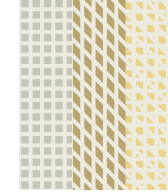


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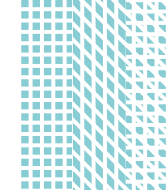
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Sampling

Random sampling: when selecting the interview person.

Stratified, in proportional way to the number of employees in the different:

■ Conselleries and organisms:

- Universal Healthcare and Public Healthcare
- Presidency
- Agriculture, Environment, Climate Change and Rural Development
- Education, Research, Culture and Sports
- Sustainable Economy, Productive Sectors, Commerce and Work
- Tax Office and Economic Model
- Justice, Public Administration, Democratic Reforms and Public Liberties
- Transparency, Social Responsibility, Participation and Cooperation
- Vice-presidency, Equality and Inclusive Policies
- Dwelling, Public Works and Structuring of the Territory
- Valencian Council of Culture
- Valencian Institute of Agrarian Research
- Valencian Cartographic Institute
- Valencian Agency of Development and Agrarian Guarantee
- Valencian Agency of Evaluation and Prospective
- Valencian Institute of Tributary Administration
- CulturArts Generalitat
- Valencian Institute of Youth. Generalitat Jove
- Invassat
- Servef

■ **Occupational groups:** A1, A2, C1, C2, APF and with no group.

■ Legal relationships:

- Civil servants
- Acting officials
- Permanent workers
- Temporary workers
- Indefinite workers
- Casual workers

■ **Provinces:** Alacant, Castelló and València.

Fact sheet

Fact sheet Universe of study: civil servants of the Valencian regional government administration, 15,756 people (source: Ministry of Education, Investigation, Culture and Sports and Directorate General for Public Function, 2016).

Confidence interval: 95.5%

Percentage of the characteristic: P=Q=50%

Sample: 1,100 surveys

Error d'estimació: ±2.91%

Dates of fulfilment of the field work: from November 14 until December 7, 2016

Type of interview: personal

Field work and data processing: Investratègia

Every number that is in the tables of the following pages are percentages

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1.1 KNOWLEDGE OF VALENCIAN

Knowledge of Valencian by conselleries

	Total	Universal Healthcare and Public Healthcare	Presidency	Agriculture, Environment, Climate Change and Rural Development	Education, Research, Culture and Sports	Sustainable Economy, Productive Sectors, Commerce and Work	Tax Office and Economic Model	Justice, Public Administration, Democratic Reforms and Public Liberties	Transparency, Social Responsibility, Participation and Cooperation	Equality and Inclusive Policies	Dwelling, Public Works and Structuring of the Territory
You understand Valencian											
Not at all	0.2	-	-	-	-	-	-	3.3	-	0.5	-
A little	6.9	10.5	4.7	7.2	6.1	5.0	3.8	-	8.3	9.8	12.2
Pretty good	36.2	38.6	46.5	30.4	37.8	28.1	29.5	40.0	8.3	44.4	30.6
Perfectly	56.7	50.9	48.8	62.4	56.1	66.9	66.7	56.7	83.3	45.4	57.1
You can speak Valencian											
Not at all	4.2	7.0	2.3	5.6	4.4	2.2	-	10.0	-	5.4	2.0
A little	38.5	45.6	48.8	34.4	37.0	34.5	39.7	20.0	16.7	43.9	46.9
Pretty good	31.3	28.1	34.9	28.8	31.8	31.7	37.2	43.3	33.3	27.8	30.6
Perfectly	26.0	19.3	14.0	31.2	26.8	31.7	23.1	26.7	50.0	22.9	20.4
You can read Valencian											
Not at all	1.9	3.5	-	3.2	1.7	-	-	3.3	-	2.9	4.1
A little	17.5	21.1	27.9	13.6	18.5	14.4	10.3	3.3	8.3	23.4	14.3
Pretty good	37.5	42.1	44.2	34.4	40.6	30.9	38.5	30.0	16.7	37.1	38.8
Perfectly	43.1	33.3	27.9	48.8	39.2	54.7	51.3	63.3	75.0	36.6	42.9
You can write in Valencian											
Not at all	14.7	31.6	18.6	14.4	13.0	7.2	2.6	13.3	8.3	22.4	16.3
A little	39.4	38.6	51.2	32.8	40.1	40.3	47.4	26.7	8.3	37.1	51.0
Pretty good	31.1	21.1	23.3	36.8	30.1	34.5	33.3	43.3	41.7	29.8	24.5
Perfectly	14.8	8.8	7.0	16.0	16.9	18.0	16.7	16.7	41.7	10.7	8.2

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Current situation

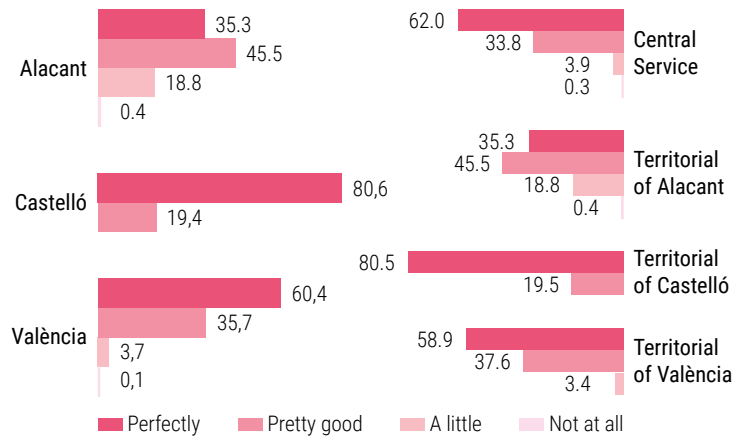
Usage

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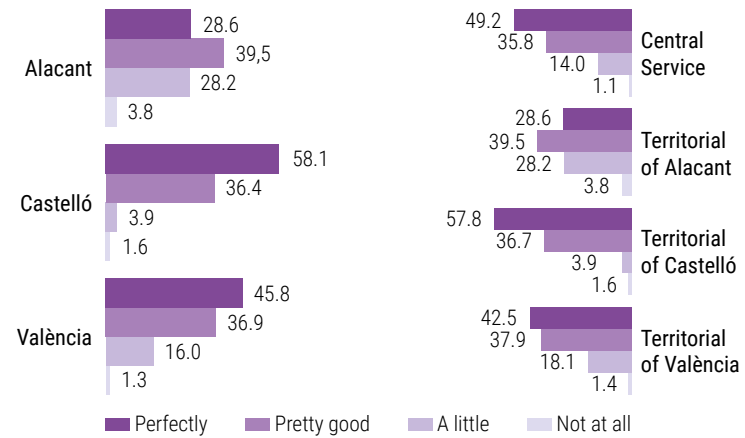
1.1 KNOWLEDGE OF VALENCIAN

Knowledge of Valencian by province and service

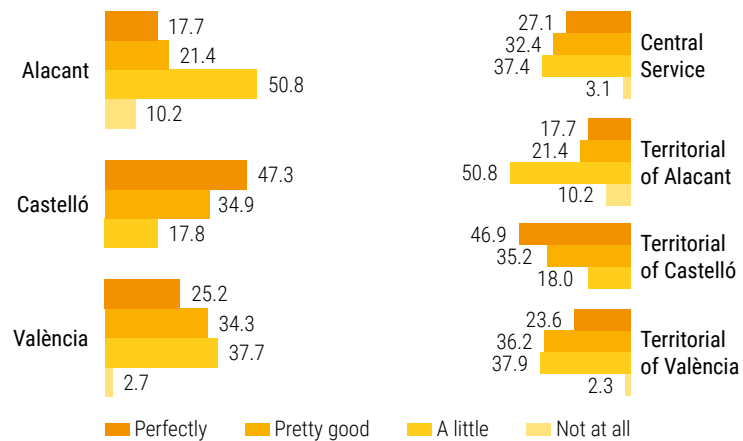
You understand Valencian



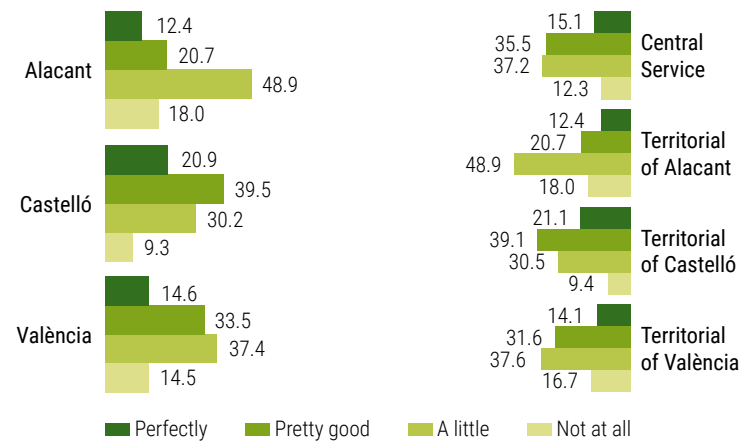
You can read Valencian



You can speak Valencian



You can write in Valencian



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1.1 KNOWLEDGE OF VALENCIAN

Knowledge of Valencian by legal relationship
and occupational group Civil servants

