THE ANALYSIS OF TERMINOLOGICALLY PROBLEMATIC CONCEPTS OF CRISIS MANAGEMENT IN THE USA AREA

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Abstract

The article deals with the analysis of key concepts and phrases connected with crisis communication in the USA crisis management sphere. The objective of the article is to analyze, translate and comment those problematic concepts and phrases in the context of the Czech crisis management. As a source document I used the brochure of the SAFECOM (the American program focusing on public safety communications) from which some complicated or unclear concepts were selected and subjected to subsequent analysis. The output of the paper is the list of options that can help with the translations of similar concepts or phrases from the English to Czech language in similar documents from this area. The outputs can also help those who will work with similar foreign sources devoted to the problem of crisis communication in the USA.

Key words
Public Safety, Emergency Responders, Emergency Communications, Mission Critical Voice.

Introduction

Crisis communication systems are dynamically progressing elements of crisis management not only in the USA but also in the rest of a civilized world. Especially in the USA we can see, at present, big boost for these systems in the public, they also become a powerful means of political agenda. Currently, the USA have been undergoing important steps to enhance national preparedness and the improvement of emergency communication capability. The objective is the implementation of unified nationwide broadband network   facilitating the response to civil emergencies.

The article deals with terminologically unclear concepts and phrases from the area of crisis communication with which we meet when working with foreign sources, especially in the USA. The source is the brochure on Public Safety Communications Evolution [1] of the American program SAFECOM focusing on crisis communication and working within the agenda of the Department of Homeland Security. From this brochure were chosen, for the purposes of this paper, some terminology concepts and phrases that are problematic when translated into the Czech language. These concepts and phrases are then subjected to the analysis from the terminological point of view. The objective of this paper is submitting possible variants of the translation of problematic concepts and phrases from the area of crisis management and then their justification.

The article is completed with the graph (given below – fig. no. 1) describing the evolution of public safety communications in the USA. Individual concepts and phrases were translated according to the results of the terminological analysis. The graph itself was the part of the above mentioned brochure.

Work System and Structure

As already mentioned, the text analyzes individual concepts and phrases from the crisis management area used in the U.S.A   and tries, as much accurately as possible, to

assimilate these concepts and phrases to the Czech environment. Many concepts can be translated literally according to the original; nevertheless this way understood concepts cannot be implemented into the Czech environment without changing their meaning. Therefore this essay emphasizes the most accurate assimilation of translated concepts and phrases according to principles of crisis management in the Czech Republic – the accent is put more on the application and meaning of concepts in the Czech Republic legal order rather than the American application.

Individual concepts and phrases which are in the brochure were classified into several categories. First of all they are the terms used within crisis management and public administration.

Applied Sources

It is important to introduce the sources which were used for the translation. When translating the text of a source document, the author came out both from her own language knowledge and explanatory dictionary. The sources used for the translation of professional concepts concerning both crisis management and technical phrases were more numerous and more complex. Again explanatory dictionaries were used, moreover terminological handbooks, legal regulations and their translations when available. Last but not least it is important to mention the exploitation of international treaties and professional publications both by Czech and foreign authors. Specific examples of the exploitation of various sources are given by individual concepts and phrases below. For the translations was also used the Linguee.cz program with which it is possible to discover how a foreign word is translated into the Czech language regarding the documents of the European Union. Despite the fact that the documents were official, I came across various translations of the same word and had to choose only according to my own judgment and the context in which a word was used.

1   PUBLIC SAFETY

When translating the phrase *public safety* I met several problems. First of all it is the disunity of Czech translations. I focused more on this phrase because it is a key concept for the translation as a whole.

I used several sources. First it was the European Convention on Human Rights [2], (in the CR Act No. 209/1992 Coll.) [3] – In the Article 10 and 11 of the Convention *public safety* is mentioned and the official version of the Czech translation is "veřejná bezpečnost". In the NATO Terminology Handbook [4] – the definition of "*public safety*" is missing, this phrase is there only in the context of the explanation of another phrase ("maintenance of public safety", therefore ("zachování veřejné bezpečnosti"). The official Czech translation has not been available so far.

