eradicate non-revenue or unaccounted for water it will also ensure skills development opportunities and create 200 jobs through the Expanded Public Works Programme (EPWP) model.

The Department of Water Affairs has budgeted R3 million for War on Leaks in Tshwane. Rand Water also supports War on Leaks in Tshwane and has contributed R2 million to implement the project. It has also committed to train young people through the Rand Water Academy.

Fiberpipe has donated 20 plumbing toolkits and 200 T-shirts to the project.

Nyimpi ya ku lwa na ku Pfuta

Vuhundzuluxi
hi Tinyiko Manyange

Afrika Dzonga ri lahlekeriwa hi 37% ya mati ya rona hikwalaho ka ku pfuta. Leswi swi hundzukaka R7 bilyoni hi lembe. Ndzawulo ya Mati yi sungule porojeke ya Nyimpi ya ku lwa na ku Pfuta leyi sweswi yi nga ku endliweni eka timasipala to hambana a Afrika Dzonga hinkwaro. Porojeke leyi yi kongome ku herisa ku lwa na ku pfuta ka mati eminyangweni, eswikolweni, elitšhoni na le ka miako yin'wana ya mani na mani. Ri tlhela ri tumbuluxa mitirho hi ku letela vantšhwa lava nga tirhiki eka vutshila bya masungulo ya vupulambi.

Porojeke ya Nyimpi ya ku lwa na ku Pfuta ya ta pfuna Dorobankulu ra Tshwane ku herisa mati lama lahleke loko ya nge se fika eka vatirhisi kumbe ku va ya nga tiveki leswaku ya ye kwihl naswona yi ta tlhela yi tiyisisa mikateko yo hluvukisa vutshila na ku tumbuluxa mitirho ya 200 hi ku tirhisa sisiteme ya Nongonoko wa Mitirho yo Engetelela.

Ndzawulo ya Mati yi pimanyetile R3 millyoni ya Nyimpi ya ku lwa na ku Pfuta eTshwane. Rand Water na yona yi seketela Nyimpi ya ku lwa na ku Pfuta eTshwane naswona yi nyikerile hi R2 millyoni ya ku simetla porojeke. Yi tlhela yi liboha ku letela vantšhwa hi ku tirhisa Rand Water Academy.

Fiberpipe yi nyikerile hi khiti ya switirho swa vupulambi swa 20 na swikipa swa 200 eka porojeke.

REPORT

No water supply, burst water pipes, leaking meters and blocked street

sewers to:

012 358 2111/9999 or 080 1111 556 (toll free)

Industrial effluent enquiries:

012 358 9067/9078/9999

Pollution spill response service:

012 358 9067/9078/9999

Water Month

Appendices J: Interview questions for residents in English

Introduction by the interviewer

Interviewer: My name is Keabaka Seshoka. I am conducting interviews for my PhD study titled: an overview of language policy implementation in the City of Tshwane Metropolitan Municipality with a focus on translation as an activity of language policy implementation. I would like to ask you a couple of questions regarding this topic. Please note that our interview will be recorded for purposes of capturing the information and analysis later. However, be rest assured that nobody will have access to the recorded interview except for me as the researcher. Also, note that your identity or name and confidentiality will be protected at all times. To that end, there is no need for you to mention your name in this interview. Please note that your participation in this study is free and voluntary. However, I will appreciate your participation and contributions in the study.

Structure of the interview

The interview may take about 30 minutes to complete. Thanks in advance for your participation.

Interview questions

1. Are you a resident of the City of Tshwane Municipality?
2. Which part or area of the City of Tshwane are you from?
3. How old are you? Choose between 1-10, 11-20, 21-30, 31-40, 41-50, 51-60, 61-70, 71-80, 81-90; 91-100.

What is your gender? Male or Female?

4. What is your first language?
5. What are the languages that you are proficient in, i.e. languages that you can speak, read and understand properly?
6. Do you receive information in other languages besides English from the municipality?
7. In what language(s) do you usually get the municipality documents such as rate bills, statements, bills, newsletters and pamphlets?
8. Are you comfortable or do you understand the languages used currently used in the municipal documents?
9. In what language would you prefer to receive information from the municipality ?
10. Do you ever receive information in this language?
11. What difference will it make if you were to receive the municipality documents in your language?
12. Are you satisfied with the quality of the documents (for instance; the grammar used, spelling, lay-out, structure, etc)?
13. Do you find the translated documents easy to read and understand? Yes or No? And Why?
14. Apart from English, in which other languages does the City of Tshwane Municipality communicate to you as residents?
15. Are the languages used effectively contributing to equitable access to municipality information and services?
16. Do you think the translation of documents into the other languages contributes to equitable access to municipality information and services?
17. Do you think the provision of translation services address your needs and expectations regarding improved service delivery?

18. Do you think translation of documents has improved communication between the municipality and its residents? If Yes, in which way? If NO, why?
19. Do you think the standard of translated documents facilitates better communication between the municipality and the people it serves? If Yes, in which way? If NO, why?
20. Have you ever requested to the municipality that your correspondence with them be in the language that you understand? How long did it take? Were you satisfied with the correspondence that you receive from them?
21. Is there an opportunity or platform created for residents to give feedback and comments to the Municipality about the quality of the translated documents and communication in general?
22. According to you what is the current state of translation services in the the City of Tshwane Metropolitan Municipality? (good; fair, poor).
23. What is it that the municipality is doing well (successes) regarding the provision of translation services?
24. What is it that the municipality is not doing well (challenges) regarding the provision of translation services?
25. What is it that you think the municipality can change or do better to ensure that translation services are effective?
26. Anything else that you would like to add?

Appendices K: Translated interview questions to the residents in Isizulu

Interviewer: Igama lami uKeabaka Seshoka. Kunemibuzo engithanda ukuyibuza eyimaphuzu amqoka amayelana nokuqaliswa kwenqubomgomo yezilimi kuMasipala weDolobha laseTshwane kube kugxilwe kwezokuhumusha. Le mibuzo iyingxenye yocwaningo engilwenzayo ukuze ngifeze izifundo ze-PhD. Ngifisa ukukubuza imibuzo embalwa ngalesi sihloko. Uyaziswa ukuthi le ngxoxo izoqoshwa ukuze kugcinwe ulwazi oluzosetshenziswa uma sekuhlaziywa lo cwaningo ngokuhamba kwesikhathi. Nokho, ungaqiniseka ngokuthi akekho umuntu ozothola le ngxoxo eqoshiwe ngaphandle kwami njengomcwaningi. Uyaziswa nokuthi wena noma igama lakho nobumfihlo bakho kuzovikelwa ngazo zonke izikhathi. Ngakho, asikho isidingo sokuthi usho igama lakho kule ngxoxo. Uyaziswa ukuthi ukuzibandakanya kulolu cwaningo kwenziwa kwaphandle kwenkokhelo nangokuzinikela njengevolontiya. Nokho, ngingajabula uma ungazibandakanya futhi uveze uvo lwakho kulo cwaningo.

Uhlelo lwengxoxo

Le ngxoxo izothatha imizuzu engama-30. Sithanda ukuqala ngokukubonga ngokuzibandakanya kwakho.