	Acting officials	Acting officials	Permanent workers	Temporary workers	Indefinite workers	Casual workers	A1	A2	C1	C2	APF	No group
	Legal relationship						Occupational group					
You understand Valencian												
Not at all	-	-	-	3.6	-	-	-	-	-	-	1.1	-
A little	5.9	5.9	14.5	16.1	-	-	5.0	7.4	4.4	8.9	9.6	-
Pretty good	33.0	37.8	49.3	41.1	100.0	50.0	29.4	34.3	35.4	37.4	44.1	50.0
Perfectly	61.1	56.3	36.2	39.3	-	50.0	65.6	58.3	60.2	53.7	45.2	50.0
You can speak Valencian												
Not at all	4.1	2.6	8.7	8.9	-	-	1.7	5.1	2.0	5.2	7.9	-
A little	38.3	34.3	46.4	53.6	100.0	50.0	32.8	37.1	39.1	38.9	44.1	50.0
Pretty good	30.1	37.2	26.1	17.9	-	-	33.9	29.1	32.3	33.0	27.1	-
Perfectly	27.4	25.8	18.8	19.6	-	50.0	31.7	28.6	26.5	23.0	20.9	50.0
You can read Valencian												
Not at all	1.1	1.8	4.3	8.9	-	-	1.1	0.6	0.7	1.5	6.8	-
A little	14.7	15.8	34.8	37.5	66.7	-	10.0	16.6	13.3	20.0	29.9	-
Pretty good	38.9	37.2	34.8	25.0	33.3	50.0	28.3	35.4	43.9	39.6	34.5	50.0
Perfectly	45.3	45.2	26.1	28.6	-	50.0	60.6	47.4	42.2	38.9	28.8	50.0
You can write in Valencian												
Not at all	11.6	12.6	33.3	37.5	33.3	25.0	10.0	10.9	7.8	17.0	31.1	25.0
A little	41.3	34.9	42.0	42.9	66.7	-	31.7	38.3	42.5	40.4	42.4	-
Pretty good	30.3	37.5	24.6	8.9	-	50.0	38.3	33.7	33.0	30.0	19.2	50.0
Perfectly	16.7	15.0	-	10.7	-	25.0	20.0	17.1	16.7	12.6	7.3	25.0

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Current situation

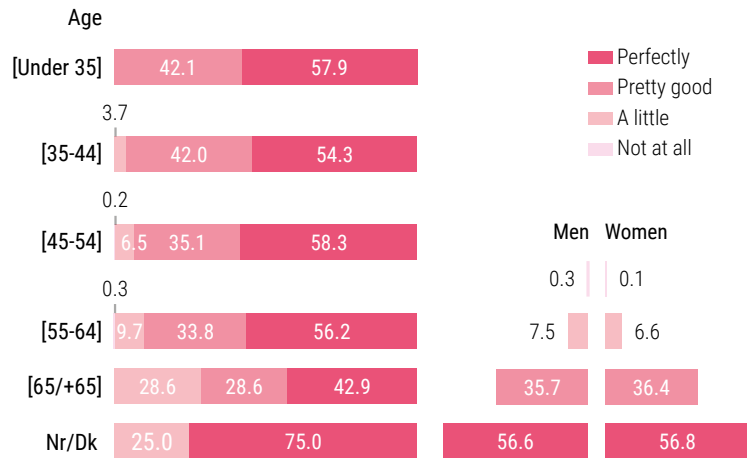
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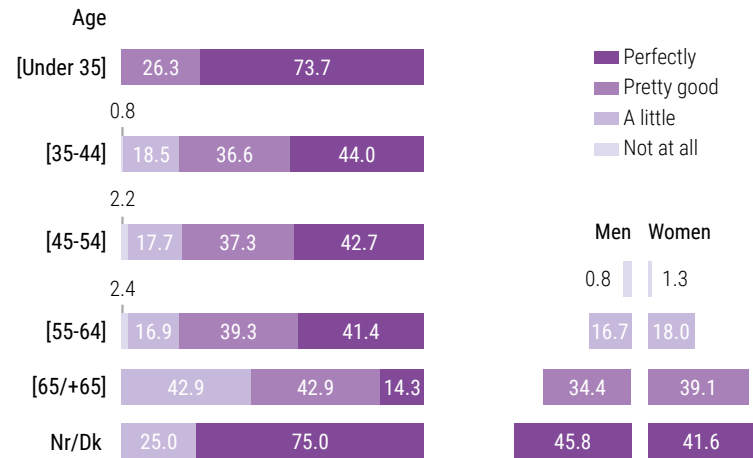
1.1 KNOWLEDGE OF VALENCIAN

Knowledge of Valencian by age and sex

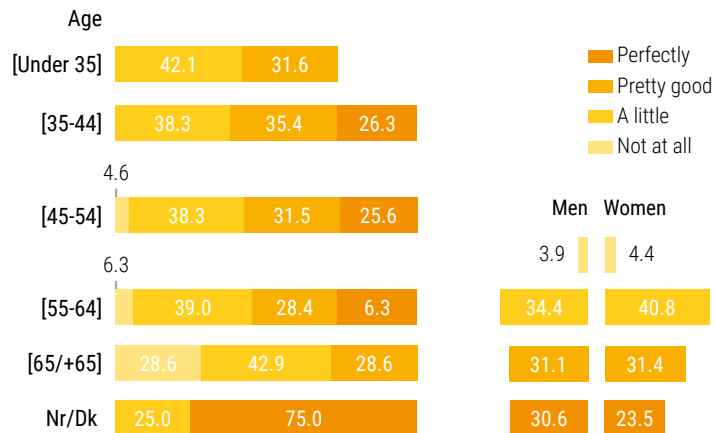
You understand Valencian



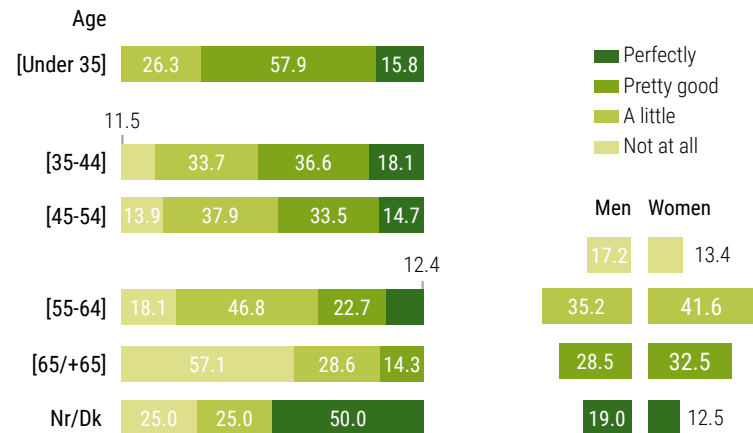
You can read Valencian



You can speak Valencian



You can write in Valencian



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1.1 KNOWLEDGE OF VALENCIAN

Knowledge of Valencian by birthplace and level of studies

	Valencian speaking zone	Spanish speaking zone	Balearic Islands and Catalonia	Other autonomous communities	Abroad	Compulsory education	Post-compulsory secondary education	Higher education	Postgraduate education	Nr/Dk
	Birthplace					Level of studies				
You understand Valencian										
Not at all	0.1	0.5	-	-	-	1.5	0.2	-	-	-
A little	3.6	10.1	-	17.7	13.3	16.9	7.7	5.7	1.7	-
Pretty good	29.8	53.3	9.1	44.9	40.0	32.3	43.6	33.3	15.5	-
Perfectly	66.4	36.2	90.9	37.3	46.7	49.2	48.4	61.0	82.8	100.0
You can speak Valencian										
Not at all	1.7	5.0	-	12.7	26.7	12.3	4.3	3.4	1.7	-
A little	28.9	64.8	9.1	53.8	13.3	43.1	46.5	34.3	15.5	100.0
Pretty good	35.1	23.6	9.1	24.7	33.3	24.6	30.2	33.1	29.3	-
Perfectly	34.3	6.5	81.8	8.9	26.7	20.0	18.9	29.2	53.4	-
You can read Valencian										
Not at all	0.8	3.5	-	5.1	-	10.8	2.4	0.7	-	-
A little	12.4	32.7	-	22.2	26.7	24.6	26.1	12.0	1.7	-
Pretty good	35.6	40.7	18.2	45.6	13.3	36.9	41.0	36.7	19.0	100.0
Perfectly	51.2	23.1	81.8	27.2	60.0	27.7	30.5	50.6	79.3	-
You can write in Valencian										
Not at all	8.1	32.2	-	23.4	20.0	38.5	21.1	8.4	1.7	100.0
A little	36.7	42.7	-	50.0	40.0	43.1	46.0	36.9	12.1	-
Pretty good	35.6	20.6	81.8	22.2	13.3	13.8	24.5	36.0	51.7	-
Perfectly	19.7	4.5	18.2	4.4	26.7	4.6	8.4	18.8	34.5	-

