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TITLE: 1976 Language Survey - Follow-up to 1975 Field Office Survey

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AUTHOR(S): Research Staff

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FUNDING SOURCE: Departmental Budget

PROTECT OBJECTIVE:

To conduct another survey like the 1975 language survey (report no. 53) to determine the number of non-English-speaking persons attempting to utilize services provided at DMV facilities. This survey to be conducted at selected offices to enable management to put customer communication needs into a better perspective.

SUMMARY:

It is believed that DMV, as a service agency, should be responsive to the needs of the entire driving public. To the extent that some offices are serving persons of varying language backgrounds, staffing such offices with a sufficient number of employees with applicable bilingual skills may be a desirable and valid strategy.

The survey instrument used to record the data was a tally form developed through the combined efforts of the Program Planning, Development, Research and Evaluation Section and the Personnel Management Services Section.

The survey was administered over a 19-day work period (April-May 1976) at 15 participating field offices. A daily tally sheet, similar to the instrument used in last year's survey, was used to record pertinent information. The format of this tally form was simplified to improve overall data collection efficiency and to provide more convenience to the user.

The information obtained from the survey is intended to be used as a decision-making data base for meeting the objectives outlined in the "Level of Service" section of the Department's Long Range Plan.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

Of the 115,793 persons surveyed (DL typing/Reg. rating) at the 15 participating field offices, slightly more than 7,000 or 6% encountered problems. The seven nationalities reporting predominant language difficulties are: Spanish - 6,549 (5.66%), Korean - 217 (.19%), Chinese - 129 (.11%), Japanese - 91 (.08%), Filipino - 81 (.07%), Vietnamese - 57 (.05%), and Portuguese - 42 (.04%).

SUPPLEMENTARY INFORMATION:

See the original survey (Statewide) report, # 53, *Language Survey - Summary Report of a Statewide Field Office Survey Taken to Determine Language Characteristics of Non-English Speaking*, Sep 1975.