Verbal Communication in the Field of Public Safety

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DOI: 10.18355/XL.2025.18.02.02

Abstract
For realization of a study of this type, which is performed for the first time in the security institutions in Kosovo, it was necessary to obtain permission by Kosovo Police (2014) for making relevant recordings of official communications in six Kosovo regional public security communication centers: Pristina Mitrovica, Peja, Prizren, Ferizaj and Gjilan. This was needed for gathering of the material for the linguistic study of verbal language in communications in the field of public safety, which was then processed and transcribed. During the process of gathering the material, it was noticed the use of international terms, especially influenced by English language: *Çarli Baza (Charly Base)*, *pozitiv (positive)*, *negativ (negative)*, *lokal (shop)*, *market (market)*, *alfa kontroll (Alpha control)*, etc. Also, there were noticed mixed variants of Kosovo dialect of Albanian language, and English loan words, like: *a ka shlue najkush naj tiket (has anyone issued any tickets/fines)*, etc. Furthermore, it was performed analysis of start and end of conversations, realized between 18 communication officers in six above mentioned communication centers in Kosovo with complaining parties or normal citizens. After linguistic analysis of these transcriptions, we obtained results which are important to the field of functional linguistics or verbal language in this field of study.
Key words: verbal communication, public safety, communication center, Anglicism, dialect

Introduction

In this paper we will endeavor to scientifically analyze material containing records of verbal communication recorded in communication centers of Kosovo Police. The data was obtained from employees in these communication centers, and the aim is to analyze recorded and transcribed linguistic exchanges (18 in total). All this material of verbal communication is analyzed thoroughly, which allows us to present a realistic situation of use of Albanian language in *official speech*, in this case by the officials at their workplaces in Kosovo Police communication centers. With the aim of distinguishing several uses of dialects, as well as sociolinguistic and psycholinguistic influences, six different communication centers from different parts of the territory of Kosovo were selected as subjects of our study: Pristina, Mitrovica, Peja, Prizren, Ferizaj and Gjilan. In every center we interviewed and recorded three officials, who were working in their regular duty hours, mainly in the afternoons. This was done in order to have sufficient material of comprehensive verbal communications and linguistic exchanges through the phones or radios. Conversations were recorded with the consent by the employees and with permit by the General Director of Kosovo Police (2014) since the conversations belong to the field of police and security. Therefore, some data is not transcribed in details, like: addresses (where an incident occurred), authors involved in certain cases, etc. Only official conversations at workplace, between the following parties, were recorded: *communication officer – police units in the field*, *communication officer – citizen/complainant/collaborators (*or *communication officer – KP officer*, also off duty, who could also be *complainants)*. These recording were made for having proper authenticity and realistic view of the situation in the field. Besides that, I made efforts to completely exclude unofficial recordings, or conversations between police officers out of official context,

which could be their private conversations, which, if used, would then change the context of this study. After interviews, recordings and gathering of important material in the field of sociolinguistics we will review certain linguistic characteristics, like: Use and influence of loan words during official communication in KP communication centers; use of dialectical variants during official communication through the phone or radio; Analysis of start and end of official conversations in KP communication centers; data of the interviewees (communication officers); capacity of recordings and their linguistic analysis; presentation of recordings according to percentage realized through circular figures and illustrative examples. After presentation of above-mentioned data, we will then present scientific results and conclusions, from which there derive several recommendations which would contribute to solving certain problems in verbal linguistic communication.

Research methods

In this study we have used several research methods, with the aim of realization of objectives of this paper: Recording and observation method; Interview method; Analysis and synthesis method; and Comparative method. Through the recording and observation method we have managed to gather necessary data containing official communication from communication centers of Kosovo Police, realized through phones and radios. Recordings of phone calls were mainly realized through responses officials (KP officers) to different citizens' calls, but also communication between KP officers for operational and official purposes. Whereas radio records contain only conversations between KP officers since the citizens legally do not have access to the KP communication radio channels. With the use of the interview method, by asking some questions, we managed to obtain some important data for this study and analysis, including details, like place of birth, place of residence, age, work experience, gender, family status, etc. All these social factors in one way or another have direct influence in linguistic formation and speech. Through the analysis and synthesis method we have extracted the necessary results deriving from previous methods, and use of relevant Albanian and foreign literature makes this study more convincing and with proper scientific arguments. The comparative method serves for giving meaning to the scientific research by including other sociolinguistic literature and exchanging experiences related to the same characteristics of linguistic and communication studies. It is known that the nature of this scientific research is quite complex, since there are many social factors which make their impact and then provide results in comparison to the used language in speech communities.