Imibuzo yengxoxo

- 1.Ngabe uwumhlali wakuMasipala weDolobha laseTshwane?
- 2.Uphuma kweyiphi ingxenye noma indawo yeDolobha laseTshwane?
- 3.Uneminyaka emingakhi? Khetha phakathi kuka 1-10, 11-20, 21-30, 31-40, 41-50, 51-60, 61-70, 71-80, 81-90; 91-100.
Ungowobuphi ubulili? Owesilisa noma owesifazane?
- 4.Oluphi ulimi oluwulimi lwakho lwebele?
- 5.Eziphi izilimi ozaziyo, ngamanye amazwi izilimi okwazi ukuzikhuluma, ukuzifunda nokuziqonda kahle hle?
- 6.Ngabe umasipala uyakuthumelela ulwazi ngezinye izilimi ngaphandle kwesiNgisi?
- 7.Imibhalo kamasipala enjengezincwadi zokukhokhela amareyithi, izitatimende, izikweletu, imibhalo yezindaba kanye nezincwajana uvame ukukuthola ngoluphi ulimi/ngeziphi izilimi?
- 8.Ngabe uthokozile noma ngabe uyaziqonda izilimi ezisetshenziswa emibhalweni kamasipala njengamanje?
- 9.Oluphi ulimi ongathanda ukuthola imibhalo kamasipala ngalo?
- 10.Uke uluthole ulwazi ngalolu limi?
- 11.Mehluko muni ongaba khona uma ungase uthole imibhalo kamasipala ngolimi lwakho?

- 12.Ngabe wanelisekile ngeqophelo lemibhalo ehunyushiwe (isibonelo; uhlelo lolimi olusetshenziwe, ubhalomagama, umumo, ukuhleleka, njll.)?
- 13.Ngabe imibhalo ehunyushiwe uthola ifundeka futhi iqondakala kalula? Yebo noma Cha? Kungani usho kanjalo?
- 14.Ngaphandle kwesiNgisi, oluphi olunye ulimi olusetshenziswa uMasipala weDolobha laseTshwane uma uxhumana nabahlali?
- 15.Ngabe izilimi ezisemthethweni ezisetshenziswa umasipala zisetshenziswa ngokufanele okuholela ekutheni ulwazi nemisebenzi lukamasipala lutholakale ngokulinganayo?
- 16.Ngokucabanga kwakho, ngabe ukuhunyushelwa kwezinye izilimi kwemibhalo kunomthelela ekutholakaleni kolwazi nemisebenzi kamasipala ngokulinganayo?
- 17.Ngokucabanga kwakho, ngabe ukuhlinzekwa kwemisebenzi yokuhumusha kuyabhekana nezidingo zakho kanye nokulindele okuphathelene nokuhlinzekwa kwezidingo kangcono?
- 18.Ngokucabanga kwakho, ngabe ukuhunyushwa kwemibhalo kukuthukisile ukuxhumana phakathi kukamasipala nabahlali? Uma uthi Yebo, usho ngeyiphi indlela? Uma uthi Cha, kungani usho njalo?
- 19.Ngokubona kwakho, ngabe izinga lemibhalo ehunyushiwe lenza kube nokuxhumana okungcono phakathi kukamasipala kanye nabantu obasebenzelayo? Uma uthi Yebo, usho ngeyiphi indlela? Uma uthi Cha, kungani usho njalo?
- 20.Wake wacela kamasipala ukuthi ukubhalele ngolimi oluqondayo? Kwathatha isikhathi esingakanani? Waneliseka ngencwadi owayithola kubo?
- 21.Ngabe likhona ithuba noma inkundla esungulelwe abahlali ukuze baphendule noma baphawule kuMasipala ngeqophelo lemibhalo ehunyushiwe kanye nokuxhumana nje okuwujikelele?
- 22.Ngokwakho, imisebenzi yokuhumusha kuMasipala weDolobha laseTshwane injani? (mihle; imaphakathi; mibi).
- 23.Yini eyenziwa umasipala kahle (izimpumelelo) okuphathelene nokuhlinzeka ngemisebenzi yezokuhumusha?
- 24.Ngabe yini umasipala ongayenzi kahle (izinselelo) okuphathelene nokuhlinzeka ngemisebenzi yokuhumusha?
- 25.Yini ocabanga ukuthi ingashintshwa umasipala wakho noma engawenza kangcono ukuze uqinisekise ukuthi imisebenzi yokuhumusha inempumelelo?
- 26.Ngabe kukhona okunye ofisa ukukwengezela?

Translated by Celimpilo Dladla (Isizulu Language Specialist at the Road Accident Fund)

Appendices L: Translated interview questions to the residents in Xitsonga

Swivutiso swa inthavhiyu swa vatshami

Manghenelo hi muinthavhiyuwi

Muinthavhiyuwi: Vito ra mina i Keaobaka Seshoka. Ndzi le ku endleni ka tiinthavhiyu ta dyondzo ya mina ya PhD (vudokodela) leyi khumbaka nkatsakanyo wa matirhiselo ya pholisi ya tindzimi eka Masipala wa Dorobahulu ra City of Tshwane lowu nga na nkongomiso eka vuhundzuluxeri tanihi nghingiriko wa matirhiselo ya pholisi ya tindzimi. Ndzi tsakela ku ku vutisa swivutiso swi nga ri swingani hi mayelana na nhlokohaka leyi. Ndzi kombela u tekela enhlokweni leswaku inthavhiyu ya hina yi ta rhekodiwa/kandziyisiwa hi swikongomelo swa ku teka vuxokoxoko na nxopelo endzhaku ka swona. Hambiswiritano, tshemba leswaku ku hava munhu loyi a nga ta va na mfikelelo wa inthavhiyu leyi rhekodiweke/kandziyisiweke handle ka mina tanihi mulavisisi. Nakambe, tekela enhlokweni leswaku vutitivisi bya wena kumbe vito na xihundla swi ta sirheleriwa hi mikarhi hinkwayo. Hikwalaho ka sweswo, a swi bohi ku va u boxa vito ra wena eka inthavhiyu leyi. Ndzi kombela u tekela enhlokweni leswaku ku nghenelela ka wena eka dyondzo leyi i mahala naswona i ku lava ka wena. Hambiswiritano, ndzi ta khensa ku nghenelela ka wena na ku hoxa xandla ka wena eka dyondzo leyi.

Xivumbeko xa inthavhiyu

Inthavhiyu leyi yi nga ha teka kwalomu ka 30 wa timinete ku hela. Ndza khensa ka ha ri ekusunguleni ku nghenelela ka wena.

Swivutiso swa inthavhiyu

1. Xana u mutshami wa Masipala wa City of Tshwane?
2. Xana u huma eka i xiphemu xihi xa kumbe ndhawu yihi ya City of Tshwane?
3. Xana u na malembe mangani hi vukhale? Hlawula exikarhi ka 1-10, 11-20, 21-30, 31-40, 41-50, 51-60, 61-70, 71-80, 81-90; 91-100.
4. Xana hi rihi rimbewu ra wena? Waxinuna kumbe Waxisati?
5. Xana hi rihi ririmi ra wena ro sungula?
6. Xana hi tihi tindzimi leti u ti kotaka, h.l. tindzimi leti u kotaka ku ti vulavula, ku ti hlaya na ku ti twisisa kahle?
7. Xana wa kuma vuxokoxoko hi tindzimi tin'wana handle ka Xinghezi kusuka eka Masipala?
8. Xana i (tindzimi tihi) ririmi rihi leri hakanyingi u kumaka harona matsalwa ya masipala yo tanihi tihakelo ta tirheti, switatimente, milawumbisi, mapapilahungu na tiphamfulete?
9. Xana wa oloveriwa kumbe xana wa ti twisisa tindzimi leti tirhisiwaka eka nkarhi wa sweswi eka matsalwa ya masipala?
10. Xana i ririmi rihi leri u tsakelaka ku kuma vuxokoxoko harona kusuka eka masipala?
11. Xana u za u kuma vuxokoxoko hi ririmi leri?

