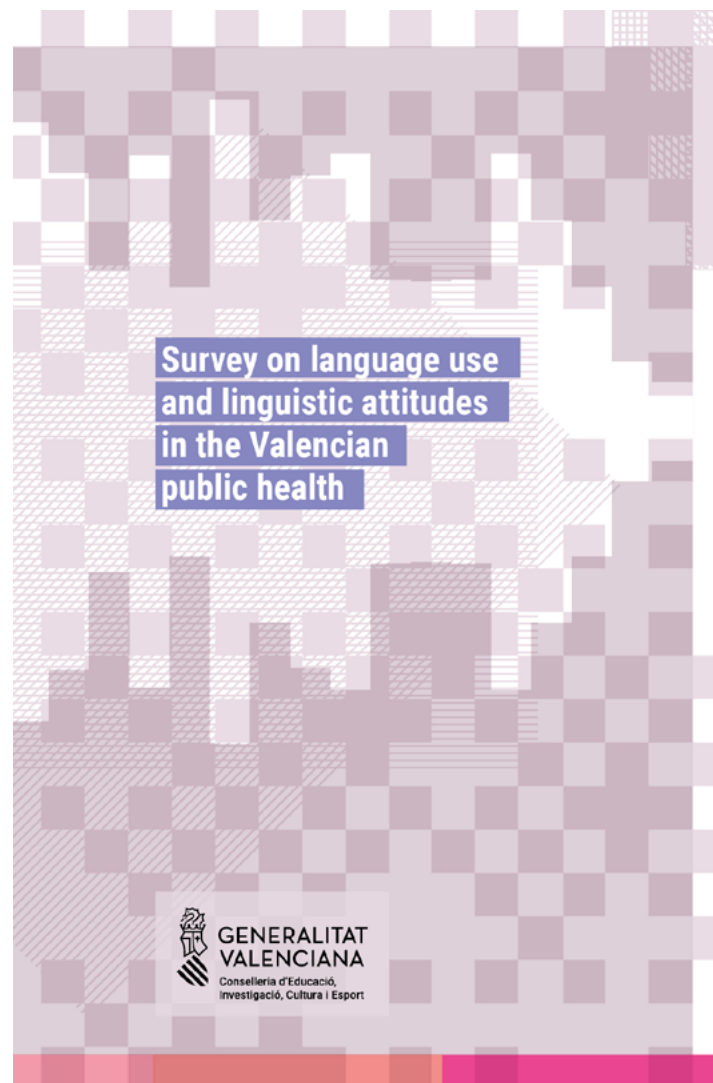




**GENERALITAT  
VALENCIANA**

Conselleria d'Educació,  
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**Survey on language use  
and linguistic attitudes  
in the Valencian  
public health**



**GENERALITAT  
VALENCIANA**

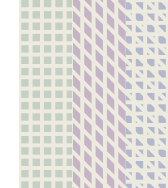
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Investigació, Cultura i Esport

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## Sampling

Random: at the time of selecting the interviewee.

Stratified, in proportion to the number of employees at the Valencian public health service within the various:

### Health department:

- Vinaròs
- Castelló
- La Plana
- Sagunt
- València Clínic - La Malva-rosa
- València Arnau de Vilanova - Lliria
- València La Fe
- Requena
- València Hospital General
- València Doctor Peset
- La Ribera
- Gandia
- Dénia
- Xàtiva - Ontinyent
- Alcoi
- Marina Baixa
- Sant Joan d'Alacant
- Elda
- Alacant - Hospital General
- Elx - Hospital General
- Orihuela
- Torrevieja
- Manises
- Elx - Crevillent

- **Type of care:** primary or specialised.
- **Type of employee:** management, non-healthcare (distinguishing between university, information, vocational training and others) and healthcare (differentiating between doctor, specialist technical, university graduate and assistant).
- **Type of management:** public or private.
- **Age:** in three categories (up to 40 years old, from 41 to 55, and over 55).

### Fact sheet

**Scope of study:** employees of the Valencian public health service, 56.794 persons [Source: Conselleria de Sanitat Universal i Salut Public, 2017].

**Confidence interval:** 95,5%.

**Characteristic percentage:** P=Q=50%.

**Sampling:** 1.100 surveys.

**Error of estimation:** ±2,99%.

**Performance of field work:** between november and december, 2017.

**Type of interviewee:** 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 according to health department and type of care

Health department	Understands Valencian				Can speak Valencian			
	Nothing	A little	Quite well	Perfectly	Nothing	A little	Quite well	Perfectly
Vinaròs	-	11.8	11.8	76.5	11.8	11.8	23.5	52.9
Castelló	-	1.3	26.3	72.5	1.3	16.3	22.5	60.0
La Plana	-	3.4	24.1	72.4	-	17.2	20.7	62.1
Sagunt	-	20.0	13.3	66.7	20.0	20.0	36.7	23.3
València Clínic - La Malva-rosa	-	1.4	12.3	86.3	-	41.1	12.3	46.6
València Arnau Vilanova - Lliria	-	8.8	24.6	66.7	8.8	33.3	28.1	29.8
València La Fe	-	6.1	31.3	62.6	8.4	32.1	32.1	27.5
Requena	-	7.7	30.8	61.5	15.4	69.2	7.7	7.7
València Hospital General	-	3.4	25.3	71.3	4.6	34.5	20.7	40.2
València Doctor Peset	-	4.8	23.8	71.4	6.3	30.2	22.2	41.3
La Ribera	-	-	4.9	95.1	-	7.3	19.5	73.2
Gandia	-	3.1	6.3	90.6	3.1	6.3	-	90.6
Dénia	-	-	6.7	93.3	-	3.3	13.3	83.3
Xàtiva - Ontinyent	-	2.6	7.7	89.7	-	12.8	15.4	71.8
Alcoi	-	-	57.1	42.9	3.6	3.6	50.0	42.9
Marina Baixa	-	9.7	22.6	67.7	12.9	25.8	16.1	45.2
Sant Joan d'Alacant	7.3	12.2	46.3	34.1	22.0	19.5	41.5	17.1
Elda	2.5	20.0	47.5	30.0	15.0	42.5	32.5	10.0
Alacant - Hospital General	3.5	25.9	54.1	16.5	24.7	37.6	30.6	7.1
Elx - Hospital General	-	25.6	11.6	62.8	14.0	32.6	20.9	32.6

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## 1.1 KNOWLEDGE OF VALENCIAN

Health department	Understands Valencian				Sap parlar en valencià			
	Nothing	A little	Quite well	Perfectly	Nothing	A little	Quite well	Perfectly
Orihuela	10.0	46.7	20.0	23.3	36.7	43.3	6.7	13.3
Torreveija	-	-	8.0	92.0	-	8.0	16.0	76.0
Manises	-	-	15.6	84.4	-	34.4	21.9	43.8
Elx - Crevillent	-	-	-	100.0	-	8.7	8.7	82.6
<b>Total</b>	<b>0.9</b>	<b>8.7</b>	<b>24.8</b>	<b>65.5</b>	<b>8.5</b>	<b>26.7</b>	<b>23.3</b>	<b>41.5</b>

## Type of care

Primary	1.6	7.6	29.2	61.6	9.7	23.2	28.1	38.9
Specialised	0.8	9.0	23.9	66.3	8.3	27.4	22.3	42.0
<b>Total</b>	<b>0.9</b>	<b>8.7</b>	<b>24.8</b>	<b>65.5</b>	<b>8.5</b>	<b>26.7</b>	<b>23.3</b>	<b>41.5</b>

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## 1.1 KNOWLEDGE OF VALENCIAN

## Knowledge of Valencian according to health department and type of care

Health department	Can you read Valencian				Can you write Valencian			
	Nothing	A little	Quite well	Perfectly	Nothing	A little	Quite well	Perfectly
Vinaròs	-	11.8	17.6	70.6	11.8	23.5	5.9	58.8
Castelló	-	10.0	25.0	65.0	8.8	21.3	38.8	31.3
La Plana	-	6.9	20.7	72.4	6.9	27.6	24.1	41.4
Sagunt	3.3	26.7	40.0	30.0	23.3	40.0	33.3	3.3
València Clínic - La Malva-rosa	-	12.3	32.9	54.8	8.2	34.2	27.4	30.1
València Arnau de Vilanova - Lliria	3.5	24.6	28.1	43.9	17.5	40.4	28.1	14.0
València La Fe	5.3	22.1	34.4	38.2	19.8	38.9	25.2	16.0
Requena	15.4	15.4	23.1	46.2	23.1	38.5	30.8	7.7
València Hospital General	4.6	21.8	36.8	36.8	20.7	41.4	19.5	18.4
València Doctor Peset	1.6	15.9	34.9	47.6	14.3	36.5	27.0	22.2
La Ribera	-	2.4	29.3	68.3	-	36.6	29.3	34.1
Gandia	3.1	6.3	3.1	87.5	6.3	12.5	25.0	56.3
Dénia	-	3.3	13.3	83.3	6.7	20.0	6.7	66.7
Xàtiva - Ontinyent	2.6	7.7	28.2	61.5	7.7	23.1	38.5	30.8
Alcoi	3.6	3.6	50.0	42.9	7.1	17.9	35.7	39.3
Marina Baixa	3.2	22.6	29.0	45.2	16.1	32.3	25.8	25.8
Sant Joan d'Alacant	19.5	22.0	41.5	17.1	31.7	26.8	26.8	14.6
Elda	12.5	35.0	45.0	7.5	20.0	32.5	42.5	5.0
Alacant - Hospital General	20.0	34.1	36.5	9.4	29.4	47.1	20.0	3.5
Elx - Hospital General	14.0	14.0	18.6	53.5	23.3	30.2	20.9	25.6

