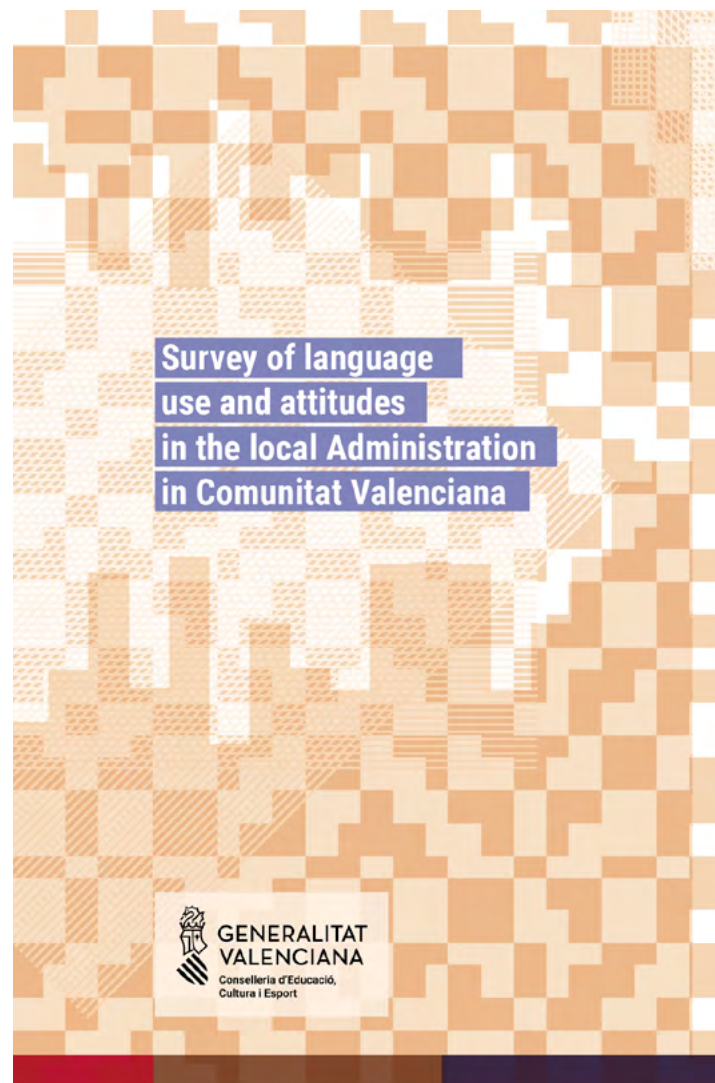




**GENERALITAT
VALENCIANA**

Conselleria d'Educació,
Investigació, Cultura i Esport

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**Survey of language
use and attitudes
in the local Administration
in Comunitat Valenciana**



**GENERALITAT
VALENCIANA**
Conselleria d'Educació,
Cultura i Esport

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Sampling

This survey was given to the employees of city and town councils, provincial governments and groupings of municipalities. In total, 32,785 employees were surveyed.

All municipalities with more than 501 registered inhabitants were included in the sampling; for municipalities with 500 or fewer registered inhabitants, a stratified sampling was carried out based on the limits of linguistic areas.

Entities:

	City/Town Council	Provincial Government ^(*)	Group of municipalities
Castelló	737	145	15
València and its metropolitan area	1,861	242	28
València	1,025	23	53
Alcoi-Gandia	895	4	51
Alacant	1.315	-	3
Northern Spanish-speaking areas	304	11	34
Southern Spanish-speaking areas	753	-	12

(*) The Alacant Provincial Government did not participate in the study. Therefore, the results contained in this report pertaining to "Provincial Government" only represent the employees of the València and Castelló provincial governments.

- Professional categories: A1, A2, C1, C2, D and APF.
- Legal relationships: administrative, working, sporadic and other.
- Edat: 30 years and under, 31 to 40 years old, 41 to 50 years old, 51 to 60 years old and 60 years and above.

Technical sheet

Study scope: local Administration employees in Comunitat Valenciana.

Study area: Comunitat Valenciana.

Sample size: 7,856 surveys given to employees in the dependencies of the Administration (city/town councils, provincial governments and groupings of municipalities).

Technical interview: Assisted Computer Personal Interview (ACPI).

They were also asked to answer a structured questionnaire, lasting 8-10 minutes.

Sampling error: the statistical error for 7,856 contestants is +1.06% for a confidence interval of 95.5% (2 sigma), where p=q=50.

Sampling types: proportionate to the number of employees of the various Administrations, with quotas per job type, professional category and area.

Study performed: September-November 2018.

Field work and data processing: Invest Group SL.

All figures given in the tables on the following pages are percentages.

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1.1 KNOWLEDGE OF VALENCIAN

Knowledge of Valencian by area

	Total	Castelló	València and its metropolitan area	València	Alcoi-Gandia	Alacant	Northern Spanish-speaking area	Southern Spanish-speaking area
Valencian listening skills								
None	1.3	0.6	0.1	-	0.1	0.5	0.9	10.7
Limited	6.0	1.4	1.5	0.5	0.6	7.1	18.3	30.3
Quite good	22.0	15.4	22.2	7.9	7.4	36.4	39.8	34.5
Excellent	70.7	82.6	76.1	91.6	91.9	55.9	41.0	24.4
Valencian speaking skills								
None	10.1	1.6	5.5	1.1	1.2	11.2	33.5	44.8
Limited	19.3	10.8	22.4	6.8	2.9	32.1	36.4	29.2
Quite good	22.6	24.0	30.3	16.3	15.1	27.1	15.8	13.3
Excellent	48.0	63.7	41.8	75.7	80.8	29.7	14.3	12.7
Valencian reading skills								
None	4.8	0.7	1.5	0.5	0.2	5.1	10.6	27.1
Limited	10.0	3.2	6.8	2.9	3.1	16.6	24.9	27.5
Quite good	26.6	24.6	31.2	15.1	13.5	37.3	35.8	26.9
Excellent	58.6	71.5	60.5	81.6	83.3	41.0	28.7	18.6
Valencian writing skills								
None	15.2	5.0	10.3	3.5	2.6	20.9	38.4	52.5
Limited	22.7	19.5	25.3	11.0	8.8	36.0	30.9	26.5
Quite good	32.5	37.0	38.6	38.4	34.2	27.2	19.2	14.4
Excellent	29.7	38.5	25.8	47.1	54.3	15.9	11.5	6.5

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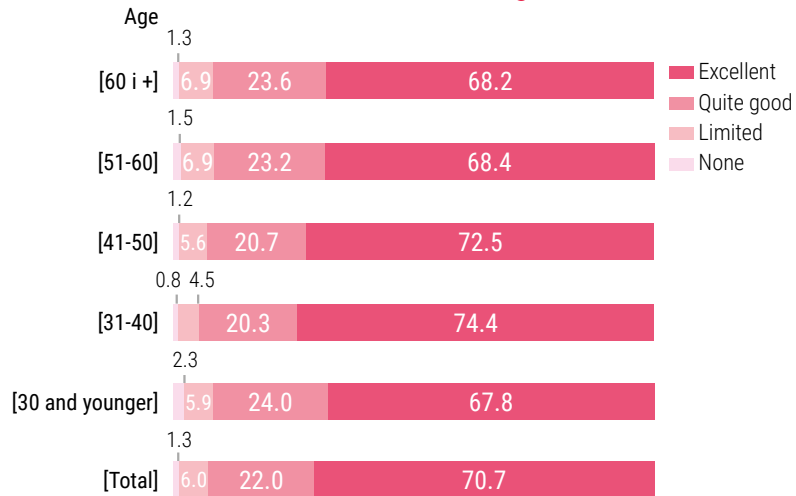
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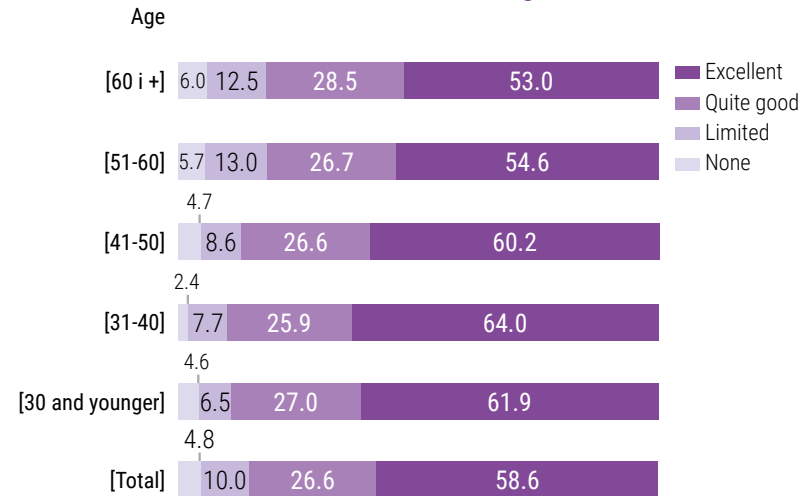
1.1 KNOWLEDGE OF VALENCIAN