12. Xana hi kwihi ku hambana loku swi nga ta ku tisa loko a wo kuma matsalwa ya masipala hi ririmi ra wena?
13. Xana wa eneriseka hi risima ra matsalwa lama (tanihi xikombiso, ntivoririmo lowu tirhisiwaka, mpeleto, maveketelelo, xivumbeko, sw.sw.)?
14. Xana u kuma matsalwa lama hundzuluxeriweke ya olova ku ma hlaya na ku ma twisisa? Ina kumbe E-e? Naswona hikwalaho ka yini?
15. Handle ka Xinghezi, xana i tindzimi tihi tin'wana leti Masipala wa City of Tshwane wu vulavurisanaka na n'wina hatona tanihi vatshami?
16. Xana tindzimi leti tirhisiwaka ti hoxa xandla eka mfikelelo wo ringana wa vuxokoxoko bya masipala na vukorhokeri?
17. Xana u ehleketa leswaku vuhundzuluxeri bya matsalwa ku ya eka tindzimi tin'wana bya hoxa xandla eka mfikelelo wo ringana wa vuxokoxoko bya masipala na vukorhokeri?
18. Xana u eheketa leswaku mphakelo wa vukorhokeri bya vuhundzuluxeri wu ololoxa swilaveko swa wena na leswi u swi langutelaka hi mayelana na mphakelo wa vukorhokeri?
19. Xana u ehleketa leswaku vuhundzuluxeri bya matsalwa byi antswisile ku vulavurisanana exikarhi ka masipala na vatshami va wona? Loko ku ri Ina, hindlela yihi? Loko ku ri E-e, hikwalaho ka yini?
20. Xana u ehleketa leswaku mpimo wa matsalwa lama hundzuluxeriweke ya humelerisa ku vulavurisanana ko antswa exikarhi ka masipala na vatshami va wona? Loko ku ri Ina, hindlela yihi? Loko ku ri E-e, hikwalaho ka yini?
21. Xana u tshama u kombela eka masipala leswaku ku tsalelana ka wena na vona swi va hi ririmi leri u ri twisisaka? Xana swi teke nkarhi wo leha ku fika kwihi? Xana a wu enerisekile hi ku tsalelana loku u ku kumeke kusuka eka vona?
22. Xana ku na xivandlanene kumbe pulatifomo leyi tumbuluxiweke ku va vatshami va nyika mbiko na swibumabumelo eka masipala hi mayelana na risima ra matsalwa lama hundzuluxeriweke na ku vulavurisanana hi ku angarhela?
23. Hi ku ya hi wena hi xihi xiyimo xa nkarhi wa sweswi xa vukorhokeri bya vuhundzuluxeri eka Masipala wa Dorobahulu wa City of Tshwane? (xi kahle, xa antswa, xa xiyimo xa le hansi).
24. Xana i ncini lexi masipala wu xi endlaka kahle (ku humelela) hi mayelana na mphakelo wa vukorhokeri bya vuhundzuluxeri?
25. Xana i ncini lexi masipala wu nga xi endliki kahle (mitlhontlho) hi mayelana na mphakelo wa vukorhokeri bya vuhundzuluxeri?
26. Xana i ncini lexi u ehleketaka leswaku masipala wu nga xi cinca kumbe ku xi endla ku antswa ku tiyisisa leswaku vukorhokeri bya vuhundzuluxeri byi tirha hindlela leyi vuyerisaka?
27. Xana ku na xihi kumbe xihi xin'wana lexi u tsakelaka ku xi engetela?

Translated by Maurice Hlangwani (Xitsonga Language Specialist at the Road Accident Fund)

Appendices M : Interview questions to the residents in Sepedi

Dipotšišo tša poledišano go badudi

Matseno ka mmotšiši wa dipotšišo poledišanong

Mmotšiši: Leina laka ke Keaobaka Seshoka. Ke dira dinyakišišo ka go botšiša dipotšišo mabapi le dithuto tšaka tša PhD tšeo hlogo ya gona e lego: tekolo ya kakaretšo ya tsenyotirišong ya molawana wa polelo go Mmasepala wa Toropokgolo ya Tshwane ka tebišo go phetolelo bjalo ka mošomo wa tsenyotirišo ya molawana wa polelo. Ke rata go botšiša dipotšišo di se kae mabapi le hlogo ye. Ka kgopelo o lemošwa gore poledišano ya rena e tla rekhotwa gore e tle e kgone go ngwalwa le go sekwasekwa ka morago. Le ge go le bjalo, o netefaletšwa gore ga go na le yo a tla go fihlelela poledišano ye e rekhotilwego ka ntle ga nna ke lego monyakišiši. Gape, o lemošwa gore boitsebišo goba leina la gago gammogo le sephiri sa gago di tla šireletšwa ka dinako ka moka. Ka lebaka leo, ga go bohlokwa go bolela leina la gago mo lenaneong la dipotšišo. Ka kgopelo o lemošwa gore botšeakarolo bja gago mo thutong ye ke bja mahala ebile bja boithaopo. Le ge go le bjalo, ke tla thabela botšeakarolo bja gago le seabe seo o se fago mo thutong ye.

Sebopego sa poledišano

Poledišano e ka tšea nako ya go ka lekana metsotso ye 30. Ke a go leboga pele ga ge o thoma ka botšeakarolo.

Dipotšišo tša poledišano

1. Naa o modudi wa Mmasepala wa Toropokgolo ya Tshwane?
2. Naa o tšwa karolong efe ya Toropokgolo ya Tshwane?
3. Naa o na le mengwaga e mekae? Kgetha magareng ga 1-10, 11-20, 21-30, 31-40, 41-50, 51-60, 61-70, 71-80, 81-90; 91-100.
4. Naa bong bja gago ke bofe? Monna goba Mosadi?
5. Polelo ya gago ya ka gae ke efe?
6. Ke dipolelo dife tše dingwe tšeo o di kgonago, k.g.r, dipolelo tšeo o kgonago go di bolela, go bala le go di kwešiša gabotse?
7. Naa o amogela tshedimošo ya go tšwa ga mmasepala ka dipolelo tše dingwe ka ntle ga Seisemane?
8. Naa o fela o hwetša ditokomane tša go tšwa ga mmasepala tše bjalo ka ditšhupamolato tša tekanyo, ditatamente, ditšhupamolato, mangwalo a ditaba, le matlakalana a tshedimošo ka (di)polelo efe?
9. Naa o kgotsofetše goba o kwešiša dipolelo tšeo di šomišwago ga bjale go ngwala ditokomane tša mmasepala?
10. Naa o rata go amogela tshedimošo ya mmasepala ka polelo efe?
11. Naa o hwetša tshedimošo ka polelo ye?
12. Naa ke phapano efe yeo e bego e tla ba gona ge nkabe o amogela ditokomane tša mmasepala ka polelo ya gago?
13. Naa o kgotsofetše ka boleng bja ditokomane (mohlala; popopolelo, mopeleto, peakanyo, sebopego,bj.bj.)
14. Naa o kgona go bala le go kwešiša ditokomane tšeo di fetoletšwego gabonolo? Ee goba Aowa? Ka lebaka la eng?
15. Ka ntle ga Seisimane, ke dipolelo dife tše dingwe tšeo Mmasepala wa Toropokgolo ya Tshwane o ikgokanyango le lena bjalo ka badudi?

