

Bridging Worlds: Crisis Translation as a Catalyst for Integration

Assessment of Usability and Institutional Roles

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In this thesis, I aim to investigate the role of crisis translation in refugee integration, with a specific focus on translations provided by the Social Insurance Institution of Finland (Kela) to Ukrainian refugees arriving in Finland amidst Russia's attack against Ukraine. In addition to assessing the usability of Kela's translations, I aim to investigate the institutional role within the scope of Finnish law and the European Union's directives regarding crisis translation practices.

The research aims to investigate and evaluate the usability of Kela's translated materials and assess how EU directives and Finnish laws support translation practices regarding integration efforts. The specific focus of the assessment lies within the material's effectiveness in aiding refugee integration and providing vital information for Ukrainians.

This study employs a heuristic analysis of usability when analyzing Kela's translated materials. I am basing the heuristic analysis on Suojanen et al. (2015) work *User-centered translation*. Additionally, the laws are assessed by whether or not they acknowledge language as a core tool in integration efforts.

Kela's materials are extensive; however, a few usability issues arise. Most of these issues concern URLs embedded into some brochures. However, the materials can be argued to provide the audience with necessary vital information to ease integration into Finland. Secondly, Finnish laws have implemented EU directives as standard practice but are very vague in nature. They do not particularly acknowledge language in integration efforts and do not notably support translation processes.

In conclusion, Kela has gone above and beyond to provide as much information as possible despite somewhat lacking usability. Institutional roles are lacking; therefore, language and translation are still not acknowledged as integral tools in aiding and providing the best integration for all individuals coming to Finland.

Keywords: Crisis Translation, Refugee Integration, Heuristic Analysis, Social Insurance Institution of Finland, Finnish Laws

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1 Introduction

Today is not a given, and a multitude of crises affect populations in different ways at different times. On February 24th, 2022, Russia invaded Ukraine, sparking an influx of refugees fleeing from Ukraine. The targeted asylum countries were those within close proximity. Hence, many fled the war to neighboring EU nations, including Finland.

This brought forth a new situation of quickly providing asylum seekers with useful, understandable, and equal information. Translating under the circumstances mentioned above can be defined as *crisis translation*. Crisis translation is what allows individuals to receive vital information in their native language. The European Union's CORDIS (2016) website has a definition of crisis translation as the following:

Crisis Translation is understood here as the translation of written information from one linguistic and cultural system to another in the context of a crisis scenario, with a view to enabling affected communities and responders to be prepared for crises, improve resilience and reduce the loss of lives. Due to the transboundary nature of modern day crises, crisis communication must be multilingual and multilingual crisis communication is enabled through translation. Multilingual information access through translation addresses work programme aims such as social fairness and democratic access to essential information for all.

So, not only is crisis translation a tool that enables communication, but it also very specifically disables miscommunication. Sharon O'Brien and Federico Federici elaborated on this notion: "Thus, crisis translation considers language barriers in the context of multi-dimensional cascading effects that widen existing vulnerabilities or engender new ones by means of miscommunication." (2020, 131).

The EU has also set its own directives on integration efforts and translation in general, but specifically for those seeking asylum as well. As standard practice, Finland has implemented these directives into its own law. This thesis aims to study crisis translation as a tool of integration for refugees and its significance in general, as well as take a specific look into the crisis translation targeted at Ukrainian refugees arriving in Finland. Additionally, the institutional roles that can affect and aid the crisis translation process are examined, as well as how Finnish laws implement the directives set by the European Union on translation, particularly during the asylum process. So, what shall be assessed is whether translation or language in general, is considered on an institutional level when speaking of integration. Since the refugee crisis is still ongoing, the need for effective communication and information access for refugees remains crucial; after all, crisis translation is just one measure of crisis management.

This ensures safer and easier integration and well-being for all individuals during what is already considered a difficult time. Here, translation is the key to overcoming these language barriers. This study examines the role of crisis translations in facilitating effective communication and integration, with a specific emphasis on providing vital information to Ukrainian refugees in Finland.

1.1 Background and Rationale

Crisis translation may be somewhat new as a concept, but it has been around for far longer as a practice. As an example of crisis translation practices, Finland has faced refugee crises in the past, including the 2015 refugee crisis (Finnish Institute of International Affairs, 2015), before the Ukrainian refugee crisis. This sparked the need for translations in languages such as Arabic, Somali, and Kurdish, to name a few. Many refugees who sought asylum could not communicate in any other language besides their mother tongues, which often were major minority languages in the countries where they sought asylum. According to O'Brien (2022), "[...] translation is a vital crisis communication tool for enabling fair access to information" (Coalition 2022). Therefore, crisis translation should be acknowledged as a vital practice for numerous individuals, and these types of crises bring about a new appreciation towards translators. This appreciation and acknowledgment have not always been around. O'Brien continued to explain: "[...] the need for translation ought to be recognised in formal emergency response policies." (ibid).

However, few have addressed the issue and the need for crisis translations nor set a guiding framework for that specific practice. The European Union's language policies can be considered frameworks for member states to follow. As O'Brien continued: "Translation is a core tool in the crisis communication toolbox for ensuring equal access to essential information, but, until recently, it was largely ignored." (ibid). Hence, an institution like the European Union should provide clear outlines for those needing crisis translations. While directives that dabble in themes such as translation, language, and integration are vital, they still are goals rather than binding legislative acts. However, in providing goals such as equal language access, the EU has set out for all member states to follow such an initiative. Therefore, the directives are implemented in Finnish law in one form or another. Hence, the Finnish law should also acknowledge language, or more specifically, translations, which are crucial in in-

tegrating refugees and asylum seekers. The core idea of why translations are needed and acknowledging their role in facilitating integration is what provides crisis translation with guidelines on the highest institutional levels.

Refugees arriving in Finland mostly encounter the Finnish Immigration Service (Migri) and the Social Insurance Institution of Finland (Kela) first upon their arrival. While Migri focuses more on the actual immigration process, Kela is the institutional body that focuses more on the integrational process of these refugees. Therefore, I have decided to focus on Kela's materials because those are the ones that should provide the most assistance for societal integration, such as housing, social benefits, job opportunities, language courses, and so forth.

1.2 Research Objectives

This thesis aims to inspect crisis translation theoretically and how translation plays a crucial role in ensuring better integration for refugees. Moreover, this thesis also examines a practical assessment of crisis translation aimed at refugees, specifically for easier integration. This practical assessment is focused on what Kela has provided for the refugees coming to Finland and whether or not they have been given vital information ensuring their survival in their new host country. In addition, another objective is to assess the framework set about by the European Union in efforts to facilitate easier integration according to the European Union's different language policies and directives. These directives are chosen explicitly by their nature and are targeted at refugees and the process of seeking and facilitating asylum. Hereafter, the implementation of the European Union's directives is examined in terms of how they present the idea of language access and inclusivity in bettering integration. The three main research objectives are:

1. Examining the concept of crisis translation and vital information:

The first objective is to dwell on the theory/theories surrounding crisis translation and the notion of vital information in the context of refugee crises. This involves understanding what qualifies as vital information, the significance of equal access and the breaking of language barriers, and how different translation practices affect the sense of integration. This is done by delving into literature from appropriate fields, such as crisis communication and translation practices. Hence, the first research question is: *What is the role of translated vital information in integrating refugees?*

2. Assessing Kela's translations heuristically for Ukrainian refugees from the lens of integration:

The second objective is to assess Kela's translations for refugees who have fled the war in Ukraine, primarily focusing on their nature to ease integration for all individuals. The assessment is done heuristically. All the materials that are analyzed are in English from Kela's website for those who have fled the war in Ukraine. The URLs in the brochures have been taken directly from the English versions of the brochures, while the video has been analyzed according to its Finnish subtitles from the Finnish website. The previous objective will help examine what type of information is provided/has been translated and how it breaks possible language barriers. So, all analysis was conducted only on English materials, with an aim to investigate the materials that have been produced as a result of the refugee wave from Ukraine. The analysis aims to determine communication effectiveness from the point of integration and whether Kela's materials are usable for their audiences. The second research question, therefore, is: *Are the materials provided usable, and do they provide vital information to ease integration?*

3. The EU's directives on language and translation in facilitating integration and how they are presented in Finnish law:

The last objective is to examine the European Union's directives aimed at facilitating easier integration, specifically in the case of refugees from Ukraine in Finland. The assessment will also focus on understanding effective crisis translation and how these outlines are presented in Finnish law. This study aims to inspect the laws and determine whether they provide frameworks or guides that assist in crisis communication and translation, and whether they acknowledge language and translation as a standard for easier integration. The last research question is: *Are translation practices, especially Kela's crisis translation materials, supported and recognized on the highest institutional level?*

2 Background into Crisis Translation

This chapter will discuss the role and importance of translation in the integration process as a whole. After all, the translation of vital information should be held to the same standard as any crisis communication. Numerous aspects of how language affects oneself will be introduced to better understand how language—and translations ensuring language access to one’s dominant languages—can affect individuals in general, especially in terms of integrating into a new society.

2.1 The Role of Vital Information in Crises

One must understand what constitutes vital information before understanding its significance. As mentioned previously, one assessment of crisis translation is the relaying of vital information, better identified by Law Insider as: “Vital information means information, whether written, oral or electronic, that is necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; necessary for an individual to obtain any aid, benefit, service, and/or training; or required by law.” (*Vital Information*, n.d.). Hence, in this research, vital information should be viewed as a necessity for individuals to manage in a new society. This may be in regard to applying for benefits, access to banking or housing, childcare purposes, etc. Therefore, access to vital information is what this thesis argues eases immigrants’ integration into their new host country and as new members of society.

