



2020-1-LV01-KA204-077527



## SURVEY ON EASY LANGUAGE IN SLOVENIA- ANALYSIS

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## 1. Country profile & background

Slovenia is a Republic (with parliamentary democracy) by the Adriatic Sea, bordering Austria, Italy, Hungary, and Croatia. It has 12 regions. Throughout the history, the country has incorporated cultural influences from the Central European and the Apennine cultural space. With an area of 20.271 km<sup>2</sup>, Slovenia, a member of the European Union since 2004, is ranked among the medium-sized European countries. The capital of Slovenia is Ljubljana.

According to the latest data from August 2020, the country has 2,1 million inhabitants (SURs 2020).

In the 2002 census, 83.06% of the population of the Republic of Slovenia declared themselves as Slovenes. More than 1% of other ethnic groups were declared Serbs, Croats and Bosniaks. For 8.90% of the population the data were unknown, or they did not want to answer (SURs 2002).

The largest national official minorities are Hungarians (0.32%), Italians (0.11%) and Roma (0.17%). Almost 8 % of the population are foreigners. (SURs 2020).

People with disabilities represent approximately 12-13% of the total population.

Recent developments in the field of deinstitutionalization, together with raising human rights awareness and advocacy, amid aging society, have, increased the need for accessible information and Easy Slovene, called 'lahko branje' (Easy-to-read).

## 2. Execution of the surveys:

Two separate surveys on Easy language, one for general public and one aimed toward target groups, were conducted online using Google Forms. The link was distributed via email, Facebook and different websites.

The general public survey was open from 1 February to 6 March. 477 people responded.

The target group survey was open from 2 February to 3 March. 222 people responded.

In this report, individual results from both surveys are presented and compared, where possible.

### 3. Results:

#### 3.1. Gender

#### 3.2. Age

As seen in Chart 3, most respondents in general population were in their 30s, 40s, 50s and 60s. The youngest respondent was 12 years old. The oldest respondent was 91.

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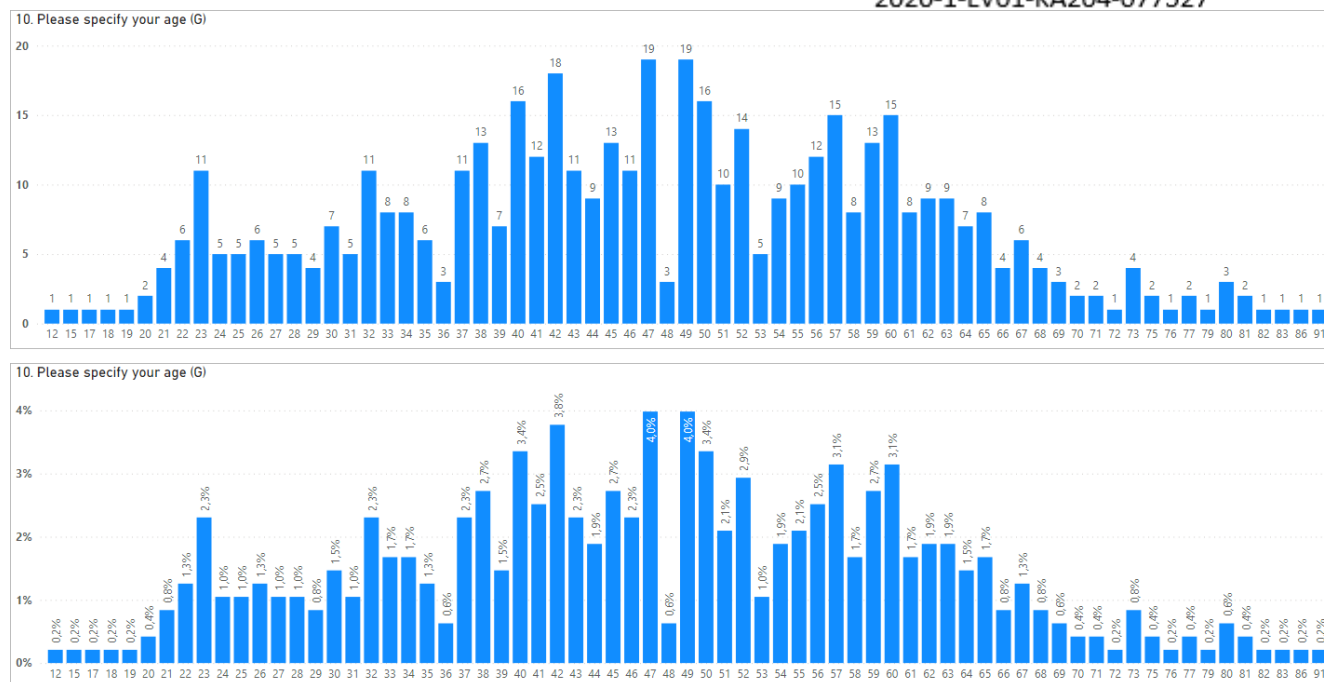


Chart 3: Age/general public

Among the target group respondents, however, a strong cohort consisted of teenagers (14 and 15 years old). The youngest respondent was 13 years old. The oldest respondent was 92. The results are shown in Chart 4:

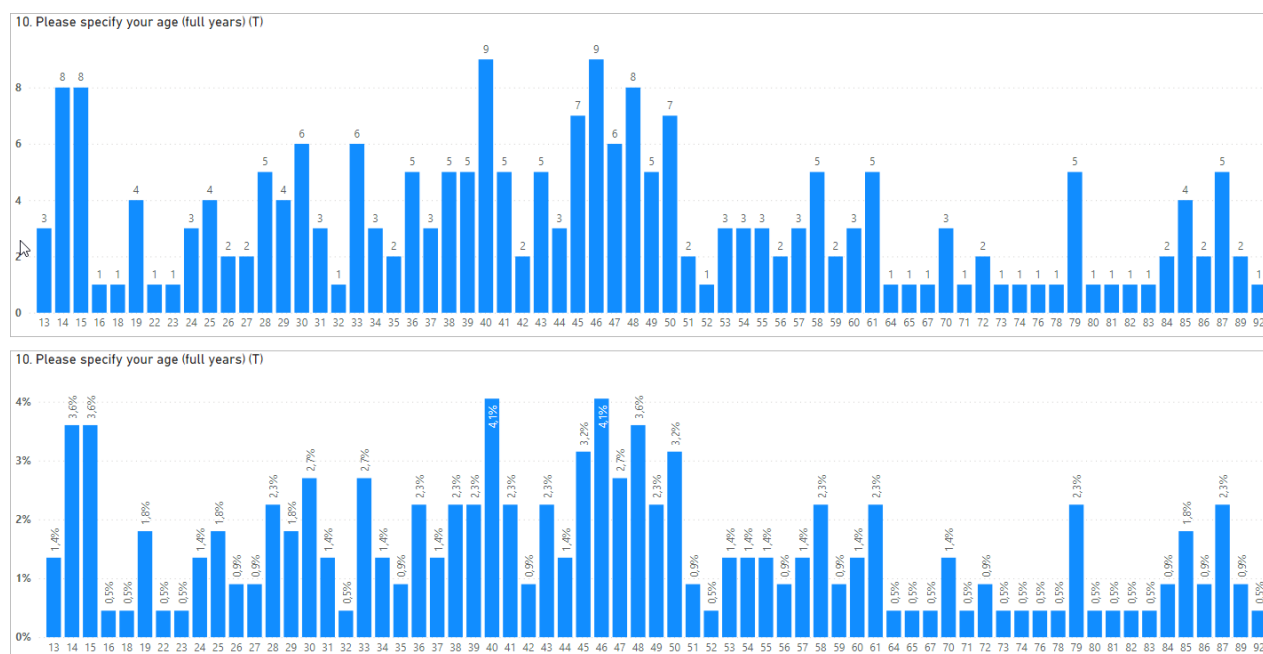
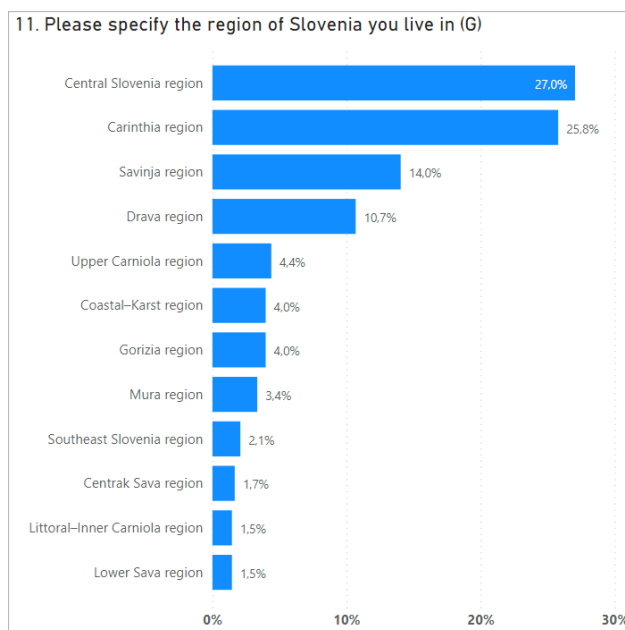
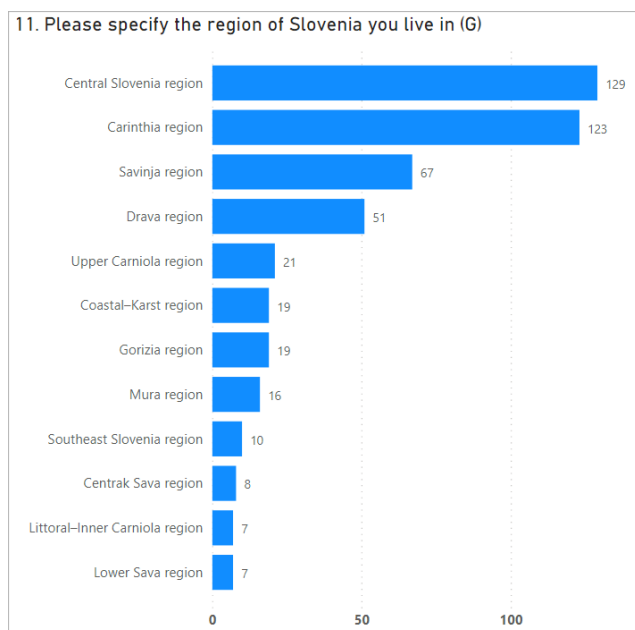