I also explored the Act on the Police of the CR – In § 2 of the Act no. 273/2008 Coll. on the Police of the Czech Republic it is stated: "The Police serve the public. Their mission is to protect the safety of persons, their property and public order, precede criminality, fulfill the tasks according to the criminal order and other tasks regarding internal order and safety entrusted them by acts (...)". Here it is appropriate to base on the phrase "internal order and safety" and "public order". "Public order generally encompasses public order and safety of persons and property. Internal safety is then necessary to be understood as ensuring basic matters of a democratic legal state". [5]. "Public safety" as a phrase is not mentioned here. In the translation of the Act on the Police of the CR (here a former Act no. 283/1991 Coll.) there are phrases *internal order and security.* "The Police shall perform tasks related to internal order

and security and other tasks to the extent and in the manner stipulated in legal provisions." [6] This is the accurate translation of internal security and internal order; the Act does not mention the public safety.

Another source was <u>Military Explanatory Dictionary</u> [7] – I did not find any term there with which *public safety* could be described. <u>Explanatory Dictionary of Crisis Management (HZS CR)</u> [8] does not provide any mention about public safety.

Regarding the sources from the Czech environment only, the phrase "veřejná bezpečnost" is not used here in the meaning *public safety*. However, when it is necessary to translate into the Czech a foreign source (international agreement etc.), "veřejná bezpečnost" is used. With regard to the fact that neighboring countries safety terminology has not been explored yet, we cannot come to the conclusion. Nevertheless, it is possible that the introducing of the term "veřejná bezpečnost" may be influenced historically, it means by historical ingraining of the term "veřejná bezpečnost". The term "veřejná bezpečnost" itself can be, in the Czech environment, misleading. I have in mind the specific use of this phrase for the Police in the Czechoslovakia during the communist regime. Therefore, it is necessary to point out that "veřejná bezpečnost" as the name can have among the Czech public a pejorative tinge till today.

Public Safety Officials, Agencies, Organizations, and Communications

Based on the translation *public safety* as "veřejná bezpečnost", the following concepts can be translated by two ways. The first possibility is to consider *public safety* as an adjective which is, according to my opinion, the most appropriate. The second option is the extension of the subject.

Public safety officials - veřejnobezpečnostní officials or officers dealing with public safety
Public safety agencies – veřejnobezpečnostní agencies or authorities (or institutions, offices) dealing with public safety
Public safety organizations - veřejnobezpečnostní organizations dealing with public safety
Public safety communications – veřejnobezpečnostní communications ensuring public safety

2 RESPONSE, EMERGENCY RESPONDERS

Response

The English word *response* is currently translated as "odpověď" or "reakce". Within the documents of the European Union [9] we can meet with the translation as "odezva". The Council Resolution of 2007 understands "odezva" as any action adopted during a serious extraordinary event or after it, targeted at solving its direct consequences. [10]

Czech sources work most frequently with the term "reakce" connected with responding to extraordinary events. This is addressed below. In the context of the translated document the most suitable appears to work with the term "reakce" rather than with "odezva".

Emergency Responders

As mentioned above, *response* should be translated as "reakce" best. When inquiring for the history of the translations of *emergency responders* on the server eur-lex.europa.eu (using Linguee.cz) we can see translations such as: intervention workers, subjects of emergency reaction, persons intervening at extraordinary events, intervening workers or rescuers.

The Act on IZS (Integrated Rescue System) [11] "unifies" individual sections of IZS, it does not mention separately Fire Rescue Units etc., it is therefore appropriate, when generally

spoken, to translate *emergency responders* according to this act. However; this act does not specify a general name for individual sections of IZS. Nevertheless, when analyzing the Czech environment we should take into consideration § 2 where the „*Integrated Rescue System is a coordinated procedure of its sections during the preparation for extraordinary events and during rescue and recovery operations*". The act mentions only „sections of IZS". Another name of responding sections of IZS (except its concrete sections) is neither stated in the Act nor in the Explanatory Dictionary of Crisis Management. When taking into account this paragraph, it is possible to come up to several options how to translate *emergency responders.* (Due to the extent of this paper it is not possible to consider all potential designations. I will specify only the justification why to use or not use this or that word).