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## 1.1 KNOWLEDGE OF VALENCIAN

Health department	Can you read Valencian				Can you write Valencian			
	Nothing	A little	Quite well	Perfectly	Nothing	A little	Quite well	Perfectly
Orihuela	13.3	43.3	26.7	16.7	56.7	26.7	6.7	10.0
Torrevejeja	-	4.0	12.0	84.0	4.0	4.0	24.0	68.0
Manises	-	3.1	53.1	43.8	6.3	37.5	31.3	25.0
Elx - Crevillent	-	-	4.3	95.7	-	8.7	43.5	47.8
<b>Total</b>	<b>5.5</b>	<b>17.4</b>	<b>30.6</b>	<b>46.5</b>	<b>16.4</b>	<b>32.1</b>	<b>26.6</b>	<b>24.9</b>

**Tipus d'atenció**

Primary	4.3	16.2	34.6	44.9	17.8	32.4	27.6	22.2
Specialised	5.8	17.6	29.8	46.8	16.1	32.0	26.4	25.5
<b>Total</b>	<b>5.5</b>	<b>17.4</b>	<b>30.6</b>	<b>46.5</b>	<b>16.4</b>	<b>32.1</b>	<b>26.6</b>	<b>24.9</b>

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## 1.1 KNOWLEDGE OF VALENCIAN

## Knowledge of Valencian according to type of employee

	Total	Management	Non-healthcare					Healthcare				
			University	Information	Vocational training	Other	Total	Doctor	Specialist technician	University graduate	Assistant	Total
<b>Understands Valencian</b>												
Nothing	0.9	-	-	-	-	-	-	1.6	2.6	0.8	0.9	1.2
A little	8.7	-	-	11.1	4.2	14.0	7.9	9.3	5.1	7.9	11.3	9.0
Quite well	24.8	-	20.0	11.1	30.0	26.9	27.3	20.2	25.6	24.7	27.8	24.2
Perfectly	65.5	100.0	80.0	77.8	65.8	59.1	64.9	68.8	66.7	66.6	59.9	65.6
<b>Can speak Valencian</b>												
Nothing	8.5	-	-	11.1	7.5	11.8	8.7	11.7	5.1	6.2	9.4	8.5
A little	26.7	-	20.0	22.2	26.7	30.1	27.3	23.5	33.3	25.8	30.7	26.7
Quite well	23.3	-	30.0	-	30.8	23.7	26.9	19.8	25.6	23.3	23.1	22.4
Perfectly	41.5	100.0	50.0	66.7	35.0	34.4	37.2	44.9	35.9	44.7	36.8	42.4
<b>Can you read Valencian</b>												
Nothing	5.5	-	-	11.1	4.2	10.8	6.6	8.1	2.6	3.7	5.2	5.3
A little	17.4	-	5.0	22.2	10.0	21.5	14.5	15.8	15.4	17.7	22.6	18.3
Quite well	30.6	-	45.0	11.1	40.0	32.3	36.4	24.7	35.9	30.3	31.1	29.2
Perfectly	46.5	100.0	50.0	55.6	45.8	35.5	42.6	51.4	46.2	48.3	41.0	47.3
<b>Can you write Valencian</b>												
Nothing	16.4	-	15.0	11.1	15.0	28.0	19.8	17.4	15.4	12.4	18.4	15.5
A little	32.1	-	30.0	33.3	31.7	35.5	33.1	26.7	25.6	34.3	35.4	32.0
Quite well	26.6	75.0	20.0	33.3	30.8	21.5	26.4	25.5	38.5	26.1	25.9	26.5
Perfectly	24.9	25.0	35.0	22.2	22.5	15.1	20.7	30.4	20.5	27.2	20.3	26.1

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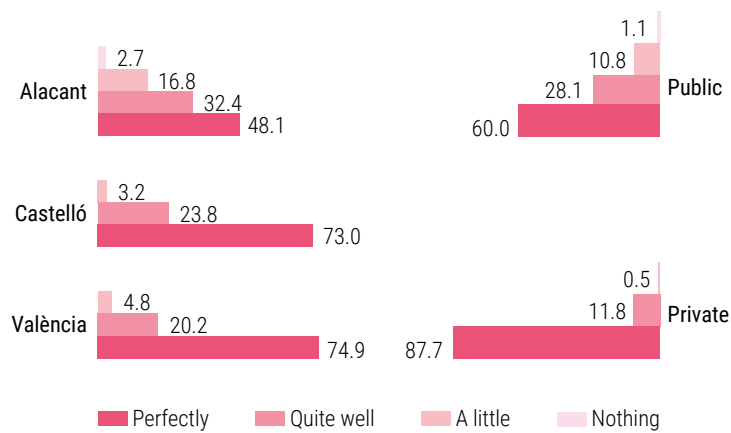
Usage

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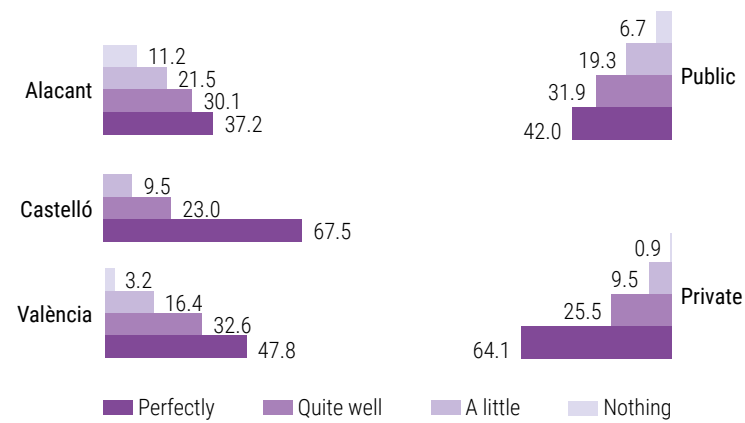
1.1 KNOWLEDGE OF VALENCIAN