Knowledge of Valencian by age

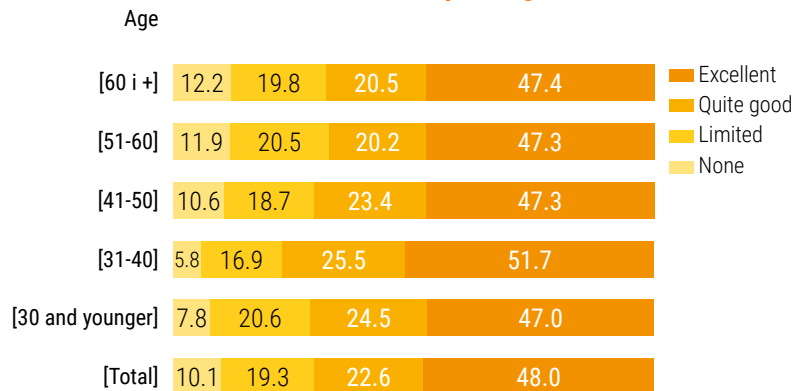
Valencian listening skills



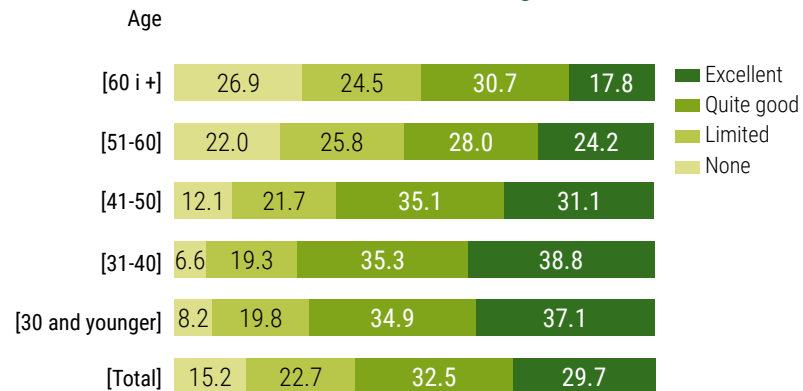
Valencian reading skills



Valencian speaking skills



Valencian writing skills



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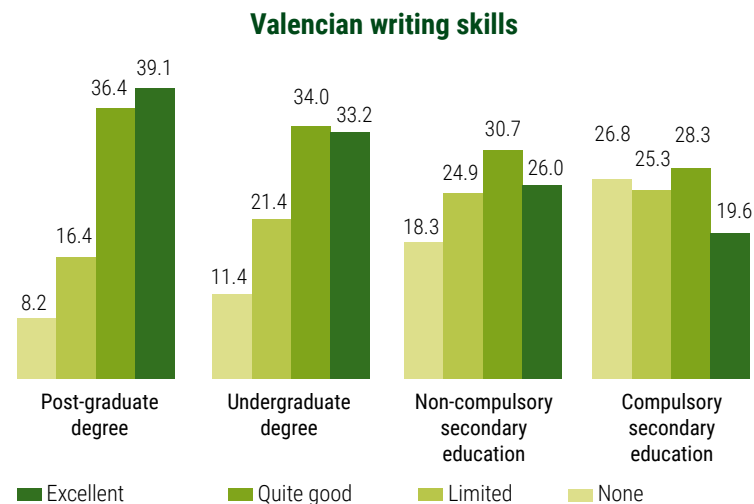
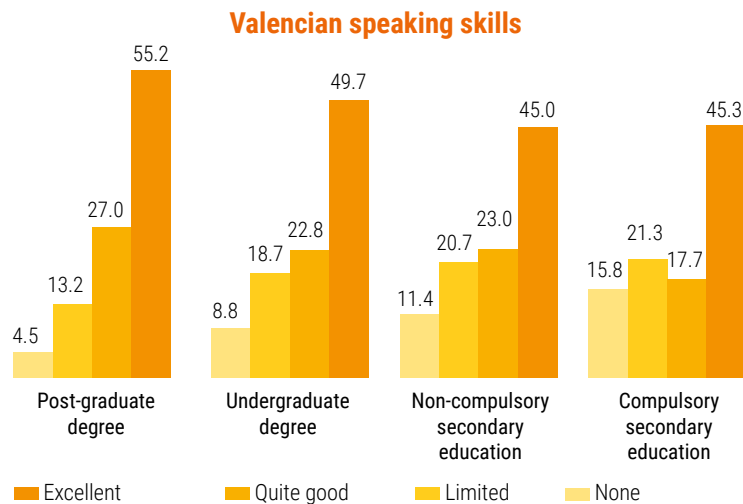
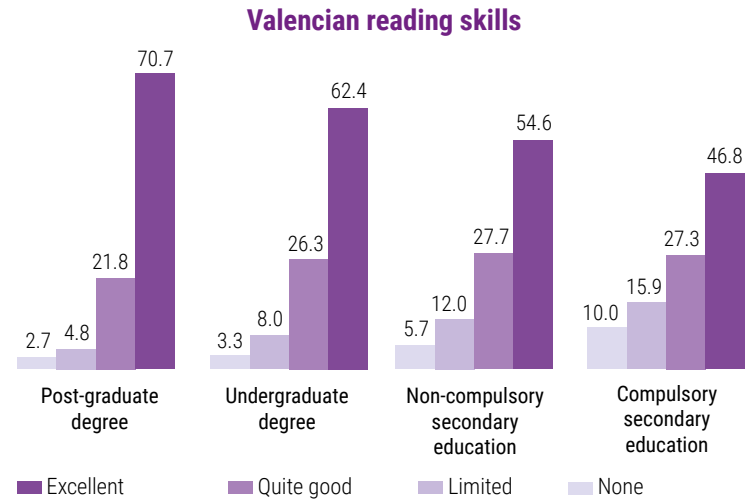
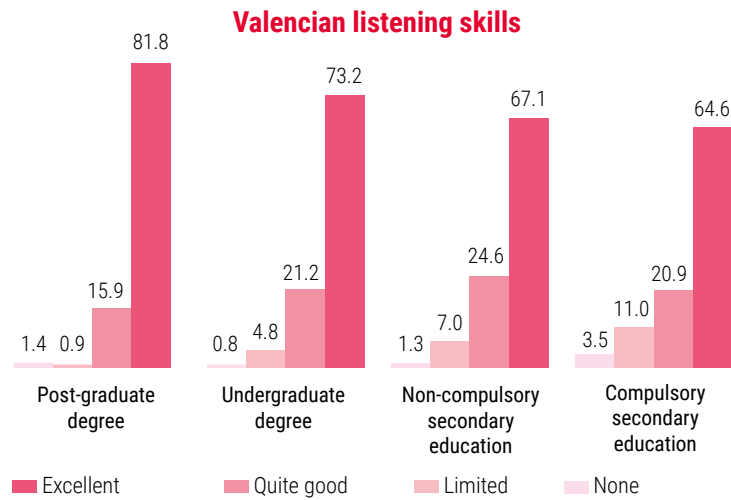
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1.1 KNOWLEDGE OF VALENCIAN