Záchranáři – this term is understood within Medical Emergency Service; therefore this concept should not be used as during the response to extraordinary events we encounter not only Medical Emergency Service but also other sections of IZS (more see Act no. 239/2000 Coll. and Act no. 20/1966 Coll. § 18).

Subjekty nouzové reakce – to call *emergency responders* „emergency reaction subjects" is unsuitable especially due to a problematic term „emergency reaction" which is explained below.

Respecting the Act on IRS (IZS), the last two phrases come into consideration – persons involved in extraordinary events or only intervening in extraordinary events, or intervening workers, which terminologically fit best according to the Act on IRS in the context of a translated document because they do not specify either section of IRS (otherwise it would not be a generally applicable concept.

Emergency Response

Another key concept important for this paper is the term *emergency response* since it is the basis for other terminological concepts, it is similar to the above analyzed phrase *public safety*. For the translation of *emergency response* there are several different options. According to texts at Linguee.cz I chose three, the most frequent concepts. One possibility is to translate *emergency response* as reaction to extraordinary event which appears to be the most suitable in the Czech environment. In legal environment of the Czech Republic the phrase „extraordinary event" is defined: „harmful impact of forces and phenomena induced by human activity, nature, accidents threatening life, health, property and the environment, requiring performance of rescue and recovery operations" (§ 2 sect. 2 Act 239/2000 Coll. on IZS) [11].

Another possibility is to translate "emergency response" as reaction to emergency situation. The term "emergency situation" can be understood differently. If the emergency situation is understood generally, then as a general situation of a specific emergency to which it is necessary to react – so in this case it is possible to use this translation. The Czech Acts do not use the term "emergency situation" at all, therefore this option is acceptable.

The above mentioned second option is here misleading. According to Military Explanatory Dictionary, it is possible to translate *emergency* as "state of emergency" [7]. If the translation reflected the emergency (therefore reaction to emergency), the application of this term in the context of the whole brochure would be limited only to a specific condition, as it is described in the act. In this case the term is extremely unsuitable see [11].

The third option for English *emergency response* is emergency reaction in the Czech language. With regard to the above mentioned brief analysis, this phrase does not appear problematic; nevertheless less suitable in comparison with the first option. Provided it was purely linguistically correct translation, this option of the former *emergency response* appears obviously the most appropriate.

It is possible to summarize that despite the fact that the literal translation *emergency* is closer to the term "pohotovost" or "nouze" (this results in translation "*nouzová reakce*" – *emergency reaction*). From the terminological viewpoint it is more appropriate to use the term <u>reaction to extraordinary event</u> with regard to its legal anchoring.

Emergency Response System, Agencies, Applications, and Requirements

When taking into account the above described translation of the phrase *emergency response,* it is easy to deduce the translation of the groups of these other phrases.
Emergency response system – system of the reaction to extraordinary events
Emergency response agencies – agencies reacting to extraordinary events
Emergency response applications – applications during extraordinary event reaction
Emergency response requirements **–** requirements for extraordinary event reaction

3   EMERGENCY COMMUNICATIONS

Communications

Another important group of words is related to communications. At the beginning of this chapter it is necessary to explain **the difference between the English word communication in singular and in plural**. We use the word c*ommunication* when we communicate and share information between individuals or groups. Communication, in this respect, is about the language, verbal or non-verbal techniques etc. Unlike *communications,* the term often mentioned in translated documents expresses the method or methods of information exchange, therefore wireless communication systems etc. (source freely Usingenglish.com).
Communications – As mentioned above, we can translate *communications* as "komunikace"
respecting the differences between plural and singular which are comparable in the Czech language as well. I also found the translation as „communication systems", or the system of information transmission. Both of them are suitable; nevertheless in the context of the Act on IRS (which is mentioned below) they are not quite accurate.