Having said that, it is clear that translation plays a critical role in ensuring that refugees have access to vital information – whatever it may be. Even more so, it can be deduced that not having access or having limited access to vital information could have devastating consequences for individuals. Sharon O'Brien and Federico Federici (2020) highlight the potential consequences of what the lack of information could result in: catastrophic consequences, such as inappropriate evacuations or further infections in the event of disease outbreaks. They add that inadequate planning for translation provision leads to vulnerability.

They continue...

Poor or culturally inappropriate communication undermines trust in responders and institutions. Failure to address effective communication for CALD [culturally and linguistically diverse] communities generates further social disruption, one of the cascading effects. This, in turn, risks affecting and endangering respondents

who may deal with crisis-affected populations because their lack of understanding or their cultural mindset make them appear as non-collaborative. Thus, crisis translation considers language barriers in the context of multi-dimensional cascading effects that widen existing vulnerabilities or engender new ones by means of miscommunication.

Therefore, when discussing access to vital information, one cannot assess it without noting what the absence of it could result in – especially when speaking in terms of its role in integration. Access to information brings forth equality. Thus, no access brings forth inequality. Without the possibility of this access, it can be argued that the most pivotal elements contributing to societal integration are lacking. Hence, proper integration may never be achievable.

2.2 Translation as a Tool in Integration

When discussing integration, this thesis focuses on integrating refugees fleeing from war. Hence, when assessing translation as a facilitator of integration, one should keep in mind that the focal point centers around refugee integration and how translation mainly plays a role in that. Sowmya Singh defined translation's role in the article *Importance Of Accurate Translation in Immigration and Refugee Assistance*: "Translation expedites effective communication between people who speak different languages building a bridge with accurately conveyed messages, information, ideas, and knowledge. This makes it vital to consistently produce genuine and accurate translation that correctly interprets the original text." (2023). Another viewpoint on translation's role in the integration process, as explained by O'Brien and Federici (2020, 131), is as follows: "As a result, language translation rarely, if ever, features among plans to increase resilience but its absence increases the cascading effects of crises.". This statement does not directly state the role of translation but what the lack of it could result in. They continue: "Lack of integration, lack of participation, lack of access to information represent vulnerabilities for culturally and linguistically diverse (CALD) communities." (ibid). As it was stated, the most vulnerable audience, linguistic minorities, are also the ones benefiting the most from these translations. Therefore, translation promotes integration by increasing language access and inclusivity and by working as a cultural mediator between refugees and their host country. In addition, translation plays a critical role in ensuring that refugees understand all essential and vital information in their aim to integrate into a new society.

2.3 The Role of Legislation Regarding Refugee Integration

Legislation creates frameworks for people to follow, be it in their personal or working lives. Legislation can, of course, limit actions, but in the case of refugee integration, they are mostly used to ensure and guarantee rights and create a process for integrational affairs. The European nations' cornerstone in the legislative acts to guarantee the protection of refugees is the 1951 Geneva Convention, which specifically highlights that asylum is a fundamental right and all European Union states have an obligation to provide it (European Commission n.d). Many countries have additionally implemented different Acts to ensure fair treatment, such as the Integration Act (2025) in Finland. The Ministry of Economic Affairs and Employment in Finland (n.d) summarized the purpose of this act as follows: "The purpose of the Integration Act is to support and promote integration and make it easier for immigrants to play an active role in Finnish society. Another purpose of the Act is to promote equality, non-discrimination and positive interaction between different population groups.". However, they specifically state that this Act does not apply to asylum seekers but to those who have been granted residence (ibid).

Crisis translation is usually aimed at people who have to flee their home countries, so they often are asylum seekers or refugees. This means that the Integration Act, for example, is only for those who have already been recognized as refugees. However, the European Union has Directive 2013/33/EU on standards for the reception of applicants for international protection and Finland The Aliens Act (2004), all to ensure fairer and more equal integration processes for all asylum seekers or those seeking international protection. So, all in all, countries and institutions such as the European Union have set forth legislation to ensure rights for individuals who have been left in the most vulnerable position. Therefore, even though legislation is to set boundaries, it is also crucial to ensure that everyone's human rights are respected and that those who seek to integrate are given the proper tools to do so.

The European Union also has legislation in place to ensure fair treatment of refugees and their integration. The 1951 Geneva Convention alone specifies that asylum seekers must be given fair treatment, welcomed in a dignified manner, and procedures up to uniform standards—fair, effective, and impervious to abuse (European Commission n.d). The Pact on Migration and Asylum is ultimately the legislation that affects all migration and asylum across the European Union (ibid). Hence, these are the rules that affect the common asylum system. When specifically looking at legislation regarding integration, the European Union's Action plan on

Integration and Inclusion 2021-2027 specifically outlines and addresses what needs to be specifically considered when integrating refugees, specifically third-country nationals: integration barriers in the main policy areas: housing, education, employment and healthcare. (European Commission n.d.). The European Commission has realized that good and proper integration is the key to success: “As emphasised in the new **Pact on Migration and Asylum**, a successful integration and inclusion policy is an essential part of a well-managed and effective migration and asylum policy.” (ibid). Therefore, not only are equal and fair asylum procedures enough, but they also need to lead to successful integration.

2.4 Crisis Translation Enabling Inclusivity, Cultural Mediation, and Communication

The Cambridge Dictionary has defined inclusivity as follows: “the fact of including all types of people, things or ideas and treating them all fairly and equally” (*Inclusivity*, 2024). One could argue that it goes without saying that if one cannot access the same information as the majority and cannot access services due to language barriers, then inclusivity cannot exist. Hence, language access and inclusivity can only coexist, and they are pivotal in the immediate integration attempts of refugees and long-term attempts. According to Bernal and Grossi (2022, 253), accessibility for linguistic minorities fosters equality:

Fostering equality in the access of public service by vulnerable populations, such as refugees and migrants is contained in the 10th Sustainable Development Goal of the UN: Reduced Inequality. Research has shown that language is one of the main access barriers to public services and that professional interpreting and translation are useful tools to grant accessibility.

They elaborate, like O’Brien and Federici, what the lack of translation could lead to: “Including the cultural element, interpretation, mediation and translation are mostly perceived as essential. Immediacy and lack of resources bring a feeling of “survival”, of doing what they can with the resources they have got.” (254). By ensuring language access and inclusivity, integration and the basic survival of all individuals are more guaranteed. Much like most linguistic aspects, language inclusivity affects mainly linguistic minorities since the majority-linguistic groups could view the absence of this inclusivity as a non-issue. Having said that, many institutions have started to take a role in promoting language access and inclusivity without particular geographical barriers.

Language is, psychologically speaking, a major aspect of one's identity. With language, people create culture and identity, get a sense of belonging, and communicate with each other and the world around them. Translations act as mediators in all of this, bringing together something that could be considered separate. Cultural mediation focuses on making meaning and/or enabling communication beyond linguistic or cultural barriers (Council of Europe, n.d). Another term for this could also be inclusivity. As Bernal and Grossi (2022) stated in *Translation, mediation and accessibility for linguistic minorities*, “[...] linguistic mediation activities (whether translation or interpreting) are key to the social inclusion of any kind of linguistic minority.” (9). In terms of the usability of the translations, and more specifically, reception studies concerning the receptiveness of these translations, O'Brien and Federici elaborate: “[...] for communication to be effective, it does not only have to meet the requirements listed above, but should be delivered in a language that is comprehended by those who need that communication.” (2020, 134). Therefore, in terms of language – or, more specifically, translations – to work as a mediator for culture, communication, identity, and belonging, they need to be comprehensible to those they may concern.

Moreover, in the context of this thesis and refugee integration, translation has an even more pivotal role as a mediator with the abovementioned terms. As Singh stated in her article: “Accurate translation is important regardless of where it is used, but it is all the more so in fields that involve immigrants and refugees. When it comes to assisting displaced people, translation can become a matter of life and death.” (2023). The UN Refugee Agency has in its handbook identified translation as a necessity for easier integration, stating: “Specific programmes and services would: have key information, forms and other documents translated into target languages.” (UNHCR Assessment and Monitoring Resource Center n.d.). They also highlight that when one is establishing a new integration program to think about “translating written materials including information about services and entitlements as well as forms and questionnaires. Refugees may also need to have important documents translated (e.g. medical records, professional qualifications).” (ibid.).

One could argue that translation is not a mere mediator per se but a tool to enable equality between different people, and more so between the majority and minorities. Language, after all, is a tool to communicate with, gain a sense of belonging and identity, and understand and integrate into a new culture, and therefore, it should be held in that regard.

2.5 User-Centered Translation

For a translation to be *usable*, it needs to fulfil certain criteria: it needs to be learnable, efficient, memorable, few in errors, and satisfactory (Nielsen 1994). Therefore, when assessing what usability truly means, it could be said that translations that are usable are specifically user-centered. This means that the audience, and mainly that, has been kept in mind specifically when creating or assessing translations. In crisis translation specifically, usability is crucial. Suojanen et al. (2015) have beautifully summarized the core connection between (crisis) translation and its audience when discussing usability: “One crucial element of intercultural competence is empathy – that is, the ability to put oneself in others’ position and to understand their emotions and reactions” (25). After all, user-centered translations might be a new term, but the concept of bearing the audience in mind in translation studies is short of new (40).