Knowledge of Valencian according to province and type of management

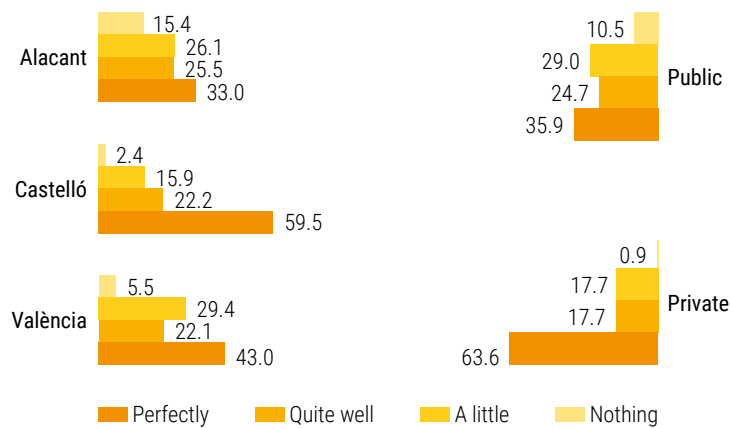
Understands Valencian



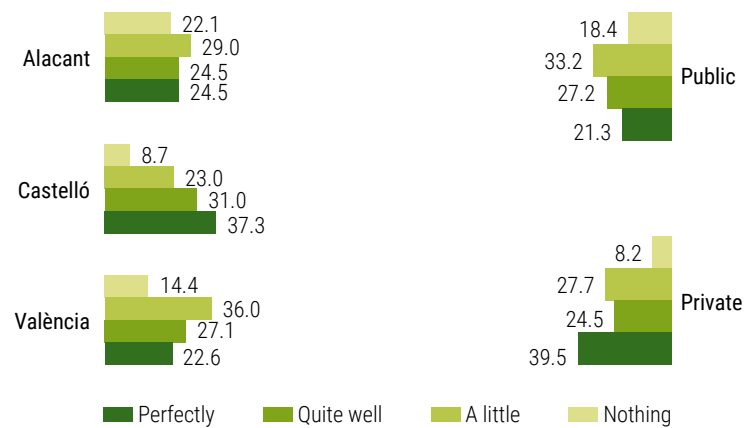
Can you read Valencian



Can speak Valencian



Can you write Valencian



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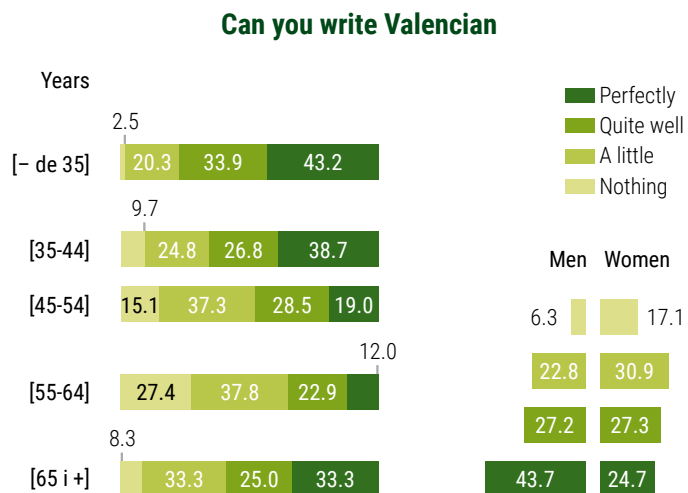
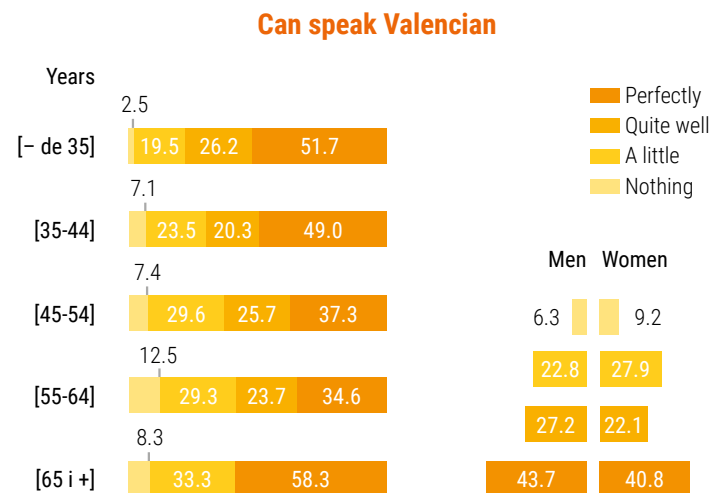
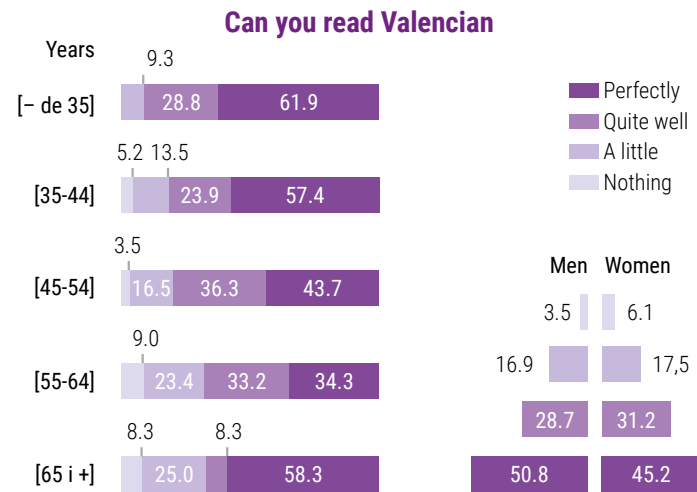
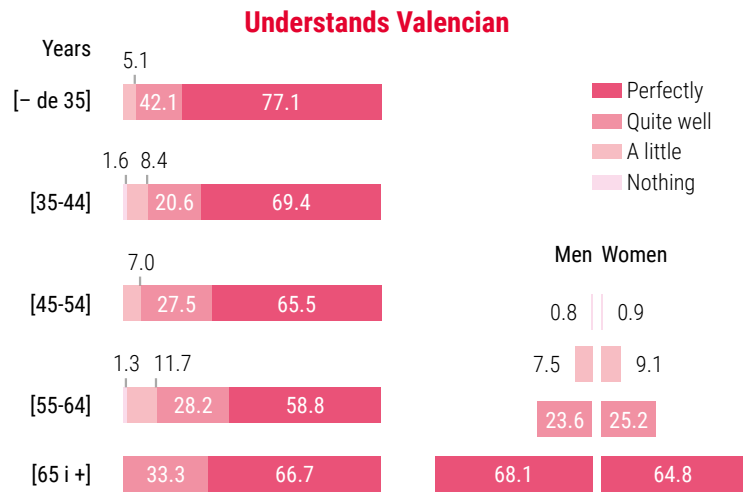
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1.1 KNOWLEDGE OF VALENCIAN

Knowledge of Valencian according to age and gender



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## 1.1 KNOWLEDGE OF VALENCIAN

## Knowledge of Valencian according to place of birth and level of education

	Valencian-speaking area	Spanish-speaking area	Balearic Islands and Catalonia	Other autonomous communities	Abroad	Compulsory education	Post-com. secondary education	Higher education	Post-graduate education
	Place of birth					Level of education			
<b>Understands Valencian</b>									
Nothing	0.1	1.3	5.0	3.8	-	-	0.9	0.8	1.4
A little	2.3	21.9	-	20.6	44.0	22.2	9.5	8.0	7.0
Quite well	17.3	38.8	15.0	48.8	12.0	38.9	25.2	26.3	18.2
Perfectly	80.3	38.1	80.0	26.9	44.0	38.9	64.3	65.0	73.4
<b>Can speak Valencian</b>									
Nothing	1.5	21.3	5.0	26.3	24.0	22.2	9.2	6.5	10.3
A little	17.3	43.1	20.0	51.9	44.0	38.9	28.6	27.0	21.0
Quite well	25.6	22.5	25.0	16.3	4.0	30.6	24.3	24.6	17.3
Perfectly	55.6	13.1	50.0	5.6	28.0	8.3	37.8	41.9	51.4
<b>Can you read Valencian</b>									
Nothing	1.4	11.3	5.0	16.9	20.0	13.9	5.8	4.0	7.5
A little	8.2	40.0	5.0	37.5	24.0	38.9	19.4	16.0	14.0
Quite well	30.1	31.3	20.0	34.4	28.0	30.6	32.6	32.8	22.4
Perfectly	60.4	17.5	70.0	11.3	28.0	16.7	42.2	47.2	56.1
<b>Can you write Valencian</b>									
Nothing	6.4	35.0	10.0	40.6	40.0	38.9	19.1	13.5	15.4
A little	27.8	41.9	25.0	44.4	24.0	41.7	34.5	33.3	23.8
Quite well	32.0	15.6	20.0	14.4	24.0	16.7	27.4	26.3	28.0
Perfectly	33.9	7.5	45.0	0.6	12.0	2.8	19.1	26.9	32.7

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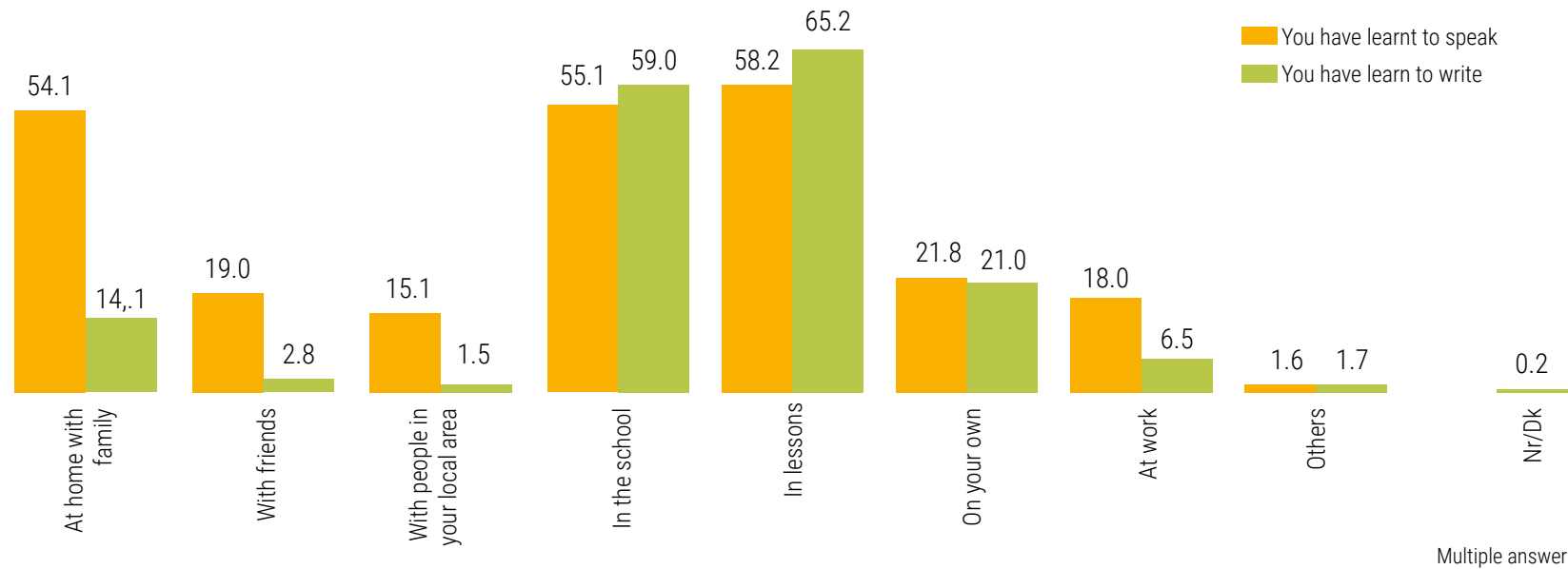
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1.2 LEARNING OF VALENCIAN