Chart 4: Age/target groups



### 3.3. Regions

Most respondents from general public, as shown in Chart 5, came from the Central Slovenia region (27%), followed closely by Carinthia region (nearly 26%; Zavod RISA is located in that region).





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*Chart 5: Region/general public*

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As for the target group survey, most respondents also came from the beforementioned regions. Distribution among other regions is a bit different when we compare it to results from the general public survey and further analysis, as why so, could be done.

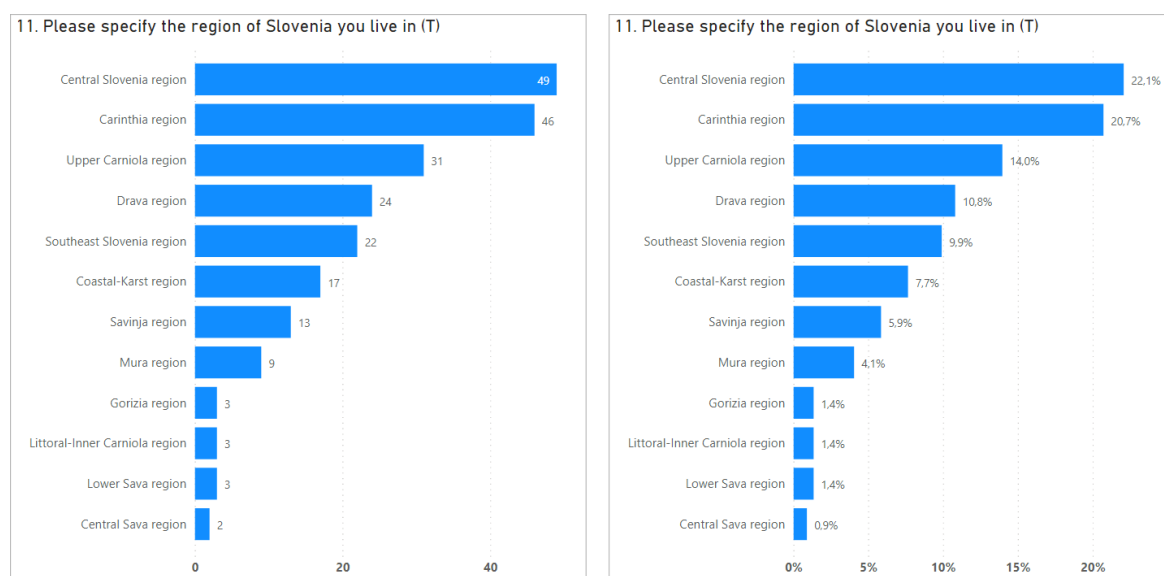
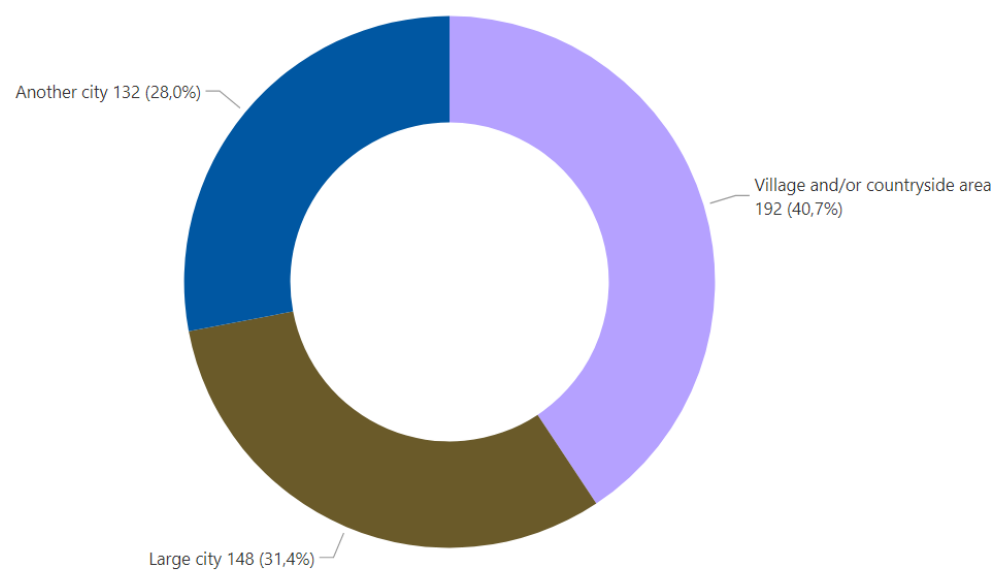


Chart 6: Region/target groups

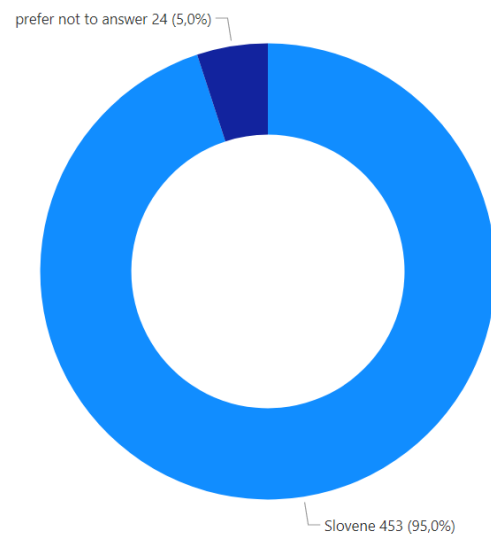
### 3.4. Nationality

In general public, 95% of the respondents declared themselves Slovene. 5% preferred not to answer. The results are shown in Chart 7:

12. Please specify the type of a habitable territory you live in (G)



14. Please specify your nationality (G)



*Chart 7: Nationality/general public*

Among the people from the target groups,

### 3.5. Habitable area

Respondents from general public mainly resided in cities or towns, as seen in Chart 8:

*Chart 8: Habitable area/general public*

Similar results were obtained though the target group survey, where slightly higher percentage of people came from the rural areas, as seen in Chart 9:

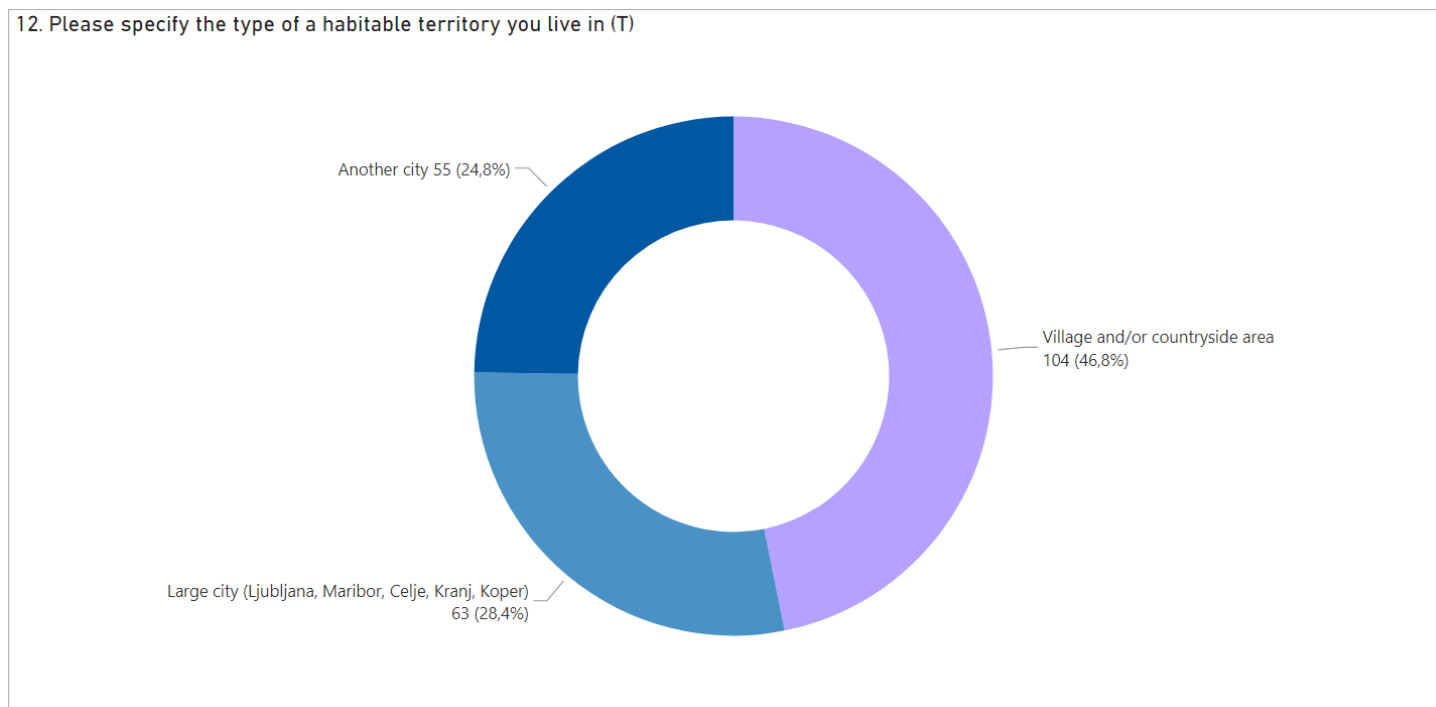


Chart 9: Habitable area/target groups





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### 3.6. Education

The target groups respondents were not asked as regards their education. The question was, however, posed to the general public. Almost 70% of the respondents had completed higher education level. Almost 27% completed general or vocational secondary school. Only good 3% completed basic education or lower, as seen in Chart 10:

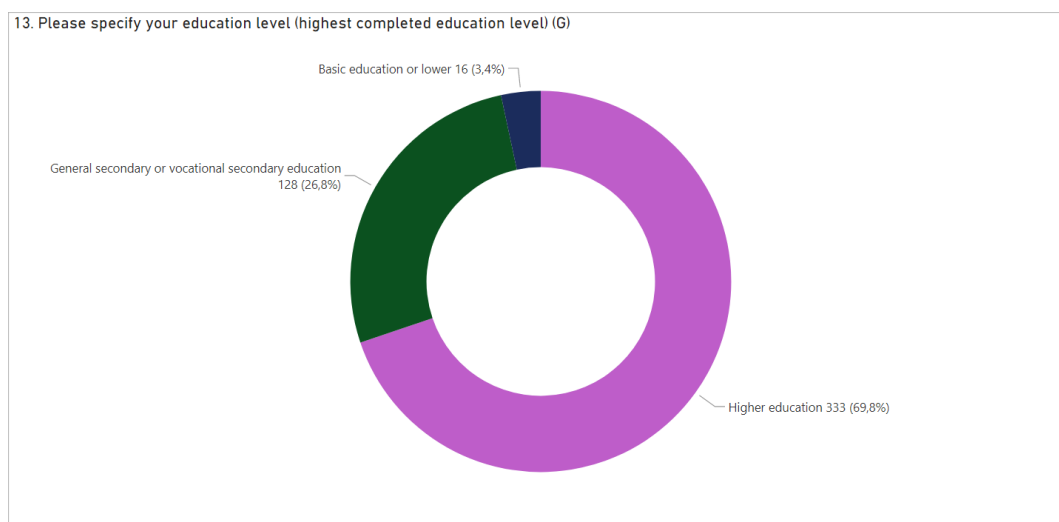


Chart 10: Education/general public

### 3.7. Occupation

The target groups respondents were not asked as regards their occupation. The question was posed to the general public only. Almost 58% of the respondents were wage labourers, followed by pensioners (good 16%) and students (almost 8%). The results are visualized in Chart 11:

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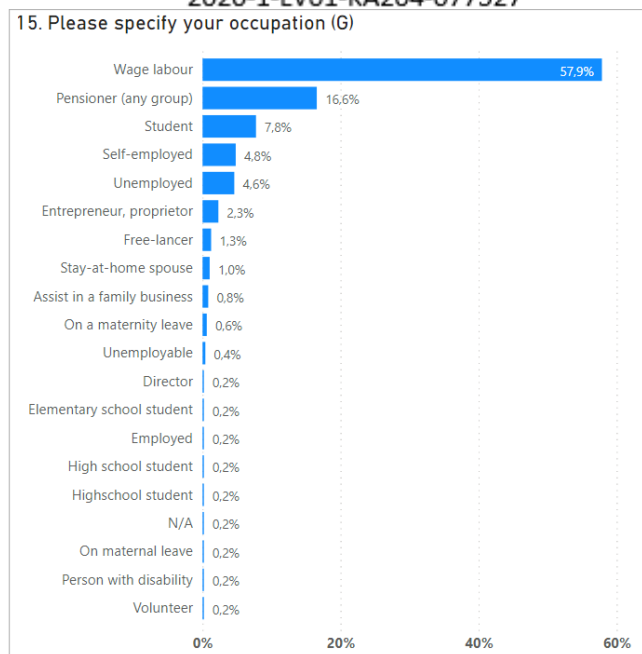
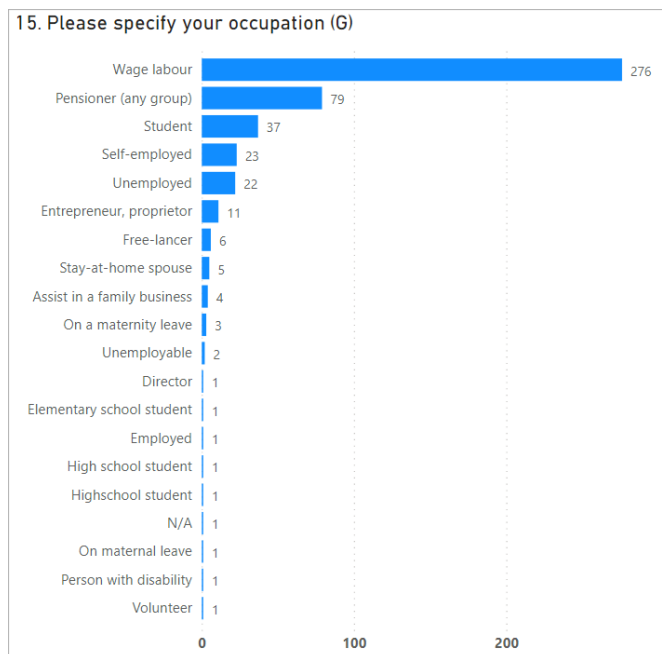


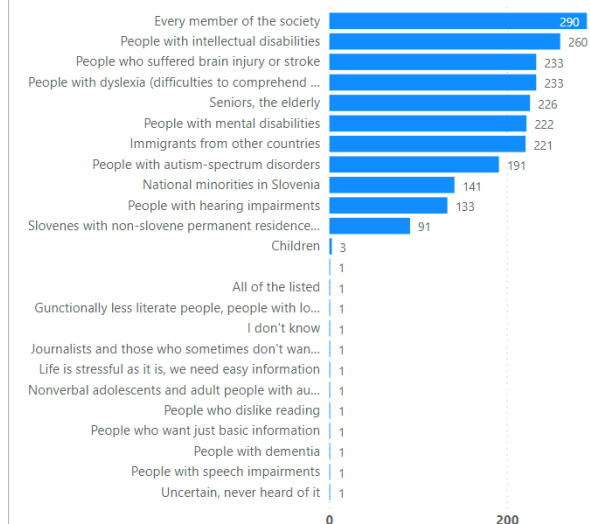
Chart 11: Occupation/general public

### 3.8. Target groups

As regards target groups, the general public and the target groups were asked different questions. The general public respondents stated groups of people which, in their opinion, benefit from Easy language. The respondents were enabled to select several answers. The most common answer was every member of the society, followed by (in this order) people with intellectual disability, people who suffered brain injury or stroke, people with dyslexia, the elderly, people with mental disabilities, immigrants, people with autism, national minorities, people with hearing impairments and Slovenes with permanent residence outside Slovenia. These and the free answer results are visualized in Chart 12.

