Multilingualism as a sustainable resource in University Governance

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Background and Theory: Multilingualism

- Metropolitan areas of Germany: more *diverse* than ever

- Hamburg's population consists of migrants from approximately 190 different countries (migrant proportion of approximately 30%) (Federal Statistical Office for Schleswig-Holstein and Hamburg 2015, Gogolin et al. 2015)

- Great deal of research on multilingualism in educational settings – very little research in institutional setting (esp. public sector)

Question 1: Does a historically monolingual, conventional and state-funded institution reflect the multilingual reality of present-day Germany?

Background and Theory: Language as an asset

- Language skills and concepts of *value & capital:*

  - *Human Capital Theory (Language skills as a form of human capital, that is needed and valued by employers)*

  - *Market Value of Languages (Language skills have economic value if they help creating monetary capital) (Grin 2002, 2003, 2006)*

  - *Social / Cultural Capital (Language skills increase one's linguistic capital: access to wider circles of societies & cultures; exploiting one's linguistic capital to own needs) (Bourdieu 1991, 1997, Martinovic 2011)*

  - *Psychic Distance Theory (Language skills as one of the most important components [or determiners of success] in business internationalisation) (Piekkari et al. 2014)*

Question 2: Are language skills needed, used and *valued?*

Background and Theory: Institutional Governance

- Efficiency and Fairness in institutional policy (Grin 2015, Grin and Gazzola 2013):

  - Efficiency: The proper allocation of resources

  - Fairness: A "just" distribution of resources between social actors

  - Resource allocation in institutional policies is, hence, a trade-off between efficiency and fairness
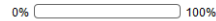
Question 3: Are resources (assets) used and allocated *efficiently* & *fair*?

Methodology

- Questionnaire survey among all university staff in technical and administrative roles as well as library staff
- Partially programmable online questionnaire tool (Limesurvey)
- Paper&Pencil versions of the questionnaire
- Content:
  - What is your L1? What languages do you speak? At what level? Where and How have you learned them?
  - Do you use languages other than German at work? If so, what languages are these? In what situations?
  - Who are you mainly communicate with during your daily work routine? In what languages?
  - Would you like to use languages other than German at work more often?
  - …
  - Personal Information

![University Hamburg - DER FORSCHUNG | DER LEHRE | DER BILDUNG]

![Universität Hamburg - DER FORSCHUNG | DER LEHRE | DER BILDUNG]

Pilotversion Umfrage zur Kommunikation und Sprache

0% ▭▭▭▭▭ 100%

Angaben zu Ihren Sprachkompetenzen

In diesem Abschnitt können Sie Ihre Sprachkompetenz selber einschätzen. Es geht nicht um absolute Genauigkeit. Entscheiden Sie selbst, was Sie in der jeweiligen Sprache können.

Welche Sprachen können Sie verstehen bzw. sprechen?

Bitte geben Sie alle Sprachen an, die Sie irgendwie verstehen bzw. sprechen, völlig unabhängig auf welchem Niveau.

Sprache 1	German
Sprache 2	English
Sprache 3	French
Sprache 4	Spanish
Sprache 5	Irish

Welche dieser Sprachen würden Sie als Ihre Muttersprache bezeichnen?

Bitte wählen Sie einen oder mehrere Punkte aus der Liste aus.

- ☑ German
- ☐ English
- ☐ French
- ☐ Spanish
- ☐ Irish

Wie gut können Sie die Sprachen **verstehen, wenn Sie zuhören**?

Ich kann auf ...

Bitte markieren Sie für die jeweilige Sprache die Höhe Ihrer Fähigkeiten und Fertigkeiten. Die Abstufungen erhöhen sich von links (1= wenig Kenntnisse) nach rechts (6= hohe Kenntnisse).

	1 - einzelne Wörter und Teile von Sätzen verstehen	2 - einfache Sätze im Alltag verstehen (z.B. beim Einkaufen, bei der Arbeit)	3 - die wichtigsten Informationen im Gespräch, bei der Arbeit, im Radio/Fernsehen verstehen	4 - verstehen, wenn jemand einen Vortrag hält oder die Nachrichten spricht	5 - ohne große Mühe längere Reden, Spielfilme und Fernsehsendungen verstehen	6 - mühelos alles verstehen, auch wenn jemand schnell und mit Akzent spricht	keine Antwort
German	○	○	○	○	○	◉	○
English	○	○	○	○	○	◉	○
French	○	○	○	○	◉	○	○
Spanish	○	○	◉	○	○	○	○
Irish	◉	○	○	○	○	○	○

Wie gut können Sie **an Gesprächen teilnehmen**?