The practical implication of crisis translation follows a heuristic approach. Heuristics are rules, guidelines, and usability principles (Suojanen et al. 2015, 77). This dwells on relevance and Skopos's theory of how the text cannot have a purpose without an audience but on the practical level of assessment. The term heuristic analysis can be viewed as somewhat of a guideline or a checklist for translators to follow when conducting translations or evaluating their usability. The heuristic outlines aim to provide usable materials that can be altered already during the actual translation process and on a finished product. Since the end product specifically focuses on usability, and the main focus is on the texts’ audience, these types of translations are called *user-centered translations* (Suojanen et al. 2015, 77-91). In usability studies, other heuristics also exist (see, e.g. Nielsen 1994), but Suojanen et al. (2015) have proposed a list of heuristics for testing the usability of translations. As they additionally pointed out, style guides aren’t necessary usability heuristics (80). Usability heuristics provide measures to fix possible problems, whether when analyzing or when producing text. The usability heuristics of Suojanen et al. are tentative and have been designed to be used as an iterative tool for revising purposes (89).

The usability heuristics for user-centered translations are as follows:

Table 1 Usability heuristics for user-centered translation (Suojanen et al. 2015, 90)

| | |
|---|---|
| Match between translation and specification | Why is the translation needed and does it fulfil the requirements defined in the specification? |
|---|---|

| | |
|--|---|
| Match between translation and users | Who are the users of the translation and how do their characteristics affect translation solutions? Are there possibilities for supporting different kinds of users? Do the textual choices reflect the information needs of the users? |
| Match between translation and real world | Is the translation aligned with its cultural context? Is cultural adaptation required? |
| Match between translation and genre | Does the translation match the conventions of the genre in question? Are the visual, auditory and other multimodal elements appropriate for the new context? |
| Consistency | Is the translation consistent in terms of style, terminology, phraseology and register? |
| Legibility and readability | Do the visual elements of the translation correspond to the reader's physiological capabilities and relevant cultural guidelines? Is the user guided through the translation by using appropriate signposting for the genre in question? Are the user's efforts of interpretation sufficiently minimized? |
| Cognitive load and efficiency | Is the translation well crafted enough to be easy to memorize and learnable – that is, clear and comprehensible? Do the users need guidance for using the translation and, if so, in which format? |
| Satisfaction | Does the translation produce a pleasurable and/or rewarding user experience? |
| Match between source and target texts | Has all relevant source material been translated? Is there unwanted linguistic or structural interference? |
| Error prevention | Have the potential risks of misunderstanding been minimized? |

Considering the table above, Suojanen et al. (2015) mention that due to the nature of heuristics, all points are flexible and can be fitted to suit one's analysis. This means that the nature of the analysis, whether it is analyzing translated texts or generating texts, alters which points are the most appropriate to employ. This is tied to the fact that usability is primarily dependent on why the texts that are analyzed have been produced, as explained by Suojanen et al.: "It is indeed central to consider the context of use, which consists of several elements: user characteristics, the quality of the task, the equipment and the environment." (14). In this study, the heuristic analysis will be conducted on translated materials—assessing Kela's website content. The specific points that will be used to deduce usability will be elaborated on in Chapter 5.

3 Materials

3.1 European Union Directives and Finnish Legislation

The European Union has advocated language access as a fundamental right for years. This means they want to ensure that individuals have access to vital information in their own language or in a language they understand. The EU has a set of directives that focus on language access related to integration that Kela's translations should follow, such as Directive 2013/33/EU and Directive 2013/32/EU, both emphasizing the importance of providing information to asylum seekers and refugees in a language that they understand. The Directive on the Right to Interpretation and Translation, even though it focuses on legal proceedings, also emphasizes the importance of language access and equality. Hence, Kela's translations should be assessed to determine whether or not refugees from Ukraine coming to Finland are granted the essential information in their own language, as is their right, to ensure the best and most effective integration process.

A few EU Directives specifically focus on language barriers and translation. Although some directives concentrate on language and translation very differently than the information that Kela provides to individuals, it is still important to note the nature of these directives since they present the core value of EU directives on translation: multilingualism, language access, equal access to vital information, and breaking language barriers. Here are a few of the directives that present these ideas:

3.1.1 Directive 2013/33/EU on standards for the reception of applicants for international protection

The Directive 2013/33/EU is about the European Union's standards for individuals applying for international protection. This directive ensures more equal, non-discriminatory treatment of asylum seekers (EUR-Lex 2013). The abstract of this directive states that this directive is to create rules on living conditions for asylum seekers or people seeking subsidiary protection. This is to ensure fair treatment in all EU member states for the people waiting for their application to be examined, hoping to prevent people from going to different countries due to differences in living conditions. This directive is to ensure that human rights are respected for all asylum seekers, such as access to medicine, housing, food, etc. As such, it aims to guarantee a good standard of living for the individuals arriving in Europe (EUR-Lex 2016).

3.1.2 Directive 2013/32/EU — common procedures for granting and withdrawing international protection

The Directive 2013/32/EU dabbles into procedures for a safer, easier transition within the asylum-seeking process for those applying for international protection within the European Union member states (EUR-Lex 2013). The abstract for this directive goes as follows:

It repeals Directive 2005/85/EC on minimum standards on procedures for granting and withdrawing refugee status in the European Union (EU).

It sets up common procedures for granting and withdrawing international protection (refugee status and the protection given to people who are not refugees but who would risk serious harm if returned to their country of origin).

To summarize, this directive seeks to ensure that international protection procedures are the same in each member state (meet EU-wide standards), faster, more efficient, and fairer for all applicants (EUR-Lex 2015).

3.1.3 EC communication: Welcoming those fleeing war in Ukraine - readying Europe to meet the needs

This European Commission's communication channel published its action plan for those fleeing the Ukraine war. This action plan includes their Temporary Protection Directive and EU Action Plan on Integration and Inclusion (2021-2027). The core of this plan and the directive is to "help EU countries ensure beneficiaries can effectively access their right to education, healthcare, accommodation and jobs, and assist their early integration." (European Commission 2022). All these ideas dwell on the idea of an easy, seamless, and safe integration for Ukrainians in their new host countries. While this is not a directive on its own per se, it highlights the EU's core value of promoting inclusivity and understanding the process of integration also in the eyes of language access.

3.1.4 Finnish Laws

The directive 2013/33/EU, which glosses over the topic of crisis translation/language in terms of integration, is examined in detail by how Finnish laws have implemented this specific directive. The laws that are analyzed in this thesis are not all the laws mentioned as having implemented the directive. I have chosen only to present the laws most in line with language access specifically, narrowing the list into four laws mentioning this topic.

1. The Non-discrimination Act (1325/2014),
2. The Aliens Act (301/2004; amendments up to 389/2023 included),
3. The Act on the Treatment of Persons Detained as Foreign Nationals and the Detention Unit (116/2002) 15/02/2002,

and

4. The Child Welfare Act (No. 417/2007; amendments up to 1292/2013 included).

3.2 Kela's Website, PDFs and Brochures

3.2.1 Brochures

Kela has provided three PDF brochures for those who have fled the war in Ukraine, primarily aimed at refugees: the Welcome to Finland (version 1, 2022) brochure, the 'Acting on behalf of another person – How to complete a power of attorney form' brochure, and the 'If you receive unemployment benefits or general housing allowance, your benefit may be reduced in 2024 (PDF)'. This has only inspected materials before and up to this point, so any newer versions have not been taken into account.

The first brochure by the Ministry of Economic Affairs and Employment of Finland provides an overview of what one needs when moving to Finland and getting started living in Finland. Firstly, one is told to acquire housing so one can register oneself as a person living in Finland. Next, one is instructed on obtaining a personal identity code, municipality of residence, and an identity card and explained what one needs these for. After that, one is instructed how (if need be) one can register as a jobseeker. Next, one is told to obtain a mobile phone and is told that many things in Finland can be handled online. Then, one is told to open a bank account

and, after that, to apply to Finnish or Swedish language courses because both languages are the official languages in Finland. After this, one is told to apply for Kela's social security benefits if necessary and to contact Kela for a Kela card (reimbursement benefits). Lastly, one is instructed to obtain a tax card from the Tax Administration. The brochure then goes on to explain when one might need a residence permit, along with URLs to websites that provide even more information on the matter (such as migri.fi). It also includes information on where one can find help for integration, employment, and language studies. This is also followed by URLs to websites such as www.finnishcourses.fi to help find the information. They also provide information on what one should do if one were to become ill or face an emergency, followed by links to websites such as mental health provider [Mieli Oy](http://mieli.fi). Lastly, the brochure has additional links with more information, such as 'Studying in Finland' and 'Public services online'.

The 'Acting on behalf of another person – How to complete a power of attorney form' brochure explains step-by-step what one needs to do to gain/give power of attorney and what it means. The brochure includes links to Kela's website, providing individuals with the proper forms. It has a picture of an elderly person looking at a phone, with a younger man seemingly assisting her with his hand over her shoulder. The text itself starts with a title in bold and a much larger font, and has six points in bold followed by bodies of text explaining each subtitle. The brochure answers the following questions:

1. What does it mean to authorise someone?
2. To whom can I give a power of attorney?
3. What can the authorised person do on my behalf?
4. When does the power of attorney expire?
5. Why do I have to sign and date the power of attorney?

and

6. How can I provide the power of attorney to Kela?

Each section of text has a summarizing sentence in a slightly bolded font. Each summary is no longer than one sentence, and some also provide examples that elaborate on the body text.