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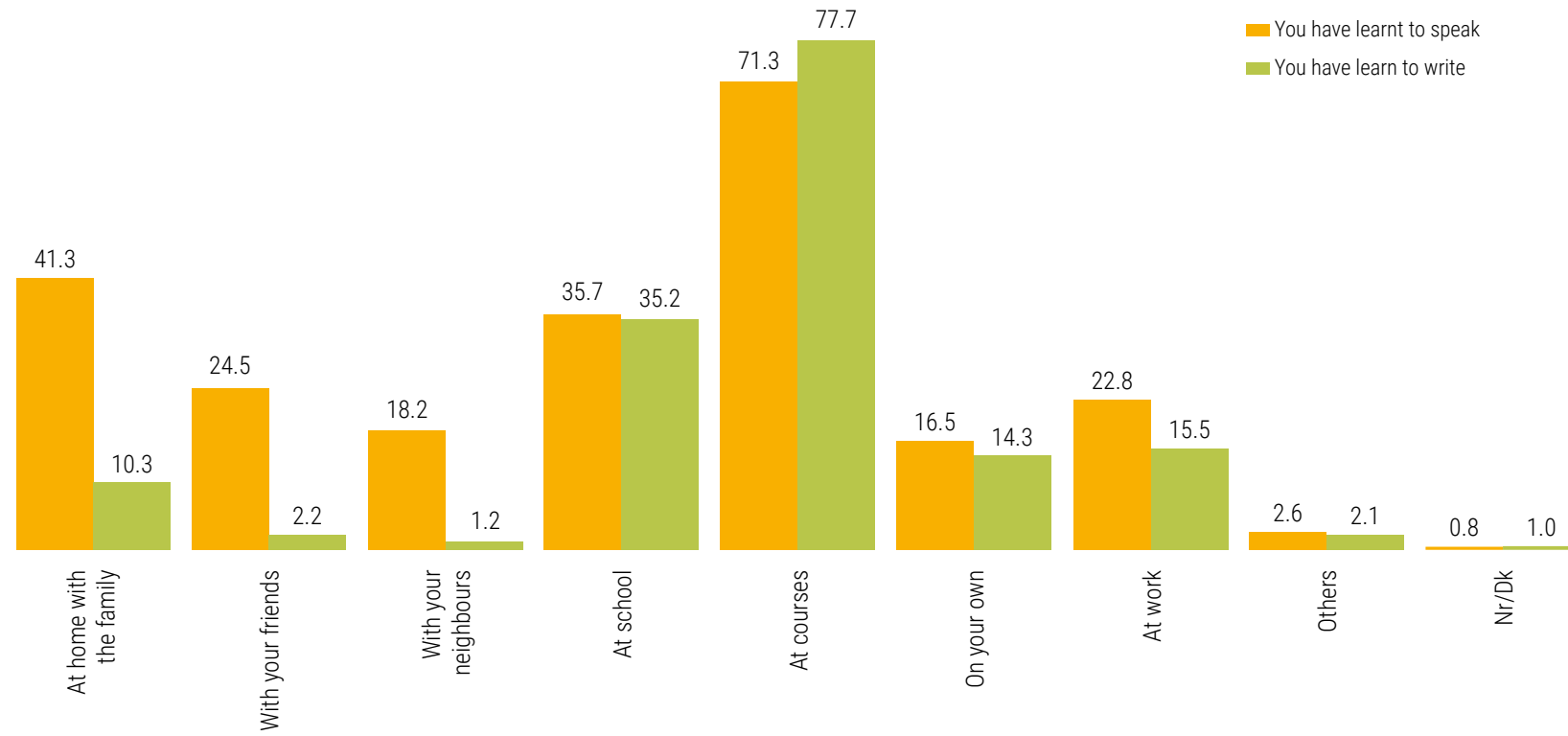
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1.2 LEARNING OF VALENCIAN

Learning channel



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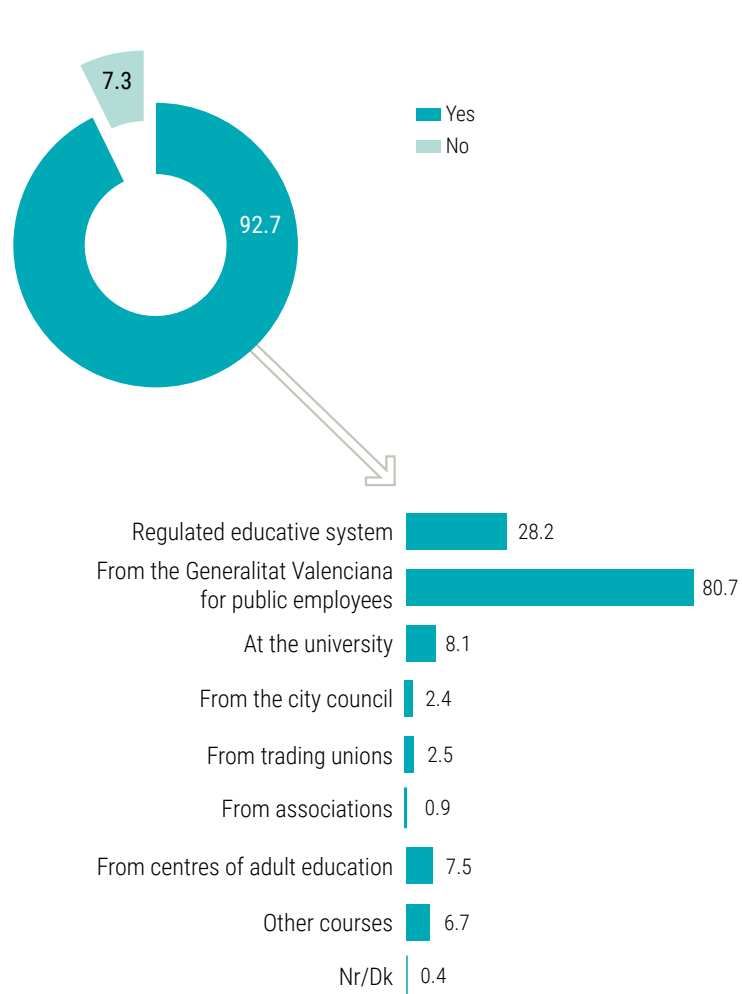
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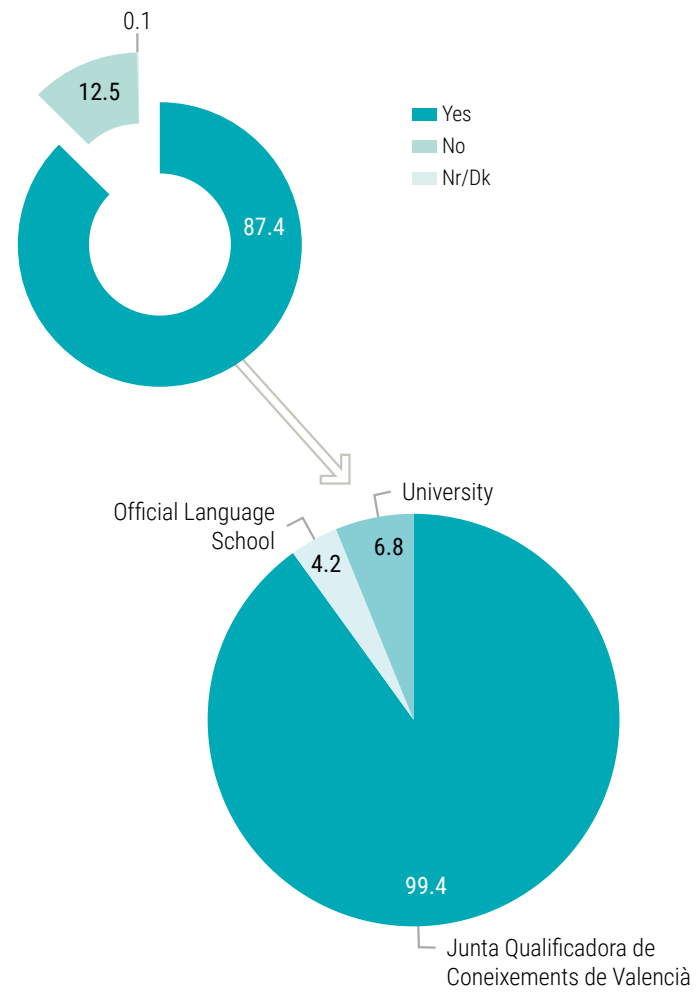
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1.2 LEARNING OF VALENCIAN

Do you take or have you taken Valencian lessons?