Knowledge of Valencian by level of completed studies



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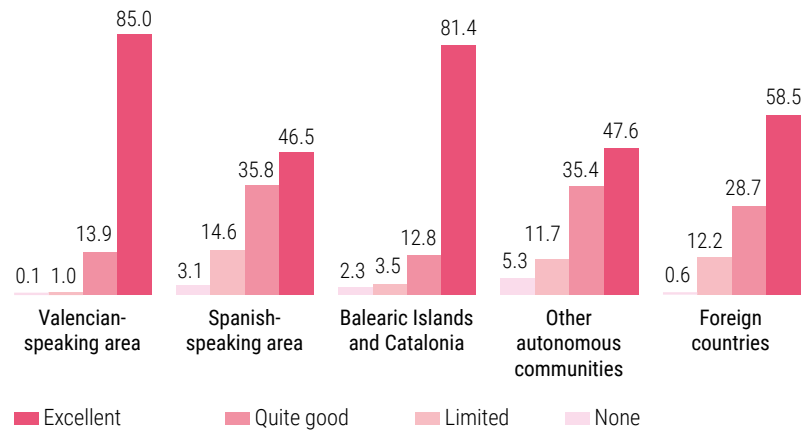
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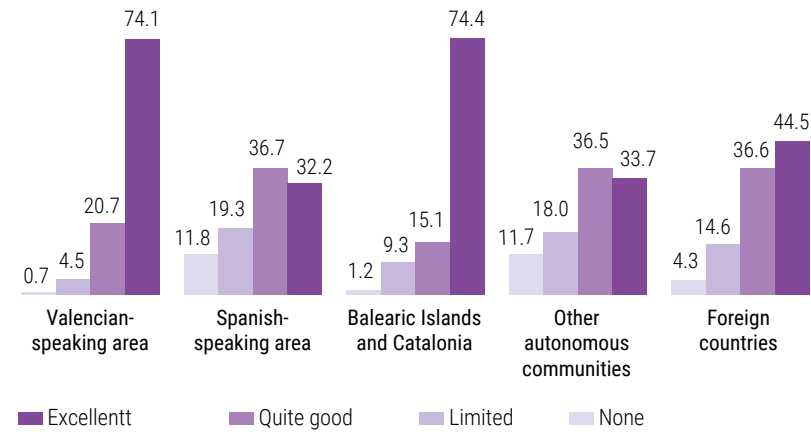
1.1 KNOWLEDGE OF VALENCIAN

Knowledge of Valencian by place of birth

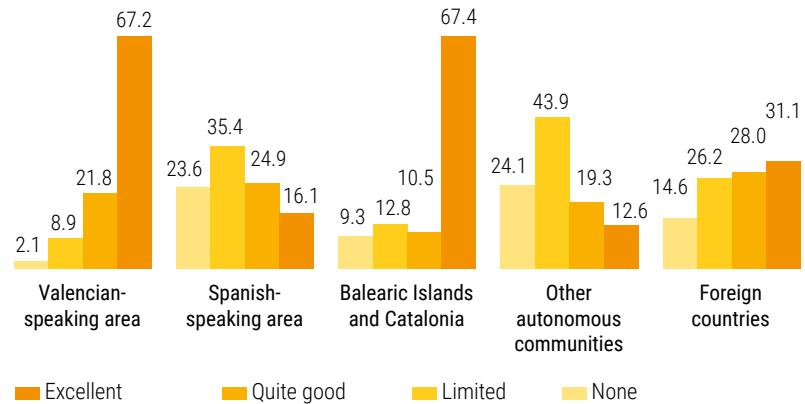
Valencian listening skills



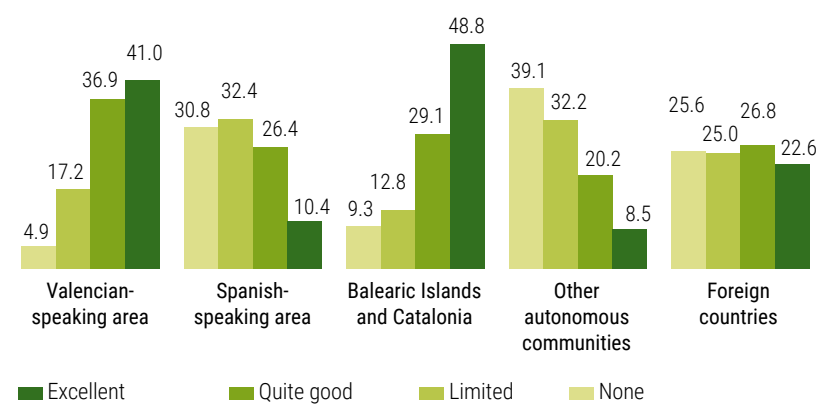
Valencian reading skills



Valencian speaking skills



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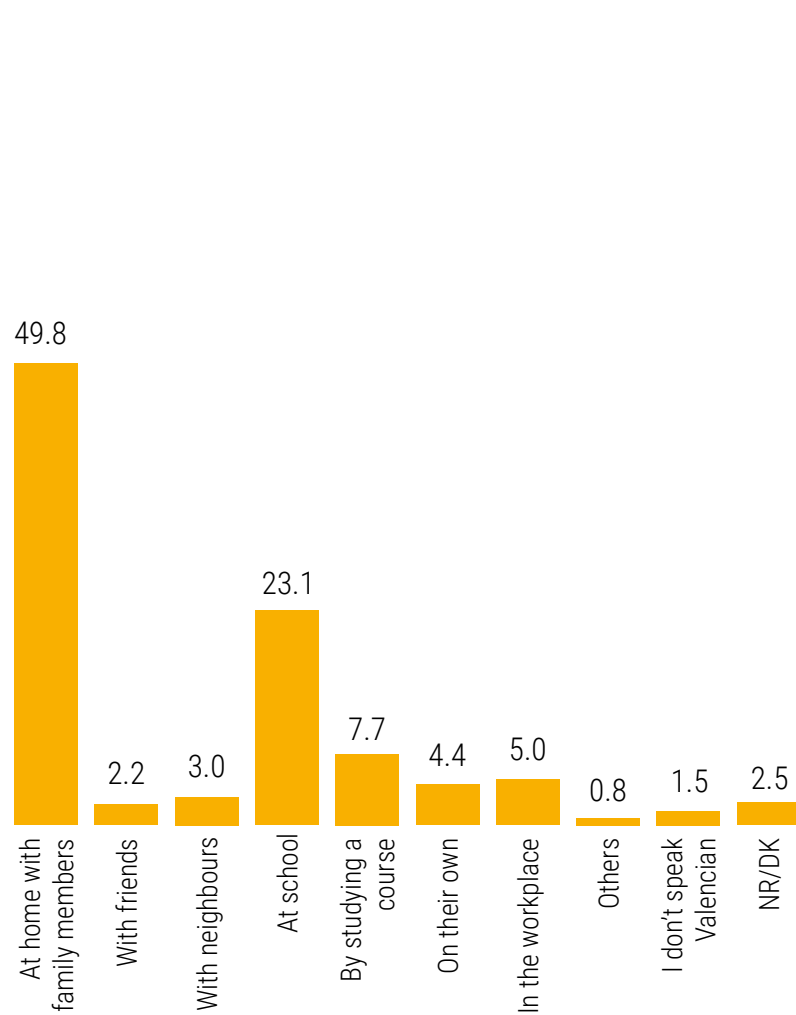
Current situation