The newest brochure is titled “If you receive unemployment benefit or general housing allowance, your benefit may be reduced in 2024 (PDF)”. It briefs the reader about Parliament’s decision to cut general housing allowances, when they will take effect, and how. The first section focuses on the reduction of the general housing allowance. The second section talks about the changes to unemployment benefits regarding its child supplements that have been included before April 1st, 2024. The third section goes on to explain how those who receive social assistance may receive an increase if the previous two benefits decrease. The last section goes on to explain how one may calculate if they qualify for social assistance, as well as explaining that those who do not have enough resources to cover essentials such as food and medicine are eligible for this assistance. The PDF ends with the necessary URLs, such as the link to the social allowance calculator (www.kela.fi/laskurit) and application processing times (<https://www.kela.fi/kasittelyajat>). One thing to note, however, is that all URLs are the ones that redirect to the Finnish website. This information seems to be only available in Finnish, Swedish, and English.

The bottom of the page includes links to two PDF files available, “Financial assistance from Kela and how to apply (pdf)” and “Welcome to Finland (pdf)”. However, as of December 2024, only the “Financial assistance from Kela and how to apply (pdf)” can be found, the page having been last modified on November 27th, 2024. The information sheet includes basic information, such as why one might need social benefits and how to apply for them. It highlights that Kela benefits are not granted automatically but must be applied for and links to possible forms translated into Ukrainian. The second page of the pdf has instructions for what to do once one has lived in Finland for over 12 months. These include three parts: applying for a Kela card and child benefits, applying to have a home municipality, and applying for basic social insurance.

3.2.2 Website Materials (FAQ)

Kela answers frequently asked questions (FAQ) on their page ‘Kela benefits for those who have fled the war in Ukraine’ has been provided in English, Finnish, Ukrainian, and Russian. The English and Finnish websites are otherwise similar in content, but the Finnish site includes a video explaining what Kela subsidies are and how to apply for them in Ukrainian with subtitles in either Ukrainian or Finnish. Kela has translated the following subsidy forms into Finnish and Ukrainian:

1. Kela card and child benefits, UA 1ukr (pdf, available in Ukrainian and Finnish)
2. General housing allowance, AT 1ukr (pdf, available in Ukrainian and Finnish)
3. Child home care allowance - Private day care allowance, WH 1ukr (pdf, available in Ukrainian)
4. Social assistance, TO 1ukr (pdf, available in Ukrainian)
5. Assistance with rental security deposit, TO 2ukr (pdf, available in Ukrainian)

The FAQ section with questions and answers is divided into three parts: “Frequently asked questions,” “Basic social assistance for those fleeing from the war in Ukraine,” and “How the economic sanctions imposed on Russia affect benefits.” The common FAQ section has the following questions that have been answered:

1. I have lived in Finland for a year. Can I get benefits from Kela?
2. I have lived in Finland for less than a year. Can I get benefits from Kela?
3. I've started work here in Finland. Can I get benefits from Kela?
4. When can I get benefits from Kela?
5. Example: What benefits can a mother and her two children get from Kela?
6. I'm not working. Can I get unemployment benefits from Kela?
7. I would like to study. Can I get financial aid for students or school transport subsidy?
8. I live in a reception centre, but I'm looking to rent a flat for myself. Can I get general housing allowance and money for the security deposit from Kela? What can I do?
9. I arrived in Finland from Ukraine. Can I use public health services?
10. I arrived in Finland in April 2022, but I have travelled to Ukraine between then and now. How does my travelling to Ukraine affect my eligibility for Kela benefits?
11. I haven't managed to open a bank account with a Finnish bank. Can I get benefits from Kela?

12. I receive a pension from Ukraine. Does it affect the benefits from Kela? Do I have a right to a pension from Kela?
13. I have come from Ukraine to Finland as a minor without my family. Can I get benefits from Kela?
14. I am going to move from Finland to another country. Where do I need to report this?

The FAQ section titled “Basic social assistance for those fleeing from the war in Ukraine” has answered the following questions:

1. Who can get social assistance?
2. When is the right time to apply for basic social assistance?
3. What are the types of expenses for which you can get basic social assistance?
4. How much can be paid in basic social assistance?
5. Can social assistance be paid for moving costs?
6. How can I apply for social assistance?
7. When and how is basic social assistance paid?

And lastly, the section titled “How the economic sanctions imposed on Russia affect benefits” has answered the following questions:

1. I study in Finland. My money is in a Russian account, and I’m unable to make withdrawals. Would I qualify for social security benefits?
2. I have not received my Russian pension. What significance does that have for the pensions and the housing allowance for pensioners which are available from Kela?
3. Postal service from Russia has been suspended. I need certain documents from Russia to supplement my benefit application. What should I do?
4. Can I apply for Kela benefits if my Russian pension is not paid?

5. The purchasing power of my Russian pension has declined because the exchange rate of the ruble has collapsed. What significance does that have for the pensions and the housing allowance for pensioners which are available from Kela?
6. Given the current situation, will Kela pay benefits to Russian nationals?
7. Does Kela make benefit payments to Russia?

4 Analysis of the Finnish Laws from EU Reception Conditions Directive (2013/33/EU)

Many of the previously mentioned directives, as well as others, mention language; however, not all of these directives are the most applicable for analysis in this thesis. Even though they mention language or language minorities, only Directive 2013/33/EU is the most relevant and appropriate to discuss in this thesis because that directive has the most specific focus on providing easier integration processes for those seeking asylum. This directive has been implemented in various Finnish laws and best grasps the topic discussed in this thesis. Hence, that is the only directive to be analyzed in this thesis. However, it is essential to note that this directive is not the only one that discusses language access and inclusivity. The European Union has produced various directives aimed at creating more equal opportunities for minorities, refugees, and a multilingual society in general. In this Chapter, I analyze the contents of each law, three translated laws into English, and one law in Finnish, which for this thesis I translated into English. The Finnish laws have been translated into English on the Finnish Law database Finlex, except for law No. 116/2002. Hence, I have translated the excerpts of that law from Finnish to English.

All the laws mentioned in the directive somewhat gloss over what the directive has mentioned, but nothing specific concerning translation is particularly brought up. EU directives should be somewhat ambiguous in their nature because, unlike EU regulations, directives should be fitted to the country's laws as wished – which is, of course, mandatory as well. Hence, since directives are more of goals for countries to employ, “it is up to the individual countries to devise their own laws on how to reach these goals.” (European Union n.d.). Having said that, with this Directive, the goal for more equal language access and rights for asylum seekers should be apparent in the laws they have been applied to, which is somewhat lacking. Therefore, most laws do not seem to provide definite guidelines or suggestions for crisis communication and its translation.

4.1 Non-discrimination Act (1325/2014)

The Non-discrimination Act is essentially designed to promote equality and the role of authority in ensuring that equality. The purpose of the Act is “to promote equality and prevent discrimination as well as to enhance the protection provided by law to those who have been

discriminated against.” (section 1). Section 5 shortly expands on the role of the authorities: “The authorities shall evaluate the realisation of equality in their activities and take necessary measures to promote the realisation of equality.” (section 5). An authority in this Act is defined to mean “central and local government authorities, independent bodies governed by public law and parliamentary agencies, as well as authorities in the province of Åland when the latter apply State legislation. The provisions on an authority also apply to other instances discharging a public administrative function.” (section 4). In conclusion, this Act is to ensure the realization of equality by authorities for those who have been discriminated against.

In the Non-Discrimination Act (1325/2014), the realization of equality is somewhat vague, and language is mentioned once, stating how one should not be discriminated against based on their language. Therefore, strictly in terms of language as a right, this law does not bring about a more language-equal stance. Having said that, with that statement, it is assumed that equality, in this case, is also about the right to receive (vital) information in one's first language, translated or interpreted. Receiving translated materials by Kela is definitely an act of non-discrimination, as it means acknowledging the need to receive information in one's first language and providing it.

4.2 Aliens Act (301/2004; amendments up to 389/2023 included)

The Aliens Act focuses specifically on individuals facing migration affairs, ensuring them a managed and well-governed migration process. The Act states that the objective is “to implement and promote good governance and protection under the law in migration affairs. A further objective is to promote managed migration and provision of international protection with respect for fundamental and human rights and in consideration of international treaties binding on Finland.” (section 1). When looking at this Act from the point of view of language, section 10 is about how this law guarantees more equal language access for individuals in administrative affairs. This is how the right to interpretation and translation is stated: “Aliens have the right to use an interpreter when an administrative matter or a matter of review under this Act is being considered. The authorities shall ensure interpretation as provided in section 203. In addition, aliens may also use an interpreter or translator at their own expense in an administrative matter or a matter of review.” (section 10). However, in later sections, the law states that information regarding the application for international protection is provided in the applicant's native language or in a language they can be expected to understand (section 95a)

and the consent for a medical age assessment similarly (section 6a). The amendment's section 203 elaborates that if an alien is not competent in the official languages of Finland, Finnish, and Swedish, an authority shall provide translation or interpretation, e.g., if they need to be notified about processes regarding their asylum procedure.

The Aliens Act (301/2004; amendments up to 389/2023 included) states that receiving translations is a right, but the more practical aspect of it is rather left out. The act, however, provides insight into some types of translations, such as section 203, as previously mentioned, so it could be considered to provide much better guidelines than the previous act. Section 203 provides more detailed insights into when translation may be needed, similar to section 6a, but the law mostly remains somewhat ambiguous. There is no clear statement of what *type* of translations are needed nor *why* they are needed, and only if the individuals are not *competent* in the official languages will they receive the help of translators (section 203). This notion of competence has not been defined, leaving this notion of the right to translation rather ambiguous.