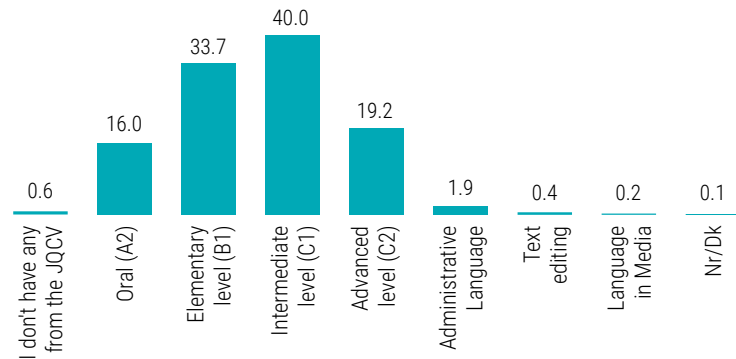
Do you have official certificates of Valencian?



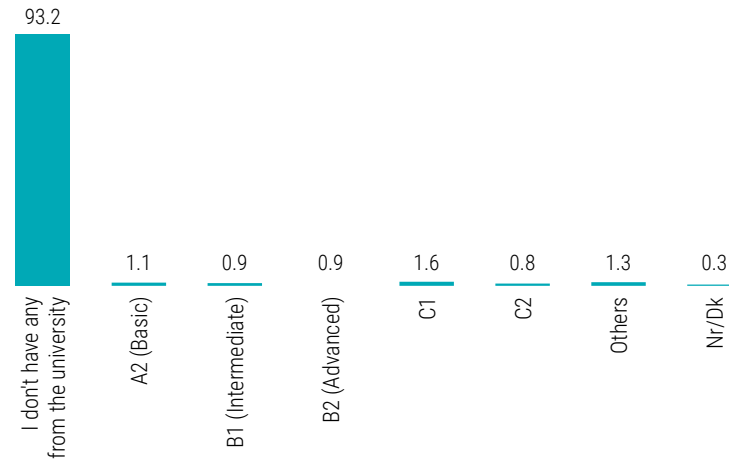
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1.2 LEARNING OF VALENCIAN

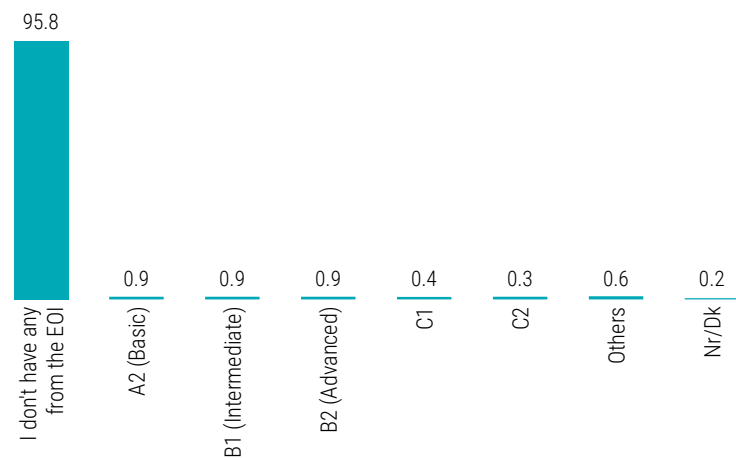
Certificates of the Junta Qualificadora de Coneixements de Valencià (JQCV)



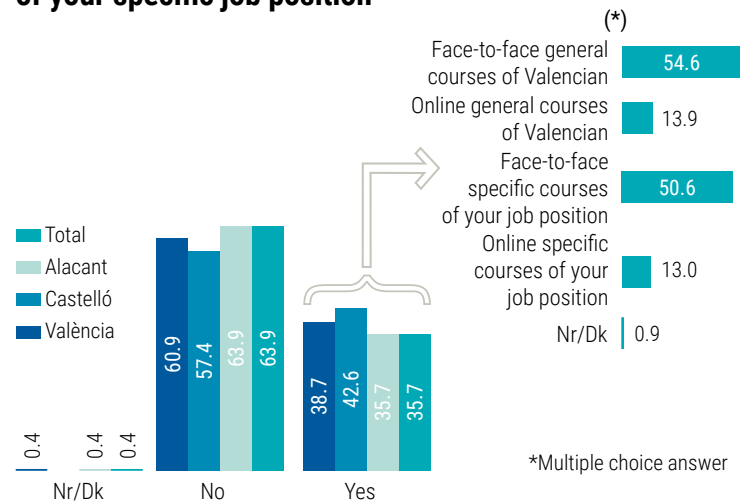
Certificates from the university



Certificates of the Official Language School (EOI)



Need for more linguistic training because of your specific job position



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- Language spoken with the public	15
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- If a user contacts you writing in Valencian, you... ..	15
- Language for drafting documents	16
- Advising tools that would help you to draft documents in Valencian	16

2.1 USAGE OF VALENCIAN

	Total	Province of Alacant	Province of Castelló	Province of València
Language spoken at home				
Always in Valencian	15.4	9.4	27.9	15.3
Generally in Valencian	2.5	1.1	2.3	3.1
More in Valencian than in Spanish	1.2	0.4	3.1	1.1
Equally	6.7	3.4	10.9	7.2
More in Spanish than in Valencian	4.5	3.8	5.4	4.7
Generally in Spanish	5.5	3.0	1.6	7.1
Always in Spanish	63.5	78.2	48.8	60.7
In another language	0.3	-	-	0.4
Nr/Dk	0.4	0.8	-	0.3

	Total	Province of Alacant	Province of Castelló	Province of València
Language spoken with colleagues				
Always in Valencian	5.2	2.3	14.0	4.7
Generally in Valencian	3.8	0.8	5.4	4.7
More in Valencian than in Spanish	3.3	1.5	7.8	3.1
Equally	18.6	12.0	34.9	18.2
More in Spanish than in Valencian	11.6	6.8	8.5	14.0
Generally in Spanish	10.5	3.8	4.7	14.0
Always in Spanish	46.6	72.6	24.0	41.0
Nr/Dk	0.4	0.4	0.8	0.3

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2.1 USAGE OF VALENCIAN

	Total	Province of Alacant	Province of Castelló	Province of València
Language spoken with the public				
Always in Valencian	1.6	1.1	1.6	1.8
Generally in Valencian	3.5	1.5	7.0	3.7
More in Valencian than in Spanish	3.0	1.1	7.0	3.0
Equally	34.6	19.2	57.4	36.3
More in Spanish than in Valencian	10.9	7.1	10.1	12.5
Generally in Spanish	10.5	6.0	3.9	13.5
Always in Spanish	30.7	62.4	12.4	22.1
Nr/Dk	5.0	1.5	0.8	7.1

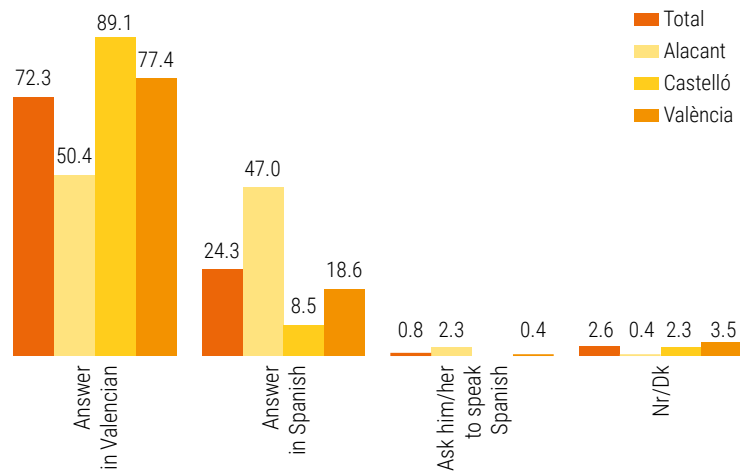
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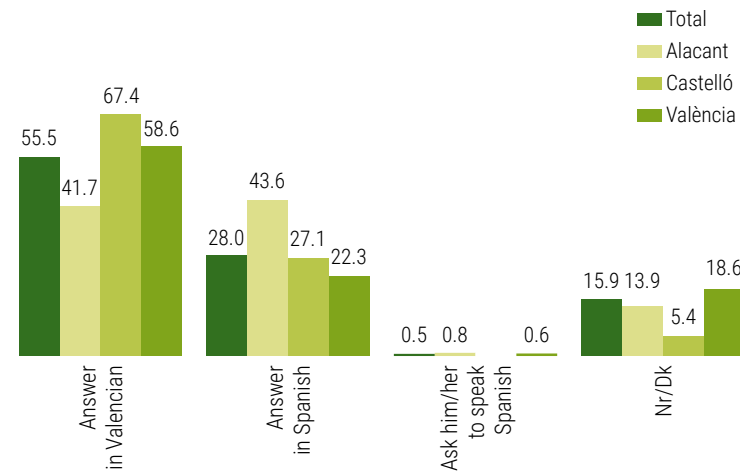
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If a user contacts you speaking in Valencian, you...

