摘　要

全球化时代，伴随更加频繁、剧烈的人口跨国流动而产生的语言超多样性，一方面为社会提供了更为丰富的语言资源，但同时也为如何协调更加复杂的语言关系、如何处理多语环境中的交际问题提出了新的挑战。与此同时，科技进步，特别是移动互联网和智能技术的发展为语言生活和语言治理带来的新的变量。在此背景下，探究国际化都市中语言生活可能面临的新现象与新挑战，特别是智能技术在多语交际中所能发挥的作用对城市语言生活的治理有着重要的理论意义和实践意义。

本研究以上海五个外国人聚居区的公共空间为研究范围，以上海跨国移民和公共领域从业者为研究对象，提出以下三个研究问题：（1）上海城市语言生活中人们对语言资源的使用有何特点；（2）智能技术在城市语言生活中发挥怎样的作用；（3）智能时代国际化城市的语言生活治理如何实现。

为回答上述研究问题，本研究遵循解释主义范式，以质性研究中的语言景观民族志与网络民族志为基本研究路径，从空间语库和个人交际语库两个角度，通过观察、访谈和实物分析等手段收集数据，以类属分析、情境分析和时刻分析等方法对收集到的数据进行归纳、整理和分析探究城市空间中的语言资源状况和人们对这些资源的使用过程。

本研究有如下发现：（1）虽然上海的多语资源配置呈现层次性与变动性特征，但总体上普遍采用以英语为国际通用语的做法应对多语交际需求，空间语库和交际语库中其他语言资源配置较少，原因在于上海的多语交际需求总量少、分布散，公共领域的机构缺乏动力配置相应语言资源；（2）因语言不通而产生的多语交际问题，跨国移民和本地公共领域从业人员普遍使用超语实践作为替代性策略，满足了日常生活中大部分的交际需求，但超语实践的效果受到个人能动性与空间性的限制，不能完全解决多语交际中的问题；（3）移动应用和智能技术在上海的普及为人们提供了更丰富的语言资源，增强了人们通过超语实践进行多语交际的能力；因不同人应用相关资源和工具的效果千差万别，除了技术产品本身的限制外，个人使用语言资源解决交际问题的意识和能力是重要影响因素。

基于以上发现，本研究提出：（1）对于高流动性和超多样性的国际化都市，加强空间语库中以物质形式为载体的语言资源的可用性与可及性是比提升本地民众外语能力更加可行和有效的做法；（2）培养和提升人们使用一切可用语言资源和工具（包括物质形式的资源）进行多语交际的能力和意识，将个人能动性驱动的随机超语实践通过语言政策的引导变为稳定的超语能力；（3）互联网和智能技术是人们多语交际时可调用的最重要资源与工具，因此培养人们超语能力的最核心内容就是他们运用智能设备、智能产品解决交际问题的能力。

关键词：国际化城市；智能社会；跨国移民；语言生活治理；超语实践

Abstract

Linguistic super-diversity generated by the more frequent transnational flows of population provides every country with much more diverse language resources, but also brings us new challenges on how to coordinate more complex language relations and how to deal with multilingual environments. Technological advances, especially the development of mobile Internet and machine intelligence are also playing a more important role on urban language life.

In this context, exploring the new phenomena and new challenges that language life in international cities may face, especially the role that intelligent technology can play in multilingual communication has important theoretical and practical significance for the governance of urban language life.

This study takes the public space of five international communities in Shanghai as the research site, and takes Shanghai;s transnational immigrants and public sector practitioners as research objects, proposing the following three research questions：

1. How language resources are configured and appropriated in Shanghai everyday life?

2. How the technologies and products of mobile internet and machine intelligence participate in language life?

3. What opportunities and challenges AI technologies can provide for language governance in Shanghai?

In order to answer the above research questions, this study follows the paradigm of interpretationism, taking the language landscape ethnography and network ethnography in qualitative research as the research approach, through the lens of spatial repertoire and personal communicative repertoire, usingobservation, interview and physical objects analysis to collect data. By applying content analysis, narrative analysis and moment analysis to explore how language resources are configured and employed in urban space.

The research findings include: First, although Shanghai;s multilingual resource allocation presents hierarchical and variability characteristics, it is generally accepted that

English as an international lingua franca responds to multilingual communication needs. The reason is that Shanghai;s multilingual communication needs are small and scattered, and institutions in the public sector lack the motive to allocate diverse language resources.

Secondly, when faced with multilingual communication problems caused by language barriers, transnational immigrants and local public practitioners generally use translanguaging as an alternative strategy to meet the language communication needs of everyday communication. However, the effect of the practice of trnaslanguaging is limited by personal initiative and space, and cannot completely solve the problems in multilingual communication.

Third, the popularity of mobile applications in Shanghai has provided people with multiple language resources and enhanced people's ability to communicate in multilingual context through trnaslanguaging. However, the effects of different people's application of related resources and tools vary widely. In addition to the limitations of the technology products themselves, the awareness and ability of individuals to use language resources to solve communication problems are important factors.

Based on the above findings, this study proposes: 1. Confronting with high level of mobility and diversity, strengthening the availability and accessibility of language resources based on material forms in the spatial repertoire is more effective than improving the foreign language ability of local employees.

Cultivate and enhance people;s ability and awareness of multilingual communication using all available linguistic resources and tools (including material resources), and transform personal motivation-driven random translingual practice intoAstable super-linguistic ability through language policy.

Mobile internet and machine intelligence related technology are the most important resources and tools that people can call when they are in multilingual communication. Therefore, the core content of cultivating people;s translingual competence is to enhance their ability of using smart devices and mobile apps to solve communication problems.