Ich kann auf ...

Bitte markieren Sie für die jeweilige Sprache die Höhe Ihrer Fähigkeiten und Fertigkeiten. Die Abstufungen erhöhen sich von links (1= wenig Kenntnisse) nach rechts (6= hohe Kenntnisse).

	1 - einzelne Wörter und Teile von Sätzen sprechen	2 - einfache Sätze im Alltag sprechen (z.B. beim Einkaufen, bei der Arbeit)	3 - mich an Gesprächen über vertraute Themen beteiligen	4 - in vertrauten Situationen diskutieren und eigene Ansichten verteidigen	5 - mich in Alltag und Beruf gut ausdrücken und mit anderen diskutieren	6 - mich mühelos an allen Gesprächen beteiligen und angemessen ausdrücken	keine Antwort
German	○	○	○	○	○	◉	○
English	○	○	○	○	○	◉	○
French	○	○	○	○	◉	○	○
Spanish	○	◉	○	○	○	○	○
Irish	◉	○	○	○	○	○	○

Sample

- 661 out of 2243 staff (29.5%)

	Sample	Real
Administrative	59.6%	59.1%
Technical	18.8%	33.6%
Library	7.7%	7.4%
Other	13.9	

- M/F ratio: female: 72.8%, male: 27.2% (Real figures: f: 75%, m: 25%)

- Age: under 30:   10.8%
        30-40:   28.1%
        40-50:   31.1%
        50-60:   25.3%
        over 60:   4.7%
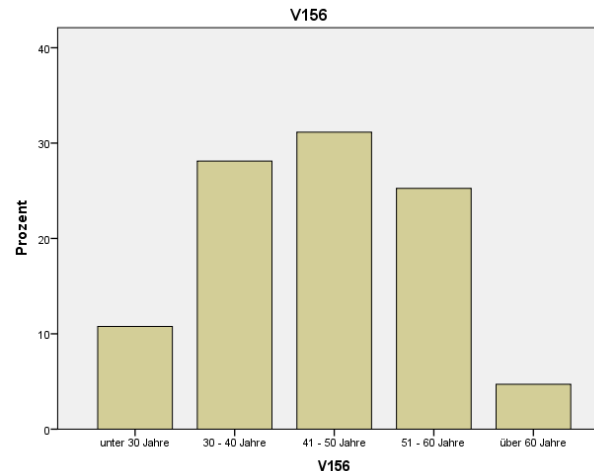
First Findings

- •Different L1s:
- •33

- •Different languages:
- •60

L1	Number of Native Speakers
German	572
English	19
Russian	18
Polish	9
French	7
Spanish	6
Turkish, German Dialect	5
Ukranian, Portugese	3
Arabic, Bosnian, Bulgarian, Chinese, Dutch, Hungarian, Punjabi, Sign, Swedish, Spanish, Swedish, Ukranian	2
Croatian, Czech, Danish, Greek, Iranian, Italian, Japanese, Khmer, Lithuanian, Madagassian, Mazedonian, Norwegian, Rumanian, Turkish,	1

First Findings

Have you used languages other than German at work during the past month? (n=638)

Yes	No
71.9% (459)	28.1% (179)