Usage

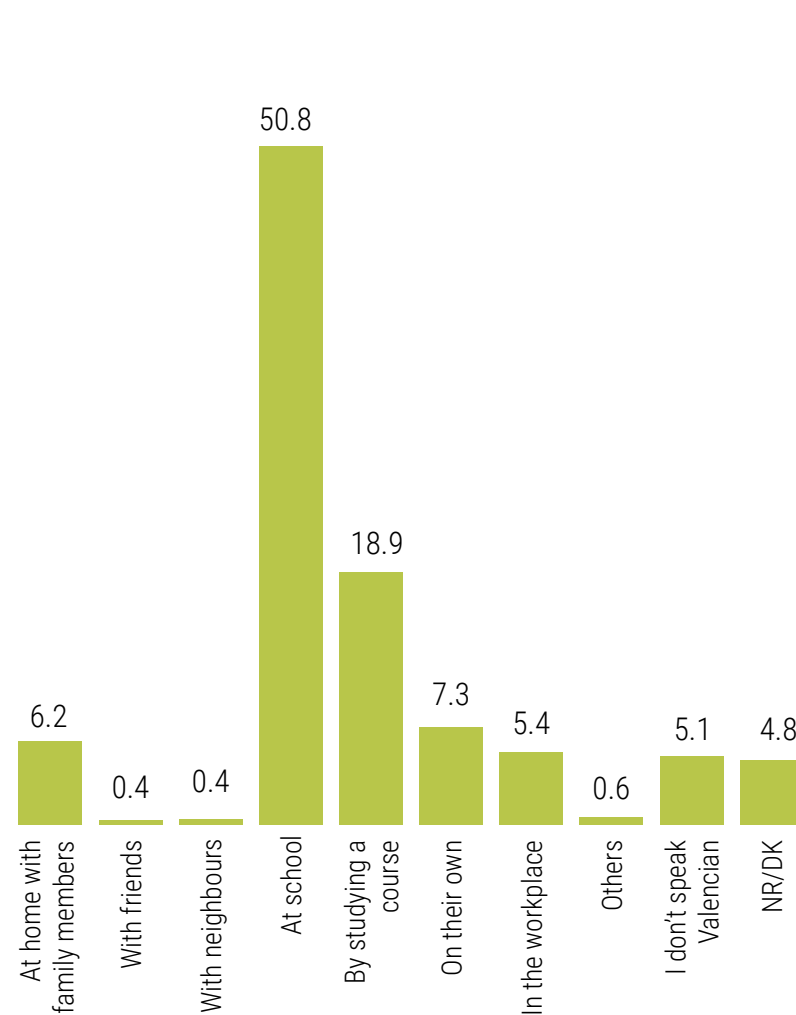
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1.2 LEARNING VALENCIAN

You learnt or are learning to speak Valencian



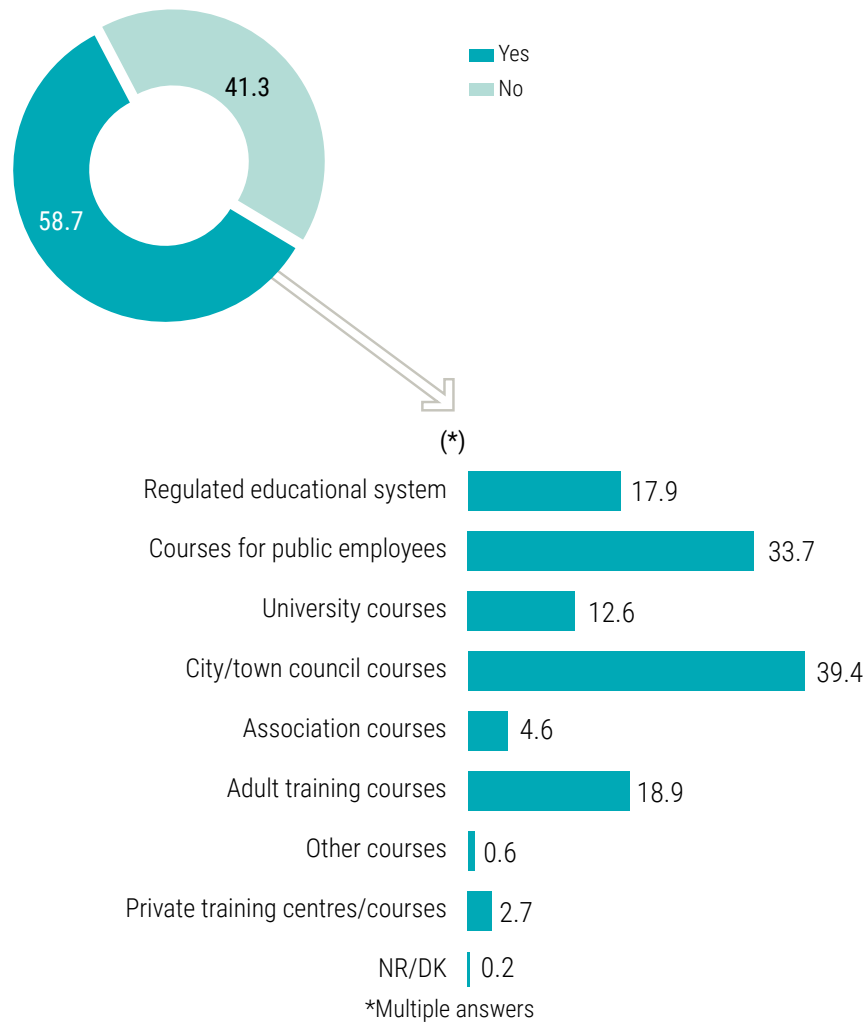
You learnt or are learning to write in Valencian



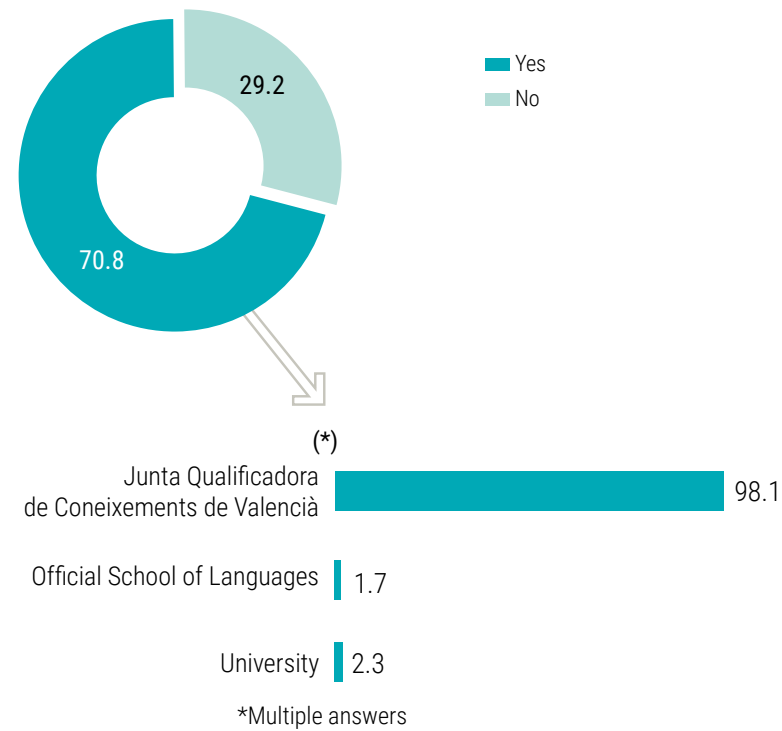
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1.2 LEARNING VALENCIAN

Have you taken Valencian classes or courses?



Do you have certifications or accreditations proving your competency in Valencian?



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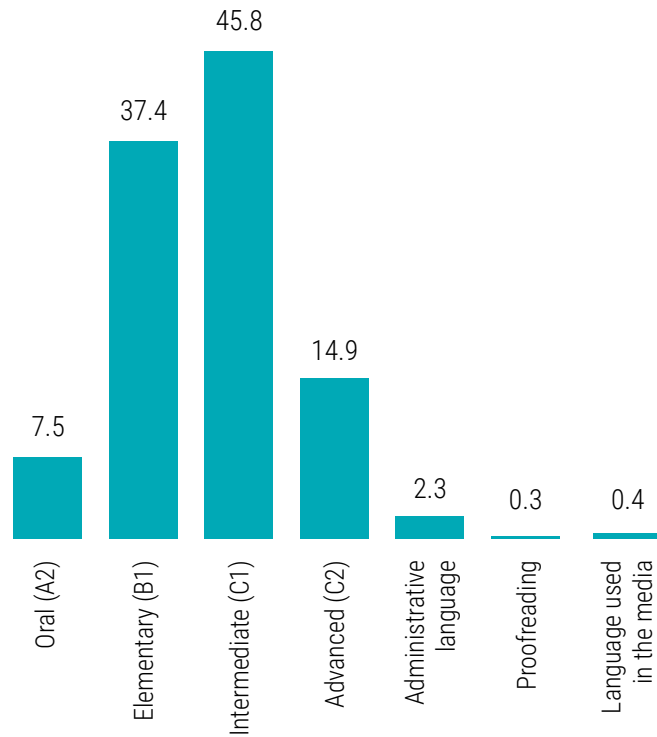
Current situation