4.3 Act on the Treatment of Persons Detained as Foreign Nationals and the Detention Unit (116/2002) 15/02/2002

The Act on the Treatment of Persons Detained as Foreign Nationals and the Detention Unit (FI: *Laki säilöön otettujen ulkomaalaisten kohtelusta ja säilöönottoyksiköstä*) is essentially about the organization of the treatment of detained aliens as well as what their rights are. The purpose is “to organise the treatment of aliens detained under sections 121 and 122 of the Aliens Act (301/2004) in a specially designated detention unit.” (section 1, my translation). Section 5 expands on some of the rights that should be granted to individuals, and this section is one of the few mentioning language access. The first chapter of section 5 is as follows: “A detained alien must be informed without delay of his/her detention arrangements, his/her rights and obligations and the rules of order of the detention facility. This information shall, as far as possible, be given in writing in the native language of the person concerned or in a language which he or she can reasonably be expected to understand. If necessary, the information may also be given orally.” (section 5, my translation).

The Act on the Treatment of Persons Detained as Foreign Nationals and the Detention Unit (116/2002) 15/02/2002 also specifies that translations should be given to individuals in a particular setting, but again, the notion of language competence in section 5 makes it rather vague. The outlined specification of what information should be translated and for whom it is given for, but no deeper acknowledgment of language access is discussed. Similarly to the previous act, one point that is highlighted is that one might be given information in a language are expected to *reasonably* understand (FI: *kohtuudella olettaa ymmärtävän*) (section 5). This level of comprehension is not defined, and it can be argued to be even dismissive when thinking about relying on majority languages on language minorities and expecting individuals to comprehend very important information in their non-native language.

4.4 Child Welfare Act (No. 417/2007; amendments up to 1292/2013 included)

The Child Welfare Act's core concerns children's well-being and promotes positive development. Many things can be seen to affect a child's welfare, so section 4 goes into more detail about what the Act means when discussing child welfare:

Child welfare must promote the favourable development and wellbeing of the child. Child welfare must provide support in child upbringing and care for parents, custodians and other persons responsible for child care and upbringing. Child welfare must be aimed at preventing child and family problems and intervening sufficiently early if problems are found. When assessing the need for child welfare and in the provision of child welfare, it is first and foremost the interests of the child that must be taken into account. (section 4).

The Act elaborates on what constitutes a child's welfare while considering the role of language on individuals: "When assessing the interests of the child, consideration must be given to the extent to which the alternative measures and solutions safeguard the following for the child: [...]"

7) the need to take account of the child's linguistic, cultural and religious background." (section 4).

The Child Welfare Act (No. 417/2007; amendments up to 1292/2013 included) is probably one of the few that explicitly highlights linguistic background. This suggests that this law wants to emphasize language's correlation with identity and belonging. Understanding and

supporting children's linguistic backgrounds is crucial to their development and success, and understanding this foremost highlights the key to a thriving development for adults, too.

4.5 Overview

The laws mention language in bits and pieces, but most laws are left rather vague. This could be so that different institutions have more freedom to produce translations that are the most suited for them. This also means that the laws do not provide concrete examples of situations that require immediate solutions. On a positive note, some acts not only mention language or translation but provide more ground for when translations are needed. Despite this, the same laws are still lacking, and that is because of the notion of *language competence* and how it has not been defined in any way in the acts. Some amendments are newer (i.e., amendment 389/2023), and perhaps these updates to detail have been brought forth by the European Union's language policies. Because the guidelines are vague, Kela has outperformed the needed fields of language access in this matter. Laws by nature can be considered ambiguous or strict, but specifically in terms of language, these laws are definitely vague; the discussion of the importance of linguistic background and language access, etc., without much substance.

Even though Finnish law itself adheres to the Union's directives and has made an effort to ease refugee immigration to Finland, the laws are somewhat vague, and no specific guidelines for translation or language have been established; therefore, the laws can be applied flexibly according to institutions' preferences. This means there are no actual guidelines to follow when facing -a crisis. Thus, the institutional level may be somewhat lacking in their efforts to comply with EU directives, as the current state is so vague that there are no specifications regarding the translations required to facilitate the integration process for refugees. Hence, the laws do not appear to recognize the importance of language in the refugee integration process, at least in not explicitly highlighting the critical correlation between the two. There could be a lack of interprofessional collaboration between legal institutions and linguists, or the nature of laws should, in fact, be vague regarding these types of frameworks to ensure more flexibility for the producers of these translations and materials. Having said that, enabling flexibility should not overlook the importance of acknowledging language in integration.

Kirsi Ilmaranta's (2024) master's thesis "*English in the public sector : Employee perceptions of language policy behind the webpages of the Social Insurance Institution of Finland*" investigated Kela's English website materials and whether institutional roles affect the content and material produced. In the interviews, a point about Finnish laws and EU directives/legislations came up, but only to prove a similar note as mentioned above: "While the participants did not know of any Finnish laws that would require them to provide web content in English (though Finnish laws did come up when talking about other language versions), they mentioned EU level policy." (20). Additionally, when speaking of content specifically, the thesis also mentioned that "All three [interview] participants said that there were no organization wide language policy documents that guided language use at Kela at the time the interviews were conducted. They mentioned that there had been a language guideline in the works, but the process was put on hold for some reason that was unclear in the interviews." (21) and that "all three agreed that there was not much top-down [management level policy] involvement, there were differing opinions on whether that was a positive or a negative." (24). All in all, from realizing that Kela's website producers and/or translators "on the whole, though, the employees described top-down involvement as infrequent in their day to day work [...]" (20), it can be argued that not only are the laws that have implemented the directive on integration vague, but also do not provide substance to language policies nor support the realization of equal language access unless the lower institutional levels (such as Kela) do so themselves.

5 Heuristic Analysis of Kela's Materials

Usability heuristics aid translators in making translations as user-friendly, accessible, informative, and clear as possible. While this is a very important aspect of all translations, in crisis translation especially, all the points above are beyond crucial to consider because if the translated materials are lacking, the consequences could even be fatal. Hence, when assessing Kela's text, and more specifically in this thesis, Tytti Suojanen, Kaisa Koskinen, and Tiina Tuominen's guide in *User-Centered Translation's* (2015) chapter "Usability heuristics and translation" (90) provides the heuristic outline for quality assessment done to deduce whether-or-not Kela's texts provide their purpose considering this thesis. The purpose is language – more specifically, translation – aiding in the integration process of refugees from Ukraine.

The usability heuristics in contextual analysis works well because, for this thesis, the inspection is specifically on the target audience and their needs for these translations—hence, heuristic analysis not only offers guides for quality assessment but also for a broader understanding of usability and reception studies, which are at the core of understanding crisis translations' general practices.

In this thesis, not all points mentioned in Chapter 2.5 are worth assessing since they do not necessarily reflect the type of analysis that is conducted in this research. That, however, is the fundamental nature of a heuristic analysis – all assessment points are flexible, and one *should* fix them to match their own analyses. Due to the nature of crisis translation, thus considering the audience for these texts, 'satisfaction' has been decided not to be analyzed. I believe a reception study should be conducted and analyzed to determine whether or not the translated materials have produced a pleasurable and/or rewarding user experience, altering it to be more suitable for the audience of these texts. I have chosen not to analyze the 'match between translation and real world' because while it could be important to analyze the Finnish cultural side to understand the translations better, I feel like I do not know enough about the target audience to analyze the cultural side of the translation itself. Similarly, 'error prevention' cannot be fully analyzed but only partly. That is why that section will be analyzed alongside 'legibility and readability', because those three aspects go hand-in-hand in this assessment. Additionally, 'consistency' will be analyzed alongside 'cognitive load and efficiency' because, in these types of texts, consistency is an important aspect of efficiency.

The specification of all analysis is the notion of vital information. In this thesis, the specification of the heuristic assessment is based on whether the audience has been provided with vital information and, therefore, providing the audience with tools for integration. However, it is not enough to say that providing vital information ensures good integration.

The heuristic evaluation in this thesis focuses specifically on the users of said translations and whether the information provided could be qualified as vital information. Hence, the usability in question should be seen as whether or not *the users of these materials get vital information regarding integration efforts into Finland*. The heuristics applied in the analysis of Kela's materials are the following:

Match between translation and specification – Why is the translation needed and does it fulfil the requirements defined in the specification? Does it present vital information to the reader?

Match between translation and genre – Does the translation match the conventions of the genre in question? Are the visual, auditory and other multimodal elements appropriate for the new context?

Match between translation and users – Who are the users of the translation and how do their characteristics affect translation solutions? Are there possibilities for supporting different kinds of users? Do the textual choices reflect the information needs of the users?

Legibility and readability & error prevention – Do the visual elements of the translation correspond to the reader's physiological capabilities and relevant cultural guidelines? Is the user guided through the translation by using appropriate signposting for the genre in question? Are the user's efforts of interpretation sufficiently minimized? & Have the potential risks of misunderstanding been minimized?

Cognitive load and efficiency & consistency – Is the translation well crafted enough to be easy to memorize and learnable – that is, clear and comprehensible? Do the users need guidance for using the translation and, if so, in which format? Is the translation consistent in terms of style, terminology, phraseology and register?

5.1 Match Between the Translation and Specification

“Why is the translation needed and does it fulfil the requirements defined in the specification?”

The translation is needed so that people arriving to Finland have an easier time integrating to the Finnish society. To fulfill the requirements defined in the specification, these translations should therefore provide vital information and thus contribute to the integration efforts of these individuals. Considering the comprehensiveness of all Kela’s materials, brochures, FAQ section, and additional PDF files, it can be stated that the materials have provided vital information for Ukrainian refugees arriving in Finland. This can be seen from the extensive list of questions that have been answered on Kela’s webpage, along with the multimodal approach of providing information in a video in Ukrainian. The brochures are very informational and broad in scope in terms of covering the necessary information one might need in efforts to integrate into a new society. Such an example is also the ‘Welcome to Finland’ brochure, which not only explains what one might need in Finland (e.g., housing and a bank account), but also specifies the order in which one should do these. The brochure begins with “Take care of the following matters when you have moved to Finland” followed by pictures, also in order, of all the steps one needs to take to assimilate into the society. In addition to providing the basic information that could be deemed necessary, they also consider secondary needs that might not otherwise be mentioned so early on in the integration process – such as mieli.fi services for mental health and well-being.