16. Naa dipolelo tše di šomišwa ka go phethagala go ka kgontšha phihlelego ya tekatekano go tshedimošo le ditirelo tša mmasepala?
17. Naa o gopola gore phetolelo ya ditokomane go dipolelo tše dingwe go na le seabe sa phihlelego ya tekatekano go tshedimošo le ditirelo tša mmasepala?
18. Naa o gopola gore kabelo ya ditirelo tša phetolelo e kgotsofatša dinyakwa tša gago tše di lebeletšwego mabapi le kabo ya ditirelo yeo e kaonafaditšwego?
19. Naa o gopola gore phetolelo ya ditokomane e kaonafaditše boikgokaganyi magare ga mmasepala le badudi ba wona? Ge e le gore Ee, ke ka tsela efe? Ge e le gore AOWA, ke ka lebaka la eng?
20. Naa o gopola gore maemo a ditokomane tše di fetoletšwego a kgontšha boikgokanyo bjo bo kaone magare ga mmasepala le batho bao o ba direlago? Ge e le gore Ee, ke ka tsela efe? Ge e le gore AOWA, ke ka lebaka la eng?
21. Naa o kile wa kgopela mmasepala gore boikgokaganyo bja gago le wona bo be ka polelo yeo o e kwešišago? Go tšere nako e kae? O be o kgotsofaditšwe ke boikgokaganyo bjoo o bo amogelago go tšwa go bona?
22. Naa go na le monyetla goba sebaka seo se le go gona gore badudi ba ntšhe sa mafahleng a bona le ditshwaotshwao go mmasepala ka boleng bja ditokomane tše di fetoletšwego le kgokano ka kakaretšo?
23. Go ya ka wena seemo sa ditaba ke sefe mabapi le ditirelo tša phetolelo tša Mmasepala wa Toropokgolo ya Tshwane? (gabotse; kaone, palelwa).
24. Naa ke kae moo mmasepala o šomago gabotse (dikatlago) mabapi le kabelo ya ditirelo tša phetolelo?
25. Naa ke kae moo go bonalago mmasepala o šome gabotse (ditlhohlo) mabapi le kabelo ya ditirelo tša phetolelo?
26. Naa o gopola gore mmasepala o ka tliša diphetogo goba wa dira dikaonafatšo kae go netefatša gore ditirelo tša phetolelo ke tše di phethagetšego?
27. Naa go na le se sengwe seo o ka go tlaleletša ka sona?

Translated by Mmapule Moswane (Sepedi language practitioner at Parliament of the Republic of South Africa.

Appendices N: MUNICIPAL OFFICIAL INTERVIEW QUESTIONS

RESEARCH TOPIC: AN OVERVIEW OF LANGUAGE POLICY IMPLEMENTATION IN THE CITY OF TSHWANE METROPOLITAN MUNICIPALITY WITH A FOCUS ON TRANSLATION AS AN ACTIVITY OF LANGUAGE POLICY IMPLEMENTATION

My name is Keabaka Seshoka. I am collecting data for my PhD study which focuses on an overview of language policy implementation in the City of Tshwane Metropolitan Municipality with a focus on translation as an activity of language policy implementation. I would like to ask you a couple of questions regarding this topic. Please note that your identity and anonymity is guaranteed in this study. Any information that you provide will be used for the purposes of this study and nothing else. No one will have access to this information except for me as the researcher. Also, note that your identity is not required for purposes of this interview. To that end, there is no need for you to mention your name anywhere in this interview. While your participation in this study is free and voluntary, it is important –for the benefit of this study and the country at large– for you to answer all the questions to the best of your ability.

The interview will take about 20–30 minutes to complete. Please answer all questions to the best of your knowledge and ability.

For the benefit of the City of Tshwane, I promise to send a summary of the findings of the study once the study is completed.

I appreciate your participation and contributions in the study.

1. What is your gender?

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>

2. What is your first language?

3. When did you start working for the City of Tshwane Metropolitan Municipality?

4. What is your general view on the translation services provided by the Municipality?

5. Which official languages of the municipality do you offer translations in as the municipality? are you proficient in?

6. In your view, how would you rate the compliance of municipal departments with the requirements of the National Language Policy Framework?

Unsatisfactory	
Satisfactory	
Good	
Excellent	
Good	
Fair	

Please provide reason(s) for your answer (choice):

7. What documents does the City of Tshwane use to communicate with the residents of the Municipality on service delivery issues? (please list them)

8. What type of documents does the municipality translate?

9. Do you translate (some) documents in-house (self) or outsource the function? Ok, as you said that you outsource some of the functions or translation service into other languages, how do you ensure that the service providers produce documents with a good quality that is equivalent to the source document?

In-house	
Outsource	

10. If you do outsource, how do you ensure that service providers produce translated documents of good quality that are equivalent to source texts/documents?

11. Are all the official languages of the Municipality covered or catered for in translated documents?

YES	
NO	

12. If the answer is NO, Which languages within the City of Tshwane Municipality do you usually translate to?

13. Which strategies/mechanisms do you use to ensure that the translated document (target text) is equivalent to the source document/text?

14. Which strategies/mechanisms do you use to ensure good quality of the translated documents?

15. Translation of documents, amongst others, facilitates equitable access to information and services for residents (service recipients)? What's your view on this statement? Please choose.

Agree	
Disagree	

16. If you **Agree**, how would you rate the performance of the Municipality (or your unit) in terms of facilitating equitable access to information and services for ALL residents (service recipients)

Unsatisfactory	
Satisfactory	
Good	
Excellent	

Please provide reason(s) for your answer (choice):

17. How would you rate the demand or need for translated documents by residents within the City of Tshwane Municipality?

No Demand/Need	
Little Demand	
High Demand	
Very High Demand	

18. Is the Municipality meeting the demand/need for translation of its documents into the other languages within the Municipality? YES or NO.

YES	
NO	

If the answer is YES, How is the Municipality coping with the demand?

19. In which way(s) do you ensure that you get feedback from residents on issues such as: the quality of translated documents or any other matter that relates to translated documents?

20. In your view, how would you rate the compliance of municipal departments with the requirements of the Translation policy of the Municipality?

Unsatisfactory	
Satisfactory	
Good	
Excellent	

Please provide reason(s) for your answer (choice):

21. What are some of the things that are working well (successes) with regards to translation services within the City of Tshwane Municipality?

22. What are some of the things that are not working well (challenges) with regards to translation services within the City of Tshwane Municipality?

23. What plans/strategies does the Municipality have in place (if any) to improve the provision of translation services to its residents?

Appendices O: Language Policy of the City of Tshwane Metropolitan Municipality

**LANGUAGE POLICY OF THE
CITY OF TSHWANE**
*as amended and approved 27
September 2012*

QUOTES THAT INSPIRED THE DEVELOPMENT OF THIS LANGUAGE POLICY

All people shall have equal right to use their own languages, and to develop their own folk culture and customs.

The Freedom Charter, 1955

A multilingual policy is an integral part of the transformation of South Africa to full participatory democracy. People cannot be expected to comply with laws if they cannot understand them.

Kristina Cunningham

This book [The Long Walk to Freedom] has been translated into practically all the languages of the world. I can go to any place on earth and my story can be found in that language. Here I exist only in English. I want to be part of all the languages of my country. One's language should never be a dead end. That is why I believe in translation: for us to be able to live together.