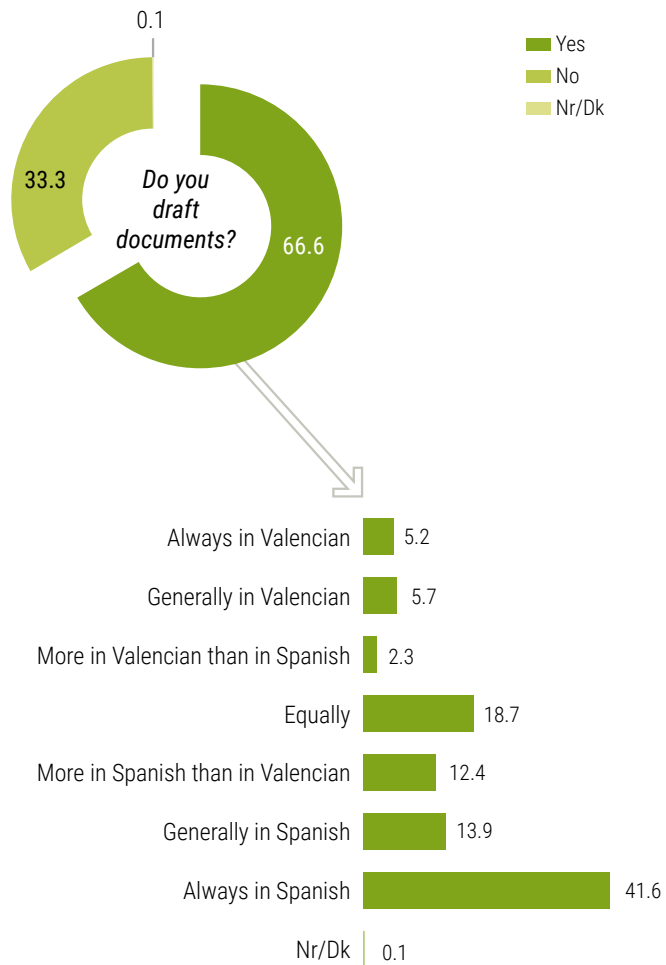


If a user contacts you writing in Valencian, you...

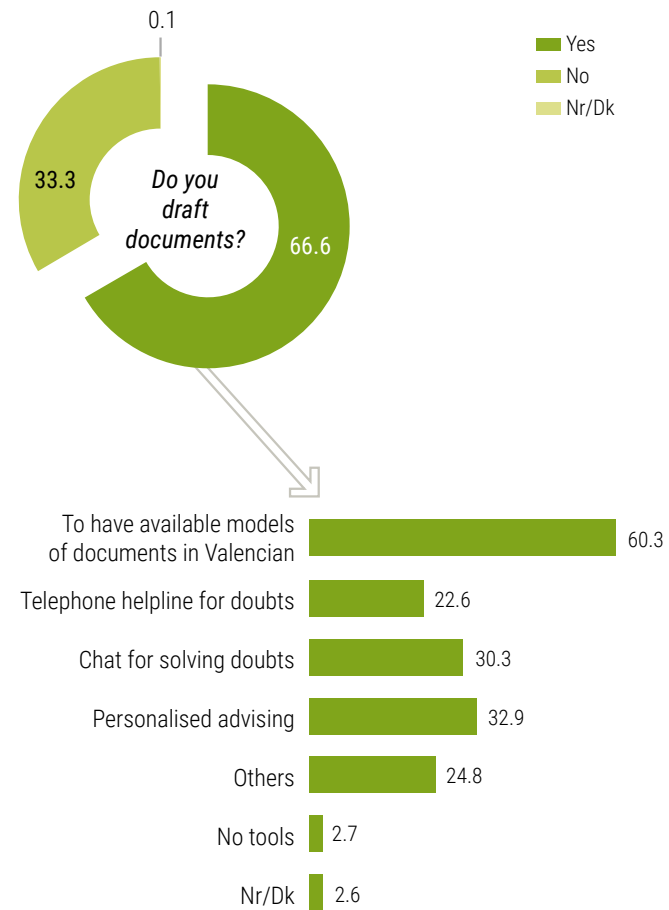


2.1 USAGE OF VALENCIAN

Language for drafting documents



Advising tools that would help you to draft documents in Valencian



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3/ VALUATIONS

3.1 PERCEPTION OF THE USAGE OF VALENCIAN 18

- Currently Valencian is used in the society as a whole 18
- Currently Valencian is spoken in the regional government administration 18
- Currently Valencian is used in the documents of the regional government administration 18
- In regard to a few years ago, Valencian is used in the society as a whole 19
- In regard to a few years ago, Valencian is used in the regional government administration 19
- In regard to a few years ago, Valencian is used in your work environment for verbal conversations 19
- In regard to a few years ago, Valencian is used in your work environment in writing form 19

3.2 FUTURE PERSPECTIVE 20

- In the future, Valencian will be used by the society in general 20
- In the future, Valencian will be used in the regional government administration environment 20
- You think Valencian should be used in the society in general 20
- You think Valencian should be used in the regional government administration 20
- You think Valencian should be used in the relationships with colleagues 21
- Do you think it should be used in the written documents in the regional government administration 21
- Do you think it should be used in the treatment with the public in the regional government administration 21

3.3 VALUATIONS RELATED TO VALENCIAN 22

- Should be the language of the regional government administration for verbal communications 22
- It should be the written communication language of the regional government administration 22
- The regional government administration should always respond orally in Valencian 22
- The regional government administration should answer in writing form always in Valencian 22
- The regional government administration must always guarantee the attention to the citizen in Valencian 23
- The regional government administration must always guarantee the attention to the citizen in Spanish 23
- The workers should be fully competent in Valencian and Spanish 23
- In regard to your work position, the knowledge of Valencian is 23
- Should public employees of the Generalitat know more Valencian? 24
- Do the citizens have their linguistic rights guaranteed in the relationships with the regional government administration? 25
- Do the citizens have their linguistic rights guaranteed in the relationships with the regional government administration? 25

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- The most important factors in order to extend the usage of Valencian in the regional government administration ... 26
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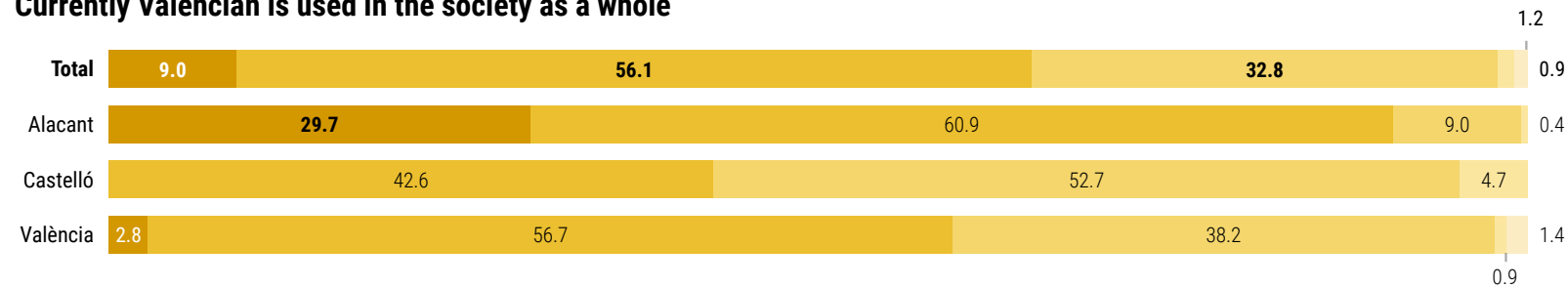
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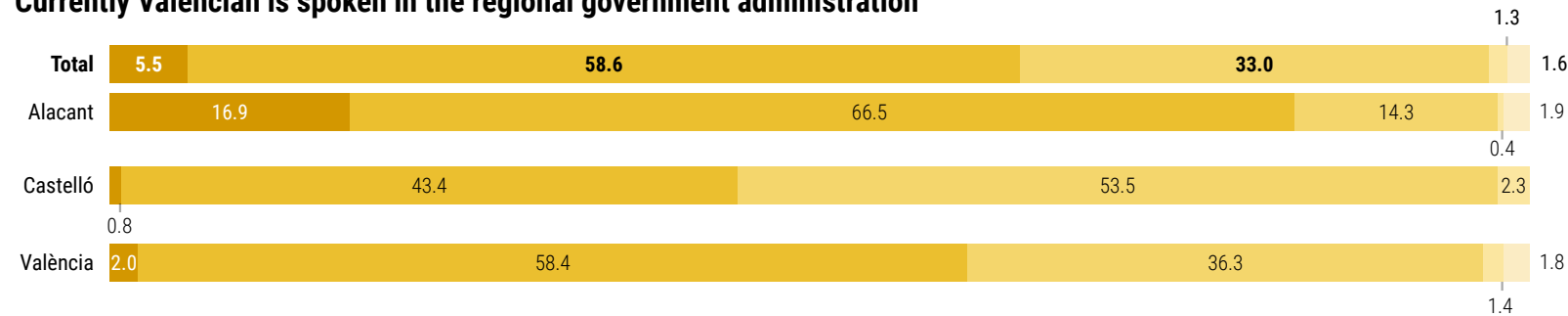
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3.1 PERCEPTION OF THE USAGE OF VALENCIAN