5.2 Match Between Translation and Genre

“Does the translation match the conventions of the genre in question? Are the visual, auditory and other multimodal elements appropriate for the new context?”

Although there is a lot of information, such as on Kela’s FAQ page, they have divided the sections into different topics, and each topic’s Q&A is organized into dropdown menus. This way, the page also supports the layout of a wished informative website – no bulk texts, easy-to-find information, and sections clearly laid out. The English website perfectly follows the Finnish website, so the original website can be seen to have been designed quite well. The

language itself is presented simply in the PDFs and on the website with clear and concise sentences, such as ‘open up a bank account’.

Multimodality is always an aspect to consider when making materials as user-friendly as possible and to support different kinds of users. Even though all of Kela’s materials are mainly online, their multimodal approach supports the efforts to reach a wider audience. Additionally, using simple sentence structures in some of the brochures enhances readability, and they add pictures at the beginning to insinuate the sentence’s purpose. Such an example is the ‘Welcome to Finland’ brochure, where the section that talks about opening a bank account has a picture of a coin entering a piggy bank. Also, the ‘Acting on behalf of another person’ brochure not only has the steps numbered, but the numbers are bolded alongside the subtitles, and they have used a colored round background for the numbers. Additionally, on the website, the example boxes use a different color and a lightbulb to draw the reader's attention to information they could find useful. Also, the ‘Financial assistance from Kela and how to apply’ brochure, which probably has the most bulk of text when compared to the other brochures, has split this text by adding an info box at the end of the first page. The info box is highlighted by an ‘i’ in a circle, with a blue rectangular background and a bolded white font, when the rest of the text is in a black font. This draws the attention nicely, because the info box directs the reader to where they can find Kela’s forms online.

5.3 Match Between Translation and Users

“Who are the users of the translation and how do their characteristics affect translation solutions? Are there possibilities for supporting different kinds of users? Do the textual choices reflect the information needs of the users?”

The users of these translations are people arriving in Finland, but more specifically, when considering the date of publication for these English materials, they have been more targeted at refugees fleeing war. Regarding translation solutions in crisis scenarios, as discussed in more detail in Chapter 2, the emphasis lies specifically on the scope of these translations, or the so-called “the more the merrier” mindset. Hence, *everything* should be translated because the lack of information could sometimes be disastrous, if not even fatal. Especially when considering Finnish society, where equality is a major societal matter that has been worked towards for years, language access and equality can only coexist. Therefore, all information

should be translated, especially vital, so the audience can have the same possibilities for life in Finland as Finnish citizens themselves. As discussed above, Kela's materials are indeed comprehensive, so this aspect could be considered to be well fulfilled. Similarly to error prevention that shall be discussed in the following analysis, some issues come to light when assessing if everything has been translated, the URLs. Not all URLs direct the reader to an English website, even though it could have been provided. An example of such is in the 'Financial assistance from Kela and how to apply' brochure. It has a URL (<https://dvv.fi/instrukcii-dla-ukrainciv>) that redirects the reader to DVV's (Digital and Population Data Services Agency) website to register for a home municipality, but the link itself is to the Ukrainian site, not the English. It is good that the website itself has been translated into Ukrainian, but the English brochure should be targeted at the English-speaking audience. The DVV's same website also exists in English (<https://dvv.fi/en/instructions-on-arriving-in-finland-from-ukraine>), so it is unclear why Kela now chose the Ukrainian version for the URL.

Their extensive video covers the basic essential information about Kela, and they have also included subtitles to the video to make the video more accessible. However, the video does not include English subtitles, nor is it on the English webpage. It is unclear why the information has not, at least by subtitling, been provided to the English-speaking audience. The webpage mentions that this video exists on the Ukrainian page, and there are subtitles in Ukrainian and Finnish, counterproductive as it may seem.

5.4 Legibility and Readability & Error Prevention

“Do the visual elements of the translation correspond to the reader's physiological capabilities and relevant cultural guidelines? Is the user guided through the translation by using appropriate signposting for the genre in question? Are the user's efforts of interpretation sufficiently minimized?” & “Have the potential risks of misunderstanding been minimized?”

The 'Welcome to Finland' brochure has included parts to enhance readability for its audience. An example being the same section that was mentioned above about the section of instructions on opening a bank account. The first sentence in this paragraph is bolded since it contains the most important 'next step' command/recommendation (e.g., “open a bank account”). This makes the brochure easier to follow and more readable for also individuals who might struggle to read large chunks of texts. Having said that, not all materials are perfect. In terms

of minimizing risks for misunderstandings, not all materials have been translated, and therefore, risks for misunderstanding or complete nonunderstanding are apparent. This is apparent in some brochures' URLs, such as the link to www.mieli.fi for mental health support. This URL redirects the reader to a site that is entirely in Finnish. Mieli has their website translated to English via the URL <https://mieli.fi/en/>, so it is unclear why Kela has not provided that directly to their materials. Additionally, as mentioned previously, they have forms in English and a page to look for different forms in English but have not provided direct links to them in any other language than Ukrainian and Finnish. Even though Kela's video explains that this site allows the users to search for application forms, one needs to watch the video before even realizing the purpose of the site, and that could definitely affect the experience of the user as well as their mindset on Kela's efforts to aid in the application filling process.

5.5 Cognitive Load and Efficiency & Consistency

“Is the translation well crafted enough to be easy to memorize and learnable – that is, clear and comprehensible? Do the users need guidance for using the translation and, if so, in which format? Is the translation consistent in terms of style, terminology, phraseology and register?”

Similarly to the previous section, the layout of Kela's materials is structurally usable to most individuals and, therefore, eases the reader's cognitive load. As was discussed in the section of match between text and genre, the website layout also supports the cognitive load of the user by providing information in drop-down menus. This provides efficiency for the user since they do not need to scroll down a considerable body of text to find answers to their questions. Hence, when a user wants to know specifically about unemployment benefits, they can find that information in the general FAQ section and navigate to the menu about unemployment and its benefits. This menu then only opens the answers to this question from that menu, enhancing not only usability but also making the information more comprehensible, as the information load is not as significant as it would be if all the answers were presented in bulk. Additionally, as mentioned in the previous section, the use of visual aids can support the learnability of these materials, as some readers have an easier time memorizing visual images rather than words. The style and register remain consistent, and it appears that Kela is utilizing a terminology registry to achieve this, as there are no variations in terminology, e.g., ‘form’ vs. ‘application’, ‘subsidiary’ vs. ‘benefit’, etc. So, while the text might be unfamiliar to some of the audience, consistency also enhances learnability.

Additionally, understandably, most materials are probably targeted at a Ukrainian-speaking population. This can be seen from the way the website presents information that has also been provided in Ukrainian, but not English. However, not all people fleeing the war speak Ukrainian. This results in an additional usability issue, as not all content has been translated into English. The application forms presented at the top of the page have only been translated into Ukrainian and Finnish, similar to the video on the Ukrainian site. However, this is a highly tricky situation because the information provided in the video exists and is explained in other brochures or FAQs, but the forms are not. Hence, the reader of these English versions, whether native or using English due to its *lingua franca* status, will require considerable guidance to complete the forms provided for them by someone who speaks Ukrainian or Finnish. This is definitely an interesting choice by Kela to introduce the forms only in the Ukrainian/Finnish format, as they already exist in English. Therefore, it is unclear why the English forms have not been added to the English website.

5.6 Overview

In conclusion, what must be known is if the materials are usable for Ukrainian refugees arriving in Finland. As the previous sections discussed, some parts could be considered to be well-performing, such as considering mental health services as something vital rather than just focusing on more practical aspects such as housing and benefits. However, some parts cannot be viewed as user-friendly because parts of this information are merely pointed out behind URL links and not discussed. Having said that, this lack of usability could result from the lack of institutional guidelines for a more user-based approach in crisis translation and translation practices in general. The website has included multimodal approaches such as videos, brochures, pictures, etc., highlighting Kela's efforts to provide usable materials. A big breach in usability lies in some of the URLs and forms that Kela has provided in the brochures since they only redirect the reader to the Finnish sites or exist only to serve the Ukrainian or Finnish-speaking people. Considering the target audience, this greatly hinders usability because not all materials have been translated into the target language, and the recipients are somewhat expected to rely on machine translations or use a human translator to explain each part. In terms of integration, the materials support the integration process, giving out valuable information to the readers despite some hiccups in terms of language barriers. However, because it cannot be expected that the audience for these texts understand Finnish, the efforts

come only halfway. Even though it is understandable that not every single material and website can be translated, if things included in a brochure or a video are mentioned to exist, then that URL or video should at least be translated to minimize misunderstandings and take into account the struggles this could result in the audience.