Theoretical background

Sociolinguistic studies in Kosovo are quite limited, dealing mainly with language planning and policies. However, for this paper we used as a basis several studies, like "Në gjuhë dhe për gjuhë" (Ismajli, 2002) and "Standarde dhe identitete" (Ismajli, 2003). Regarding the language planning in Kosovo there are studies by Memushaj (1996-7) and Beci (2003). In Albania there is a study by Ymeri (1993), and also Albanian translation of "Sociolinguistics" of Hudson (2002). Also, Gjovalin Shkurtaj has published a text on sociolinguistics in 1996. In Kosovo the most important authors who have been dealing with sociolinguistics are: Shkumbin Munishi (2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014), Rrahman Paçarizi (2005, 2006, 2007, 2008, 2009, 2010), Bardh Rugova (2006, 2007, 2008, 2009, 2010, 2011), Lindita Tahiri (2009), Majlinda Bregasi (2008, 2010, 2011, 2012, 2013). When it comes to linguistic studies of spoken language through registration and recording of data in the field, as part of functional linguistics, we consider that we are almost in the initial phase of development with the aim of reaching specific scientific results.

Results and discussion

Use of Anglicism

In regard to the influence and use of loan words, it is understandable that a great role was played by the international administration installed in Kosovo in the period 1999-2008, UNMIK. This administration used English as its official language and strengthened even more the influence of Anglicism. At the same time this influenced in fading of use of standard Albanian language (Munishi: 2008). Use of loan words and influence of English language at the KP communication centers will be presented in the following parts of this paper, will all found uses divided by respective Kosovo Police regions.

Use of words with foreign influence in KP communication centers

When analyzing the use of English loan words, during the above-mentioned social processes, recordings and interviews conducted at KP communication centers reveal that English loan words are especially used for the call signs, like *Alfa Kontroll (Alpha Control), Bravo Kontroll (Bravo control), Delta Baza (Delta base),* etc., but also for the names of buildings, places, verbal confirmations, or negations, etc. Below there are presented English loan words or those influenced from English (Nuhiu: 2008, 2013), for which there are presented also their meanings in Albanian.

Communication Centre - Pristina

- *Lokal (shitore, kafene[1]) – shop or bar;*
- *Market (treg, shitore) - market;*
- *Alfa kontroll - Alpha control* (call sign inherited from UNMIK time)*;*
- *Pozitiv (po, në rregull, kam pranuar) - positive.*

Communication Centre – Ferizaj

- *Pozitiv (po, në rregull, kam pranuar) - positive;*
- *Lokacioni (vendi se ku gjendet) - location;*
- *Parkim ilegal – parkingje ilegale (parkime të parregullta, joligjore) – illegal parking;*
- *Tiketë (gjobë, dënim me të holla - para) – ticket;*
- *Negativ (jo) - negative.*

Communication Centre – Gjilan

- *Lokacioni momental, lokacioni (vendi se ku gjendet momentalisht) – current location, location;*
- *Pozitiv (po, në rregull, kam pranuar) - positive;*
- *Konfirmo (pohoje, njofto, raporto) – confirm.*

Communication Centre – Peja

- During the recordings there were no cases of use of foreign terminology.

Communication Centre – Mitrovica

- *Çarlli Baza, Bravo Kontrolla - Charlie base, Bravo control* (call signs inherited from international UNMIK police officers who were present in Kosovo during the time period 1999-2008)*;*
- *Pozitiv (po, në rregull, kam pranuar) - positive;*
- *Konfirmo (pohoje, njofto, raporto) - confirm;*

[1] In this specific case I tried to make explanation and interpretation in line with the context of use, since in some cases the term LOKAL/E (shop, bar), in Albanian language is understood as VEND (place), VENDOR/E (local), etc.