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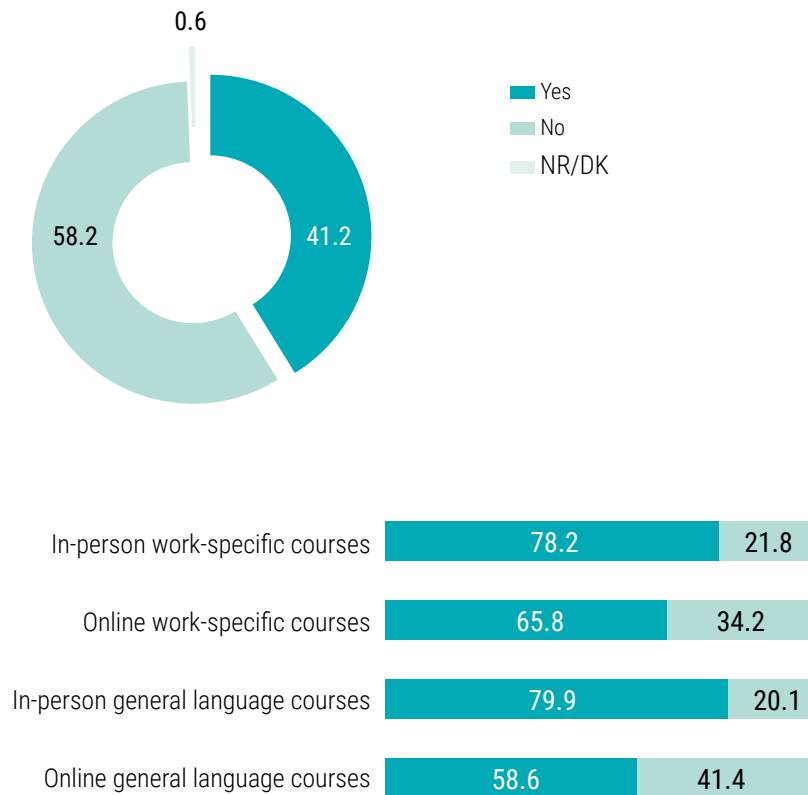
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1.2 LEARNING VALENCIAN

Do you have accreditations issued by the Junta Qualificadora de Coneixements de Valencià?



Type of language training required for your particular job



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- Which resources would help you to write documents in Valencian?	15

2.1 USE OF VALENCIAN

	Total	Castelló	València and its metropolitan area	València	Alcoi-Gandia	Alacant	Southern Spanish-speaking area	Southern Spanish-speaking area
Language you speak at home								
Always in Valencian	34.1	48.2	24.7	59.5	70.7	16.2	3.7	6.7
Generally in Valencian	2.8	4.0	2.8	4.2	4.2	1.9	0.9	0.1
More in Valencian than in Spanis	1.4	1.4	2.1	1.6	1.4	1.3	0.3	0.1
Same amount of Valencian & Span...	8.8	10.0	10.7	9.6	8.2	7.9	5.7	4.1
More in Spanish than in Valencian		3.1	5.1	2.1	2.3	3.2	2.3	1.4
Generally in Spanish	5.1	7.4	6.0	3.5	3.7	6.4	4.9	2.0
Always in Spanish	44.6	25.9	48.6	19.5	9.5	63.1	82.2	85.6
Language that you speak with your work colleagues								
Always in Valencian	22.4	30.9	9.5	46.3	63.9	6.1	-	0.8
Generally in Valencian	7.9	12.7	7.6	13.9	11.5	3.2	0.3	2.1
More in Valencian than in Spanis	3.4	5.8	4.1	4.4	3.2	2.3	-	0.8
Same amount of Valencian & Span...	18.7	25.1	25.8	18.5	13.7	18.9	3.2	5.1
More in Spanish than in Valencian		3.3	8.6	3.0	1.3	5.2	2.9	2.0
Generally in Spanish	7.1	7.5	12.2	3.5	1.9	8.0	3.2	3.8
Always in Spanish	35.8	14.7	32.2	10.4	4.6	56.4	90.5	85.5

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2.1 USE OF VALENCIAN

	Total	Castelló	València and its metropolitan area	València	Alcoi-Gandia	Alacant	Southern Spanish-speaking area	Southern Spanish-speaking area
Language that you speak with the general public								
Always in Valencian	10.3	13.5	4.9	22.1	29.1	1.7	-	0.7
Generally in Valencian	11.5	18.3	6.3	24.3	27.2	1.6	0.3	2.1
More in Valencian than in Spanis	4.4	6.9	5.1	7.7	4.9	1.4	-	0.7
Same amount of Valencian & Span...	30.6	41.4	41.0	32.5	29.8	26.9	5.4	4.7
More in Spanish than in Valencian		6.1	8.6	3.9	2.2	8.1	2.0	2.2
Generally in Spanish	9.2	7.8	12.4	4.2	3.7	14.5	9.5	6.4
Always in Spanish	28.4	6.0	21.6	5.4	3.2	45.8	82.8	83.3
If a user speaks to you in Valencian, you...								
I respond in Valencian	74.9	91.1	80.8	93.8	95.6	60.0	34.1	30.5
I respond in Spanish	22.3	8.8	18.3	5.6	4.0	36.9	54.7	55.6
I ask them to address me in Spanish	2.6	0.1	0.6	0.4	0.2	2.7	10.6	13.5
NR/DK	0.3	-	0.3	0.2	0.2	0.3	0.6	0.5
If a user writes to you in Valencian, how do you respond?								
I respond in Valencian	65.3	68.5	74.0	84.5	86.3	54.4	24.9	20.7
I respond in Spanish	30.2	29.0	23.0	13.2	11.9	42.2	60.7	64.7
I ask them to address me in Spanish	2.2	0.8	0.7	0.4	0.2	1.1	7.7	12.3
NR/DK	2.3	1.8	2.3	2.0	1.6	2.3	6.6	2.4

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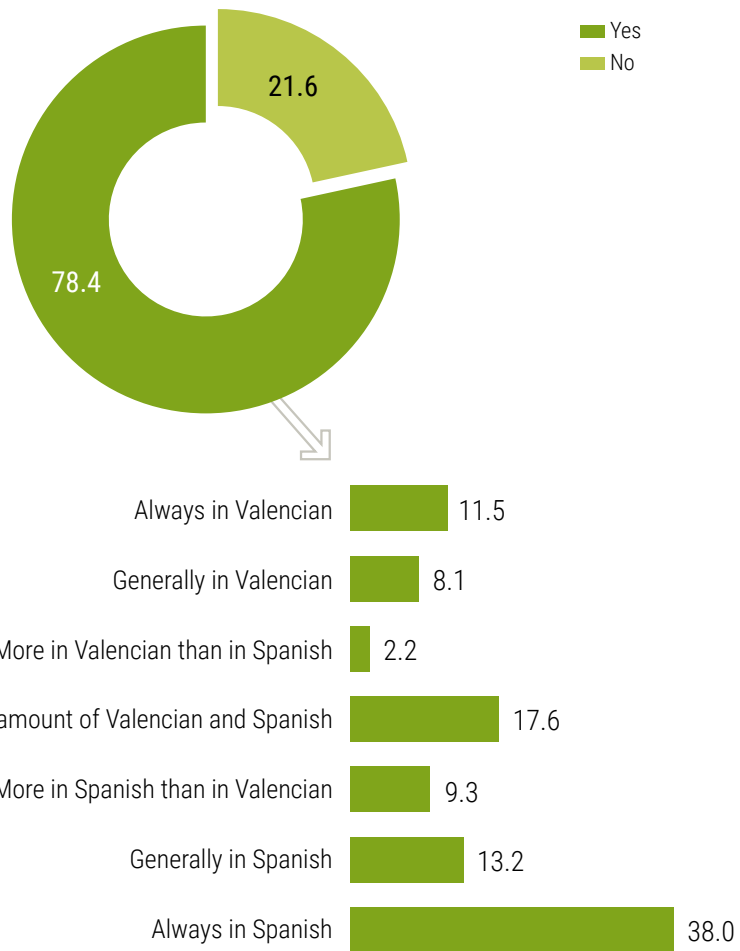
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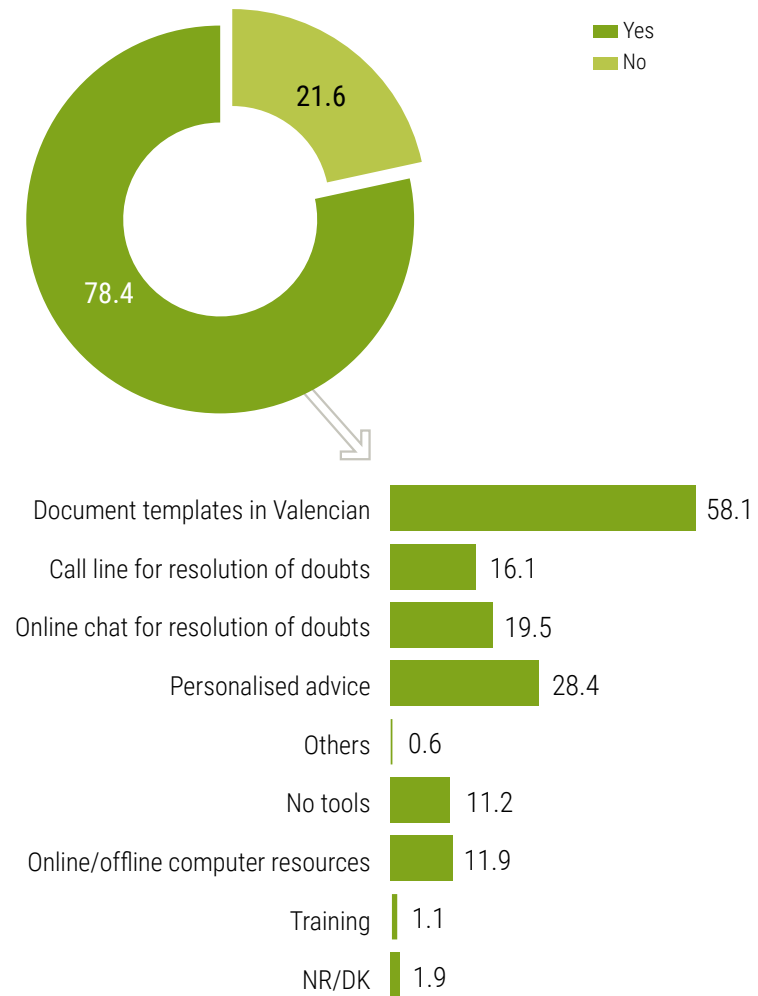
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2.1 USE OF VALENCIAN