Nelson Mandela, as quoted in Antjie Krog's *A change of tongue*

CONTENTS

	Page
1. Introduction and background	1
2. Definitions	1
3. Legislative context	2
4. Objectives	3
5. Guiding principles	3
6. Scope of application	4
7. Linguistic profile of Tshwane	4
7.1 Census figures	4
7.2 Internal and external language surveys and audits	5
8. Policy recommendations	5
8.1 Official languages of Tshwane	5
8.2 Internal spoken communication	6
8.3 External spoken communication	6
8.4 Internal written communication	7
8.5 External written communication	7
8.6 Municipal signage	8
8.7 People with language disabilities	8
8.8 Training at the Municipality	8
9. Implementation strategy	9
10. Capacity building	10
11. Language structures	10
11.1 Language Services Unit	10
11.2 Other language stakeholders	11
12. Policy review	11

1. INTRODUCTION AND BACKGROUND

Prior to 1994 the only official languages in local government – particularly in the areas that now form part of the City of Tshwane Metropolitan Municipality – were English and Afrikaans. The new dispensation that came about in 1994 gave recognition to nine other languages as official languages of South Africa (ie Sepedi, Sesotho, Setswana, siSwati, Tshivenda, Xitsonga, isiNdebele, isiXhosa and isiZulu). In addition to this, through the Municipal Systems Act, 2000 (Act 32 of 2000), community participation came to be a requirement in local government.

Given the foregoing, the City of Tshwane decided to provide language facilitation services and to craft its own policy on how to accommodate and promote multilingualism. Its Language Policy is thus aimed at assisting the City to achieve optimal community participation by enabling Tshwane's residents to communicate and access municipal services irrespective of language. It is also aimed at providing guidelines on how the Municipality should implement multilingualism in its communication to ensure that all residents have access to information and municipal services in the language that they understand best.

The Language Policy further takes its cue from section 6 of the Constitution of the Republic of South Africa, 1996, as well as the National Language Policy Framework that was adopted by Cabinet on 12 February 2003, which both state that local government will take into account the language preferences of citizens.

2. DEFINITIONS

In this policy, unless the context indicates otherwise –

"Constitution" means the Constitution of the Republic of South Africa, 1996;

"Council" means the Council of the Municipality;

"equitable use" means the use of language which is fair, impartial and does not discriminate;

"functional multilingualism" means a choice of a particular language(s) in a particular situation, determined by the context in which language is to be used (ie the function, the audience and the message for which it is to be used);

"interpreter" means a person who translates the meaning of an utterance from one language, including sign language, orally into another language, and if the translation is into sign language, by means of manual communication and body language;
"interpreting" and **"interpret"** have corresponding meanings;

"language of record" means an official language chosen for keeping records or archiving proceedings and procedures of the Municipality;

"language rights" means the rights citizens have in terms of the law to make language choices in particular circumstances;

"liaison interpreting" means relaying what is spoken after a short speech or consecutively (sentence-by-sentence), and occurs in situations where –

- (a) an employee of the Municipality does not understand the language of another employee or other employees of the Municipality (up to ten employees may be involved), eg in labour disputes or at disciplinary hearings; or
- (b) an employee of the Municipality does not understand the language of a client of the Municipality or a resident of Tshwane (up to ten clients or residents may be involved), eg in discussions between clinic staff and patients, between cashiers and clients at pay points, or between officials and the community at community information forums;

"multilingualism" means the use of three or more languages by an individual or a group of people;

"Municipality" means the City of Tshwane Metropolitan Municipality established by the Gauteng Provincial Notice 6770 of 1 October 2000;

"official language" means a language used in government, education, business and the media;

"PanSALB" means the Pan South African Language Board, established by the Pan South African Language Board Act, 1995 (Act 59 of 1995);

"terminology" means standardised terms established for a specific subject field;

"translation" means the communication of the meaning of written language into an equivalent meaning in another language; **"translating"** and **"translate"** have corresponding meanings;

"working language" means an official language chosen by the Municipality as the language most practicable for use during a particular communication event.

3. LEGISLATIVE CONTEXT

The following constitutes the legal framework for this policy:

- 3.1 Section 6 of the Constitution of the Republic of South Africa, 1996.
- 3.2 Section 9(3) of the Constitution: The state may not unfairly discriminate directly or indirectly against anyone on one or more grounds, including race, gender, sex, pregnancy, marital status, ethnic or social origin, colour, sexual orientation, age, disability, religion, conscience, belief, culture, **language** and birth.
- 3.3 Section 1.2.4 of the National Language Policy Framework of 2003: Local government must determine the language use and preferences of its communities within an enabling provincial language policy framework. Upon determination of the language use and preference of communities, local

Government must, in broad consultation with its communities, develop, publicise and implement a multilingual policy.

- 3.4 Section 3 of the Language Policy Framework of the Gauteng Provincial Government (August 2005) sets as one of its objectives to support, develop and sustain multilingualism within provincial and local government departments and in their communication and interaction with the public.
- 3.5 The Promotion of Access to Information Act, 2000 (Act 2 of 2000).
- 3.6 The White Paper on Transforming Public Service Delivery (Batho Pele White Paper, 1997).

4. OBJECTIVES

This policy is in line with the constitutional provisions on multilingualism, and the key performance indicators of the Municipality. The policy aims to ensure –

- 4.1 the translation of the language rights enshrined in the Constitution into a coherent and effective approach to multilingualism in the Municipality;
- 4.2 the promotion of the equitable use of the official languages of the Municipality;
- 4.3 the facilitation of equitable access to municipal services and information;
- 4.4 the redress of the linguistic inequalities of the past which resulted in the underdevelopment of the African languages;
- 4.5 the protection of language diversity and the promotion of respect for multilingualism and unity in diversity; and
- 4.6 the use of multilingualism for effective administration and communication in the Municipality.

5. GUIDING PRINCIPLES

The policy is based on the following principles:

5.1 Language rights

To promote respect for the language rights of residents as enshrined in the Constitution.

5.2 Language equity

To ensure the equal treatment of the official languages of the Municipality.

5.3 *Redress*

To enhance the status and roles of previously marginalised languages.

5.4 *Non-discrimination*

To prevent the use of language for the purposes of exploitation, domination and discrimination.

5.5 *People-centredness*

To address the needs, aspirations and interests of language communities in the spirit of Batho Pele.

5.6 *Partnerships*

To collaborate with public and private language institutions and agencies to promote multilingualism.

5.7 *Good governance*

To use all the official languages of the Municipality to ensure transparent, accountable local government which is responsive to the linguistic needs of its constituency.

5.8 *Participation*

To enable municipal employees and the residents of Tshwane to participate in decision-making processes.

6. SCOPE OF APPLICATION

This policy applies to employees of the Municipality and residents of Tshwane and to any party that may require the provision of language services from the Municipality.

7. LINGUISTIC PROFILE OF TSHWANE

To determine the official languages of the Municipality, Census 2001 figures and reports on external and internal surveys were used.

7.1 Census figures

The following table, which is taken from Census 2001, gives an indication of the spread of home languages in Tshwane.

Language	Number of speakers as a percentage
Sepedi	22,14
Afrikaans	21,29

Setswana	17,11
Xitsonga	9,99
isiZulu	7,61
English	6,54
isiNdebele	4,94
Sesotho	3,95
isiXhosa	1,91
siSwati	1,91
Tshivenda	1,77
Other	0,83
TOTAL	100

Census 2001 by municipality: Report of the Census Sub-Committee to the South African Statistics Council on Census 2001 (reproduced at <http://www.statssa.gov.za>)

The home language profile of Tshwane indicates that the most widely used home language is Sepedi, followed by Afrikaans, Setswana, Xitsonga, isiZulu, and English. It is clear that there is no single dominant home language in Tshwane, but a multilingual situation in which these six languages account for 84,68% of the population.

