

Communication between citizens and the institutions responsible for public administration is essential for the functioning of national life at all levels. The challenges for effective administrative communication are great in every society but especially great in countries with more than one official language. The European Union presents an extreme case of a multilingual administration, in which speakers of 24 different official languages are expected to communicate both with each other and with the citizens of the 28 member countries. These and related questions and issues were discussed at the 2015 conference of EFNIL in Helsinki. This publication presents the written versions of the contributions to the conference.

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Language use in public administration

Theory and practice in the European states