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2. Easy language aims at making complex information understandable.  
Who could, in your opinion, benefit from information in Easy language?  
(G)



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Who could, in your opinion, benefit from information in Easy language?  
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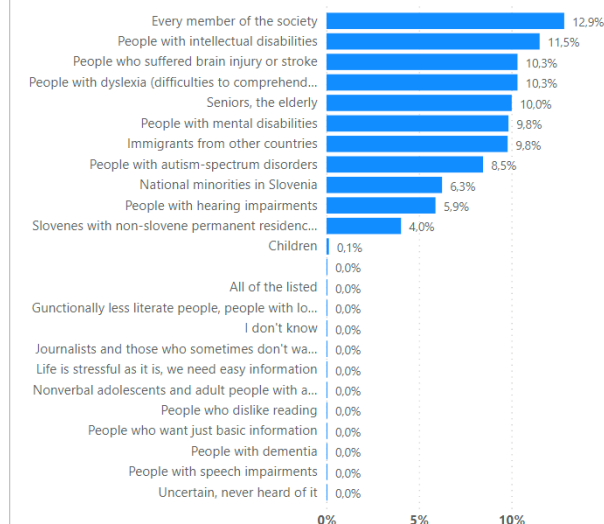
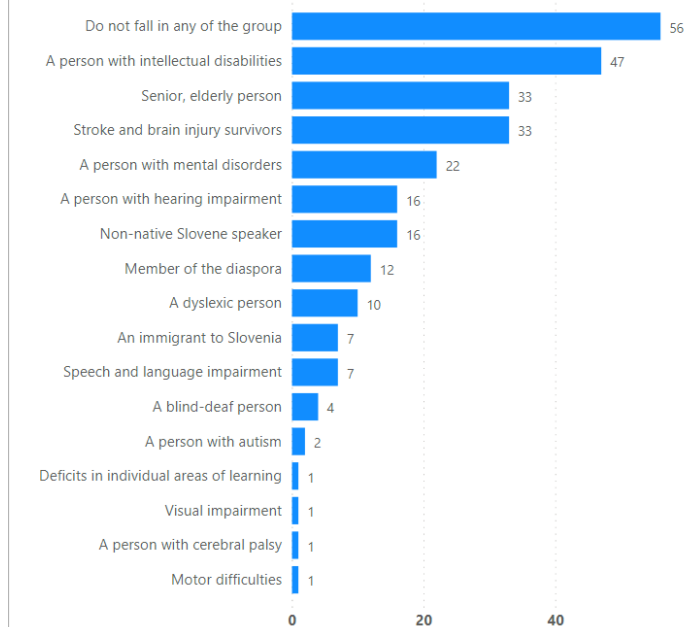


Chart 12: Potential target groups/general public

The respondents from the target groups were asked whether they fell into any of the listed categories. Almost 21% person of the respondents stated that they did not fall into any of the categories, followed by people with intellectual disabilities (good 17%), elderly (good 12%) and stroke/brain survivors. All of the answers are visualized in Chart 13:

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13. Do you fall into any of the following categories? (T)



13. Do you fall into any of the following categories? (T)

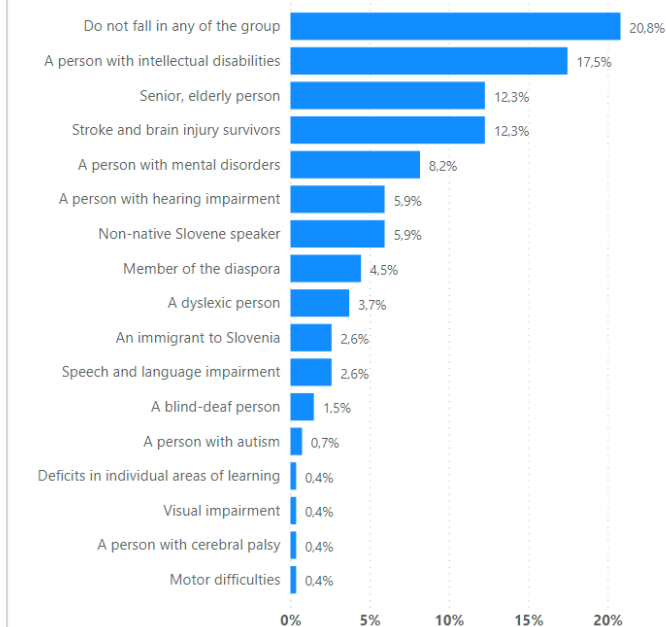


Chart 13: Self declaration- target groups



### 3.9. Previous knowledge of Easy language

The respondents from general public were asked whether or not they knew about Easy language before filling in the survey. Good 41% had heard of it but had not used it. Almost 31% had heard of it and used it. Good 25% or ¼ of the respondents had not heard of Easy language before. The results are visualized in Chart 7.

1. Have you previously heard of/encountered Easy language? (G)

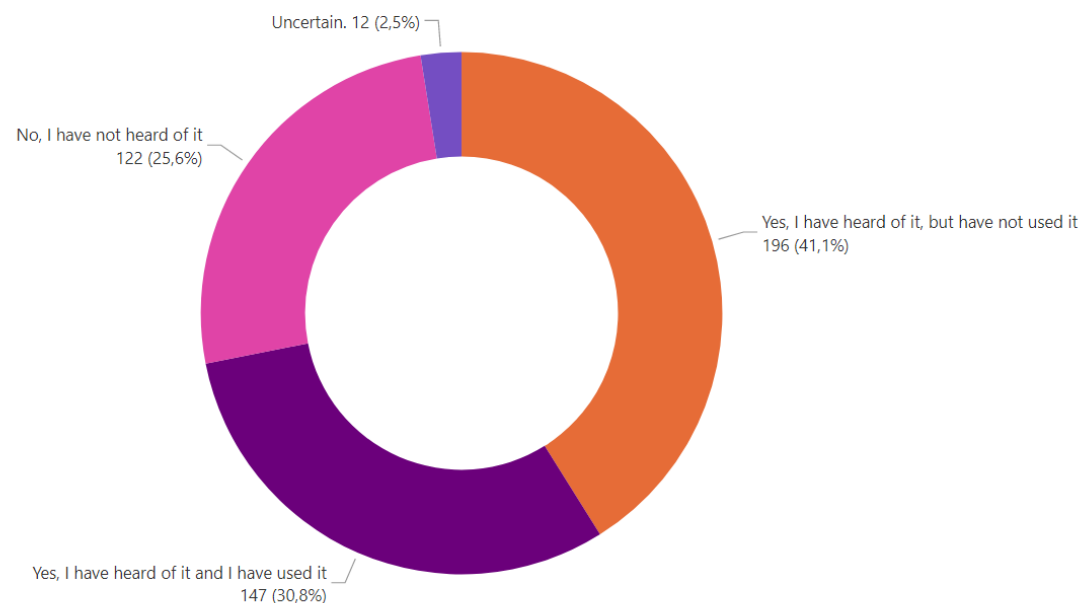


Chart 14: Previous encounter with Easy language/general public

For the target group survey, the question was rephrased. The respondents were asked whether they knew anything about Easy language. Over 64% answered positively, good 26% answered negatively and 9,5% of people were uncertain, as seen in Chart 8:

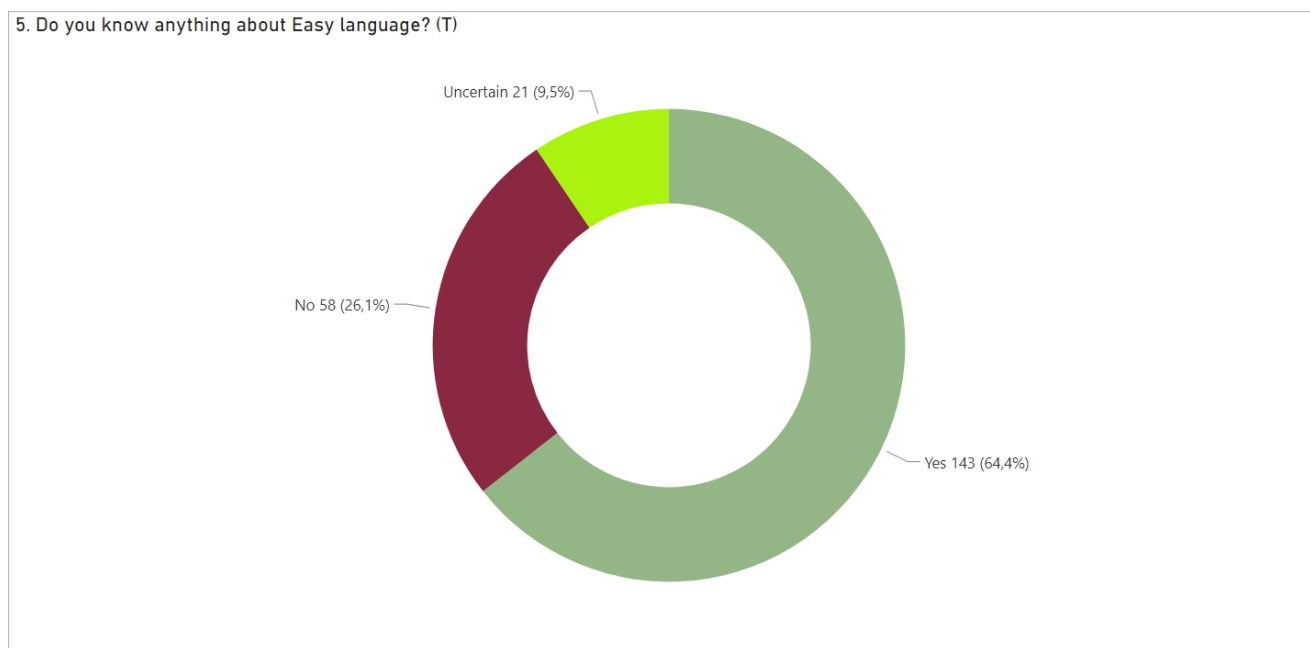


Chart 15: Any knowledge about Easy

language/target groups

### 3.10. Difficulties comprehending information

In both surveys, the respondents were asked whether they had experienced difficulties in comprehending relevant information. Almost 80% of the respondents from general public experienced that sometimes or often. Only good 17% of the respondents answered negatively. The results are visualized in Chart 16:

3. Have you personally experienced difficulties to comprehend relevant information due to the text being composed in a complex manner? (G)

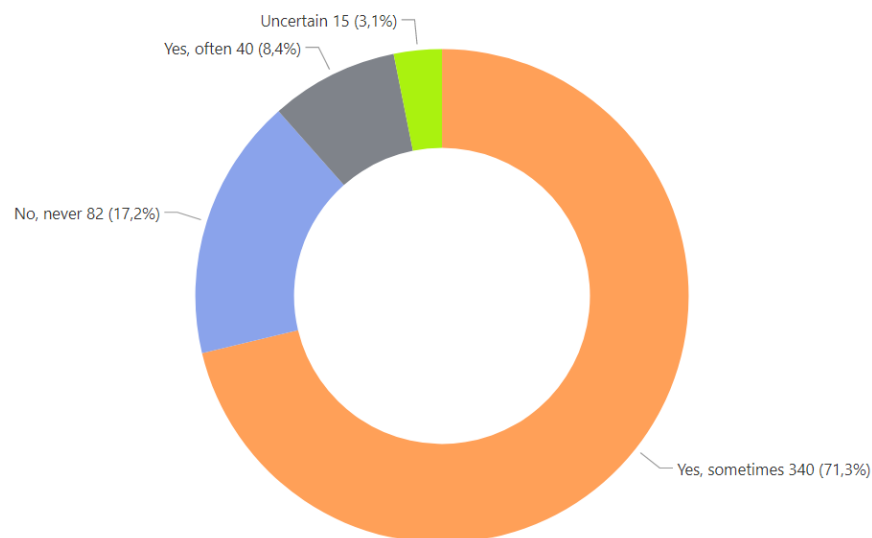


Chart 16: Difficulties comprehending information /general public

Among the target groups, over 85% percent of the respondents answered affirmatively, which is relatively similar to general public. The distribution between the Yes, sometimes and Yes, often, was a bit different, though. More respondents (almost 30%) said they had experienced difficulties often (in general population good 8%): The results are visualized in the Chart 17:

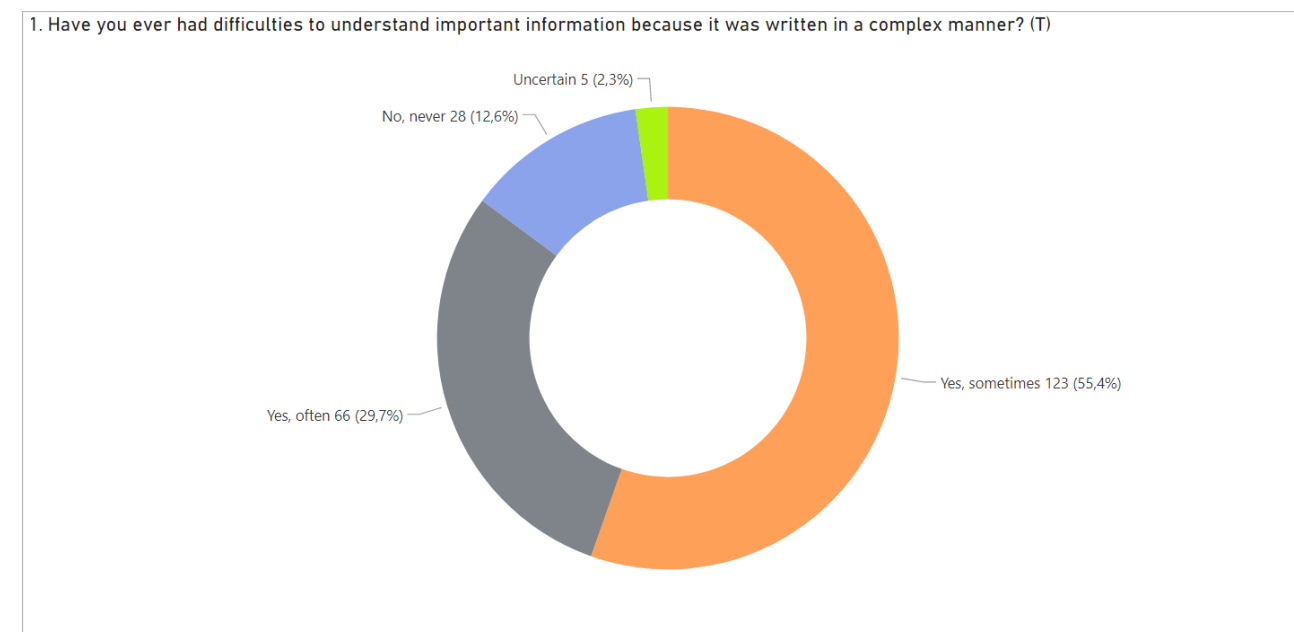


Chart 17: Difficulties comprehending information /target groups

### 3.11. Eliminating difficulties

Both surveys had a question on how the respondents acted when coming across complex hard to comprehend information. As evident from Chart 18, most of the respondents from general public stated that they looked it up using an online search engine, followed by looking for help from the family members and asking friends or acquaintances:

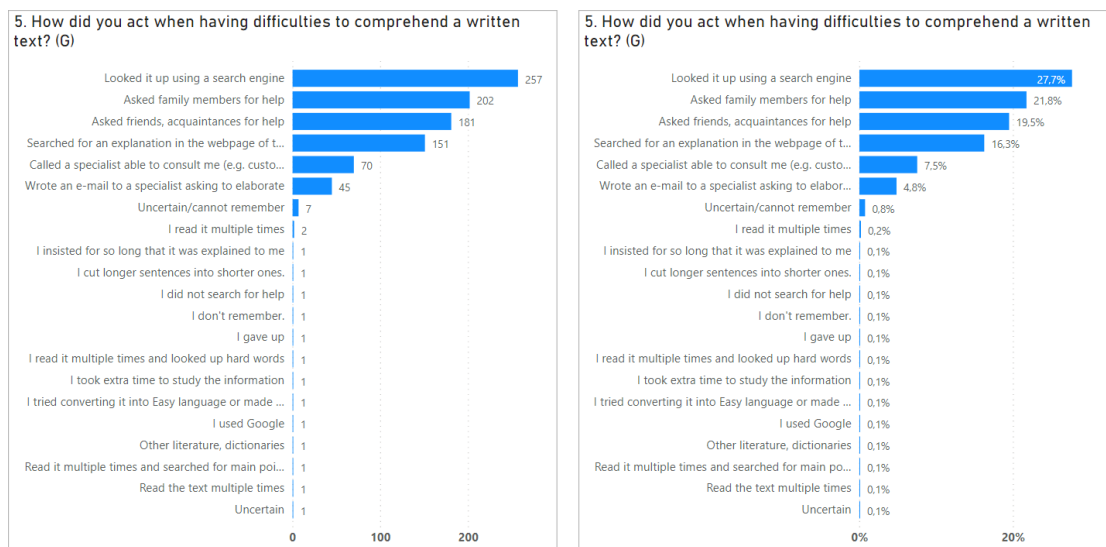


Chart 18: Eliminating difficulties /general public

Unlike in general population, the respondents from the target groups stated mainly that they most often asked others for help. The results are visualized in the Chart 19:

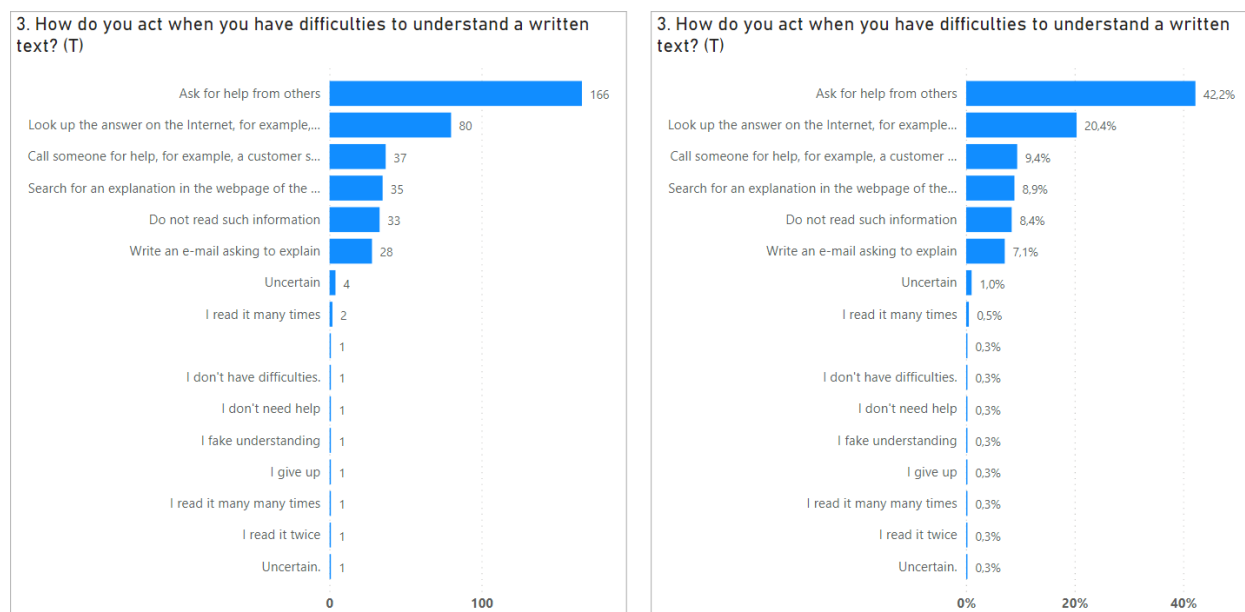


Chart 19: Eliminating difficulties /target groups



### 3.12. Use of Easy language

Only the survey for the target groups/end-users contained the question if they ever used Easy language. Good 64% said they did and good 31% said they did not. The answers are visualized in Chart 20:

4. Do you ever use Easy language? (T)

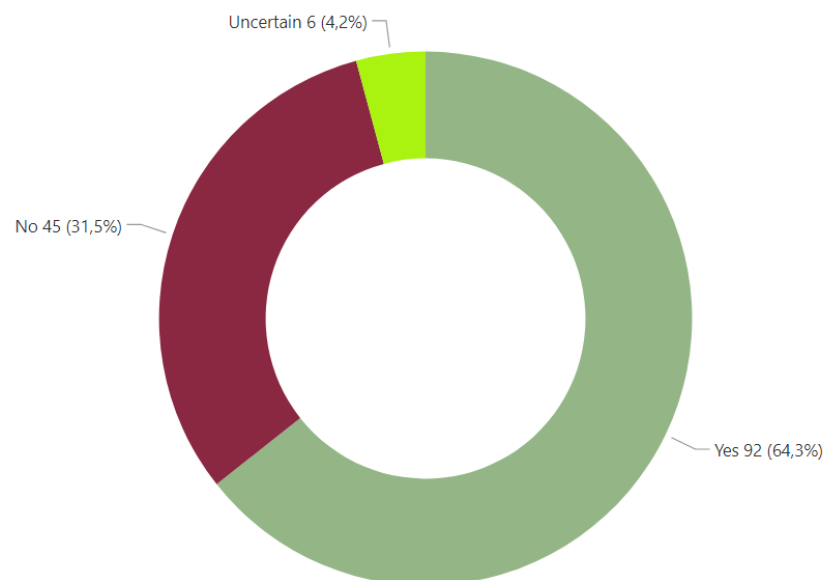
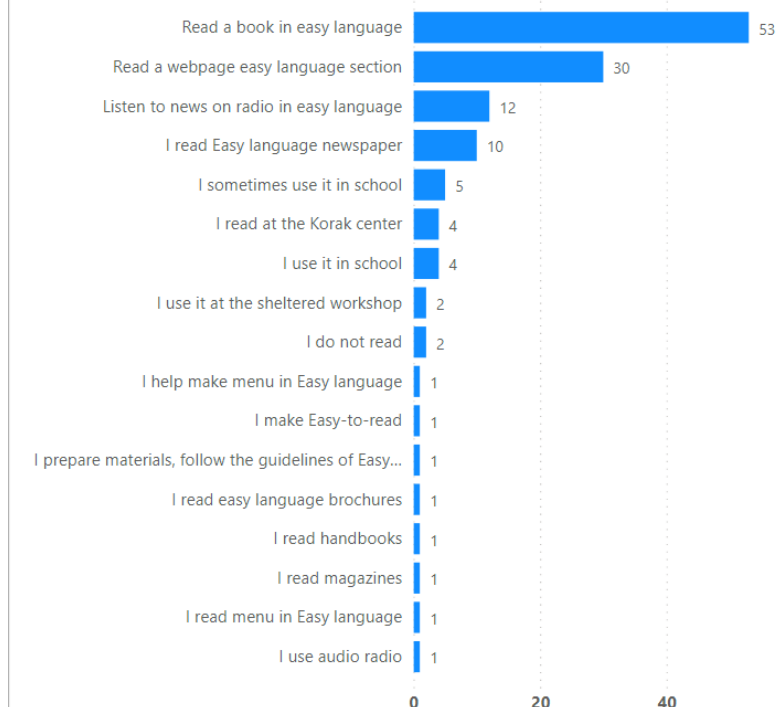


Chart 20: Use of Easy language /target groups

The target group respondents were also asked where or how they used Easy language. The most common answers were books in Easy language (almost 41%), webpages (good 23%), radio (good 9%) and Easy language newspaper (almost 8%), as seen in Chart 21:

## 6. Where do you use Easy language? (T)



## 6. Where do you use Easy language? (T)

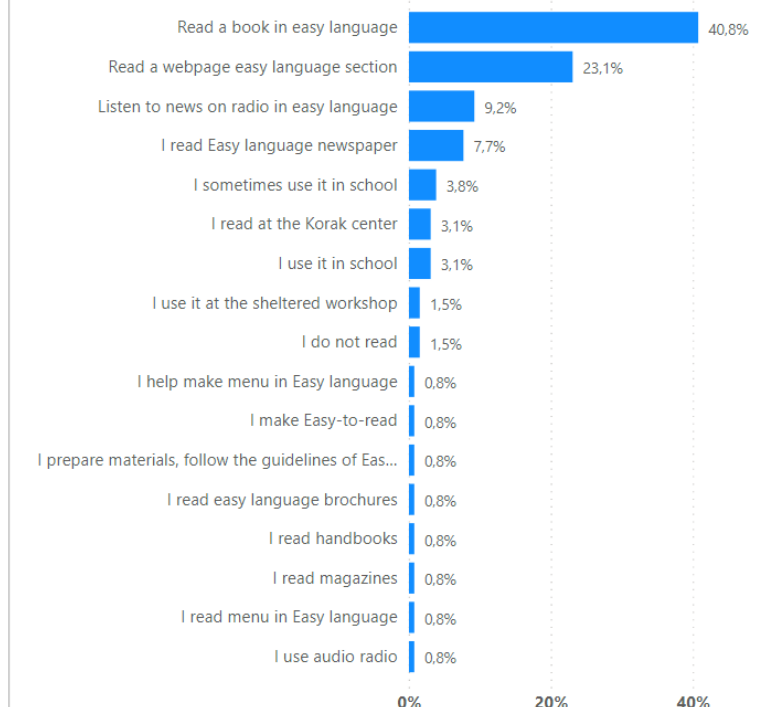
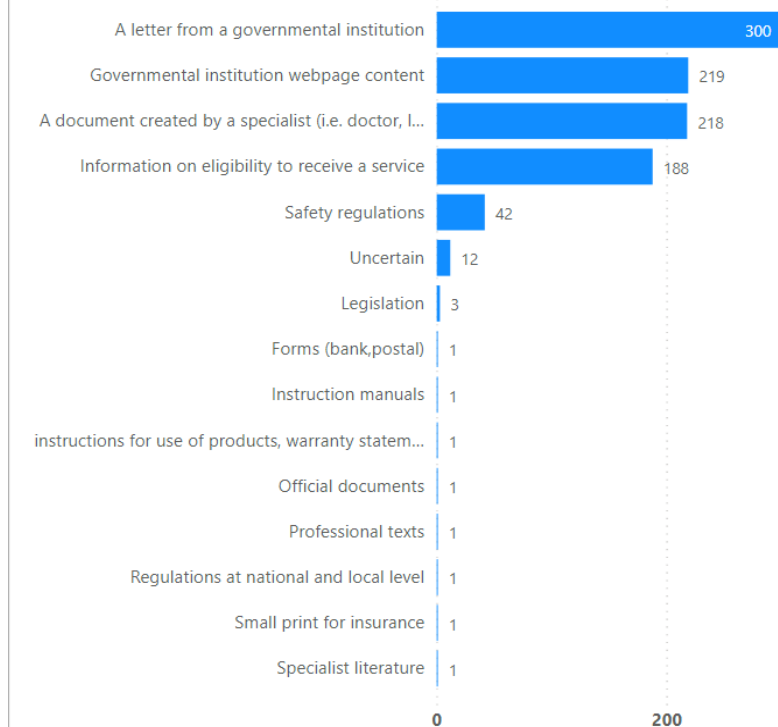


Chart 21: Use of Easy language /target groups

### 3.13. Type of difficult information

Both groups were asked which type of information seemed most difficult for them to understand. The respondents from general public found governmental information the most problematic. They answered as seen in Chart 22:

#### 4. What type of information have you had difficulties to comprehend? (G)



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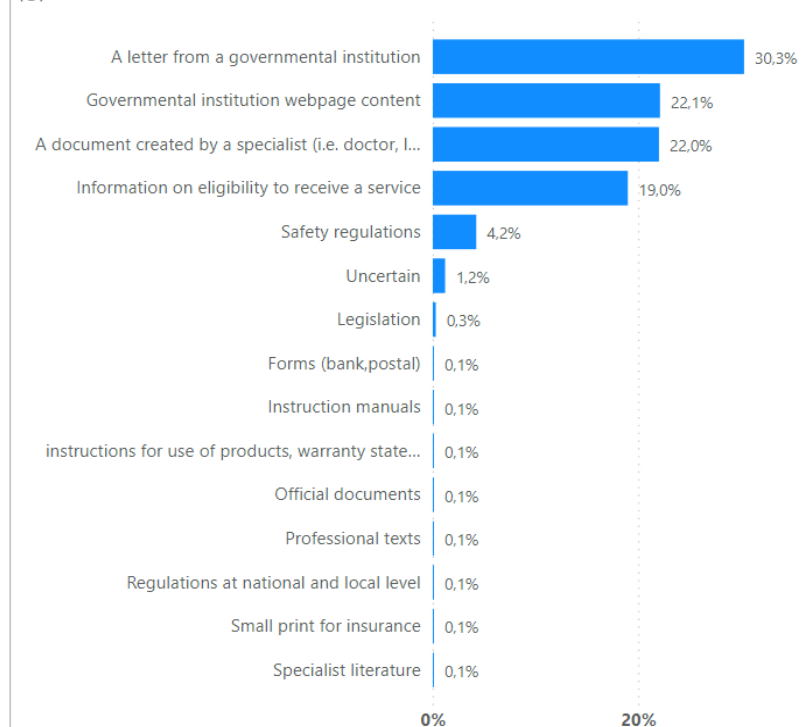
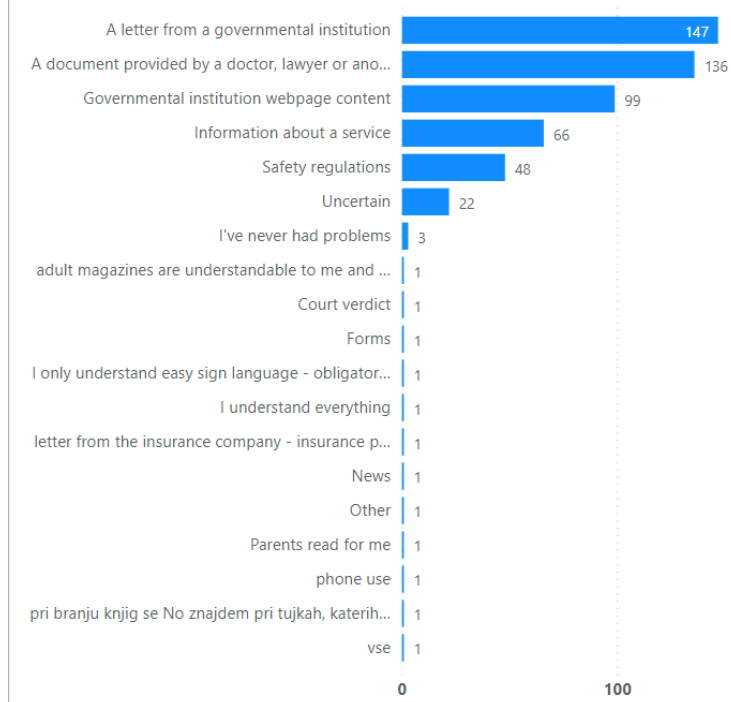


Chart 22: Type of difficult information /general public

The respondents from the target groups put letters from governmental institutions first and medical, juridical, etc., documents second, as seen in Chart 23:

## 2. What type of information have you most often had difficulties with? (T)



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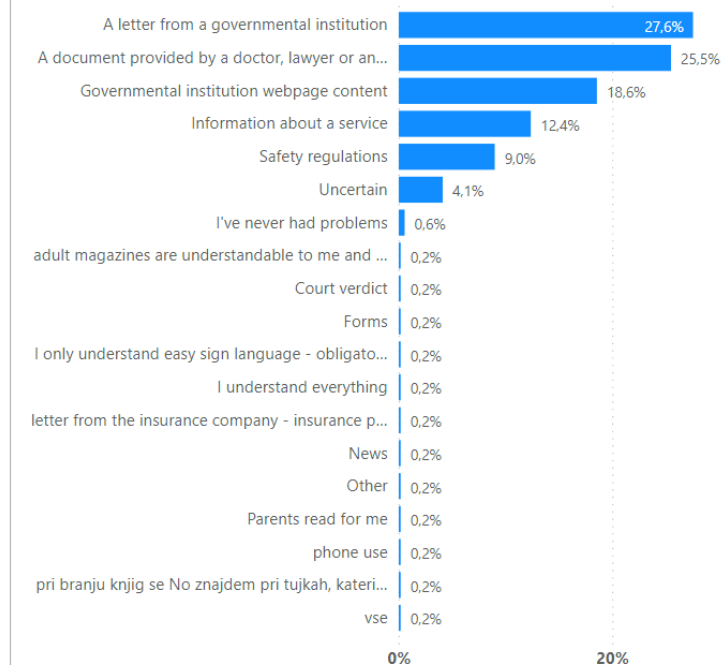


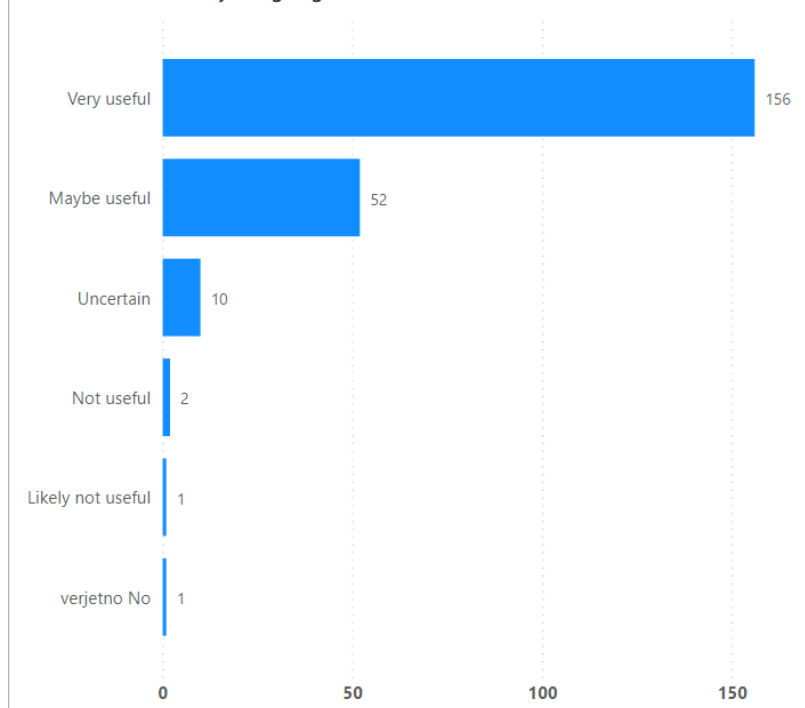
Chart 23: Type of difficult information /target groups



### 3.14. Usefulness of Easy language

In the target groups survey, the respondents were asked whether they found Easy language information. Good 70% said them to be very useful, good 23% said maybe useful, good 4% were uncertain and (likely) not useful were less than 2% , as seen in Chart 24:

7. Easy language is a specific method to write texts. It makes complex information easy to understand. How useful would you find receiving information in Easy language? (T)



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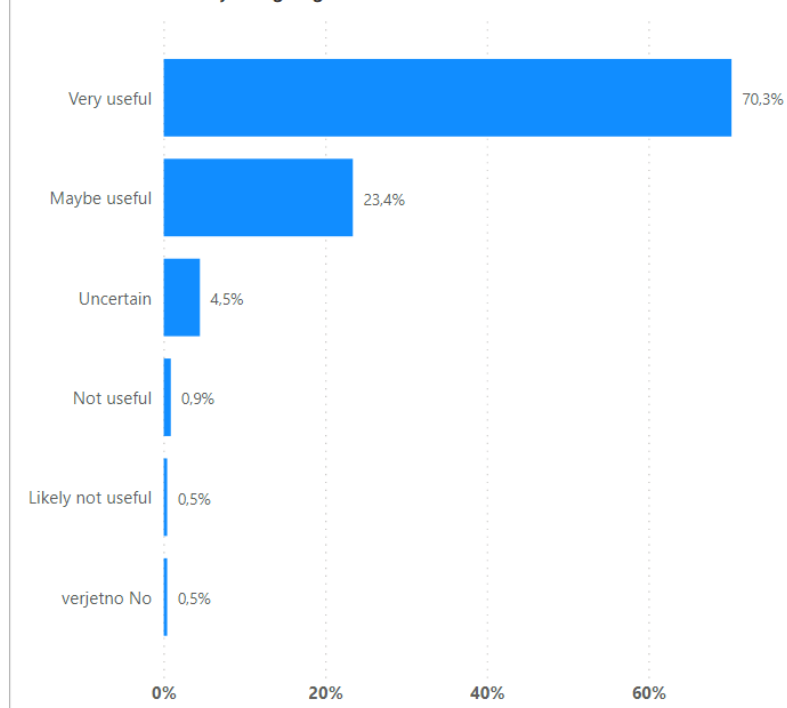


Chart 24: Usefulness of Easy language /target groups

### 3.15. Statements/assessments

Both surveys included questions that predicted evaluations of 4 different statements. The general public survey had a larger scale of responses (5), varying from uncertain (0) to 4 (strongly agree). The target groups' survey only had 3 provided responses.