Learning process



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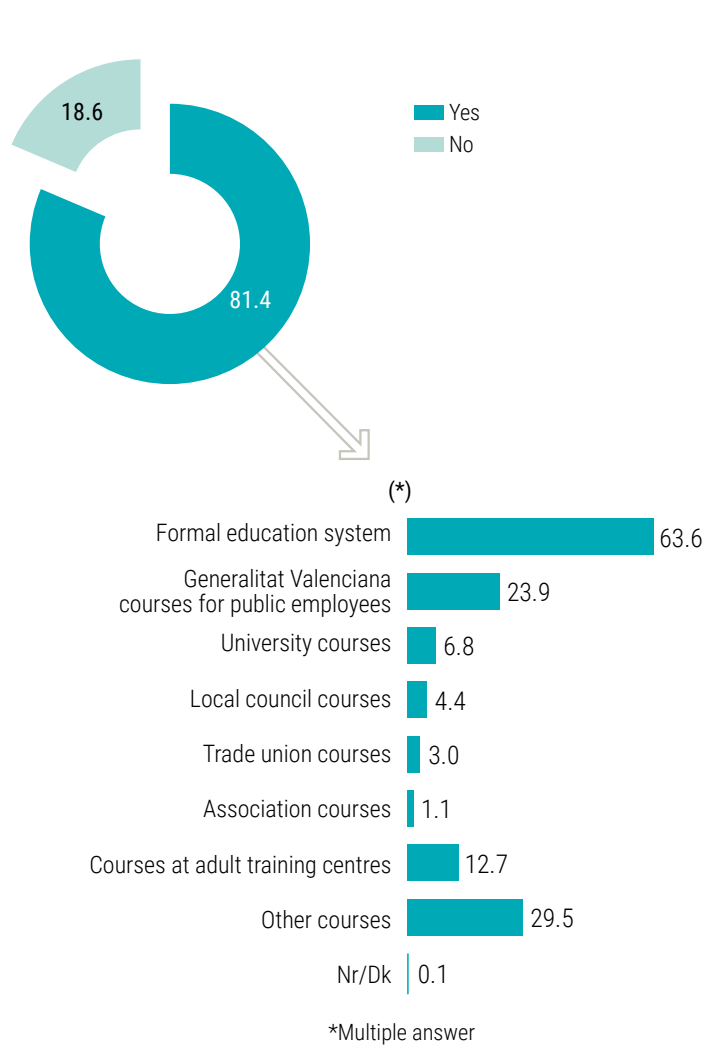
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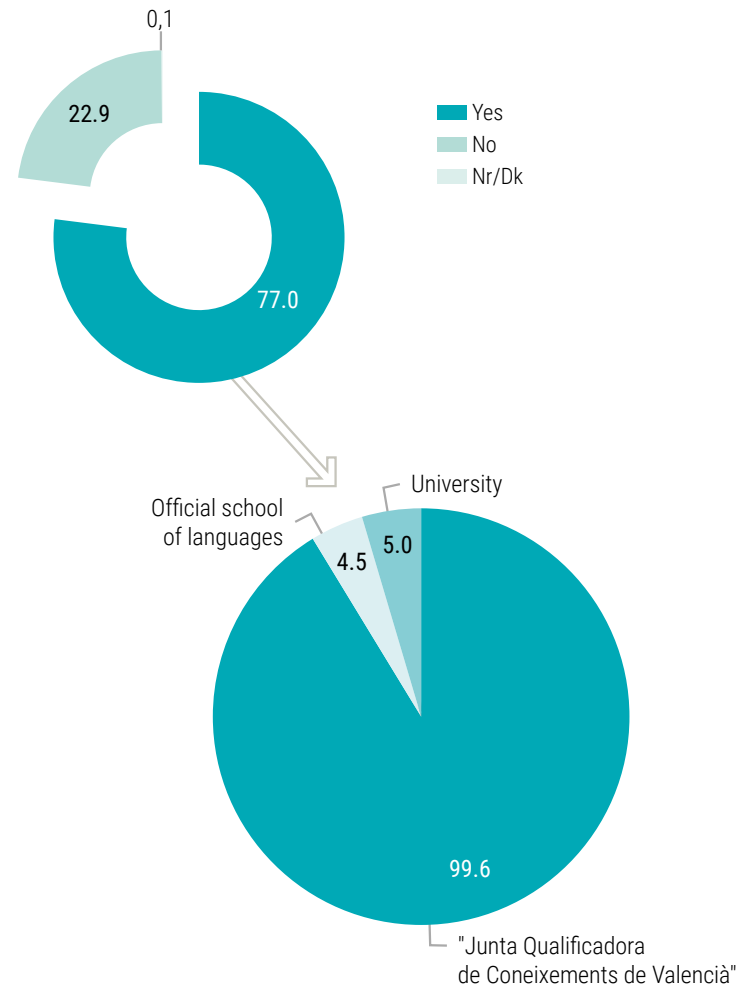
Valuations

1.2 LEARNING OF VALENCIAN

Have you had lessons in Valencian?



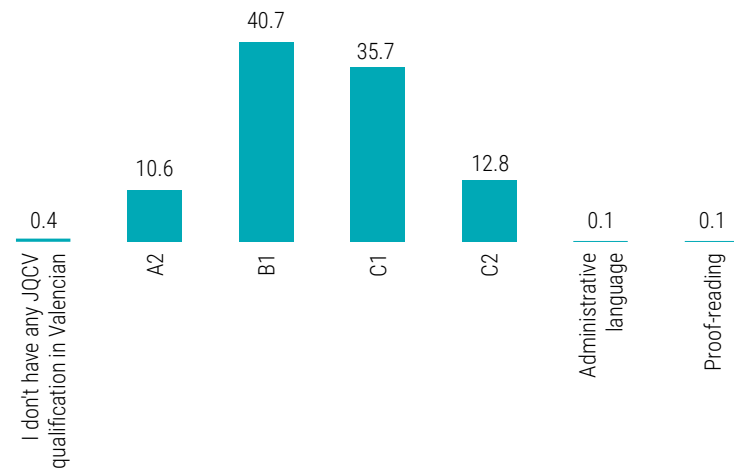
Do you have official qualifications in Valencian?



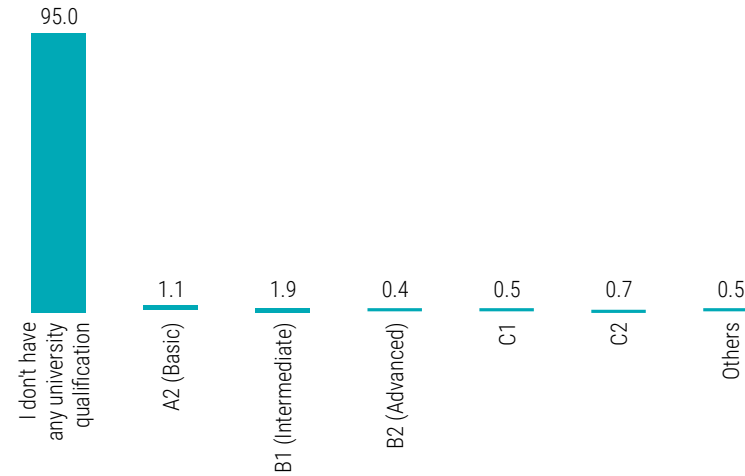
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1.2 LEARNING OF VALENCIAN

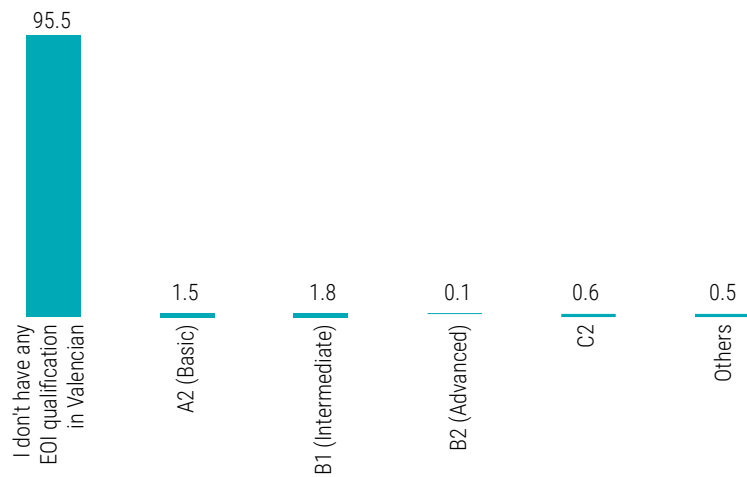
Accreditation from the Junta Qualificadora de Coneixements de Valencià



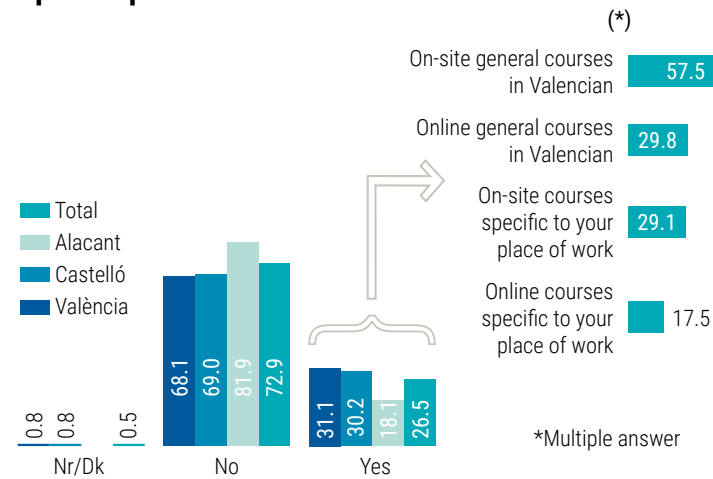
Accreditation from the university



Accreditation from the official school of languages



Requirement for further linguistic training for your specific place of work



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## 2.1 USAGE OF VALENCIAN

	Total	Province of Alacant	Province of Castelló	Province of València
<b>Language spoken at home</b>				
Always in Valencian	22.9	17.3	34.9	23.9
Usually in Valencian	3.0	2.4	4.0	3.2
More in Valencian than in Spanish	1.5	0.5	1.6	2.0
Interchangeably	11.5	14.1	15.1	9.2
More in Spanish than in Valencian	4.4	1.3	4.8	6.2
Usually in Spanish	7.6	9.0	4.0	7.5
Always in Spanish	48.6	54.3	34.9	48.0
In another language	0.5	1.1	0.8	-