7.2 Internal and external language surveys and audits

In drafting the Language Policy, the language usage, needs and preferences of the public of Gauteng were also considered. The Gauteng information was obtained from the results of a 2004 provincial language and communication audit captured in *Towards a Functional and Cost-effective Language Policy for Gauteng*. The audit was conducted by Sarah Slabbert Associates for the Gauteng Department of Sport, Arts, Culture and Recreation. The audit showed that most officials at service delivery points are able to communicate with the public in more languages than just English and Afrikaans. The audit also showed that most clients or members of the public prefer to use indigenous languages to access government services. According to the audit, the language preferences in one of the provincial hospitals were as follows:

- African languages: 58,5%
- English: 36,8%
- Afrikaans: 7,9%

The audit findings highlight a significant need for translation and interpreting services to ensure that clients are served in their home languages.

8. POLICY RECOMMENDATIONS

The following recommendations are made regarding language usage in the Municipality:

8.1 Official languages of Tshwane

Taking into account the Census 2001 figures on home language usage, the preferences of Tshwane residents and the options proposed in the draft Language Policy of the Gauteng Provincial Government (30 April 2004), the Municipality adopts and approves the following **eight languages** as official languages:

- Afrikaans;
- English;
- Sepedi;
- Xitsonga;
- Setswana;
- isiZulu;
- isiNdebele; and
- Tshivenda

The Municipality must also make every effort to use the other official languages of the Republic of South Africa, including South African Sign Language, on request. The Municipality must furthermore provide Braille documents for specific communication events where practicable.

It should, however, be noted that the Municipality's official languages will be reviewed based on the results of future Tshwane-wide language and communication audits or surveys.

8.2 Internal spoken communication

8.2.1 Any of the official languages of the Municipality may be used in spoken intradepartmental and interdepartmental communication, provided that all involved in the communication event understand the language(s) being spoken.

8.2.2 English is recommended as the working language in spoken intradepartmental and interdepartmental communication. Another official language of the Municipality may be used, provided that it is understood by all parties involved in the communication event.

8.2.3 Any of the official languages of the Municipality may be used in any debates or proceedings of the Council. The Municipality must therefore provide for simultaneous interpreting from and into the official languages of the Municipality.

8.2.4 In general, disciplinary hearings, job interviews and performance assessments in the Municipality will be conducted in English, provided that translation and interpreting services are made available for those who cannot speak or understand English.

8.3 External spoken communication

8.3.1 The Municipality must, in its spoken communication, strive to serve all its clients in the language(s) of their choice.

8.3.2 If staff members are not available at a customer care centre, pay point, clinic or other public venue of the Municipality to assist clients orally in their language of choice, liaison interpreters must be used to assist them. Where necessary, every effort must be made to utilise interpreting services (consecutive, simultaneous, telephone and whispered) where practicable.

8.3.3 The Municipality must provide liaison interpreters if important or strategic information is to be conveyed orally to groups of multilingual residents at public events organised by the Municipality (eg indabas or imbizos of the Health and Social Development Department).

8.4 Internal written communication

8.4.1 To promote operational efficiency, English will be the working language of the Municipality, and translations into the other official languages of the Municipality will be made available on request.

8.4.2 The Municipality will provide translation services on request for intradepartmental and interdepartmental written communication.

8.4.3 Services will be made available on request for the translation of motions presented at Council meetings into any of the other official languages of the Municipality.

8.4.4 The Municipality's policies, procedures, conditions of service, strategic circulars, important human resource information, health and safety information and other strategic documents must be made available in all the official languages of the Municipality.

8.4.5 The Municipality must provide multilingual liaison interpreters from among its own staff to assist illiterate staff in gaining access to municipal information. Liaison interpreting should be seen as a mechanism to support written communication.

8.4.6 Although no employee of the Municipality may be prevented from using an official language of his or her choice at any given time, all municipal documents that need to be archived must, for practical administrative reasons, be available in the original language and English as the language of record.

8.4.7 The use of plain language in internal municipal documents must be encouraged to facilitate understanding and improve communication.

8.5 External written communication

8.5.1 All official notices, statements, tariffs, by-laws, regulations, policies, advertisements, etc issued or published by the Municipality for public consumption must be made available in all the official languages of the Municipality, where practicable and financially viable.

8.5.2 The Municipality must provide multilingual liaison interpreters from among its own staff as a mechanism to supplement written communication and assist illiterate clients in gaining access to municipal services and information. The liaison interpreters must be used for liaison interpreting at customer care centres, pay points, clinics or other public venues of the Municipality if multilingual staff members are not available for this purpose.

8.5.3 The Municipality must make every effort to promote multilingualism on its website

and in its external publications by using all the official languages of the Municipality.

- 8.5.4 All external correspondence of the Municipality must be translated into the official language in which the original communication was received, provided that an English translation of the document is archived for municipal record purposes and possible legal proceedings. The Municipality must inform the client that the English text will be used in the legal proceedings.
- 8.5.5 All external documents of the Municipality (and especially letters) must carry a sentence at the foot of the page stating that the document can be made available in any of the official languages of South Africa, and the corporate identity manual of the Municipality must stipulate this as a requirement.
- 8.5.6 All municipal documents that need to be archived must, for practical administrative reasons, be available in English as the language of record.
- 8.5.7 English must be used by the Municipality for international communication, but the Municipality must make translation services available for ad hoc communication in the preferred language of the country concerned.
- 8.5.8 The use of plain language in external municipal documents must be encouraged to facilitate understanding and improve communication.

8.6 Municipal signage

The Municipality must give due consideration to the language preferences of local communities when erecting local road signs and direction signs. All identification signage, direction signs and road signs relating to municipal buildings, services, facilities, infrastructure and vehicles must be in at least three official languages of the Municipality where practicable. Where this is not practicable due to financial constraints, at least two languages (English and another official language of the Municipality) may be adopted, provided that English is the one language and the other is the dominant language of the area concerned.

8.7 People with language disabilities

The Municipality must, on request and where practicable, provide for the needs of people with language disabilities.

8.8 Training at the Municipality

- 8.8.1 The medium of instruction for municipal training will be English, provided that the principle of functional multilingualism is applied where practicable. A presenter may, for instance, use any of the Municipality's other official languages, depending on the language usage and preferences of the students. In all circumstances, consideration must be given to the desired outcome (ie effective training).
- 8.8.2 The oral component of any municipal programme or campaign directed at improving the well-being of employees must be conducted in all the official languages of the

Municipality, eg videos for the internal information channel.

- 8.8.3 To serve the public effectively, employees of the Municipality must be encouraged to learn, in an organised manner, the official languages of the Municipality that they do not know, as well as South African Sign Language.
- 8.8.4 The Municipality must organise training programmes and refresher courses for its employees to assist in the development of their skills in using the official languages of the Municipality, so that they can render an effective and efficient service to communities.
- 8.8.5 Services must be made available to translate internal training and course material into any official language of the Municipality at the request of trainees.
- 8.8.6 To improve access to training and to improve communication between trainees and trainers, trainers and course designers must be encouraged to use plain language in their training manuals.

9. IMPLEMENTATION STRATEGY

This policy will be phased in, so as to have enough time to build financial and human capacity for successful full-scale implementation. A phased-in approach will also make room for evaluating and monitoring the application of the policy. This will help to ensure that the policy is reviewed regularly and that corrective measures are taken at set intervals.