- *Parkingu (vend-parkimi i automjeteve) – parking place;*
- *Lokacioni (vendi se ku gjendet) – location;*
- *N'lokal (kafene, bufe, pijetore) – in the bar.*

Communication Center – Prizren
- *Regjion (rajon) – Region;*
- *Okej (në rregull) – OK;*
- *Romeo Baza, Alfa Baza, Delta 2 – Romeo base, Alpha base, Delta 2* (call signs inherited from international UNMIK police officers)*;*
- *Lokacioni (vendi se ku gjendet) – location.*

Means of expression at the start and the end of verbal communication
For having accurate and as concrete as possible presentation of means of expressions used at the start and the end of conversation, we have provided transcripts of all starts and ends of recorded conversations for all interviews and recorded persons (18 in total):

Communication Centre – Pristina, through the phone and radio
Start of conversation: *Allo, policia ju lutem! (Hello, Police please!)*
End of conversation**:** *Hajde s'ka gja, hajde, tung! (It's OK, bye!)*
Start of conversation: *Policia, urdhno! (Police, go ahead!)*
End of conversation: *N'rregull, tung, tung! (Alright, bye, bye!)*
Start of conversation: *Alfa Kontroll – S...!* (call sign[2]) (*Alpha Control – S…!)*
End of conversation: *E kjart është, n'rregull.(It's clear, alright.)*

Communication Center – Ferizaj, through the phone and radio
Start of conversation: *Policia e Ferizait, urdhno! (Ferizaj Police, go ahead!)*
End of conversation: *Hajde kaloni mirë! (OK, have a good time!)*
Start of conversation: *Ti vazhdo për XK!* (call sign) *(Continue to XK!)*
End of conversation: *N'rregull pranum. (Alright, Recieved.)*
Start of conversation: *VX për XP!* (call sign) *(VX for XP!)*
End of conversation: *Pranim. (Received.)*
Start of conversation: *VX për XP!* (call sign) *(VX for XP!)*
End of conversation: *Negativ niher. (Negative for now.)*

Communication Center – Gjilan, through the phone and radio
Start of conversation: *Baza e Gjilanit lajmrov për XK!* (call sign) *(Gjilan Base, report to XK!)*
End of conversation: *E pranum. (Recieved)*
Start of conversation: *Baza e Gjilanit për XY!* (call sign) *(Gjilan Base for XY!)*
End of conversation: *N'rregull. (Alright!)*
Start of conversation: *XY* (call sign) *për Bazën? (XY for the Base?)*
End of conversation: *N'rregull. Baza e pranoj. (Alright. Roger that from the base.)*

Communication Center – Peja, through the phone and radio
Start of conversation: *Alo Gorazhdeci! (Hello, Gorazhdec!)*
End of conversation: *Kalofshit mir! (Have a good time!)*
Start of conversation: *Allo! (Hello!)*
End of conversation: *Hajt niher! (Bye for now!)*
Start of conversation: *Baza. (Base.)*

[2] Alfa Control and S… are coded signs for operational reasons and are known and understood only by Kosovo Police officials and KP monitoring authorities.

End of conversation: *Ani qe qitash kqyri, ani prit pak...! (OK, I will look now, OK wait a little…!)*

Communication Center – Mitrovica, through the phone and radio
Start of conversation: *Çarlli Baza, Bravo Konrolla! (Charlie Base, Bravo control!)*
End of conversation: *Okej qe qitashti. (OK, just a bit!)*
Start of conversation: *Bravo Çarlli 53 lajmrov për Çarrli Bazën! (Bravo Charlie 53, report to Charlie Base!)*
End of conversation: *N'rregull Çarlli Baza e ka pranu. (Alright, Charlie Base has received the message.)*
Start of conversation: *Njësia e biçikletav lajmrov për Bazën! (Bike unit, report to the Base)*
End of conversation: E keni parasysh duket ni femën me t'meta diçka... (You know, it seems like this woman has some issues…)
Start of conversation: Policia, urdhno! (Police, go ahead!)
End of conversation: N'rregëll, faliminderit! (Alright, go ahead!)
Start of conversation: Urdhno Policia e Skenderait! (Go ahead, Skenderaj Police!)
End of conversation: Mir, qe meniher pe çojm ni patroll, hajt ditën e mirë! (OK, now, we're sending a patrol, have a good day!