	Total	Province of Alacant	Province of Castelló	Province of València
<b>Language spoken with colleagues at work</b>				
Always in Valencian	6.8	0.8	22.2	7.4
Usually in Valencian	4.6	4.0	7.9	4.3
More in Valencian than in Spanish	3.7	2.1	4.0	4.7
Interchangeably	26.7	26.1	33.3	25.8
More in Spanish than in Valencian	6.5	1.9	4.8	9.9
Usually in Spanish	9.6	10.4	4.8	10.2
Always in Spanish	41.8	54.8	23.0	37.6
Nr/Dk	0.1	-	-	0.2

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2.1 USAGE OF VALENCIAN

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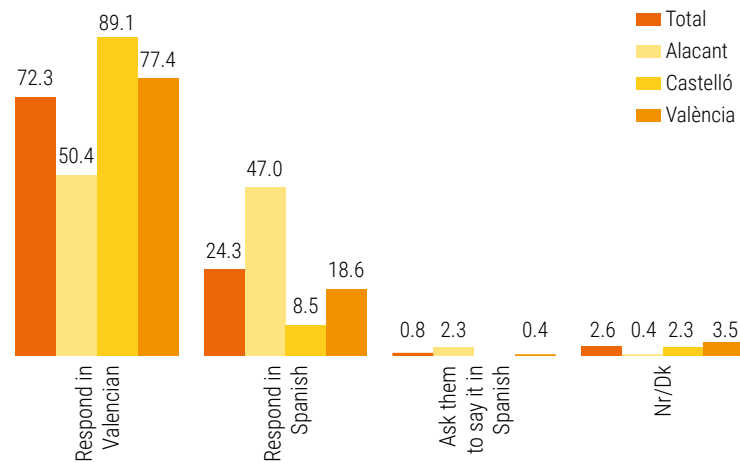
Current situation

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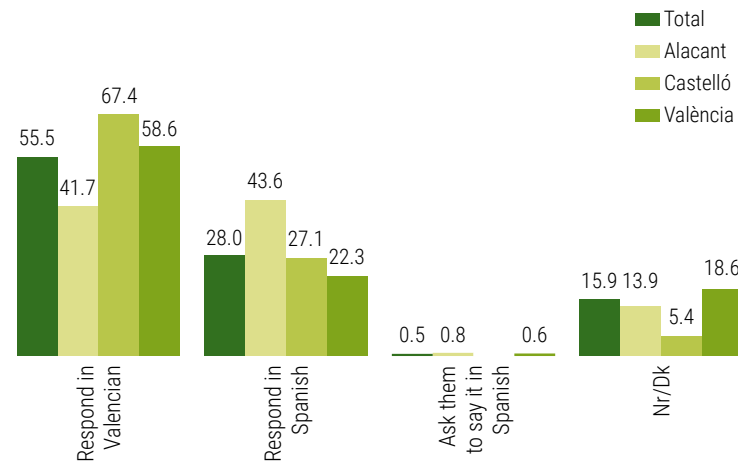
Valuations

	Total	Province of Alacant	Province of Castelló	Province of València
<b>Language spoken with de general public</b>				
Always in Valencian	1.6	1.1	1.6	1.8
Usually in Valencian	3.5	1.5	7.0	3.7
More in Valencian than in Spanish	3.0	1.1	7.0	3.0
Interchangeably	34.6	19.2	57.4	36.3
More in Spanish than in Valencian	10.9	7.1	10.1	12.5
Usually 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

If you are given verbal information in Valencian, you...

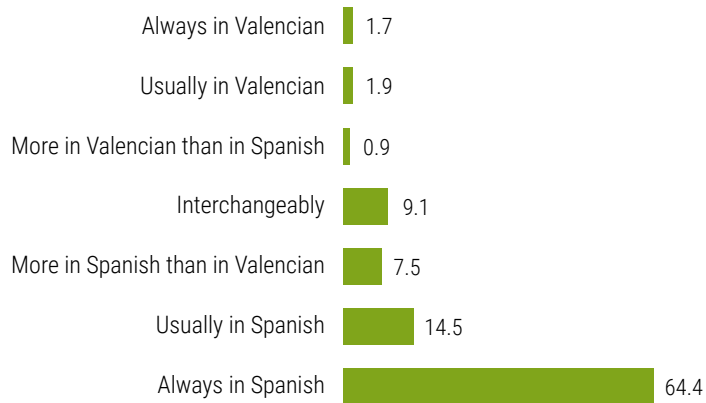
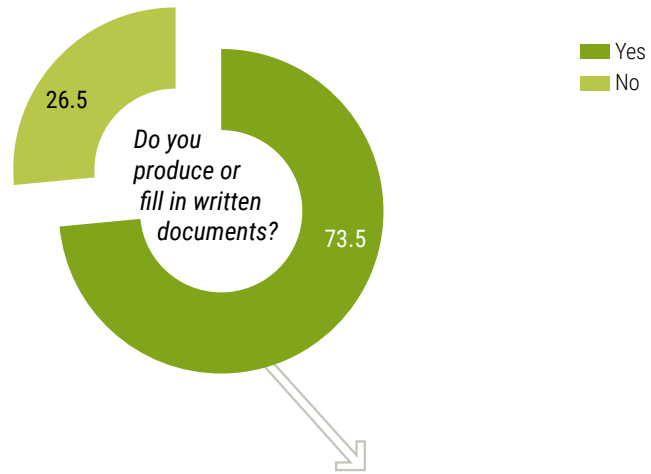


If you are given written information in Valencian, you...

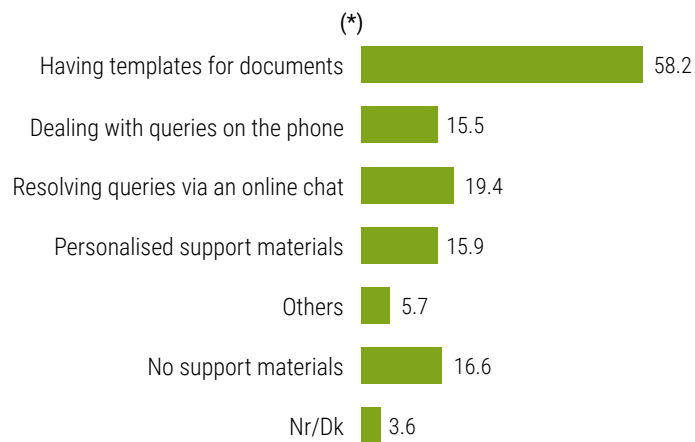
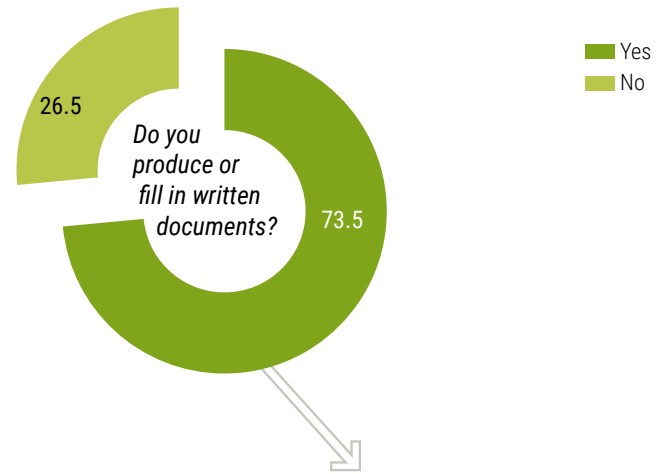


2.1 USAGE OF VALENCIAN

Language for producing written documents



Support materials that would assist you in writing in Valencian



\*Multiple answer

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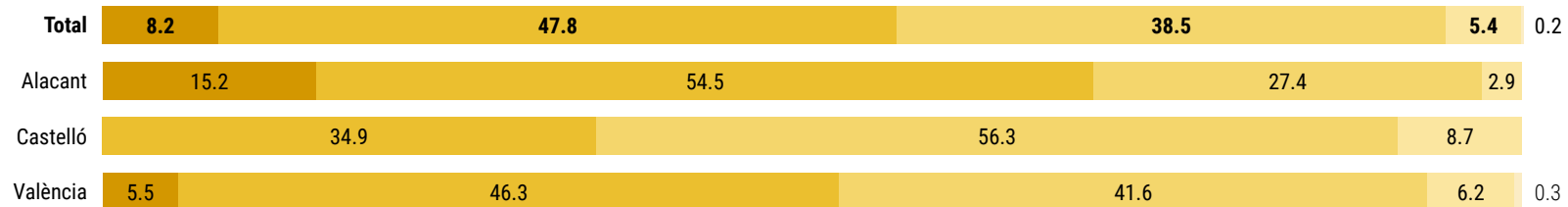
**General index**