Would you like to use languages other than German at work more often? (n=511)
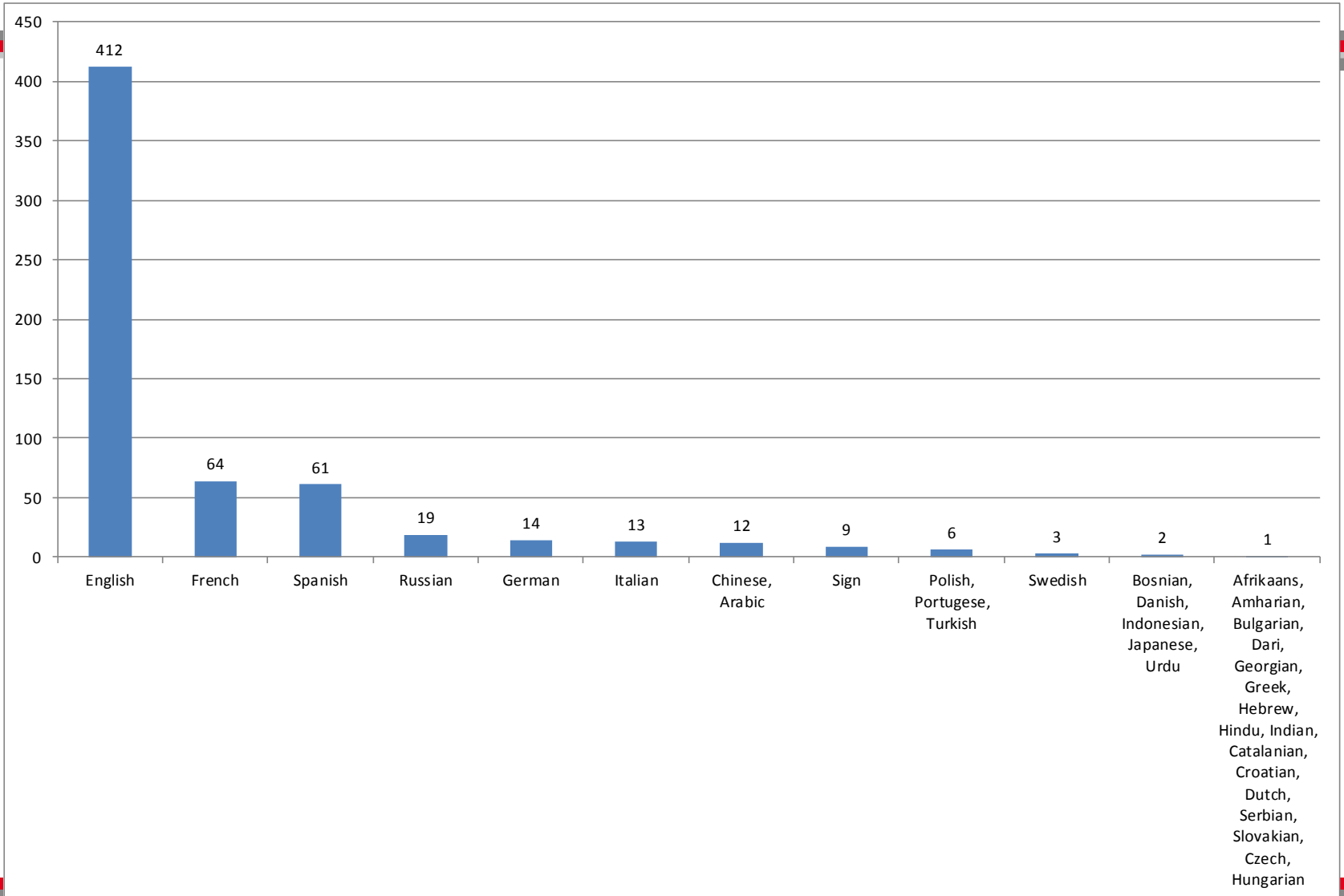
Yes	No
75.1% (384)	24.9% (127)

First Findings

Can you think of situations in your daily working routine, in which your multilingual repertoire may be useful? (n=554)

Yes	No
80.9% (448)	19.1% (106)

What resources do we have? Where are they? What languages would these be? (see: following slide)

Situation	Responses	%
Communication with guests from abroad	83	23.45
Communication with non-German speaking students	124	35.03
Communication with non-German speaking colleagues	56	15.82
Consulting / Advising	33	9.32
Responding to phone calls and emails	48	13.56
Contact with international partners	65	18.36
Contact with international service agents	23	6.5
Website and info-material design in languages other than German	25	7.06
Presentations	25	7.06
Research	15	4.24
other	29	8.19

Summary and Discussion

Question 1: Does a historically monolingual, conventional and state-funded institution reflect the multilingual reality of present-day Germany?

- No (69 languages, 23 L1s)

Question 2: Are language skills needed, used and *valued?*

- *needed* and *used:* Yes (71.9% of staff use languages other than German regularly in work)
- English ...., role of other languages?
- *valued?*

Question 3: Are resources (assets) used and allocated *efficiently* & *fair*?

- 80.9% of staff indicated that their multilingual repertoire is useful in their daily work
- Allocated efficiently and fair...?

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Thank you very much for your attention ☺