Communication Center – Prizren, through the phone and radio
Start of conversation: *Urdhno, Policia Regjionale e Prizrenit! (Go ahead, Prizren Regional Police!)*
End of conversation: *Feleminderit shumë! (Thanks a lot!)*
Start of conversation: *Alfa Baza, urdhnoni! (Alpha Base, go ahead!)*
End of conversation: *Faleminderit! (Thank you!)*
Start of conversation: *Delta 2 për alfa Bazë! (Delta 2 for Alpha Base)* (ZK 49-vjeçare – si më lart – ZK 49 years old – as above)
End of conversation: *E kuptum. (Understood.)*
Start of conversation: *Romeo Baza – Romeo...(*call sign) *(Romeo Base – Romeo…)*
End of conversation: *Faleminderit! (Thank you)*

Analysis of start, internal and end of conversations
Analysis of start of conversations
From the analysis of starts of conversations, especially phone calls, it is noticed the expression – interjection Urdhno (urdhëro – standard form) meaning go ahead, which in the dictionary of Albanian language is used – when we politely and respectively respond to someone who calls us or asks us for something; when we ask to repeat something that we didn't hear well. The form of expression urdhno is used in all six Kosovo Police communication centres, whereas the standard form urdhëro is not used in any of them. Also, at the start of phone conversations it is used the interjection in the following versions: allo and alo (alo is the standard form). Whereas in regard to start of conversations through the radios, they usually start with call signs like: Alfa Baza (Alpha Base), Alfa Kontroll (Alpha Control), etc. (international call signs), which are used in most of the KP communication centres, except Peja Communication Center, which during the recordings did not use any English or other loan words. Language variants may also give linguistic data in relation to social factors. (Holmes 2001: 3). In the variants above there shall be taken into consideration some social factors, which in certain manner present the linguistic formation of the speakers depending on where they come from. They use dialectical variants, feeling a kind of comfort and ease and adaptation of language communication.
Analysis of end of conversations

End of conversations is done mainly through expressions: hajt kalofsh mire (OK have a good time), hajte/ajde tung (bye bye), faleminderit shumë (thanks a lot). In the specific case of interjection Hajde (come), in the dictionary of Albanian language this word is defined as following: 1. used as predicate. Eja. Hajde ditën! Come during the day!) Hajde në mbrëmje! (Come in the evening!) Hajde vetëm.(Come alone.) Hajdeni me ne! (Come with us!) Hajdeni pas meje! (Come after me!) 2. Used when calling, inviting, when encouraging someone to start a job, to do sth, etc. Eeja. Hajdeni, more shokë! (Come, let's go friends!) Hajde të shkojmë (Let's go). Hajde të bisedojmë! (Let's talk!), etc. However, in the dictionary there are not included cases like in the examples above: hajde, hajde, tung! (bye, bye!) The interjection "tung" (bye) (dialectical variant – mainly used by young and middle-aged Albanian population in Kosovo starting from the 90's of the previous century) in Albanian dictionary is explained through the word "tungjatjeta" (grretings): the interjection "tungjatjeta" is used when people meet each other. However, in the example above of end of phone conversations with interjection "tung" (which based on my opinion is an abbreviation, a variant, of dialectical interjection in Kosovo, of words "tungat/tungjatjeta" (greetings)), it means, and in this specific case it is used as a greeting at the end of conversation. Whereas, in the cases of end of conversations done through the radio, it is noticed that they are made through the short forms like: E pranum (received), n'rregull (alright), e kuptum (understood), faleminderit (thank you), pranim (recieved), okej qe qitash (OK, in a minute), which are understood, since the conversations through the radios are made with a few interjections and very few emotional expression means, because they need to be clear and concise, without emotional burdens, for performing as effective official communication as possible using a very small number of words.

Internal development of the conversation

The internal development of the conversation in the Communication Centers of the KP differs depending on the situation of the presentation of causes related to the Police, as an institution that deals with security and law enforcement issues. In the concrete case, we are talking about the language exchange in the sociolinguistic aspect, about the means of expression that differ from region to region, being influenced by many social and linguistic factors (for more see: TRUDGILL, P. Sociolinguistics, 2001: 26). In order to make an analysis of the internal development of conversations in KP Communication Centers, I have made several divisions in terms of linguistic expressive features for each regional communication center of KP separately.