**Current situation**

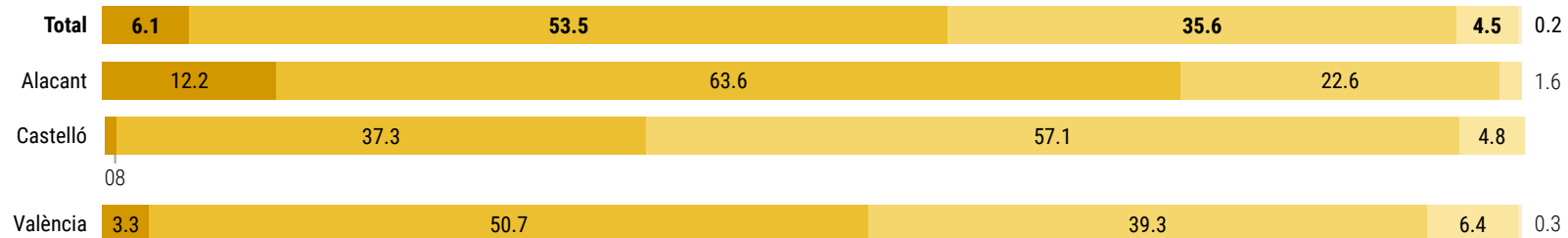
**Usage**

### 3.1 PERCEPTION OF THE USE OF VALENCIAN

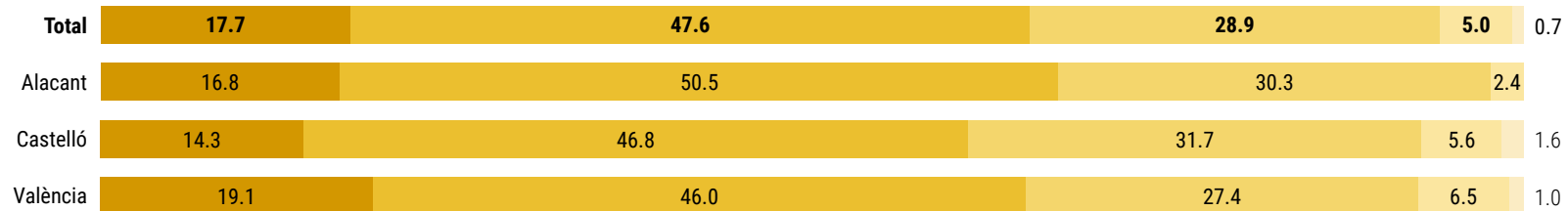
#### Valencian is currently used throughout society as a whole...



#### Valencian is currently spoken in the Valencian public health service...



#### Valencian is currently used in documents at the Valencian public health service...



Nothing A little Enough Very much Nr/Dk

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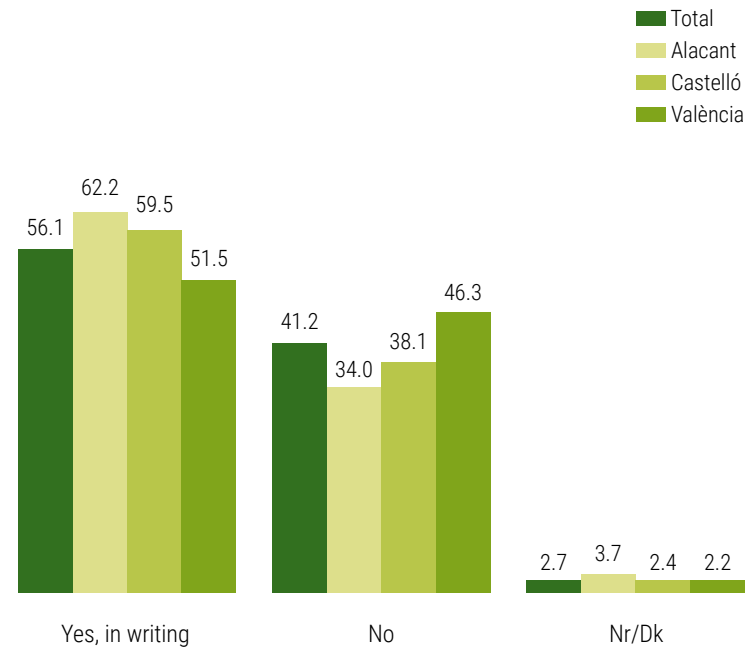
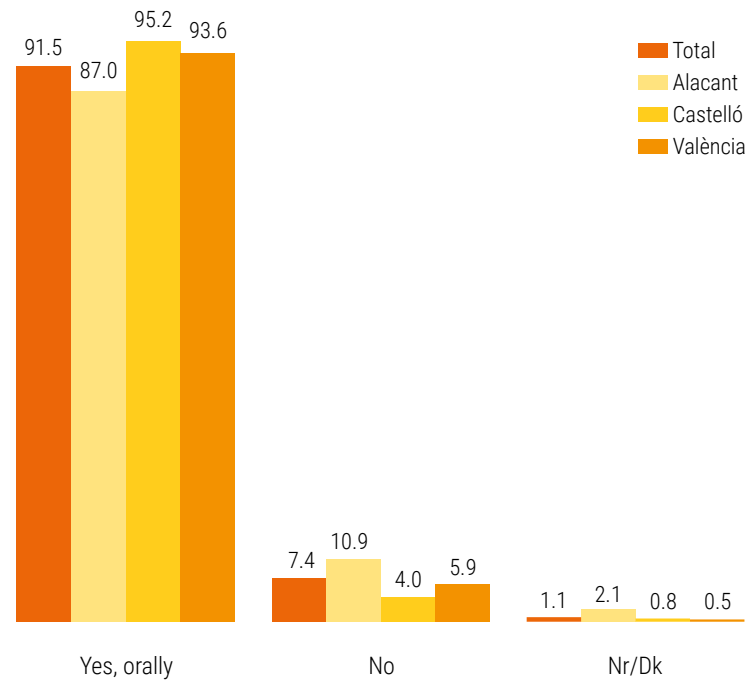
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### 3.1 PERCEPTION OF THE USE OF VALENCIAN

#### It is possible to respond in Valencian at your place of work



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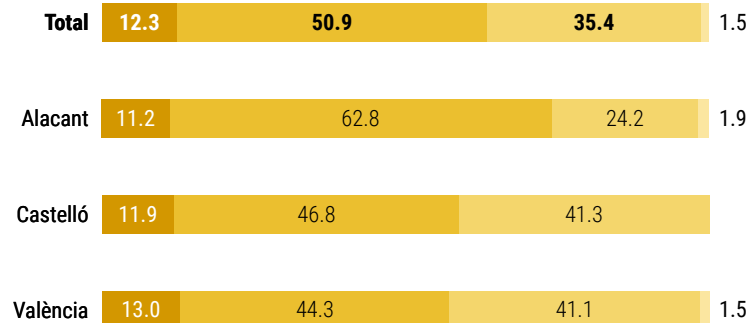
Current situation

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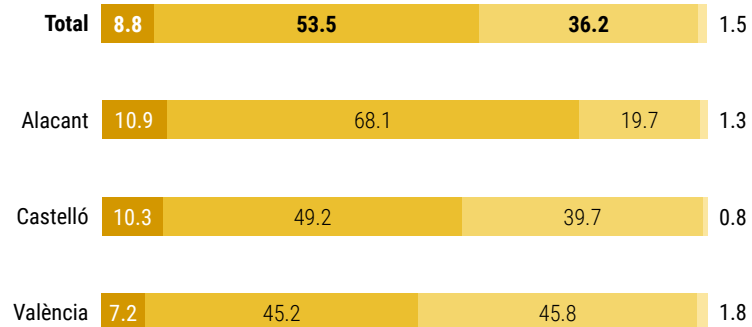
Valuations

### 3.1 PERCEPTION OF THE USE OF VALENCIAN

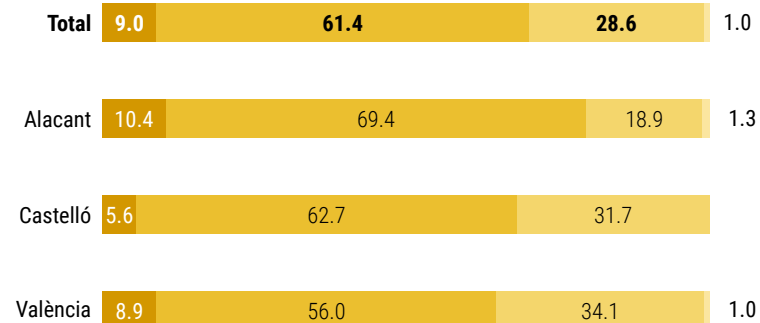
#### Compared to a few years ago, Valencian is used throughout society as a whole



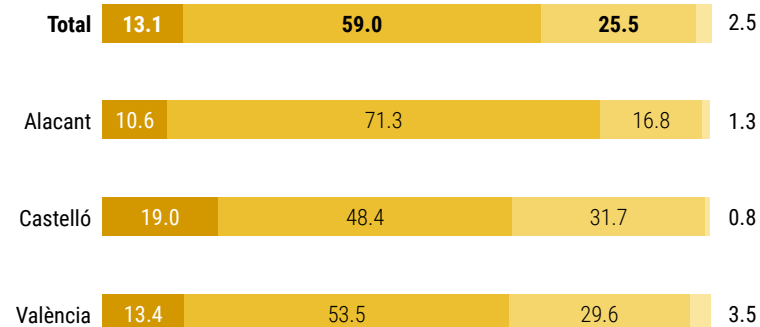
#### Compared to a few years ago, Valencian is used in the Valencian public health service



#### Compared to a few years ago, Valencian is used verbally in your work environment



#### Compared to a few years ago, Valencian is used in written form in your work environment



Less than a few years ago

The same as a few years ago

More than a few years ago

Nr/Dk

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## 3.2 FUTURE PERSPECTIVE

	Total	Province of Alacant	Province of Castelló	Province of València
<b><i>In future, Valencian will be used throughout society in general...</i></b>				
Less than now	11.8	11.4	15.1	11.4
The same as now	54.0	63.8	45.2	49.7
More than now	31.8	21.8	36.5	37.1
Nr/Dk	2.4	2.9	3.2	1.8