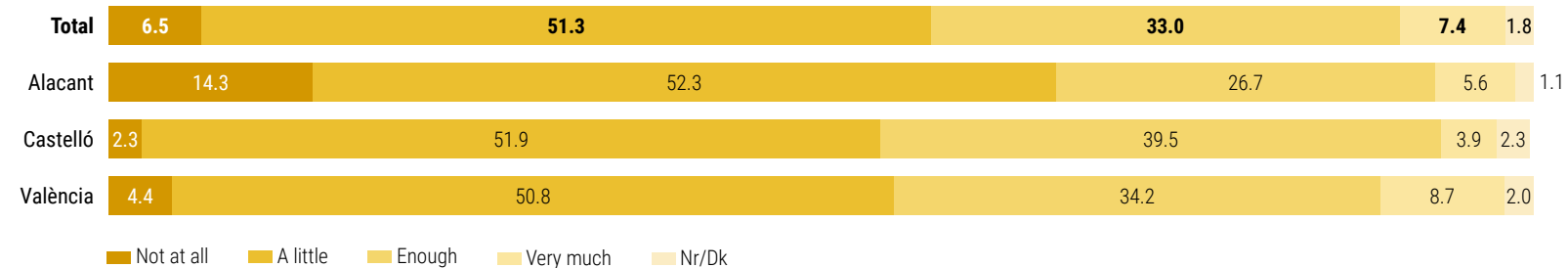
Currently Valencian is used in the society as a whole



Currently Valencian is spoken in the regional government administration



Currently Valencian is used in the documents of the regional government administration

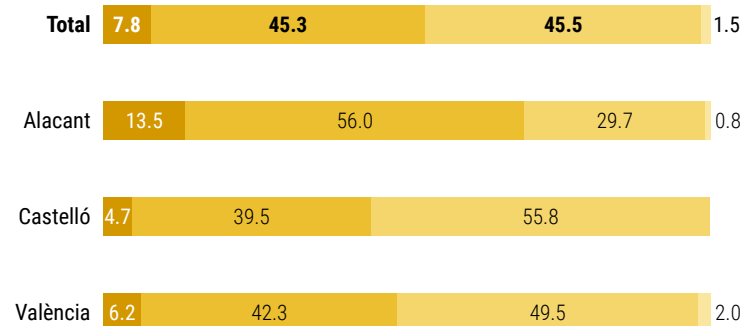


Not at all A little Enough Very much Nr/Dk

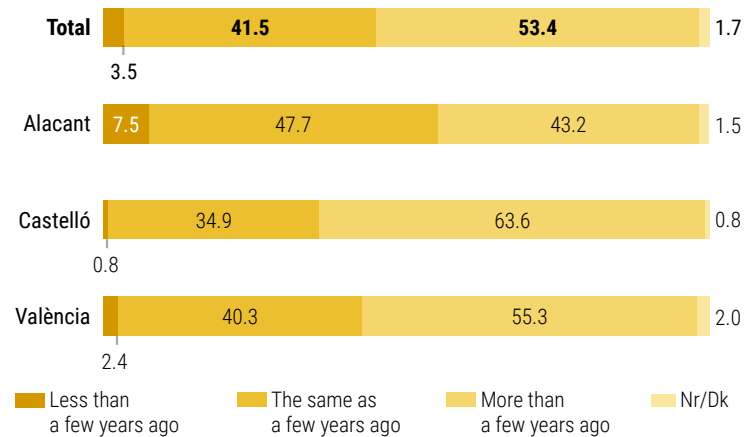
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3.1 PERCEPTION OF THE USAGE OF VALENCIAN

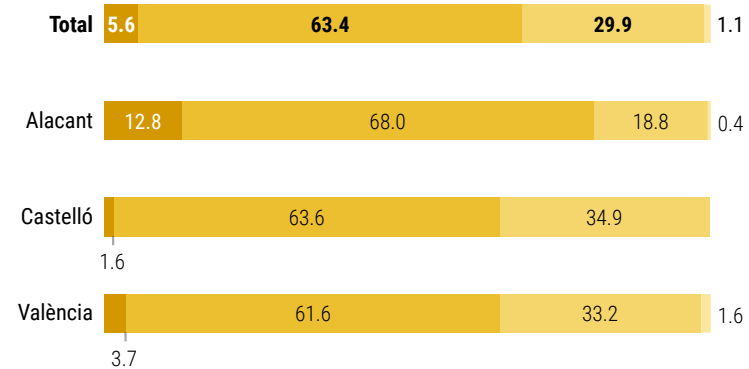
In regard to a few years ago, Valencian is used in the society as a whole



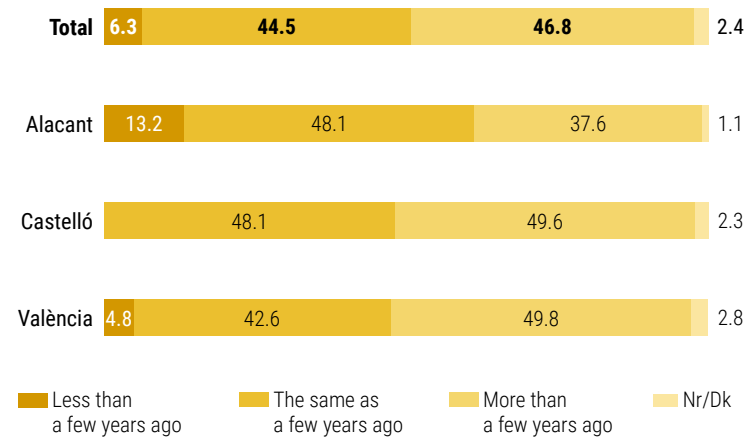
In regard to a few years ago, Valencian is used in the regional government administration



In regard to a few years ago, Valencian is used in your work environment for verbal conversations



In regard to a few years ago, Valencian is used in your work environment in writing form



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3.2 FUTURE PERSPECTIVE

	Total	Province of Alacant	Province of Castelló	Province of València
<i>In the future, Valencian will be used by the society in general</i>				
Less than now	7.1	13.9	7.0	4.5
The same as now	42.4	52.6	34.1	40.0
More than now	43.5	29.7	53.5	47.0
Nr/Dk	7.0	3.8	5.4	8.5
<i>In the future, Valencian will be used in the regional government administration environment</i>				
Less than now	2.9	4.9	3.1	2.1
The same as now	28.1	36.8	24.8	25.4
More than now	62.2	55.3	68.2	63.7
Nr/Dk	6.8	3.0	3.9	8.8
<i>You think Valencian should be used in the society in general</i>				
Less than now	3.5	11.3	2.3	0.7
The same as now	40.1	55.6	51.2	32.2
More than now	51.8	31.2	46.5	60.6
Nr/Dk	4.6	1.9	-	6.5
<i>You think Valencian should be used in the regional government administration</i>				
Less than now	3.2	10.2	0.8	1.0
The same as now	38.0	54.1	52.7	29.2
More than now	55.1	33.5	46.5	64.8
Nr/Dk	3.7	2.3	-	5.0

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3.2 FUTURE PERSPECTIVE

	Total	Province of Alacant	Province of Castelló	Province of València
<i>You think Valencian should be used in the relationships with colleagues</i>				
Less than now	3.5	12.8	-	0.6
The same as now	54.9	63.9	77.5	47.4
More than now	38.5	21.4	22.5	47.8
Nr/Dk	3.2	1.9	-	4.3
<i>Do you think it should be used in the written documents in the regional government administration</i>				
Less than now	3.5	9.8	3.9	1.1
The same as now	44.1	56.8	55.0	37.3
More than now	49.4	32.3	38.8	57.7
Nr/Dk	3.0	1.1	2.3	3.8
<i>Do you think it should be used in the treatment with the public in the regional government administration</i>				
Less than now	2.5	10.2	-	0.1
The same as now	47.5	59.0	70.5	39.0
More than now	46.7	29.3	29.5	56.5
Nr/Dk	3.2	1.5	-	4.4