Pristina. During the conversation between the communication officer of Pristina and a citizen (complainant) of a neighborhood in Pristina, we notice that more than half of the conversation takes place with questions and sub-questions, which require appropriate clarifications to get to the central topic. For which X (iks) the citizen (complainant) requested help. The conversation takes place through the mobile telephone connection 192 (free emergency call to the Police for all citizens of Kosovo), in which the official radio communicator - expresses doubts, questions, accuracy, concretization of information, so that after the confirmation of these issues, he intervenes with measures and police actions. In this case, the conversations between the communication officers of the KP and the citizens of the Prishtina region (complainants or collaborators) are conducted through a series of questions and clarifications to reach an agreement and clarify information for a problem-solving interaction different social.

Ferizaj. The cases reported and recorded in the Communication Center in Prishtina were slightly more serious and of greater importance in terms of security, while the recordings of the conversations in the Communication Center in Ferizaj were much shorter, precisely because of the non-seriousness of security cases, as well as those of

lesser importance. Therefore, in such cases the communication officers, who talk to the citizens about their common complaints with lower risk, the conversations are much calmer, less stress (mental pressure), as well as much less questions and sub-questions to argue for authenticity and accuracy.

Mitrovica. in terms of the language exchange through phone calls in the official communication reports - complainant/citizen, in the official recording in the Communication Center in Mitrovica, there was a case mainly related to the blocking of parking spaces, in which there are complaints from a citizen, who very calmly asks for the help of the KP to unlock the vehicle parking space in a certain place. Communication becomes very natural, clear and simple, conversational.

Gjilan. In the Communication Center in Gjilan, three communication officers were recorded, just like in other communication centers of the KP. It is worth noting that all the conversations were carried out through radio connections between colleagues, in the basic reports (communication center) - police units in the field. As a positive feature of communication, the base and unit names are not in English, or inherited from UNMIK, as in some other police regions.

Peja. The same situation of the development of conversations also exists in the Communication Center in Peja. All conversations take place between work colleagues, through radio connections, but also through phone calls. Also, international dialing numbers are not used in Peja like in other regions.

Prizren. In the Communication center in Prizren, during the recordings, conversations were also developed between colleagues (police officers) in the field, in which they are common in terms of cooperation and coordination of work through official communication between radio links and phone calls. In this particular case, the call numbers are influenced by foreign designations inherited from UNMIK.

Use of dialectical variants

Dialectical variants and forms are integral part of the language system as a whole. During their use in rural and urban areas they start to fade and get transformed into approximate forms, which always get closer to the linguistic standard, or the use is adapted for wider speech communities. (Labov, Wardhaugh, 2006: 44-45). Dialects and linguistic variants come into expression because of influence by different factors, like: ideological, social, cultural, and in many occasions, political. Use of dialectical and provincial variants is present in all KP communication centers, somewhere more somewhere less, but they prevail over the *standard forms* of Albanian language. In general, we have identified all variants used during the recordings made at KP communication centers and we have adjusted them to match the standard forms of Albanian language. Certainly, the standard forms may be object of discussion, since the linguistic standard is always developing, same as the language itself, which develops through social relations in general. (Lyons, 2001).

Dialectical characteristics in the communication center in Pristina

Hale (standard form: *prapë, në vazhdimësi, akoma, ende – still, yet again*)
E kjart (standard: *e qartë, e kuptueshme - clear, understandable)*
*Qaty (*standard*: aty – there).*

Dialectical characteristics in Ferizaj Communication Center

*Ferizait (*standard*: Ferizajt – from Ferizaj)*
*Gilanit (*standard: *Gjilanit* – from *Gjilan*)
*Pa ajde ktu (*standard: *eja këtu – come here)*
*T'shlume (*standard: *të lëshuar - released).*

Dialectical characteristics in the communication center in Gjilan

*Nji (*standard: *një - one).*

Dialectical characteristics in the communication center in Peja
*Ndonji (*standard*: ndonjë - any)*
*S'ësht ardh (*standard: *nuk ka ardhur – didn't come).*