6 Conclusion

To conclude, Kela's translation of vital information for Ukrainian refugees does not seem to be supported on the highest institutional level, despite the EU directive on integration having been implemented into Finnish laws. However, as has been previously mentioned, the statutes regarding translation and language are vague and do not particularly acknowledge language as a part of the integration efforts. Hence, their implementation is somewhat ambiguous, too. Having said that, Kela has still taken into account the significance of translated vital information in empowering refugees coming to Finland and enhancing their sense of identity and belonging in the new host country. This is by their extensive list of information provided, which could be considered vital for the refugees arriving in Finland. Therefore, after conducting a heuristic analysis of Kela's materials, it can be argued that the materials align with what can be considered vital information and provide mostly usable materials for their target audience. Additionally, the main frameworks that target the importance of the relationship between translation and the audience are splendidly considered, proving that understanding these theories plays a pivotal role in crisis translation. All these materials that Kela has provided should definitely be recognized as very impactful and essential aspects that most, if not all, crisis translation materials should be focused on, since these aspects have not even been mentioned on a law-making, institutional level. Considering especially Kela's standing and role in Finnish society, this institution, along with the Finnish Immigration Service, are the first institutions these refugees encounter upon their arrival; hence, collaborating upon the integration efforts and providing such extensive materials shows how above and beyond Kela has gone in terms of considering most needs for these individuals.

The usability heuristics by Suojanen et al. (2015) provided a good foundation for the usability analysis of Kela's materials. Although some alterations had to be made, like leaving out the *satisfaction* part of the heuristics, overall, the other assessment outlines provided a good foundation for the usability analysis. They, in my opinion, worked especially well because most materials assessed were short brochures, which often use multimodality and certain sentence structures (i.e., shorter sentences), and different font sizes. Hence, various parts could be considered more easily, such as the learnability aspect and genre, to name a couple. Therefore, in my conclusion, I think that these usability heuristics work exceptionally well when assessing translations that aim to provide information. However, although these usability heuristics worked well in this thesis's assessments, I think crisis translations should consider heuristics

more suitable for the specific audience. That way, not too many alterations would need to be made to the heuristics, because the often distressed audience has already been taken into account in the heuristic outlines. Hence, heuristics for specifically crisis translations would be a wonderful next step in the world of translation usability.

I believe that translation should play a more prominent role on an institutional level, ensuring that laws are working towards equal access to what could be considered vital for all individuals in their mother tongue. Therefore, one aspect that I believe should be considered in the future is the acknowledgment of the importance of translation on a national level, especially in terms of minority languages, to ensure a more equal, multicultural, and multilingual future for all. This thesis has pointed out precisely what is still majorly lacking – clear outlines for professionals working in crisis translation and more support and acknowledgment of translation/language, even in national laws. Therefore, in the future, a heuristic outline targeted specifically for crisis translation should be provided for all translators working in this specific field so that all countries and languages can give clear and concise information, no matter the circumstances. The guide should serve as a template that includes all possible needs that need to be met for the audience for these types of texts, be it from a scholarly source or on a more significant, institutional level, all the way from the European Union itself.

The weaknesses of this study included the lack of knowledge of Ukrainian on the part of this author, and therefore, a significant point in translation could not be taken into account – language and culture. The cultural norms or insinuations could not have been studied; thus, the heuristic analysis could be considered to be lacking. Having said that, this thesis hopefully can serve as a base for Ukrainian translators in their assessment of Ukrainian materials in terms of crisis translation, as it has provided an analysis of materials from just the point of view of context rather than language specifically. However, in light of the weakness of the study, I chose to assess also, therefore, the institutional level of translation-related practices and guidelines because often laws and directives concerning language and culture only gloss over what language is (i.e. a language spoken by people) but leave out the cultural side of it and the actual need of adaptability to the receivers of the translations. Additionally, to fully complete the usability analysis, a reception study should be conducted to fully grasp the materials' purposes on an actually effective level. Therefore, in the near future, I hope to extend this research to better grasp the actual role of institutions regarding integration policies and their views on language access because, as of now, it seems to be somewhat vague. I hope that in the future, the role of language in individuals will be understood even better than it is

now, translation practices will be held in higher regard and supported, and that could be seen in laws with specifics so that all individuals will get usable, good-quality translations no matter the circumstance.

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Appendices

Appendix 1. Finnish Summary

Kriisikäntäminen integraation mahdollistajana: käytettävyyden ja institutionaalisten roolien tarkastelu

Johdanto

Pro gradu -tutkielmani aiheena on kriisikäntäminen. Tarkemmin tutkin kriisikäntämisen merkitystä pakolaisten integraatioon ja kriisikäntämisen yleisiä määritteitä ja merkitystä. Käsittelen tutkimuksessani Kelan tuottamia materiaaleja Ukrainan sotaa pakeneville, jotka ovat tulleet Suomeen Venäjän hyökkäyssodan takia. Tarkistelen Kelan englanninkielisten nettisivujen materiaaleja ja tutkin niiden käytettävyyttä keskittymällä elintärkeiden tietojen välittämiseen ja edistävätkö ne kohdeyleisön integraatiota. Lisäksi tarkastelen institutionaalisia rooleja liittyen integraation ja kielen väliseen korrelaatioon.

Kokonaisuudessaan tutkielmani pyrkii siis löytämään vastaukset seuraaviin kysymyksiin:

1. Mikä on käännetyn elintärkeän tiedon rooli pakolaisten kotouttamisessa?
2. Ovatko Kelan verkkosivujen materiaalit käytettäviä ja antavatko ne integraatiota helpottavaa elintärkeää tietoa?
3. Tuetaanko erityisesti Kelan kriisikäännöskäytäntöjä, ja tiedostetaanko käntämisen ja kielen tärkeys korkeimmalla institutionaalisella tasolla (Suomen laki)?

Taustateorian hahmottamiseksi hyödynnän Federico M. Federicin ja Sharon O'Brienin (2020 & 2022) teoksia liittyen kriisikäntämiseen, kuten myös käntämisen ja integraation yhteyden ymmärtämiseen Bernal ja Grossin kirjallisuutta (2022) ja siihen liittyviä verkkolähteitä (mm. UNHCR Assessment and Monitoring Resource Center n.d.). On tärkeää ymmärtää kielen (ja käntämisen) yhteys integraatioon, mutta myös sen yleisempää merkitystä identiteetin, kommunikaation, kuulumisen ja osallisuuden tasolla. Lisäksi taustoitan merkitystä avaamalla mitä epätasavertainen kielisaatavuus tarkoittaa erityisesti kriisikonteksteissa ja vähemmistökielten puhujille.

Kriisikäyttäminen ja integraatio

Tämän tutkielman mukaan pakolaisten integroituminen uuteen maahan ja yhteiskunnan uusiksi jäseniksi helpottuu juuri siten, että heillä on mahdollisuus saada elintärkeää tietoa. Kääntämisellä on ratkaiseva merkitys varmistaessa sen, että pakolaiset saavat elintärkeää tietoa, olipa se millaista tahansa. On selkeää, että elintärkeän tiedon saamatta jättämisellä tai sen rajoitetulla saannilla voi olla tuhoisia seurauksia yksilöille. Sharon O'Brien ja Federico Federici (2020) korostavat, että tiedonpuutteella voi olla katastrofaalisia seurauksia.

Ilman tiedonsaantimahdollisuutta voidaan väittää, että yhteiskunnallista integraatiota edistävät keskeisimmät tekijät puuttuvat. Jos tiedonsaanti on puutteellista, asianmukaista kotouttamista ei ehkä koskaan voida saavuttaa. Kääntäminen nopeuttaa tehokasta viestintää eri kieliä puhuvien ihmisten välillä ja luo sillan, jonka kautta viestit, tiedot, ideat ja tieto välittyvät täsmällisesti. Tämän vuoksi on elintärkeää tuottaa jatkuvasti aitoja ja tarkkoja käännöksiä, jotka tulkitsevat alkuperäisen tekstin oikein. Kääntäminen edistää kotoutumista lisäämällä kielten saatavuutta ja osallisuutta sekä toimimalla kulttuurivälittäjänä pakolaisten ja uuden yhteiskunnan välillä. Lisäksi käänöksillä on ratkaiseva merkitys varmistaessa sen, että pakolaiset ymmärtävät kaiken olennaisen ja elintärkeän tiedon pyrkiessään integroitumaan uuteen yhteiskuntaan.

On sanomattakin selvää, että jos joku ei voi saada samaa tietoa kuin enemmistö ja jos hän ei voi saada palveluja kielimuurien vuoksi, inklusiivisuus ei ole mahdollista. Näin ollen inklusiivisuus voivat olla olemassa vain rinnakkain kielitasa-arvon kanssa, ja ne ovat molemmat piirteet ovat välttämättömiä pakolaisten välittömissä kotouttamisyhteyksissä ja pitkän aikavälin yrityksissä. Kun varmistetaan kielten saatavuus ja inklusiivisuus, kotoutuminen ja kaikkien yksilöiden perustoimeentulo voidaan taata paremmin. Voidaan väittää, että käännökset eivät ole sinänsä pelkkä välittäjä vaan väline, joka mahdollistaa tasa-arvon eri ihmisten välillä ja erityisesti enemmistön ja vähemmistöjen välillä. Kieli on loppujen lopuksi väline, jonka avulla voidaan kommunikoida, saada tunne kuulumisesta ja identiteetistä sekä ymmärtää ja integroitua uuteen kulttuuriin, ja siksi on tärkeää ymmärtää sen todellinen asema yhteiskunnassamme.