When filling in or writing documents, what language do you do it in?



Which resources would help you to write documents in Valencian?



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3/ ASSESSMENTS

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- You think that the local Administration's use of Valencian when addressing the public should be... .. 21

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- Which measures would you propose to improve the protection of linguistic rights? 26

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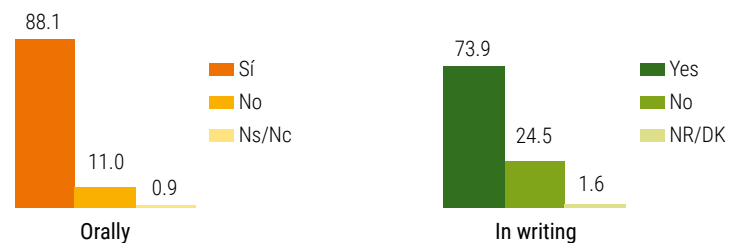
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3.1 PERCEPTION OF THE CURRENT USE OF VALENCIAN

	Total	Castelló	València and its metropolitan area	València	Alcoi-Gandia	Alacant	Northern Spanish-speaking area	Southern Spanish-speaking area
The amount of Valencian currently used in modern society is...								
None	7.9	0.6	2.1	0.9	1.8	6.7	13.8	49.3
Limited	41.9	25.1	52.4	29.9	18.1	65.2	53.3	33.7
Fairly significant	41.2	62.7	40.6	54.8	55.5	25.9	29.5	11.8
Extensive	8.1	10.9	4.1	13.5	23.5	1.4	1.7	3.4
NR/DK	1.0	0.8	0.8	0.9	1.2	0.8	1.7	1.8
The amount of Valencian currently spoken in the local Administration is...								
None	8.6	0.7	1.0	1.1	1.4	6.6	26.9	53.5
Limited	38.2	29.1	45.4	20.0	15.4	65.9	44.1	32.9
Fairly significant	42.4	59.9	46.6	57.1	56.3	25.4	23.5	9.4
Extensive	9.6	9.8	5.9	20.3	25.9	1.1	1.7	2.4
NR/DK	1.3	0.6	1.0	1.5	1.1	1.1	3.7	1.8
The amount of Valencian currently written in the local Administration's documents is...								
None	8.4	0.6	1.0	1.6	1.5	5.2	25.5	54.4
Limited	39.1	33.1	44.0	23.8	16.7	65.9	47.0	32.5
Fairly significant	41.8	57.4	47.1	53.7	55.3	26.6	23.5	9.4
Extensive	9.5	8.6	6.9	19.4	25.3	1.5	1.1	1.8
NR/DK	1.1	0.3	1.0	1.5	1.3	0.8	2.9	1.8

It is possible to reply to users in Valencian



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3.2 PERCEPTION OF THE USE OF VALENCIAN WITH REGARDS TO THE PAST (5 YEARS AGO)

	Total	Castelló	València and its metropolitan area	València	Alcoi-Gandia	Alacant	Northern Spanish-speaking area	Southern Spanish-speaking area
Compared to five years ago, the use of Valencian in society is...								
More common than before	51.9	52.2	62.8	65.2	56.3	36.2	44.7	26.9
The same as before	34.3	36.9	27.4	24.8	32.5	41.8	39.3	51.5
Less common than before	12.1	9.6	8.7	8.4	9.8	20.5	12.3	18.4
NR/DK	1.7	1.3	1.2	1.6	1.4	1.5	3.7	3.1
Compared to five years ago, the use of Valencian in the local Administration's documents is...								
More common than before	55.0	55.5	69.2	69.3	61.1	38.0	40.7	22.5
The same as before	36.4	39.6	25.4	25.2	32.6	47.7	47.0	59.3
Less common than before	6.5	3.6	3.4	2.7	4.5	12.7	8.6	15.3
NR/DK	2.1	1.3	2.0	2.7	1.8	1.6	3.7	2.9
Compared to five years ago, the amount of Valencian that is spoken at work is...								
More common than before	38.3	40.8	50.1	46.8	46.5	25.6	19.2	11.1
The same as before	53.9	54.8	44.3	48.0	49.5	60.8	69.9	74.0
Less common than before	5.6	2.5	2.9	1.8	2.7	12.3	7.7	13.1
NR/DK	2.3	1.9	2.8	3.5	1.3	1.3	3.2	1.8
Compared to five years ago, the amount of Valencian that is written at work is...								
More common than before	42.2	46.2	52.5	54.0	54.5	27.3	17.2	13.2
The same as before	49.3	48.6	41.4	39.7	39.7	58.7	69.3	72.0
Less common than before	6.0	2.9	3.0	2.6	4.1	12.0	8.6	13.3
NR/DK	2.6	2.3	3.1	3.6	1.7	2.0	4.9	1.4

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3.3 PERCEPTION OF THE USE OF VALENCIAN WITH REGARDS TO THE FUTURE (IN 5 YEARS)

	Total	Castelló	València and its metropolitan area	València	Alcoi-Gandia	Alacant	Northern Spanish-speaking area	Southern Spanish-speaking area
<i>In 5 years, the use of Valencian in society will be...</i>								
More common than before	43.5	42.9	50.4	53.4	45.1	34.2	45.0	23.7
The same as before	41.8	46.4	37.0	32.1	41.9	46.3	40.7	56.3
Less common than before	9.8	7.4	7.1	7.4	8.0	16.8	10.0	14.1
NR/DK	4.9	3.3	5.5	7.1	5.1	2.7	4.3	5.9
<i>In 5 years, the use of Valencian in the local Administration will be...</i>								
More common than before	48.3	48.0	59.4	57.8	49.6	37.7	39.0	25.2
The same as before	41.4	46.0	32.8	33.3	41.6	48.5	49.0	56.2
Less common than before	5.6	3.2	3.1	2.4	4.6	10.3	6.6	12.3
NR/DK	4.7	2.7	4.8	6.5	4.2	3.5	5.4	6.3

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3.4 ASSESSMENTS OF THE USE OF VALENCIAN

