

FOR RELEASE: FRIDAY, APRIL 17, 1998, A.M.

Public Appetite For Government Misjudged
WASHINGTON LEADERS WARY OF PUBLIC OPINION

*A Survey of Members of Congress, Clinton Appointees, and Senior Civil Servants
in Association with **National Journal***

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Washington’s leaders and the American public are out of step with one another. Public distrust of government is paralleled by a belief among members of Congress, presidential appointees and senior civil servants that the American public is too ill-informed to make wise decisions about important issues. Washington leaders also significantly underestimate the public’s appetite for an activist government, at least in part because their perception of public distrust of government is so pervasive.

These are among the principal findings of a Pew Research Center survey of top government officials designed to find out how leaders view the public and how they appraise their jobs in an era characterized by distrust of government. Based on personal interviews with 81 members of Congress, 98 presidential appointees, and 151 members of the Senior Executive Service, the poll found that while most officials like their jobs and feel that they can bring about changes, they also feel the pressures of public distrust. The survey, conducted in association with the *National Journal*, also found members of Congress, Clinton appointees and senior civil servants highly critical of news coverage of government that affords the public a window on Washington.

Among members of Congress, just 31% think Americans know enough about issues to make wise decisions about public policy. Even fewer presidential appointees (13%) and senior civil servants (14%) feel this way. Those in the executive branch also have far less confidence than members of Congress in the public’s decision making on Election Day. Just 34% of presidential appointees and career civil servants express a great deal of confidence in this regard, compared to 64% of those in Congress.

Distrusting the Public			
	<u>Congress</u>	Pres. <u>Appoint.</u>	Civil <u>Servants</u>
	%	%	%
<i>Do Americans know enough about issues to form wise opinions about what should be done?</i>			
Yes	31	13	14
Depends (VOL)	17	7	3
No	47	77	81
DK/Refused	<u>5</u>	<u>3</u>	<u>1</u>
	100	100	100
<i>How much trust in American people on Election Day?</i>			
Great deal	64	34	34
Fair amount	31	51	44
Not very much	1	12	20
None at all	0	1	1
DK/Refused	<u>4</u>	<u>2</u>	<u>1</u>
	100	100	100

All three leadership groups also significantly underestimate the public's desire for an activist government. A majority in all three groups believes the public wants the federal government cut back, rather than wanting programs maintained to deal with important problems. In fact, when the question is put to the public itself, a 57%-to-41% majority favors an activist approach.¹

Desire for Government Activism Underestimated

Where Does "Typical American" Stand?

<i>Views about government activism...</i>	<i>Where Do Americans Really Stand?</i>		
	<u>Congress</u> %	<u>Pres. Appoint.</u> %	<u>Civil Servants</u> %
Anti-Govt	58	63	69
Pro-Govt	33	28	25
DK/Refused	9	9	6
	100	100	100

Washington leaders — particularly Republicans — are far more ideological in their views of government than is the public. More than 80% of GOP members of Congress rate themselves as anti-government, compared to just 53% of rank-and-file Republicans. Over 80% of Democrats in Congress and Clinton appointees rate themselves as pro-government, compared to 71% of Americans who identify themselves as Democrats.

A Centrist Public, Ideological Leaders

<i>Views about government activism...</i>	<u>Congress</u>		<u>Pres. Appoint.</u>	<u>Gen Public</u>	
	<u>Reps</u> %	<u>Dem</u> %	%	<u>Reps</u> %	<u>Dem</u> %
Anti-Govt	83	15	9	53	27
Pro-Govt	15	81	88	45	71
DK/Refused	2	4	3	2	2
	100	100	100	100	100

Partisanship The Problem

Given the stark ideological divide on the role of government, it is not surprising that partisanship and disagreements between the executive branch and Congress are things that members of Congress from both parties most often complain about. Nearly half of the members of Congress say partisanship (45%) and disagreements between Congress and the President (46%) are "very important" obstacles to getting things done.

¹ Pew Research Center for The People & The Press, "Deconstructing Distrust: How Americans View Government," March 1998.

The survey also found:

- More than half of the members of Congress (54%) say public distrust affects the policy decisions of their colleagues a great deal or fair amount. Leaders in the executive branch express only slightly less concern, with four-in-ten saying policy decisions are affected a great deal or fair amount. Substantially fewer in each group say public distrust affects *their own* policy decisions, however.

- Staff morale and job satisfaction also are affected by distrust, particularly among Democrats. Fully 59% of presidential appointees say staff morale is affected a great deal or a fair amount, and 45% say distrust affects the ability to hire and retain good people. Some 44% of Democrats in Congress say their own job satisfaction is affected by public distrust, compared to just 26% of Republicans in Congress.