	Total	Province of Alacant	Province of Castelló	Province of València
<b><i>In future, Valencian will be used within the valencian public health service...</i></b>				
Less than now	8.7	11.2	10.3	6.9
The same as now	50.8	65.2	47.6	42.5
More than now	38.2	20.7	40.5	48.7
Nr/Dk	2.3	2.9	1.6	2.0

	Total	Province of Alacant	Province of Castelló	Province of València
<b><i>You believe that Valencian should be used throughout society in general...</i></b>				
Less than now	6.5	6.9	7.1	6.2
The same as now	48.5	68.9	43.7	36.8
More than now	42.7	23.1	47.6	54.0
Nr/Dk	2.2	1.1	1.6	3.0

	Total	Province of Alacant	Province of Castelló	Province of València
<b><i>You believe that Valencian should be used in the valencian public health service...</i></b>				
Less than now	5.9	6.4	6.3	5.5
The same as now	50.6	69.7	50.0	38.8
More than now	42.2	22.9	42.9	54.2
Nr/Dk	1.3	1.1	0.8	1.5

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## 3.2 FUTURE PERSPECTIVE

	Total	Province of Alacant	Province of Castelló	Province of València
<b><i>You believe that Valencian should be used in the interactions with colleagues...</i></b>				
Less than now	5.5	6.1	6.3	5.0
The same as now	62.1	71.3	62.7	56.2
More than now	31.1	21.5	30.2	37.3
Nr/Dk	1.3	1.1	0.8	1.5

	Total	Province of Alacant	Province of Castelló	Province of València
<b><i>You believe that Valencian should be used in written documents in the valencian public health service...</i></b>				
Less than now	7.3	5.9	7.1	8.2
The same as now	57.5	71.5	54.0	49.5
More than now	33.7	21.5	38.1	40.5
Nr/Dk	1.5	1.1	0.8	1.8

	Total	Province of Alacant	Province of Castelló	Province of València
<b><i>You believe that Valencian should be used at the valencian public health service when interacting with the public...</i></b>				
Less than now	5.4	6.1	7.9	4.3
The same as now	54.0	71.0	55.6	43.0
More than now	39.4	21.5	34.9	51.5
Nr/Dk	1.3	1.3	1.6	1.2

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Current situation

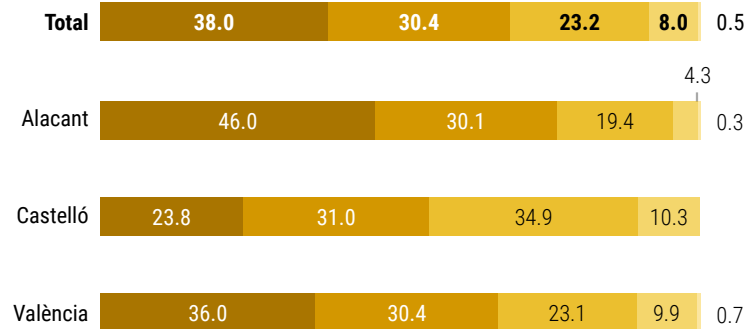
Usage

Valuations

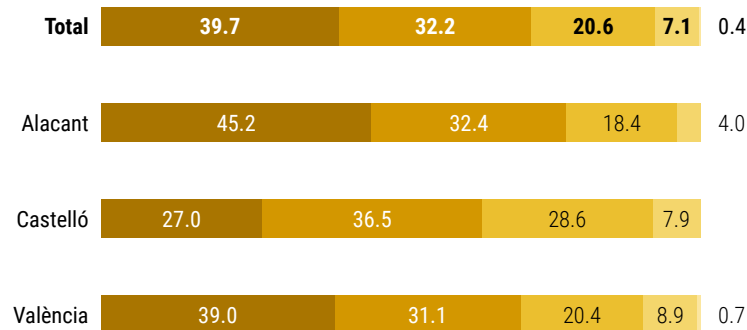


### 3.3 VALUATIONS RELATED TO VALENCIAN

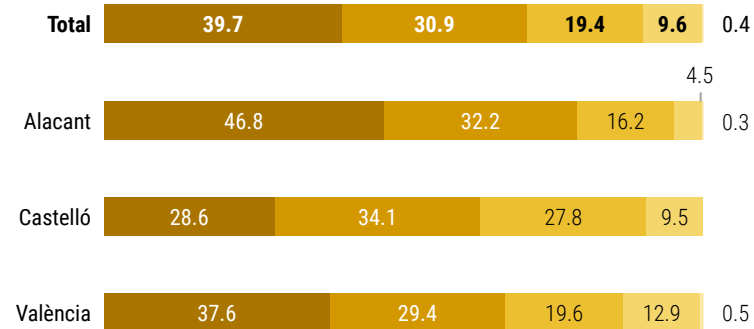
#### It should be the language used for verbal communication in the Valencian public health service



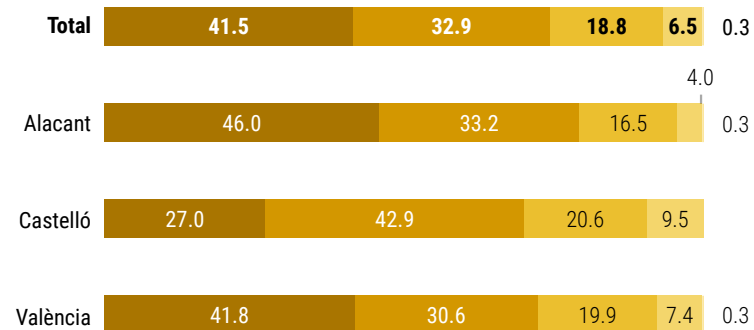
#### It should be the language used for written communication at the Valencian public health service



#### The Valencian public health service should always respond verbally in Valencian



#### The Valencian public health service should always provide written responses in Valencian



Strongly disagree Disagree Agree Strongly agree Nr/Dk

General index

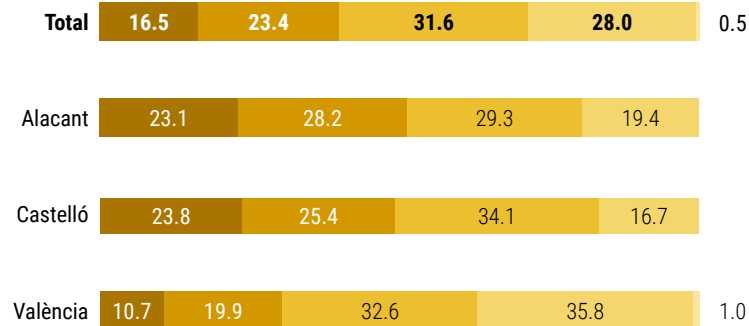
Current situation

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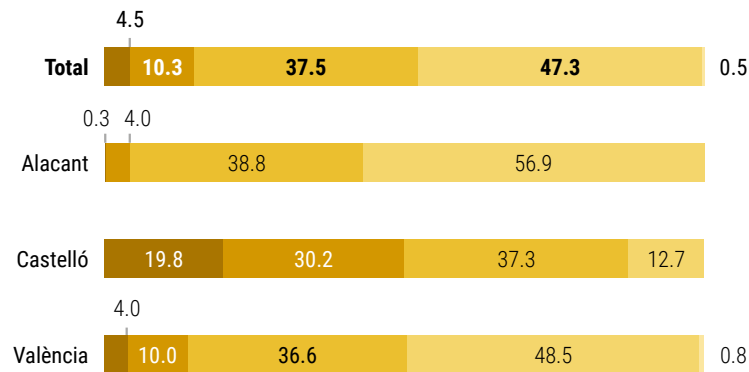
Valuations

3.3 VALUATIONS RELATED TO VALENCIAN

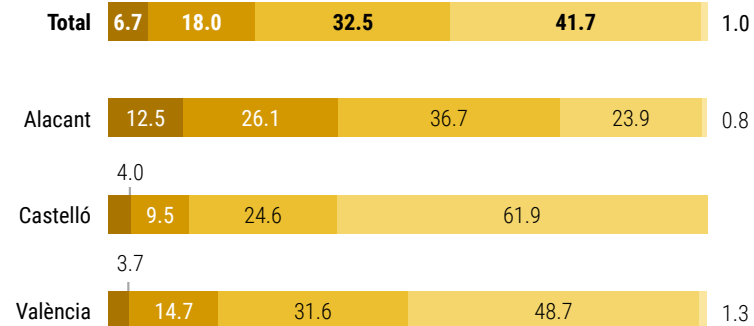
**The Valencian public health service should ensure that information is always given to citizens in Valencian**



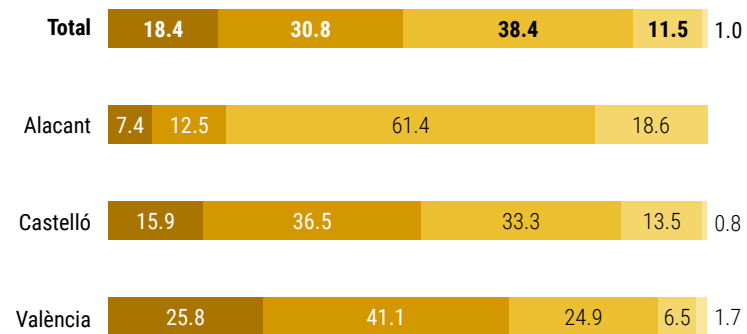
**The Valencian public health service should ensure that information is always given to citizens in spanish**