The following strategies will be employed to ensure the successful implementation of this policy:

- 9.1 Providing interpreting services at council meetings, disciplinary hearings, municipal courts, IDP consultations, public participation meetings, City or Tshwane conferences, mayoral imbizos and other relevant forums;
- 9.2 Facilitating communication in the different languages at customer care points and call centres;
- 9.3 Translating information documents into the official languages of the Municipality;
- 9.4 Creating terminology that will help develop the official languages of the Municipality, especially the six official African languages;
- 9.5 Editing Mayoral Committee and Council reports to ensure appropriate language use in these documents;
- 9.6 Offering training in all official languages of the Municipality to employees who require this for effective service delivery to different language communities;
- 9.7 Ensuring that municipal signage appears in at least three official languages;
- 9.8 Facilitating language awareness campaigns;

- 9.9 Developing a strategy to promote reading and writing in the indigenous languages (African languages, including Afrikaans);
- 9.10 Ensuring that the City of Tshwane website, as a public tool, reflects multilingualism; and
- 9.11 Conducting regular language audits/surveys.

10. CAPACITY BUILDING

- 10.1 The implementation of this policy will result in an increase in the demand for translation, editing, terminology development and interpreting services in the six official African languages of the Municipality. The increased demand will result in the need for further training in language skills.
- 10.2 In an effort to build capacity for municipal language services, the Municipality must, in accordance with its bursary policy, offer bursaries to students to study one or more of the official languages of the Municipality at tertiary level.
- 10.3 To give effect to functional multilingualism, the Municipality must provide liaison interpreters, and must provide training opportunities for departmental liaison interpreters (eg short courses in liaison interpreting).

11. LANGUAGE STRUCTURES

This policy will be implemented jointly by the Language Services Unit and other language stakeholders. Their envisaged roles are the following:

11.1 Language Services Unit

To ensure the successful implementation of this policy, the Language Services Unit will –

- facilitate and coordinate the implementation of this policy by providing translation, editing, interpreting, language training and terminology development services;
- conduct regular language surveys and audits to assess the appropriateness of the existing policy and practices of the Municipality and make recommendations for their improvement;
- raise awareness of the policy to ensure compliance;
- report to the relevant language control bodies (ie the National Language Forum and PanSALB) on progress with the implementation of the policy, when requested;
- raise awareness among municipal employees and residents about their language rights; and

- facilitate all activities listed in section 9 of this policy.

11.2 Other language stakeholders

Language structures that will collaborate with the Language Services Unit in the implementation of the policy are the Department of Arts and Culture, the Gauteng Department of Sport, Arts, Culture and Recreation, PanSALB, and institutions of higher learning. Though differing, the role(s) that will be played by these institutions may include –

- monitoring the use of the official languages of the Municipality in all municipal departments;
- monitoring the implementation of the policy;
- initiating and sustaining a vibrant discourse on multilingualism in all communities; and
- initiating studies and research on –
 - the development of the official languages of the Municipality;
 - the attitude of municipal employees and Tshwane residents towards multilingualism;
 - the acquisition and use of the official languages in the Municipality;
 - the promotion of multilingualism in Tshwane; and
 - the optimisation of the use of the language resources of the Municipality.

12. POLICY REVIEW

- 12.1 The Municipality must conduct regular internal and external language preference and proficiency audits to determine the linguistic needs and linguistic capabilities of municipal officials and Tshwane residents.
- 12.2 The Language Services Unit must use the results of these audits to revise and update the policy.
- 12.3 The Language Services Unit must regularly assess the implementation of the policy and effect the required changes.

Appendices P: Translation and Editing Policy of the City of Tshwane Metropolitan Municipality



TRANSLATION AND EDITING POLICY

TABLE OF CONTENTS

	Page
1. Introduction	
2. Definitions	
3. Purpose	
4. Rationale	
5. Guiding principles	
6. Legal context	
7. Scope of application	
8. Clients, documents and costs	
8.1 Clients	
8.2 Documents accepted for translation and editing	
8.3 Costs	
9. Service delivery	
10. Conditions of acceptance	
11. Procedure for receiving documents	
12. Estimated turnaround times	
13. Record-keeping and database of documents	
14. Amendment	

1. INTRODUCTION

This Translation and Editing Policy makes provision for the systematic handling of documents submitted to the Language Services Section of the Municipality for translation and editing in the 11 official languages and in foreign languages requested by clients. The editing and translation service enables all municipal departments to comply with the requirements of the National Language Policy Framework (NLPF), namely to –

- promote the equitable use of the 11 official languages;
- facilitate equitable access to government services and information;
- ensure redress for the previously marginalised official indigenous languages; and
- promote good language management for efficient public service administration so as to meet client expectations and needs.

The gradual implementation of the NLPF and the multilingual language policy of the Municipality means that the demand for translation from and into the official languages will continue to increase. Also, globalisation has brought about an increase in the demand for translations from and into foreign languages. Such translations improve communication between the City of Tshwane, foreign countries and all Tshwaneans and promote collaboration.

A policy is therefore essential for the management of the translation and editing process and to safeguard the interests of clients and language practitioners alike.

The Municipality will have to establish an efficient document management system to ensure the timely delivery of quality translations.

2. DEFINITIONS

For the purposes of this document –

"editing" means the correction of the content, style and grammar of a text and "edit" has a corresponding meaning;

"editor" means any person who edits documents;

"in-house" means in or of Language Services, as the case may be;

"language practitioner" means a translator or editor;

"Language Services" means the language unit of the Municipality;

"municipal document" means a document that is or is to be used for official municipal purposes;

"Municipality" means the City of Tshwane Metropolitan Municipality established by Gauteng Provincial Notice 6770 of 1 October 2000;

"panel of external translators and editors" means the panel of individuals and agencies contracted by Language Services to translate and edit municipal documents;

"policy" means the Translation and Editing Policy of the Municipality;

"source language" means the language in which a document is originally written;

"target language" means the language into which a document is or has to be translated;

"translation" means the translation of a text in a source language into a target language, and "translate" has a corresponding meaning; and

"translator" means a person who translates documents from a source language into a target language.

3. **PURPOSE**

The primary purpose of this Translation and Editing Policy is to ensure a language service of a consistently high standard in order to satisfy clients' expectations and, at the same time, raise the professional image and status of language practitioners.

This policy provides guidelines on –

- the in-house translation and editing of municipal documents; and
- the outsourcing of municipal documents for translation and editing.

4. **RATIONALE**

The policy is aimed at putting in place a framework to regulate editing and translation in the Municipality.

5. **GUIDING PRINCIPLES**

This policy is based on the guiding principles of the National Language Service of the national Department of Arts and Culture. The guiding principles, adapted for the Municipality, are the following:

- Competence in a language is different from competence in translation and editing.

- Language practitioners are generalists first, able to work in a variety of subject fields, but may also be specialists in particular subject fields.
- A high standard of translation and editing is essential if the sphere of local government is to communicate effectively with the people it serves.
- The procedure for appointing and using editors and translators on the panel of external translators and editors is subject to the approval of the head of the Municipality's Corporate Services Department.

6. LEGAL CONTEXT

The policy is governed by the following documents and amendments to them:

- The Constitution of the Republic of South Africa, 1996 (specifically the Bill of Rights and the Founding Provisions)
- The White Paper on Transforming Public Service Delivery (Batho Pele White Paper), 1997
- The Promotion of Access to Information Act, 2000 (Act 2 of 2000)
- The 2004 draft language policy of the Gauteng Provincial Government
- The draft language policy of the Municipality, 2006
- The National Language Policy Framework (NLPF)
- The South African Languages Bill, 2000

7. SCOPE OF APPLICATION

The policy applies to –

- all language practitioners employed by the Municipality;
- all individuals and agencies on the panel of external translators and editors of the Municipality; and
- all clients who request translation and editing services from Language Services.

8. CLIENTS, DOCUMENTS AND COSTS

Language Services renders a service to a variety of clients and therefore deals with numerous types and categories of municipal documents. Since Language Services does not cater for all the official languages of South Africa, it may outsource municipal documents to the Municipality's panel of external translators and editors.