The first statement, "Governmental institutions should always communicate with the public in Easy language", was strongly backed up by both groups of respondents. The general public respondents strongly agreed with the statement 56% of the time and agreed in 36%, coming to total of 92% affirmative responses. High percentage of the target groups respondents (82%) agreed with the statement, however quite high % of them were uncertain (14%), if compared to the general public respondents (1%). Negative responses were few, 6% among the general public respondents and 5% among the target groups respondents. The results are visualized in matrixes/charts 25 in 26.

Question		0 - Uncertain	1 - Strongly disagree	2 - Disagree	3 - Agree	4 - Strongly agree
6a. Please evaluate, on a scale from 1 to 4, how strongly you agree with the following statements on typical situations and communication with governmental institutions. If you do not agree at all, choose 1 and, if agree fully, choose 4. [Governmental institutions should always communicate with the public in easy language]	Number	6	7	26	171	267
	%	1%	1%	5%	36%	56%
6b. Please evaluate, on a scale from 1 to 4, how strongly you agree with the following statements on typical situations and communication with governmental institutions. If you do not agree at all, choose 1 and, if agree fully, choose 4. [Situations when I find it difficult to understand a text make me feel silly.]	Number	9	40	97	193	138
	%	2%	8%	20%	40%	29%
6c. Please evaluate, on a scale from 1 to 4, how strongly you agree with the following statements on typical situations and communication with governmental institutions. If you do not agree at all, choose 1 and, if agree fully, choose 4. [I would feel uncomfortable knowing that information is specifically tailored for me in easy language.]	Number	38	151	164	80	44
	%	8%	32%	34%	17%	9%
6d. Please evaluate, on a scale from 1 to 4, how strongly you agree with the following statements on typical situations and communication with governmental institutions. If you do not agree at all, choose 1 and, if agree fully, choose 4. [I would be glad if information would be specifically tailored for me in easy language.]	Number	52	66	92	144	123
	%	11%	14%	19%	30%	26%

Chart 25: Assessments /general public

Question		AGREE	DISAGREE	Uncertain
8a. Would you agree to these statements on typical situations? [Governmental institutions should always communicate with the public in easy language]	Number	182	10	30
	%	82%	5%	14%
8b. Would you agree to these statements on typical situations? [Difficulties to understand a text make me feel silly]	Number	103	82	37
	%	46%	37%	17%
8c. Would you agree to these statements on typical situations? [I would feel uncomfortable if someone specifically made information for me in Easy language]	Number	64	100	58
	%	29%	45%	26%
8d. Would you agree to these statements on typical situations? [I would be glad if information was specifically made understandable for me in Easy language]	Number	124	44	54
	%	56%	20%	24%

Chart 26: Assessments /Target groups

### 3.16. Demonstrated knowledge

The general public survey contained a question with statements about Easy language. On a scale from 0 to 4, the respondents expressed their contemplations on Easy language.

Most of the respondents (26%) expressed that Easy language is surely not the same text with complex words omitted.

49% of the respondents strongly agreed that Easy language is a specific form of communication that follows specific guidelines.

55% of the respondents strongly agreed that writing a text does not change the message of the text.

43% of the respondents strongly disagreed that changing a text to Easy language would lose relevant details and themes.

45% of the respondents strongly agreed that information in Easy language must be validated by the end users.

And 36% of the respondents agreed that texts in Easy language often involve pictures. All of the results are visualized in Chart 27.

Question		0 - Uncertain	1 - Strongly disagree	2 - Disagree	3 - Agree	4 - Strongly agree
7a. Do you know how information in Easy language is prepared? Please mark all actions that you believe are taken.[Easy language is the same text with complex words omitted]	Number	42	123	147	124	41
	%	9%	26%	31%	26%	9%
7b. Do you know how information in Easy language is prepared? Please mark all actions that you believe are taken.[Easy language is a specific form of communication that follows specific guidelines.]	Number	41	7	13	181	235
	%	9%	1%	3%	38%	49%
7c. Do you know how information in Easy language is prepared? Please mark all actions that you believe are taken.[Writing a text in Easy language does not change the message of the text]	Number	28	15	21	153	260
	%	6%	3%	4%	32%	55%
7d. Do you know how information in Easy language is prepared? Please mark all actions that you believe are taken.[When changing a text to Easy language, relevant details and themes of the text might be lost.]	Number	30	206	178	41	22
	%	6%	43%	37%	9%	5%
7e. Do you know how information in Easy language is prepared? Please mark all actions that you believe are taken.[Information in Easy language (E-t-r) must be checked/validated by the end-users. ]	Number	49	24	35	154	215
	%	10%	5%	7%	32%	45%
7f. Do you know how information in Easy language is prepared? Please mark all actions that you believe are taken.[Text in Easy language (E-t-r) often has pictures added to it.]	Number	65	22	56	162	172
	%	14%	5%	12%	34%	36%

Chart 27: Demonstrated knowledge/general public



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### 3.17. Educational value of the survey

Finally, the general public survey asked the respondents whether they thought they gained better knowledge on Easy language through the survey. Good 30% stated that they did gain new insight and almost 25% disagreed. Good 25% remembered that they had already used Easy language. The results are visualized in Chart 28.

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8. Have you, after having filled out the questionnaire, gained a better understanding of what Easy language is? (G)

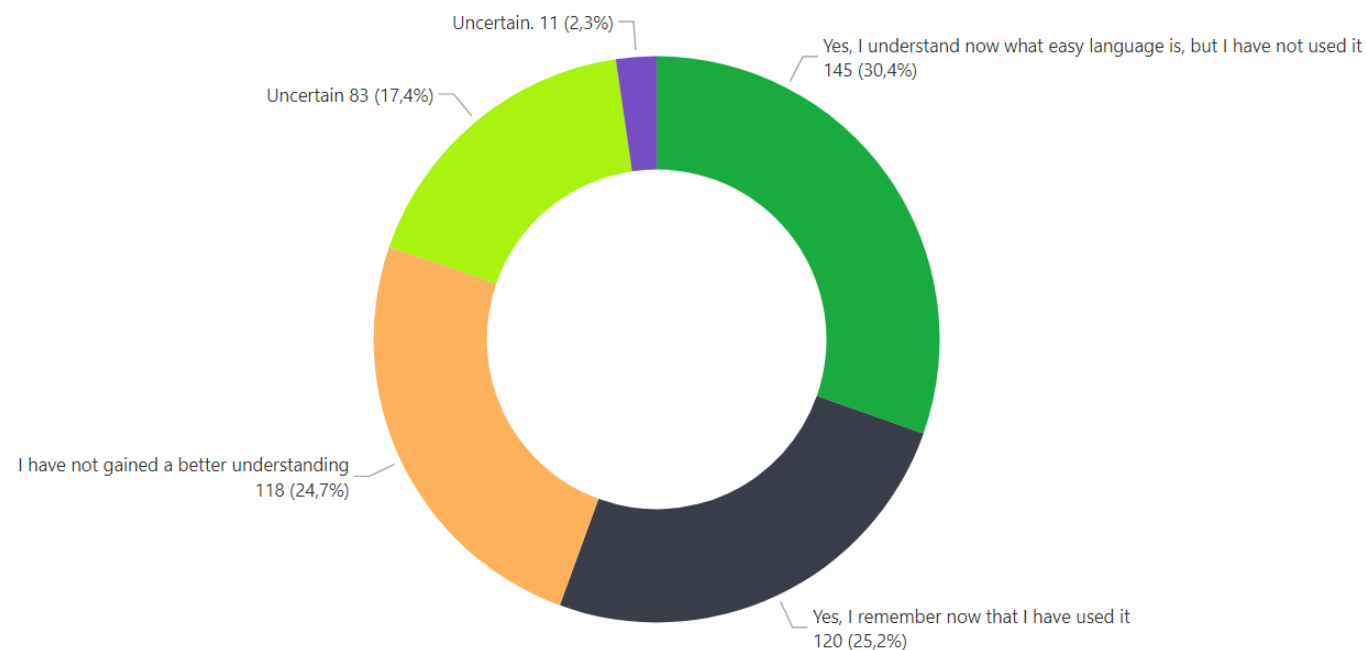


Chart 28: Gained insight/general public

#### 4. Discussion/conclusions

To be prepared in a comparative perspective for Latvia, Lithuania, and Slovenia.