

## 摘要

本研究旨在探究美国面向多语人口语言服务政策的发展以及政府在提供恰当语言服务中的治理模式。尽管美国促进人口多样性、提倡社会融入与人人平等，英语能力不足的人口常常无法参与到美国主流社会的活动中。因此，美国政府执行了一项语言服务政策来支持英语能力有限人口。

本研究以公共管理与语言学研究中的治理理论为基础，采用质性研究与深度访谈的范式对美国语言服务政策及实践进行分析。本研究试图回答以下三个问题：

（1）美国的语言人口特点带来了什么样的语言服务需求？（2）美国“语言服务政策”的理念、目标和内容是什么？（3）美国语言服务政策的发展和实施情况是怎样的？

与研究问题相对应，本研究发现：（1）多语人口的语种多样性与区域差异性特征要求动态的语言服务政策。（2）政策理念是人人享有平等权利，目标与机会均等、消除语言障碍、建立高效政府有关。（3）根据关键事件，美国“语言服务政策”的发展可以分为四个阶段。为达到该政策目标，语言服务政策在内容上有六个特点，分别是①司法与行政结合进行有限管制；②政府与群众共同参与治理；③政策一贯性实现资源共享；④供需结合的语言服务商业思维；⑤可选择的动态模式；⑥公开透明互助共治。语言服务政策的发展阶段包括①缺位语言服务；②补位语言服务；③系统语言服务；④全面语言服务。政策的实施形成评估需求与资源、制定政策、发布通知、接受监督与反馈、更新语言服务以合规的闭环。

在研究结果的基础上，本研究对语言服务与语言治理在当代多语社会的重要性进行学术讨论，试图促进社会语言学，特别是语言政策研究的理论和实践。

**关键词：**多语社会；美国；语言治理；语言支持；语言服务政策

## **Abstract**

The purpose of this study is to explore the development of language service policy for multilingual populations in the United States and the governance-mode of the government in providing them with appropriate language service. Although the U.S. has promoted diversity, equity, and inclusion, people who are not proficient in the English language are often excluded from mainstream American society. For these reasons, the U.S. government has implemented specific language policies to support those with limited English proficiency.

This study adopts the governance theory of public administration and linguistics and uses qualitative document and in-depth interview methods to analyze language service policies and practices in the U.S. Thus, this study suggests three primary research questions: (1) What kind of language service programs has the U.S. developed based on its national characteristics and linguistic ideology? (2) What have been the primary missions, goals, and implementations of this language service policy? (3) How has language service policy in the U.S. been developed and implemented?

Along with these central research questions, this study also established these primary contents: (1) dynamic language service programs for diverse multilingual populations; (2) promoting equal opportunity, eliminating language barriers and establishing efficient government; and (3) the development of language service policy and key events. Notably, the second content includes six categorical themes: (a) Justice combined administration to support diverse populations; (b) social and multi-agents and community relations; (c) policy consistency and resource sharing; (d) customized language services; (e) optional language services; and (f) mutual rapport and support among members of language service programs. Further, the third content consists of four themes: (a) vacant language services; (b) supplementary language services; (c) systemic language services; and (d) comprehensive language services. The implementation of the policy forms a closed loop of evaluating needs and resources,

formulating policies, issuing notices, accepting supervision and feedback, and updating language services to comply with regulations.

Aligned with the major findings, this study provides a scholarly discussion regarding the social importance of language service and language governance in contemporary multilingual society, attempting to promote a theory and practice of sociolinguistics and language policy.

**Keywords:** multilingual society; the United States; language governance; language assistance; language access policy