	Total	Castelló	València and its metropolitan area	València	Alcoi-Gandia	Alacant	Northern Spanish-speaking area	Southern Spanish-speaking area
You think that the use of Valencian in general society should be...								
More common than now	52.6	51.3	62.1	66.0	68.6	39.0	31.2	21.4
The same as now	40.3	44.7	33.2	30.1	29.1	49.6	56.7	59.7
Less common than now	4.9	2.6	2.3	1.9	1.6	9.6	8.6	13.9
NR/DK	2.3	1.4	2.5	2.0	0.7	1.8	3.4	5.0
You think that the use of Valencian in the local Administration should be...								
More common than now	52.1	53.3	61.6	64.9	64.6	39.3	31.5	21.4
The same as now	42.0	43.7	34.7	32.5	33.6	51.1	58.5	61.7
Less common than now	4.6	2.2	2.3	1.5	1.2	8.3	7.4	14.5
NR/DK	1.3	0.8	1.4	1.1	0.6	1.2	2.6	2.4
You think that the use of Valencian in relationships with work colleagues should be...								
More common than now	30.5	26.2	40.3	34.3	38.3	22.6	14.0	14.1
The same as now	64.5	71.7	56.2	60.9	60.8	71.2	79.7	70.7
Less common than now	3.2	1.0	1.4	1.0	0.4	5.5	3.4	13.6
NR/DK	1.7	1.1	2.2	3.7	0.4	0.6	2.9	1.6
You think that the local Administration's use of Valencian in written documents should be...								
More common than now	40.8	46.8	45.5	54.3	54.4	27.9	17.2	17.4
The same as now	52.4	47.6	49.6	41.9	42.5	63.9	66.8	66.7
Less common than now	5.6	4.5	3.7	2.7	1.8	7.9	10.0	14.9
NR/DK	1.2	1.1	1.2	1.1	1.3	0.3	6.0	1.0

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3.4 ASSESSMENTS OF THE USE OF VALENCIAN

	Total	Castelló	València and its metropolitan area	València	Alcoi-Gandia	Alacant	Northern Spanish-speaking area	Southern Spanish-speaking area
You think that the local Administration's use of Valencian when addressing the public should be...								
More common than now	35.3	34.8	45.8	37.1	42.8	27.4	20.3	15.7
The same as now	60.5	62.9	51.6	61.5	55.9	67.6	68.2	70.8
Less common than now	3.3	1.4	1.5	0.8	0.6	4.8	8.0	12.7
NR/DK	0.9	0.9	1.1	0.6	0.6	0.2	3.4	0.8
Valencian should be the local Administration's language of oral communication								
Highly or completely agree	20.6	15.5	20.4	36.1	44.2	9.3	2.6	3.9
Slightly agree	33.6	46.5	37.1	38.1	40.3	24.1	23.5	15.2
Slightly disagree	26.2	31.1	28.2	17.1	10.3	36.9	35.5	25.1
Highly or completely disagree	17.6	6.0	12.1	6.1	2.6	28.2	37.5	54.4
NR/DK	1.9	0.9	2.3	2.6	2.5	1.5	0.9	1.4
Valencian should be the local Administration's language of written communication								
Highly or completely agree	20.3	14.5	20.1	35.4	43.3	9.3	2.9	3.9
Slightly agree	33.1	46.3	36.4	38.3	39.6	23.3	22.6	14.5
Slightly disagree	27.0	32.2	29.0	17.5	11.8	37.9	36.1	25.2
Highly or completely disagree	17.7	6.1	12.2	6.2	2.8	28.1	37.5	54.9
NR/DK	1.9	0.9	2.3	2.5	2.5	1.4	0.9	1.4

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3.4 ASSESSMENTS OF THE USE OF VALENCIAN

	Total	Castelló	València and its metropolitan area	València	Alcoi-Gandia	Alacant	Northern Spanish-speaking area	Southern Spanish-speaking area
When replying orally, the local Administration should always do so in Valencian								
Highly or completely agree	15.2	9.6	15.3	26.7	34.5	6.1	2.3	2.4
Slightly agree	23.0	30.8	23.9	29.8	33.5	16.1	8.0	7.6
Slightly disagree	34.9	47.0	37.2	29.1	22.9	40.6	35.5	27.2
Highly or completely disagree	25.3	12.4	21.9	12.2	6.0	35.8	53.6	62.0
NR/DK	1.6	0.2	1.6	2.3	3.1	1.4	0.6	0.9
When replying in writing, the local Administration should always do so in Valencian								
Highly or completely agree	15.1	9.0	15.4	26.5	33.6	6.5	2.3	2.4
Slightly agree	22.6	30.1	23.2	29.7	33.2	15.6	7.7	7.2
Slightly disagree	35.3	47.9	37.5	29.2	23.9	40.7	35.8	27.5
Highly or completely disagree	25.5	12.7	22.1	12.3	6.2	35.8	53.6	62.1
NR/DK	1.6	0.2	1.7	2.4	3.2	1.4	0.6	0.9
The local Administration must always offer citizens the chance to be addressed in Valencian								
Highly or completely agree	46.7	44.0	61.2	53.7	61.1	32.4	12.9	21.4
Slightly agree	31.4	43.0	25.1	29.0	28.4	41.6	37.5	22.1
Slightly disagree	13.9	10.8	10.2	13.2	8.4	18.1	32.1	20.5
Highly or completely disagree	7.3	2.1	3.1	3.1	1.1	7.3	17.2	34.2
NR/DK	0.7	-	0.3	1.1	1.1	0.7	0.3	1.7
The local Administration must always offer citizens the chance to be addressed in Spanish								
Highly or completely agree	59.7	46.7	64.0	49.5	54.1	62.8	54.7	81.0
Slightly agree	32.0	45.0	29.2	37.2	31.8	31.9	35.0	15.7
Slightly disagree	6.4	6.8	5.1	10.0	11.1	4.2	6.3	2.0
Highly or completely disagree	1.5	1.1	1.2	2.6	1.7	0.8	3.7	0.8
NR/DK	0.6	0.3	0.5	0.6	1.4	0.3	0.3	0.5

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3.4 ASSESSMENTS OF THE USE OF VALENCIAN

	Total	Castelló	València and its metropolitan area	València	Alcoi-Gandia	Alacant	Northern Spanish-speaking area	Southern Spanish-speaking area
Employees of the local Administration must be fully competent in Valencian								
Highly or completely agree	39.7	38.1	43.6	54.8	66.4	25.2	11.2	14.0
Slightly agree	37.4	48.9	39.6	36.5	29.3	40.7	33.5	25.2
Slightly disagree	14.4	10.8	12.3	6.0	2.8	23.7	38.1	24.3
Highly or completely disagree	7.3	1.4	3.5	1.5	0.7	9.4	14.6	34.4
NR/DK	1.1	0.7	0.9	1.2	0.7	1.0	2.6	2.1
Employees of the local Administration must be fully competent in Spanish								
Highly or completely agree	62.8	50.8	61.3	56.9	64.6	65.3	66.2	81.8
Slightly agree	33.7	44.6	34.9	38.7	32.7	31.9	29.8	16.6
Slightly disagree	2.6	3.8	2.9	3.5	1.7	2.2	2.6	1.3
Highly or completely disagree	0.4	0.4	0.3	0.2	0.5	0.5	0.9	0.1
NR/DK	0.5	0.3	0.6	0.8	0.4	0.2	0.6	0.1
The local Administration should respond in other non-official languages (English, German, etc.)								
Highly or completely agree	10.1	5.5	9.4	6.4	10.1	13.2	6.9	18.8
Slightly agree	36.5	40.1	33.7	35.7	36.8	43.7	31.2	31.0
Slightly disagree	34.1	42.9	35.9	37.2	30.8	32.4	32.7	21.6
Highly or completely disagree	16.6	9.6	18.5	16.6	18.5	9.0	24.9	26.3
NR/DK	2.7	1.9	2.5	4.0	3.7	1.7	4.3	2.4
At your workplace, knowledge of Valencian is...								
Very important	28.5	28.4	29.1	49.9	55.5	10.7	4.9	4.4
Quite important	33.2	46.5	37.6	35.9	33.2	30.7	18.9	12.2
Little important	24.2	21.2	25.2	11.7	8.9	39.2	39.0	29.3
Not important	13.9	3.7	8.0	2.5	2.1	19.1	37.0	53.9
NR/DK	0.2	0.2	0.1	-	0.3	0.2	0.3	0.3