**Employees of the Valencian public health service should be fully competent in Valencian and spanish**



**The Valencian public health service should respond in other non-official languages**



Strongly disagree Disagree Agree Strongly agree Nr/Dk

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Current situation

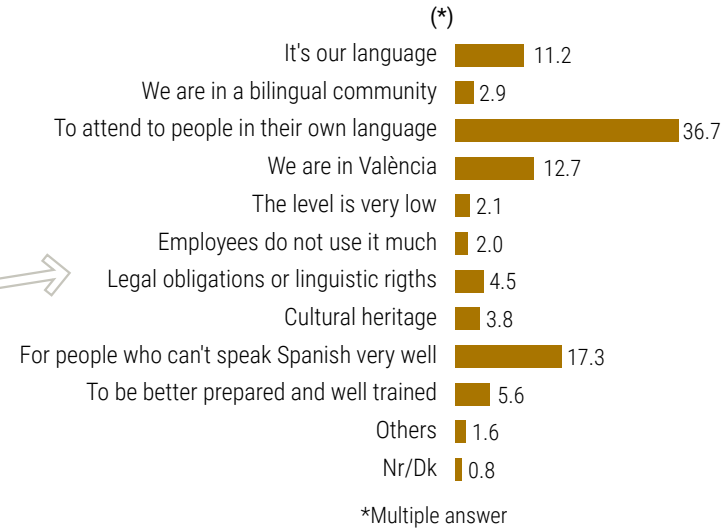
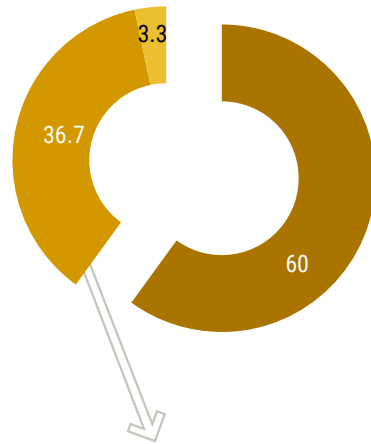
Usage

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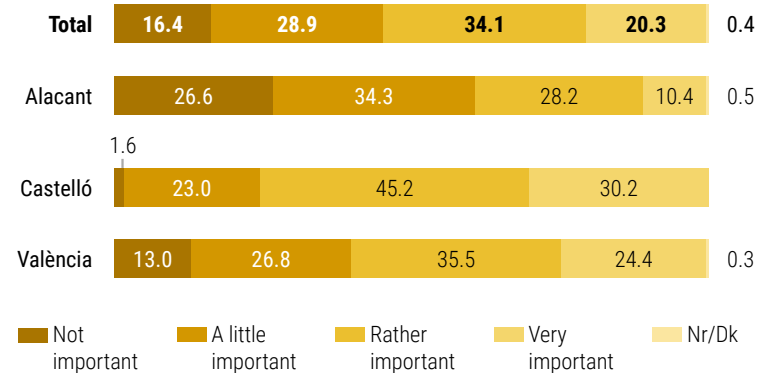
### 3.3 VALUATIONS RELATED TO VALENCIAN

#### Should employees of the Valencian public health service have better knowledge of Valencian?

Yes  
No  
Nr/Dk



#### With regards to your place of work, knowledge of Valencian is...



General index

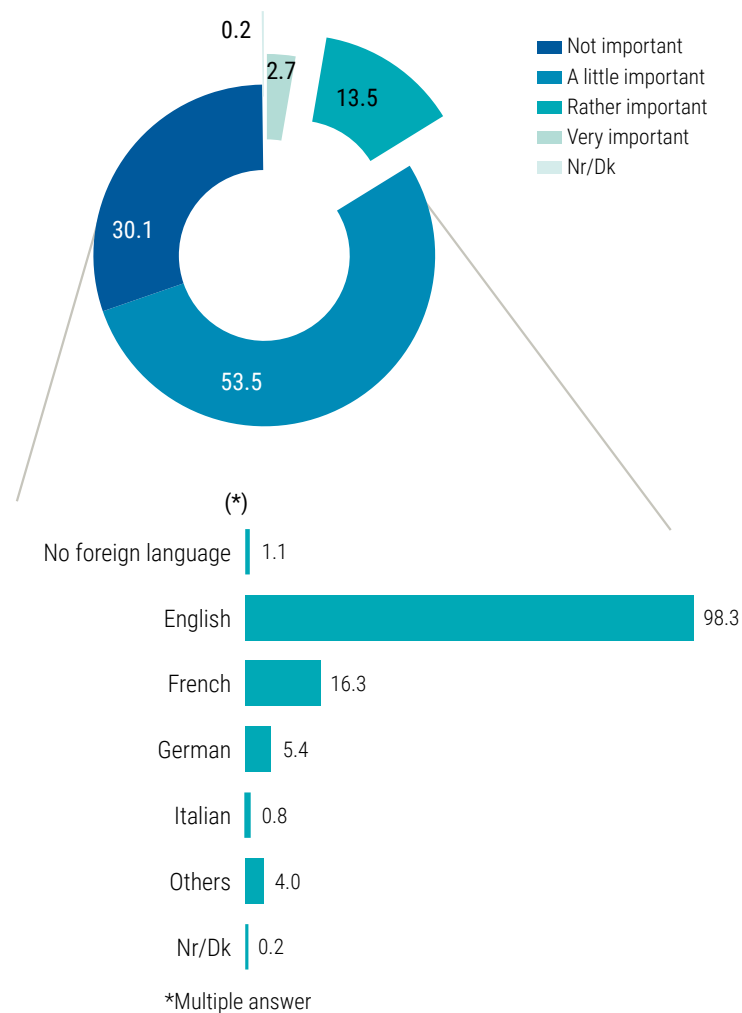
Current situation

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### 3.4 RELATIVE VALUATIONS TO THE FOREIGN LANGUAGES

#### Importance and foreign languages that employees should know



#### Do you have any qualifications of competence in other languages?

	English	French	German	Italian	Others
No	69.4	91.5	97.8	98.7	98.7
A1	4.9	2.7	0.7	0.5	0.1
A2	5.2	2.0	0.5	0.4	0.3
B1	9.4	1.6	0.5	0.1	0.4
B2	6.1	0.8	0.2	0.3	-
C1	3.4	0.8	0.1	-	0.3
C2	1.5	0.5	0.2	0.1	0.3
Nr/Dk	0.2	0.1	-	-	-

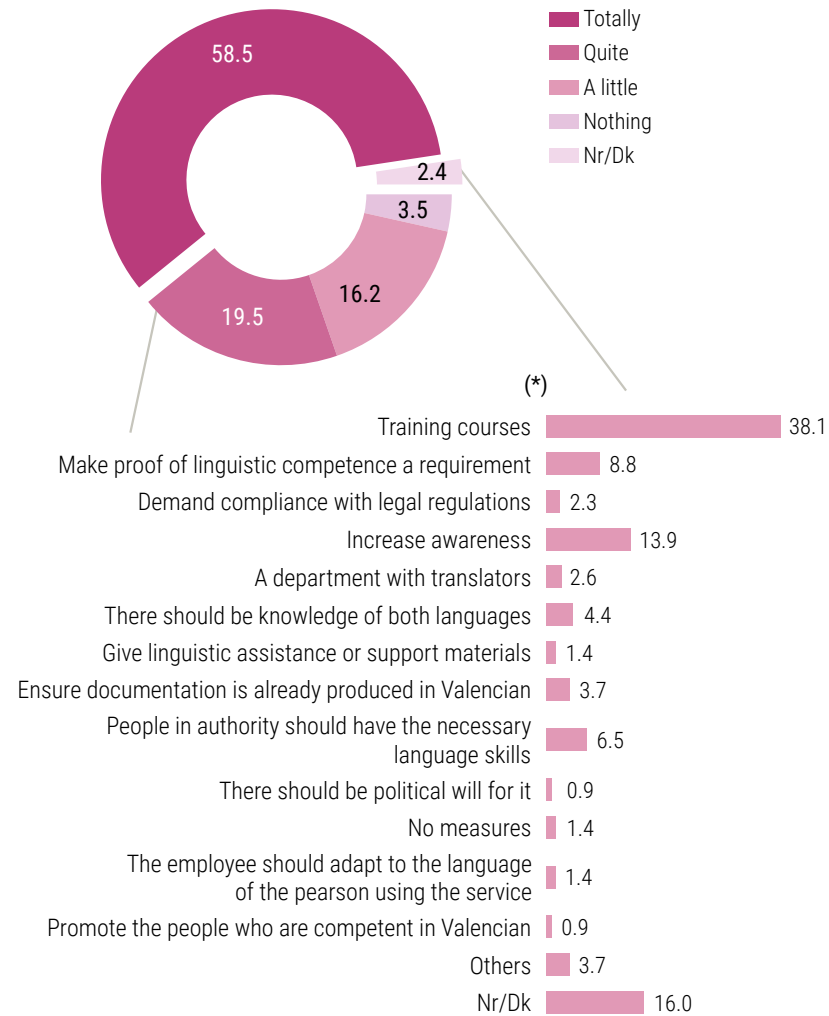
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### 3.4 OTHER QUESTIONS

#### The most important factors for expanding the use of Valencian in the Valencian public health service



#### Level of assurance of linguistic rights and suggested measures



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\*Multiple answer