Emergency Communications

There are many options how to translate this phrase. Purely from the linguistic viewpoint the can come up to phrases such as: "nouzová komunikace", "komunikace v nouzovém stavu", "systémy nouzové komunikace", or "krizová komunikace".

When respecting purely the translation aspect and using literal translation, we can translate the phrase *emergency communications* as "nouzová", or "tísňová komunikace".

When using present conclusions to which we came up during the analyses above, we can say that a literal translation *emergency communications* as "nouzová komunikace" or "komunikace v nouzovém stavu" is not in the Czech environment quite appropriate. Here I would like to use again a legal regulation i.e. the Act no. 239/2000 Coll. on IRS. Paragraph 18 specifies so called crisis communication which is applied during the preparation for extraordinary events and performance of rescue and recovery operations. *„Crisis communication for the purposes of this act means the transmission of information between state authorities, territorial self-administration bodies and between the sections of Integrated rescue system under the utilization of the means of audio and data transmission of information of the public telecommunication network and selected parts of non-public telecommunication networks"* [11].

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Based on §18 of the Act on IRS we can define the following phrases:

Emergency communications program – "program krizové komunikace", further

Emergency communications technologies – "krizové komunikační technologie". For comparison, within the European Union we talk about the *"formation and management of Common communication and information system in case of extraordinary events (CECIS – Common Emergency Communication and Information System) with the aim to enable the communication and information sharing between MIC and operation contact places of member states"* [10].

4   MISSION CRITICAL VOICE, MISSION CRITICAL DATA

Mission critical voice/mission critical data do not have in the Czech security terminology any equivalent. Therefore, at first, I will focus on the phrase "mission critical" and try to clarify its meaning in the Czech language.

Mission Critical

Mission critical can be generally defined as the activity, equipment, service or system whose failure or disruption might cause the operation failure (free translation from investmedia.com) [12]. *Mission critical* in the Czech crisis management is then a set of specific requirements, without which it is not possible to perform the mission of IRS sections.

Mission Critical Voice

The phrase *mission critical voice* again does not have in the Czech environment its equivalent. Its translation can be deduced from the definition by Michael Todd (University of Kansas) in his analysis for Information and Telecommunication Technology Center (ITTC) called „Analyzing Mission Critical Voice over IP Networks". [13

Todd defines here *mission critical voice* as „ audio communications which have the potential to cause injury or loss of lives if not received properly". As an example of *mission critical voice* are, according to Todd, first of all, voice (audio) quality, acceptable response time and others.

Nevertheless the question of the translation to the Czech language still remains unanswered. Regarding the definition by Todd, *mission critical voice* was translated as <u>vitally important audio (voice) communications</u>.

Mission Critical Data

In the translation *"mission critical data"* the same logic was used as in the translation of a preceding phrase. Therefore, here it is <u>vitally important data communications</u>.

With regard to the fact that the above mentioned phrases appear in the text quite often in variably changed phrases, they are as follows:

LMR mission critical voice – vitally important voice communications using LMR

Public safety mission critical voice communications – vitally important voice communications for provision of public safety

Real-time mission critical broadband applications – vitally important broadband application in real time

Nationwide wireless broadband communications – nationwide wireless broadband communication systems