Analyysin aineisto ja metodit

Institutionaalisten roolien osuuden suoritan tutkimalla Euroopan unionin direktiiviä 2013/33/EU ”Kansainvälistä suojelua hakevien henkilöiden vastaanottoa jäsenvaltioissa koskevista vaatimuksista” ja mihin Suomen lakeihin se on implementoitu. Suomen laeista on analyysiin valittu neljä tutkielmani aihepiiriin liittyvää lakia, ja ne ovat yhdenvertaisuuslaki 1325/2014, ulkomaalaislaki 301/2004; sisältäen muutossäädökset 389/2023 asti, laki säilöön otettujen ulkomaalaisten kohtelusta ja säilöönottoyksiköstä 116/2002 ja lastensuojelulaki 417/2007; sisältäen muutossäädökset 1292/2013 asti. Näistä laeista tutkin, perustuen kriisikäntämisen ja integraation väliseen yhteyteen, tiedostaako korkeimman tason instituutio kielen/kääntämisen tärkeyttä osana integraatiota ja sotaa pakenevien kielellistä taustaa. Tähän tutkimukseen käytän myös Kirsi Ilmarannan (2024) pro gradu -tutkielmaa ”English in the public sector : Employee perceptions of language policy behind the webpages of the Social Insurance Institution of Finland”, jossa hän tutki Kelan työntekijöiden kokemuksia institutionaalisista rooleista Kelan verkkosivujen tuotannossa.

Kelan materiaalien käytettävyyttä ja käyttäjäkeskeisyyttä tutkin hyödyntämällä Suojasen et al. (2015) teosta *User-centered translation*. Hyödynnän käännösten analysointia varten heidän laatimiaan käytettävyyshuristiikkoja (90), keskittyen seuraaviin käytettävyyden osa-alueisiin:

1. Mihin käännöstä tarvitaan ja täyttääkö se spesifikaation vaatimukset?
2. Ketkä ovat käännösten käyttäjiä (yleisö) ja miten he vaikuttavat käännösmenetelmiin? Onko erilaisia käyttäjiä tuettu jotenkin? Tukevatko tekstit yleisön tarpeita tiedon välittämiseksi?
3. Vastaavatko käännöksen visuaaliset elementit lukija valmiuksia ja kulttuurisia linjauksia? Ohjataanko käyttäjää käännöksen läpi käyttämällä kyseiseen genreen sopivaa opastusta? Ovatko tulkintaan liittyvät ponnistelut riittävän vähäisiä? & Onko väärinkäsitysten mahdolliset riskit minimoitu?
4. Onko käännös laadittu niin, että se on helppo muistaa ja oppia – toisin sanoen selkeä ja ymmärrettävä? Tarvitsevatko käyttäjät opastusta käännöksen käyttöön, ja jos tarvitsevat, missä muodossa?

Analyysissä ei käytetä kaikkia Suojasen ym. (2015) esittämiä käytettävyyshuristiikkoja, sillä ne eivät sopineet analyysin luonteeseen tai olleet sopivia ajatellen aihe-alueetta. Tähän liittyy esimerkiksi tyytyväisyys-huristiikka (englanniksi kohta *satisfaction*), sillä ei tunnu sovelialta miettiä kohdeyleisö huomioiden tuottavatko käännökset miellyttävän ja/tai

palkitsevan käyttäjäkokemuksen. Heuristinen analyysi tarvitsee tarkan spesifikaation, tai muuten se jää puutteelliseksi (Raerinne, 2023). Tutkielmassani heuristisen analyysin spesifikaatio on materiaalien tiedonvälittäminen integraation näkökulmasta. Analyysini keskiössä on siis se, että sisältääkö materiaalit elintärkeää tietoa joka edesauttaa Ukrainasta paenneiden integraatiota Suomeen.

Analyysi

Euroopan unioni ajaa paljon tasavertaisuutta kielipolitiikallaan sekä kielellisellä tasolla että integraation näkökulmasta. Tämä osittain näkyy myös aineistoon sisältyvissä Suomen laeissa, mutta niissä on myös paljonkin puutteita. Esimerkiksi laki säilöön otettujen ulkomaalaisten kohtelusta ja säilöönottoyksiköstä 116/2002 keskittyy tarkemmin käännöstarpeisiin ja antaa esimerkkejä siitä, milloin käännöksiä tarvitaan. Samalla tässä laissa on tosin puutteita, sillä vaikka se määrittelee erinäköisiä käännöstarpeita niin se myös perustelee, ettei käännöstarpeita ole jos henkilö määrittellään riittävän päteväksi ymmärtämään Suomen virallisia kieliä, eli suomea tai ruotsia. Sanaa pätevyys tosin ei ole millään tasolla määritelty, joten siitä jää hyvin epäselvä mielikuva. Muissa laeissa käännöstarpeet ovat jätetty hyvin niukaksi, ja esimerkiksi lastensuojelulaissa 417/2007; sisältäen muutossäädökset 1292/2013 mainitaan kielellinen tausta, mutta hyvin rajapintaisesti. Siinä ei myöskään tarkemmin avata kielen ja integraation yhteyttä. Näistä syistä, vaikka jotkut lait ovatkin yksityiskohtaisempia, ne eivät tarjoa vankkaa institutionaalista pohjaa kääntämisen ja integraation välille.

Kelan materiaalit puolestaan ovat käytettävyyden näkökulmasta suoriutuneet mainiosti.

Eryteisesti ottaen huomioon analyysin spesifikaation, eli elintärkeän tiedon välittäminen, niin Kelan materiaalit eivät ole vain kattavia, vaan sisältävät äärimmäisen paljon erittäin tärkeää tietoa sen kohdeyleisölle. Tämä on erityisen kiitettävä suoritus myös siksi, että huolimatta analyysissäni havaitsemistani lakien ja Ilmarannan (2024) tutkielmasta ilmenevästä instituutionaalisten roolien puutteesta Kelan materiaaleissa, Kela on silti luonut niin laajalti integraatiota helpottavaa materiaalia käyttäjäystävällisesti. Lisäksi Kela on jakanut tiedon selkeisiin osiin, mm. sen FAQ (usein kysytyt kysymykset) osiossa. Siinä jokainen osa-alue on jaettu oman pääotsikon alle, ja kysymykset lueteltu niin, että niiden vastaukset näkee vain silloin kun haluaa lukea kysymyksestä lisää. Tämä auttaa niin luettavuudessa, tiedon oppimisessa kuin myös virheiden välttämässä.

Kelan materiaalit eivät toki ole täydellisiä. Osa Kelan sivuilta löytyvistä esitteistä sisältää muun muassa linkkejä erinäköisiin palveluihin, kuten mieli.fi mielenterveyspalvelun sivulle.

Linkki ei kuitenkaan ohjaa lukijaa englanninkieliselle sivustolle, vaan suomenkieliselle. On epäselvää, miksi englanninkieliselle sivulle ei ole laitettu suoraa linkkiä, sillä Suomen Mielenterveys ry:n nettisivut on käännetty myös englannin kielelle. Lisäksi video joka sisältää paljon hyödyllistä tietoa ei sisällä englanninkielistä tekstitystä, vain suomen- ja ukrainankieliset tekstitykset. On epäselvää miksi tällainen päätös on tehty, sillä on paljon käyttäjiä jotka voivat kokea videon ymmärrettävämmäksi kuin itse tekstin.

Tulokset ja johtopäätökset

Kääntämisen tärkeyttä on alettu ymmärtää enemmän ja enemmän vuosien myötä, ja se näkyy positiivisena muutoksena kielipolitiikassa yleisemmälläkin institutionaalisella tasolla. Vaikka Suomen lainsäädäntö on vielä suurilta osin puutteellista, siinä näkyy selkeä kehitys kohti tasavertaisempaa kielipolitiikkaa. Kieli ja integraatio kulkevat kuitenkin käsi kädessä, ja sen, että niiden tärkeys ymmärretään, tulee se näkyä myös lainsäädännössä käytännöllisellä tasolla. Kelan materiaalit ovat tästä huolimatta äärimmäisen taidokkaasti laadittuja ja täyttävät erinomaisesti elintärkeän tiedon välittämisen kriteerit ja käytettävyyden analyysin. Vaikka Kela on tuottanut erinomaista materiaalia, niissäkin on pieniä käytettävyyden puutteita. On kuitenkin selkeää, että Kela pyrkii edistämään sujuvampaa integroitumista Suomeen Ukrainan sotaa pakeneville. He myös tuntuvat ymmärtävän yleisönsä tarpeet, sillä he myös puhuvat yleisölleen tuista myös niille, jotka toivovat joku päivä palaavansa takaisin Ukrainaan. Suorittamani analyysi voidaan nähdä puutteellisena, sillä en tunne ukrainalaista kulttuuria. Ilman kulttuurin tuntemusta heuristinen analyysi jää aina puutteelliseksi, sillä kulttuuri on todella iso osa kääntämistä. Lisäksi analyysissäni on sellaisia osa-alueita, joita olisi parempi tutkituttaa vastaanottotutkimuksella, sillä kriisikäntämiseen liittyvien materiaalien käytettävyyden pohjautuu niin suuresti kuitenkin niiden kohdeyleisöön. Vaikka heuristinen käytettävyyden analysointi itsessään on luonteeltaan juurikin sellainen, joka ei vaadi vastaanottotutkimusta, väitän että tässä kontekstissa se antaisi paremmin kuitenkin osviittaa Kelan materiaalien vaikutukseen osallistujien integraatioon. Lisäksi mielestäni institutionaalisia rooleja kriisikäntämisessä tulisi tutkia pidemmälle ja tarkemmin, ja selvittää miten ne vaikuttavat todellisuudessa käytännön tasolla. Toivon kuitenkin, että tämä tutkimus avaa kriisikäntämisen tärkeyttä integraatioon, institutionaalisten roolien tärkeyttä kääntämisessä ja kuinka tärkeitä käytettävät, laadukkaat käännökset ovat kaikille olosuhteista riippumatta, mutta erityisesti niille, jotka ovat kaikista haavoittuvimmassa asemassa.