8.1 Clients

The primary task of Language Services is to facilitate communication between the Municipality and the residents of Tshwane, communication

within the Municipality and communication between Tshwane and other countries. The clients for whom Language Services renders translation and editing services are therefore –

- the Office of the Executive Mayor of the Municipality;
- the Office of the Municipal Manager of the Municipality;
- the Office of the Chief Operating Officer of the Municipality; and
- all departments of the Municipality.

8.2 Documents accepted for translation and editing

Language Services edits municipal documents in all the official languages of the Municipality and translates documents from and into all the official languages of the Municipality. Municipal documents may also be translated into the other official languages of South Africa on request. Municipal documents in foreign languages are translated into English and, where necessary, English documents are translated into foreign languages.

Only official municipal documents, ie documents intended for official municipal purposes, are accepted for translation and editing by Language Services. These include –

- by-laws and regulations;
- strategic policy and procedure documents;
- newsletters and other municipal publications;
- brochures, pamphlets, flyers, posters, advertisements;
- cooperation agreements, international trade agreements, contracts, memoranda of understanding, etc;
- speeches;
- correspondence with the public;
- reports (eg annual reports, service delivery reports, Portfolio Committee reports, Mayoral Committee reports and Council reports);
- internal training manuals; and
- manuals intended for the use of the general public.

8.3 Costs

The cost of the translation and editing of municipal documents is borne by Language Services in collaboration with the departments concerned.

9. SERVICE DELIVERY

- 9.1 The provision of translation and editing services by Language Services is in line with the Batho Pele principles. In order to ensure the effective application of these principles, Language Services holds regular consultations with all its partners and clients.

- 9.2 In editing and translating municipal documents, Language Services does not accept responsibility or liability for factual errors in the municipal documents made by the writers/compilers of the documents. Clients are responsible for verifying the accuracy of facts and information contained in municipal documents submitted to Language Services for editing.
- 9.3 Language Services adheres to the strict quality control measures adopted internationally by the language professions and abides by the code of ethics of the South African Translators' Institute. Language Services will comply with the requirements set by the proposed Language Practitioners' Council for South Africa, which will regulate the training of language practitioners and control their accreditation and registration.
- 9.4 The language practitioners of Language Services regularly attend tailor-made translating and editing courses offered by tertiary and other institutions to hone their editing and translating skills.
- 9.5 Chief language practitioners are responsible for ensuring that the language practitioners of Language Services and the editors and translators on the panel of external translators and editors produce work of the required standard and deliver work on time.

10. CONDITIONS OF ACCEPTANCE

- 10.1 Language Services accepts requests for the translation and editing of municipal documents for official purposes only. No requests for translating or editing personal or private documents are considered.
- 10.2 Clients may send their documents to the head of Language Services or to any chief language practitioner or language practitioner of Language Services.
- 10.3 Clients must keep a record of documents submitted to Language Services and should take care not to duplicate requests for translation and editing.
- 10.4 The particulars of a suitable contact person must be provided when submitting documents for translating or editing as the client/sender is not always knowledgeable about the contents of a specific document.
- 10.5 Requests for editing and translation can be made in person, or by post, fax, telephone or e-mail.
- 10.6 All municipal documents intended for translation and editing must be submitted to Language Services in typed format, where possible, preferably electronically (via e-mail or fax or on CD/memory stick). The

municipal document must be in a format accessible to Language Services.

- 10.7 Strategic municipal policies and by-laws must be cleared with and approved by the Legal Services Division before being submitted for editing and translation.
- 10.8 Only the final text intended for publication and circulation may be submitted for editing and translation to prevent a waste of professional time and effort (and a multiplication of costs in the case of outsourcing).
- 10.9 If any of the conditions of acceptance are not complied with, the documents will not be accepted by Language Services and will be returned to the client.

11. PROCEDURE FOR RECEIVING DOCUMENTS

- 11.1 All municipal documents submitted for translation and editing are recorded in the official work register of Language Services.
- 11.2 The language practitioner coordinating the editing and/or translation of a municipal document negotiates a due date with the client.
- 11.3 Where there is a lack of capacity in Language Services and a municipal document needs to be outsourced, the chief language practitioner responsible for outsourcing, or the language practitioner concerned, will outsource the document according to strict internal procedures and in line with the Municipality's procurement policy.
- 11.4 Language Services records the due date negotiated between the client, Language Services and the editor or translator on the panel of external translators and editors, as well as all the details of the request, in the work register for the panel of external translators and editors. The due date will allow time for quality control by Language Services where necessary.

12. ESTIMATED TURNAROUND TIMES

- 12.1 The following production norms can be used as a guideline for municipal documents of a general nature (These production figures apply under optimum conditions.):

Translation

An average of 1 500 to 1 750 words (5 to 5,5 pages of 250 words each) per translator per day

Editing

An average of 3 000 to 3 300 words (10 to 11 pages of 250 words each) per editor per day

12.2 Hourly turnaround times may be calculated as follows:

Service provided	Average time
Editing (general text, without having to consult client and doing research)	½ to ¾ hour per page
Editing (technical text, eg legal, scientific, medical – involving in-depth research)	1 hour per page
Translating (general text, without having to consult client and doing research)	1 hour per page
Translating (technical text, eg legal, scientific, medical – involving in-depth research)	1 to 1¾ hours per page
Proofreading (comparing final text with edited source text)	20 minutes per page

(Note: 1. One page is equal to 250 words.

2. Comparative editing by a second language practitioner has not been included in the translation time.
3. Interruptions have not been taken into account, eg time spent on other urgent work (eg editing press releases or working to newspaper deadlines) or on responding to telephonic and e-mail queries.)

12.3 The factors that influence production time for editing and translation are

–

- the nature of the document (technical vs general);
- the level of difficulty of the text;
- the quality of the text;
- the availability of dictionaries and terminology lists;
- the degree of standardisation of terminology, ie consistency of terminology;
- the time spent on quality control and in meetings relating to the translation or editing;
- unrealistic target dates set by clients;
- familiarity with the terminology;
- the experience of the language practitioner;
- the time required for research;
- access to electronic research sources (eg Jutastat and online dictionaries);
- the time spent on contacting clients to solve queries; and
- operational interruptions that cause unforeseen delays.

13. RECORD-KEEPING AND DATABASE OF DOCUMENTS

Language Services will keep records of all municipal documents received and processed for editing and translation for reference purposes. The in-house language practitioners are responsible for maintaining databases of

–

- edited documents and translations in the official languages of the Municipality;
- documents translated from/into foreign languages; and
- outsourced documents.

14. AMENDMENT

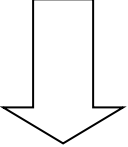
The policy will be amended by Language Services as and when required, and all stakeholders will be informed of such amendments.

Appendices Q: Quality assurance assessment of translation

TRANSLATION ASSESSMENT SHEET

TRANSLATOR:DOCUMENT NAME:

ASSESSOR /UNIT MANAGER:DATE:.....

<u>ASSESSMENT CRITERIA</u>	1	2	3	4	5	<u>WEIGHTING</u>		
						%		
1. GRAMMAR:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	30	=	<input type="checkbox"/>
2. ACCURACY:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	30	=	<input type="checkbox"/>
3. TERMINOLOGY USED:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. QUALITY OF THE TRANSLATION:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	40	=	<input type="checkbox"/>
<u>OVERALL RATING:</u>	<input type="checkbox"/>							

Key: 1. Unacceptable
2. Fails to meet agreed standard
3. Meets agreed standard

4. Commendable
5. Excellent