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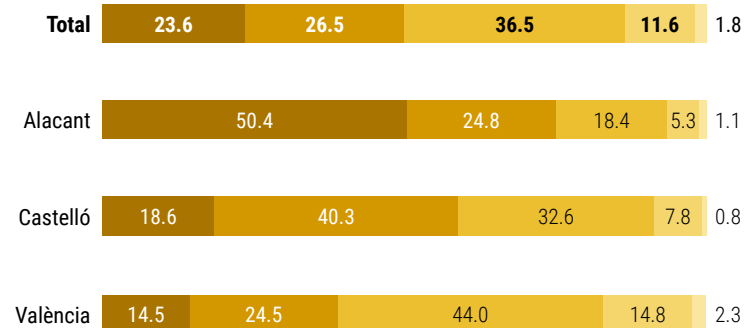
Current situation

Usage

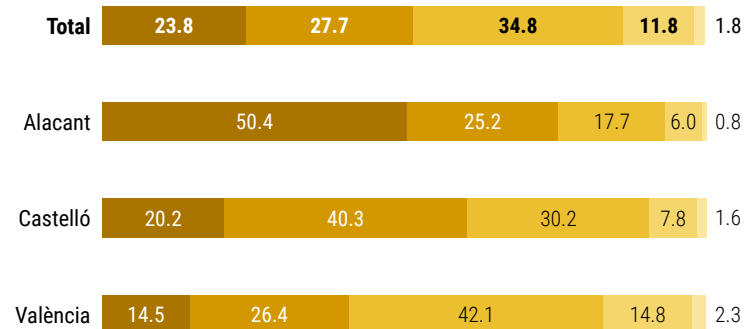
Valuations

3.3 VALUATIONS RELATED TO VALENCIAN

Should be the language of the regional government administration for verbal communications

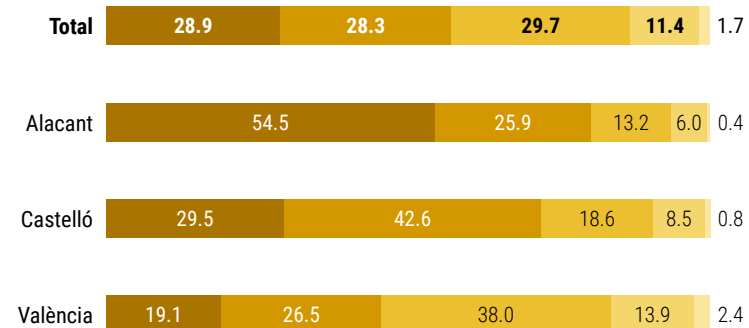


It should be the written communication language of the regional government administration

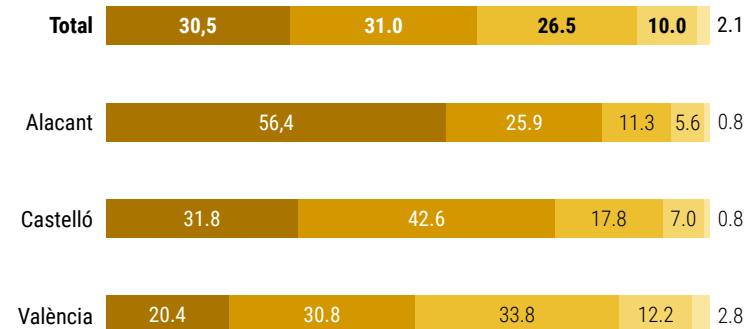


I don't agree at all
 I don't agree much
 I agree
 I strongly agree
 Nr/Dk

The regional government administration should always respond orally in Valencian



The regional government administration should answer in writing form always in Valencian



I don't agree at all
 I don't agree much
 I agree
 I strongly agree
 Nr/Dk

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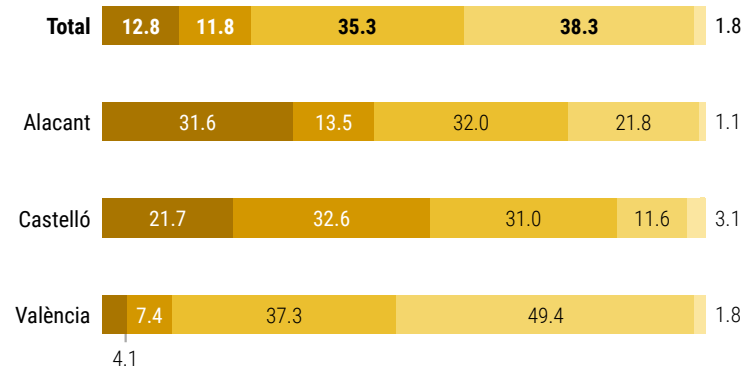
Current situation

Usage

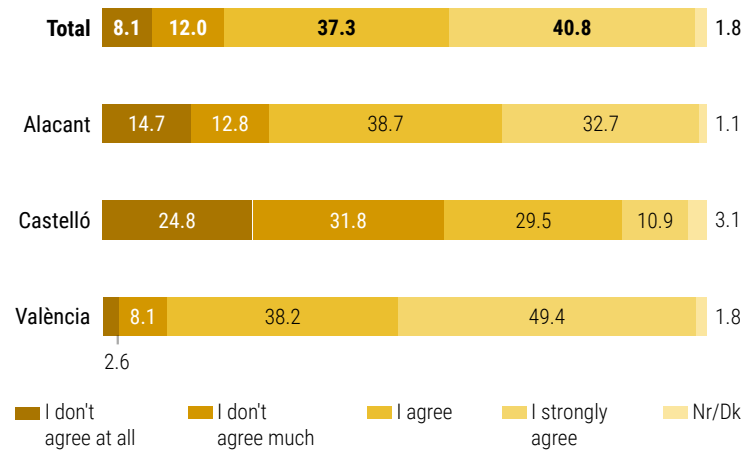
Valuations

3.3 VALORACIONS RELATIVES AL VALENCIÀ

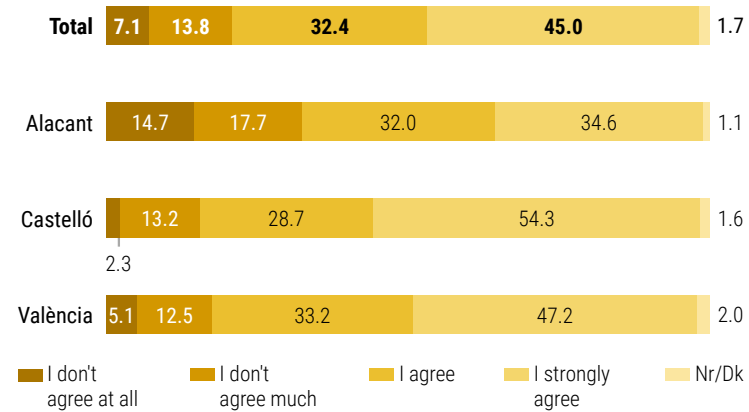
The regional government administration must always guarantee the attention to the citizen in Valencian



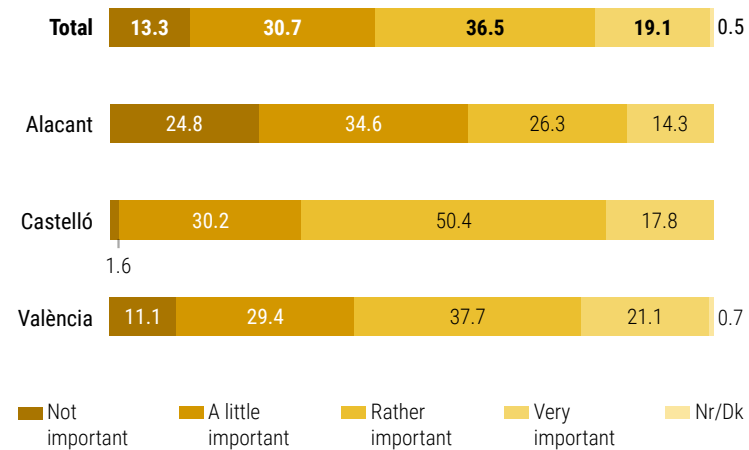
The regional government administration must always guarantee the attention to the citizen in Spanish



The workers should be fully competent in Valencian and Spanish



In regard to your work position, the knowledge of Valencian is...