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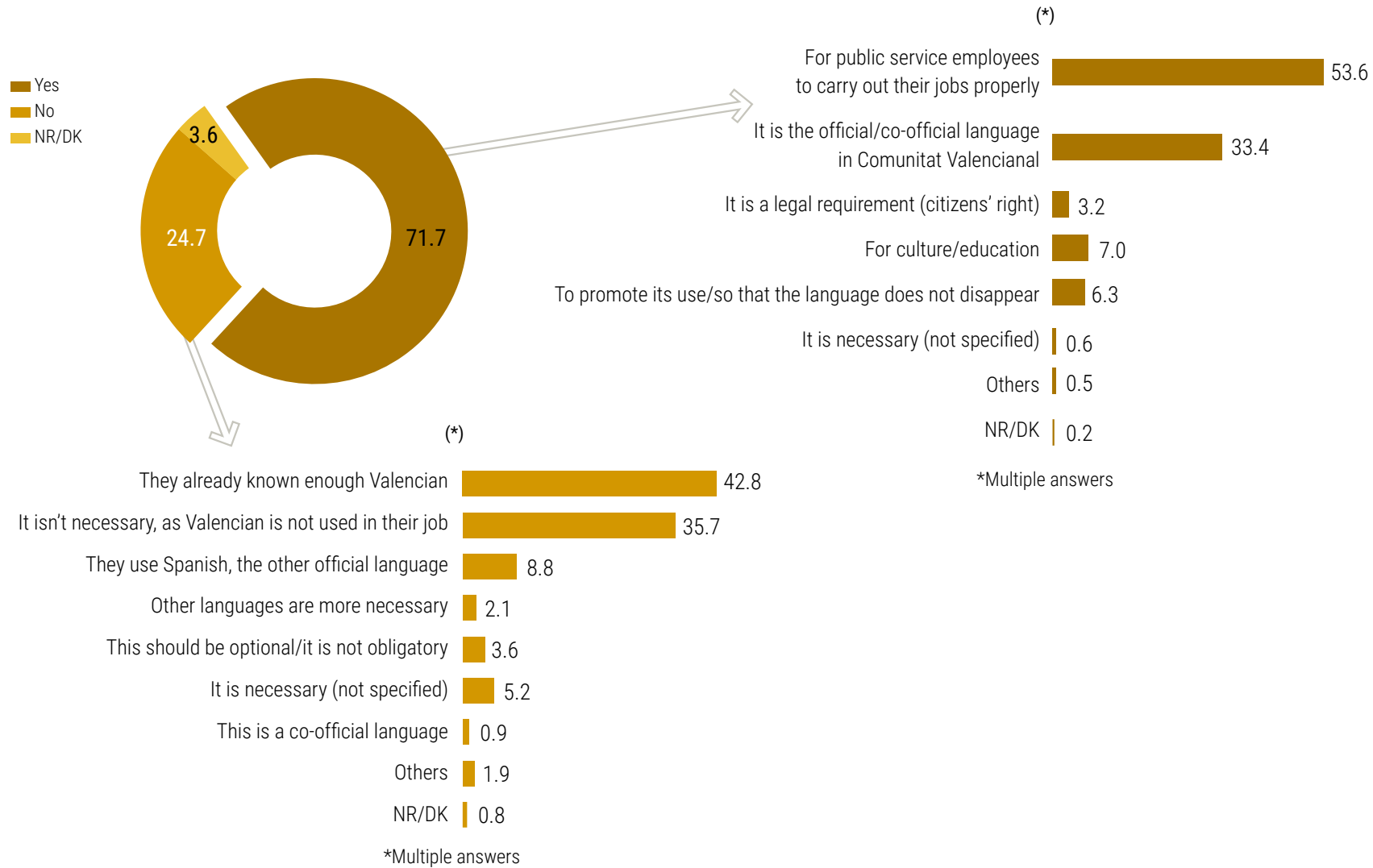
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3.4 ASSESSMENTS OF THE USE OF VALENCIAN

Should employees of the local Administration have greater knowledge of Valencian?



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3.5 FOREIGN LANGUAGES

	Total	Castelló	València and its metropolitan area	València	Alcoi-Gandia	Alacant	Northern Spanish-speaking area	Southern Spanish-speaking area
Do you think that knowledge of foreign languages is important in the local Administration?								
Highly or completely agree	22.7	13.4	17.8	15.2	26.4	30.4	18.1	42.5
Slightly agree	53.0	56.1	49.3	60.1	57.5	54.7	53.3	41.3
Slightly disagree	17.3	25.4	22.0	18.7	10.9	12.1	20.6	8.4
Highly or completely disagree	5.9	3.8	9.8	4.7	4.4	2.3	6.9	6.9
NR/DK	1.0	1.3	1.1	1.3	0.7	0.5	1.1	0.9

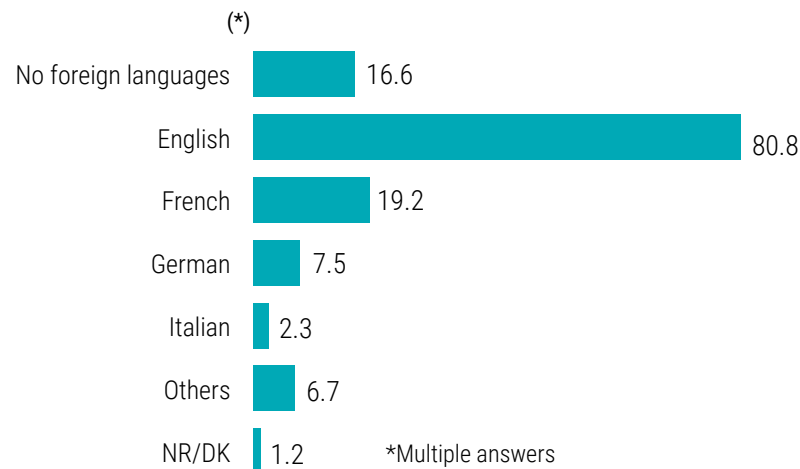
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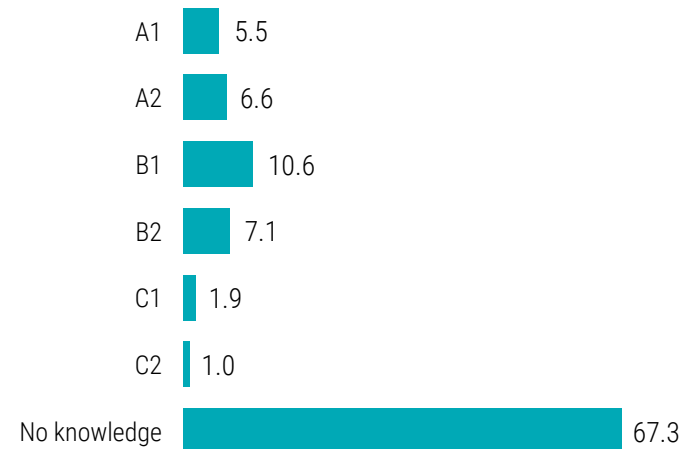
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Foreign languages that employees of the local Administration should learn



English language accreditations of the employees of the local Administration in Comunitat Valenciana



3.6 LINGUISTIC RIGHTS AND MEASURES TO INCREASE THE USE OF VALENCIAN IN THE LOCAL ADMINISTRATION

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	Total	Castelló	València and its metropolitan area	València	Alcoi-Gandia	Alacant	Northern Spanish-speaking area	Southern Spanish-speaking area
Do you feel that the linguistic rights of citizens are protected?								
None	2.7	2.1	2.4	1.4	2.4	1.5	5.2	7.3
Limited	16.6	14.3	15.0	14.7	11.8	20.2	31.2	19.3
Quite good	37.5	40.6	36.1	36.3	48.1	42.8	27.2	21.4
Excellent	42.0	42.3	45.4	45.4	35.7	34.8	34.7	50.5
ND/DK	1.3	0.8	1.1	2.2	2.0	0.7	1.7	1.4

Which measures would you propose to improve the protection of linguistic rights?