Dialectical characteristics in the communication center in Mitrovica
*I sodit (*standard: *i sotshëm – today's)*
*Thmi (*standard: *fëmijë - children)*
Skenderait (standard: *Skenderajt – from Skenderaj)*
*Koxho (*standard*: goxha, mjaft, shumë – quite, many, a lot)*
*Psiqik (*standard*: psikik - psychic).*

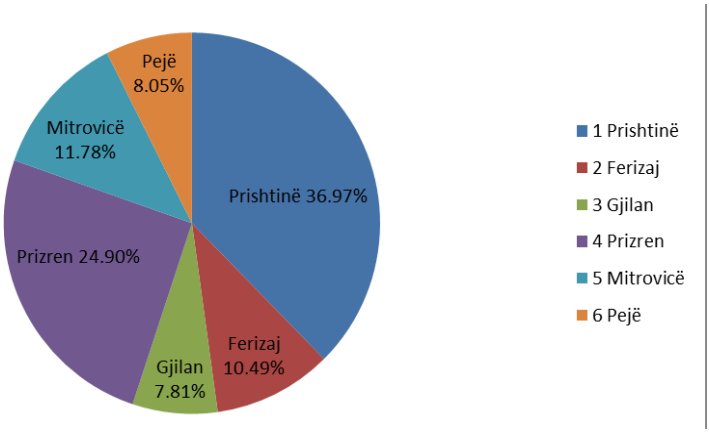
Dialectical characteristics in the communication center in Prizren
E di qi (standard: e di që – I know that)
*Duhesh me shku (*standard: *duhet të shkosh – You shall go).*

Analysis of recordings by KP communication centers
Number of words used during the recordings
Pristina CC = 931 words; Prizren CC = 495 words; Mitrovica CC = 373 words; Ferizaj CC =209 words; Peja CC = 205 words; Gjilan CC=199 words; Total = 2,412 words (from the total of 34 minutes and 48 seconds of recordings).

Table 1: The length of recordings and percentage by communication centers

No.	Communication Centers	Length of recordings	Conversations by percentage
1	Pristina	12.52	36.97%
2	Ferizaj	3.39	10.49%
3	Gjilan	2.43	7.81%
4	Prizren	8.40	24.90%
5	Mitrovica	4.06	11.78%
6	Peja	2.48	8.05%
	Total	**34.48**	**100.00%**

Figure 1: Circular figure of transcribed material of verbal communications



Conclusions

After interviews, recordings, and gathering of material in police communication centres, we have reached the conclusion that the verbal communication in KP communication centres is mainly realized through dialectical (provincial) variants, with minor differences from one another – in the whole territory of Kosovo. In Albanian language the communication is mostly influenced from English in terms of some names and call signs, which, throughout the language communication, includes different objects and subjects. Taking into consideration expressions used, which are often extremely dialectical and provincial, officers working in these centres, need to undergo a basic training for official communication. Apparently, they have insufficient knowledge in regard to expressions which shall be used in contemporary communication, which shows that they lack basic knowledge of rules of the standard language. Some highly dialectical expressions were used, which during the efforts for their interpretation in the standard form to reach the standard form of communication, totally change the concept of sentences, as for example: *Osht nis patrulla* (Standard: *Është duke ardhur patrulla, u nis më herët/më pare – The patrol is coming, it started earlier*), *A bën m'um ma dhan emnin?* (Standard: *A mund të ma tregosh emrin tuaj? – Can you tell me your name?*), etc. Start of conversations is usually performed with dialectical forms of interjections, like: *urdhno (go ahead), allo (hello),* (there are also cases when it is used the standard form *alo), Policia e Skenderait (Skenderaj Police), Ferizait (Ferizaj), etc.* End of conversations is realized through expressions like*: hajde kalo mire (OK have a good time), hajde tung (OK bye), u ba (it's OK), pranum (received),* etc. Conversations between *communication officers* and *citizens/complainants* are performed through a series of questions and sub questions in order to fulfil the aim of the conversation or linguistic exchange.

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Words: 4490
Characters: 26 034 (14 standard pages)

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