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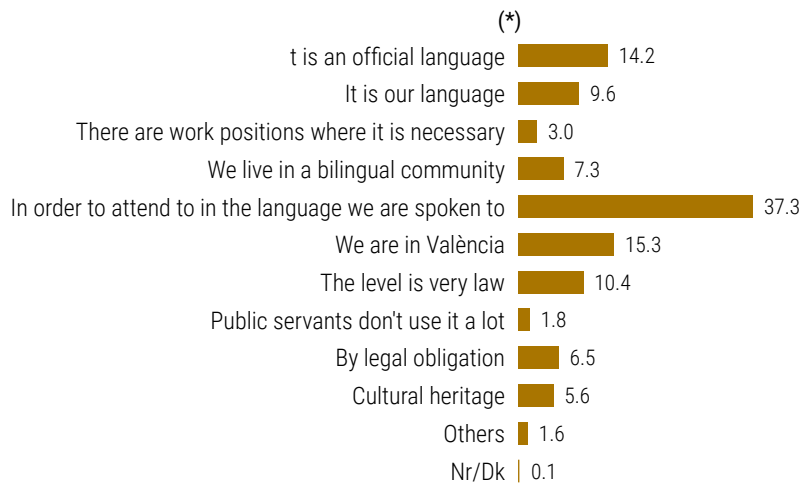
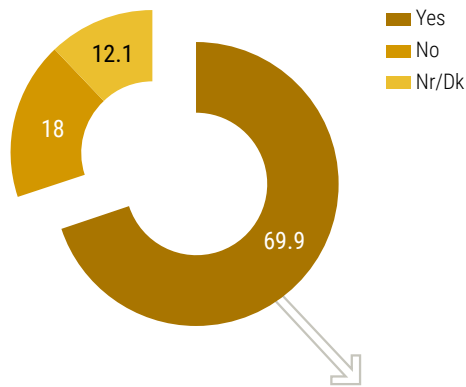
Usage

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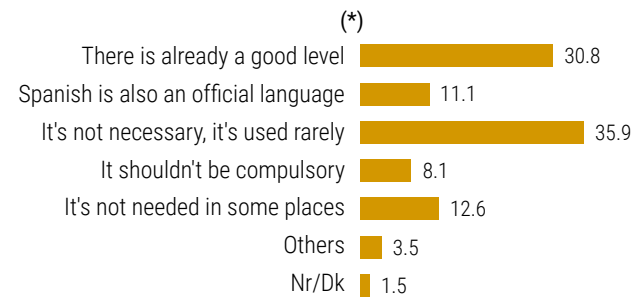
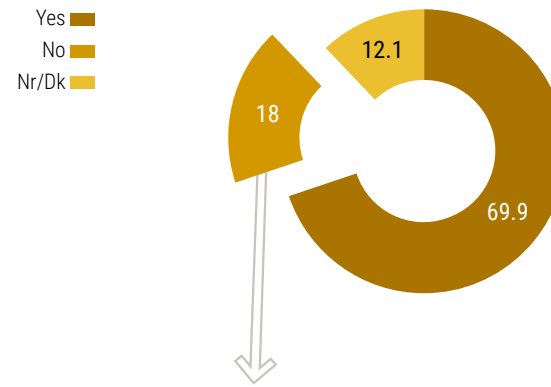
3.3 VALUATIONS RELATED TO VALENCIAN

Should public employees of the Generalitat know more Valencian?

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- Current situation
- Usage
- Valuations



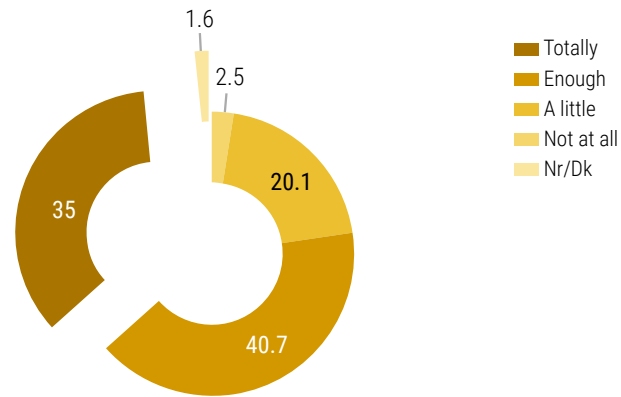
*Multiple choice answer



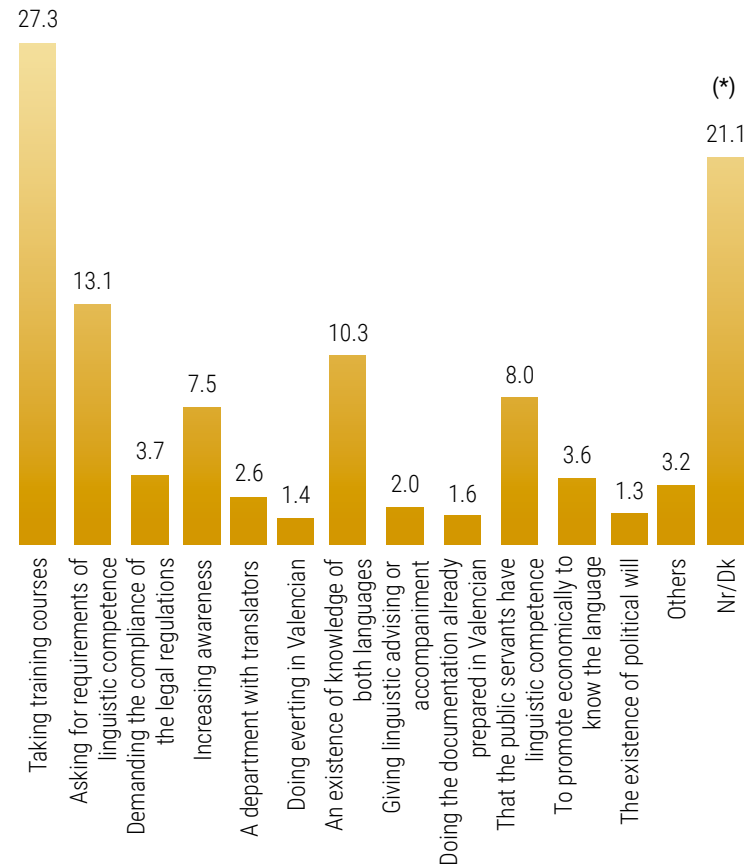
*Multiple choice answer

3.3 VALUATIONS RELATED TO VALENCIAN

Do the citizens have their linguistic rights guaranteed in the relationships with the regional government administration?



Do the citizens have their linguistic rights guaranteed in the relationships with the regional government administration?



*Multiple choice answers

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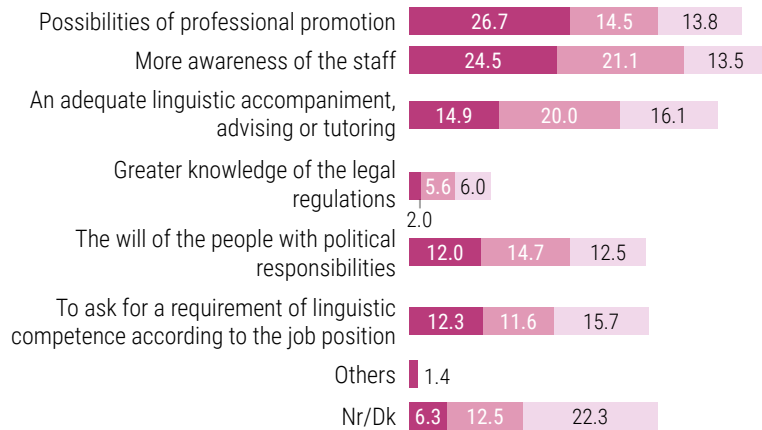
Current situation

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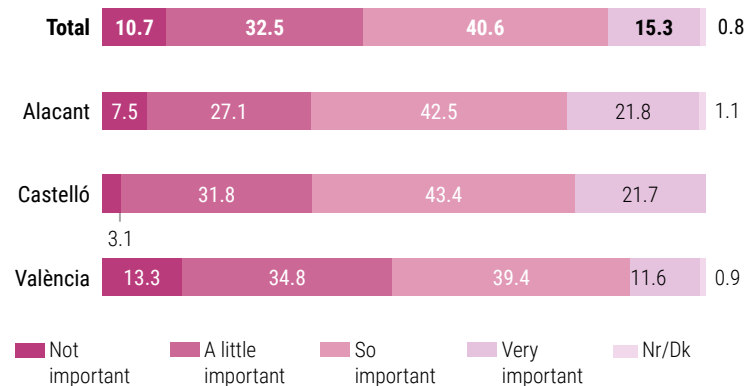
Valuations

3.4 OTHER QUESTIONS

The most important factors in order to extend the usage of Valencian in the regional government administration



Importance of the knowledge of foreign languages in the regional government administration



Do you have any certificate of knowledge of other languages?

	English	French	German	Italian	Others
(%)					
No	65.5	83.2	97.8	96.0	97.9
A1	8.2	4.0	0.4	1.1	0.5
A2	6.5	3.9	0.5	0.8	0.2
B1	10.1	4.8	0.5	1.2	0.6
B2	6.5	1.9	0.4	0.5	0.1
C1	2.0	1.4	0.3	0.2	0.4
C2	1.0	0.6		0.2	0.2
Nr/Dk	0.1	0.2	0.2	0.1	0.1

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