Emergency response voice communications – voice communication systems at reaction to extraordinary events
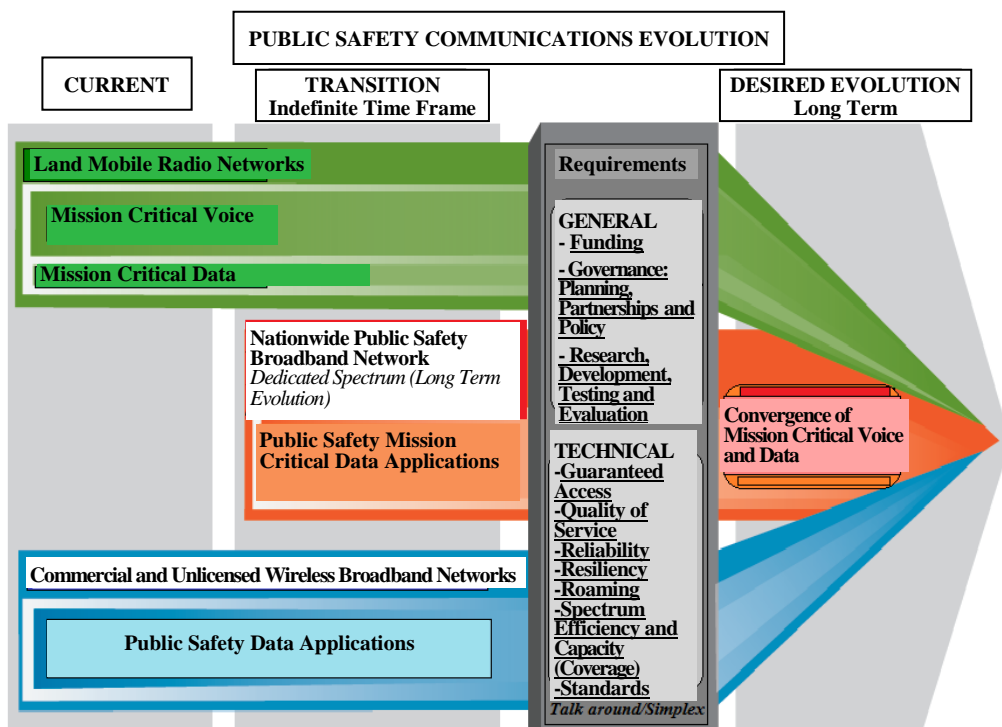

Fig. 1
Evolution of public safety communications (the demonstration of the translation of a source document) [1]

Conclusion

Crisis safety communication has become more and more a key concept of crisis management not only in the USA. The United States of America are one of the countries that have been successfully working on the enhancement of mutual communication of all sections participating in addressing crisis situations. Their objective is, in the future, to develop a unified broadband network which would unify and effectively assist in the operations of responding sections. At the same time their effort is supposed to be simplified by connecting more and more data sources which would permanently, and without interruption help address crisis situations which might occur and which occur every day.

This article focuses on describing this effort from a terminological aspect; therefore with what phrases the safety communication is being described in the USA. This might help, in the future, also the Czech environment of crisis management if similar technical changes were carried out regarding crisis communication systems. A lot of sources was used in connection with translating. They were compared and the concepts and phrases which respond most to terms used in the Czech safety environment were chosen. The work is limited by many barriers, first of all by a different environment. Nevertheless, it is an outline of potential transfer of

problematic concepts into the context of the Czech environment with the conviction that the conclusion might help facilitate the translation of terms of crisis communications and understanding these concepts.

Résumé

The aim of this article was to introduce the difficulties of translations of the terms connected with crisis communications and crisis management in general. The laws and legislature differ in countries. Crisis management in the Czech Republic and the legislature suffer from barricades when it comes to understanding and well interpreting the concepts and phrases from different states. There are a lot of factors that contributes to this term misunderstandings – different policies and laws. What can we do about it is to try to understand those concepts in the environment where they are being used and on the other side in the context of conditions of our crisis management roofed with our legislation. This paper focuses on these problematic concepts and tries to draw possibilities to overcome or weaken the problems of translations and the use of significant concepts in our crisis management and system environment as well.

In this paper, there are a few concepts that often appear in crisis communications documents in the USA (based on analyzing of SAFECOM document) and these are analyzed, taking into account the conditions of current crisis management environment in the Czech Republic. What matters is the output – the list of analyzed concepts and the comparison of different meanings of the concepts in the USA and the Czech Republic.

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