- Washington leaders have a much more favorable view of the federal government than most Americans. At least two-thirds of each group holds favorable opinions of the federal government, compared to just 38% of the American public. Even among Republican members of Congress, about half (47%) hold favorable opinions of the government. Similarly, 85% of the presidential appointees and senior civil servants say government does a better job than it gets credit for, compared to just 33% of Americans.

Partisanship Biggest Obstacle to Getting Things Done in Congress (Members of Congress Only)	
	<u>% Who Say "Very Important"</u>
Disagreements between Congress and President	46
Partisanship	45
Complexity of problems	38
Decline in civility among members	35
Disagreements between House and Senate	33
Interest group pressures	26
Pressures of public opinion	23

Public Distrust Blamed on Misperceptions

In laying blame for public distrust of government, institutional rather than partisan differences emerge between members of Congress and the executive branch. Many members of Congress blame poor government performance, while presidential appointees and senior civil servants point to an information problem, saying Americans do not fully understand what government is and what it does for them.

When asked to say in their own words why the public distrusts government, 38% of executive branch officials listed factors such as the public’s misinformation, misperceptions and misunderstanding of government. In contrast, only 10% of Congress — slightly more Republicans than Democrats — mentioned these factors. Those in the executive branch are also more likely than members of Congress to blame declining distrust on political rhetoric or American political culture: 28% of presidential appointees and 33% of senior executives mentioned these factors, compared to 16% in Congress.

“If Americans really stopped and thought about what has influenced their lives, they’d realize everything the federal government does for them.”

— Senior Civil Servant
Department of Defense

Instead, members of Congress blame Americans’ distrust on the way government operates. Fully 22% offered critiques of government’s size, scope, inefficiency, or performance as reasons for the typical American’s distrust of government. Presidential appointees and senior civil servants are not apologists for government performance — 26% and 30%, respectively, cited specific problems with government as causes of public distrust — but unlike members of Congress, they say such problems are made worse by the government’s inability to communicate well.

“The average American is aware of instances in which the federal government is wasteful, insensitive to the needs of the working people, and pursues policies lacking in common sense.”

— Republican Member of Congress

Media a Poor Messenger

All three groups also name the media as a prime culprit in public distrust of government. Roughly 70% in each group rate press coverage of government and government workers negatively.

Government leaders are highly critical of the media’s portrayal of their institution. Fully 77% of those in Congress rate the media’s coverage of the House and Senate negatively, while 66% of presidential appointees and 73% of senior executives give the media similarly poor ratings for its coverage of federal departments and agencies.

Rating Media Coverage of...			
	<u>Congress</u>	Pres.	Civil
	%	<u>Appoint.</u>	<u>Servants</u>
	%	%	%
Federal Government			
Excellent	1	4	2
Good	17	25	28
Fair	50	51	54
Poor	26	16	15
DK/Refused	<u>6</u>	<u>4</u>	<u>1</u>
	100	100	100
Government Workers			
Excellent	0	0	0
Good	17	7	5
Fair	48	36	50
Poor	27	51	32
DK/Refused	<u>8</u>	<u>6</u>	<u>3</u>
	100	100	100

Leaders in the executive branch are especially frustrated with the portrayal of their own work force. While members of Congress give the media comparably low marks for coverage of both the federal government and government workers (76% and 75%, respectively), presidential appointees and career civil servants are more critical of the media’s coverage of federal workers than of the government itself (87% and 82% versus 67% and 69%, respectively).

Similarly, Democrats in Congress and members of the executive branch are more likely than Republicans on the Hill to characterize the media’s coverage of waste in the federal government as exaggerated. Fully three-quarters of presidential appointees, senior executives, and congressional Democrats say the media exaggerate the amount of waste in the federal government. Only 32% of Republicans in Congress agree.

“The media portrays government as a bunch of bumbling bureaucrats.”

— Presidential Appointee
Department of Energy

“Americans’ opinions are based on anecdotal information received from the media, rather than through an understanding of the extent of government and all it provides.”

— Senior Civil Servant
Department of Defense

Despite these often harshly negative views of media coverage of the federal government, roughly 60% of the leaders in each group hold a favorable opinion of the news media overall. In addition, leaders rely heavily on the media. Three-in-four presidential appointees and fully 84% of senior executives list the media as their main source of information about public opinion. Members of Congress are more likely to cite personal contacts and communication from constituents, although those on the Hill also say the media is a major source of information. Few government leaders say they rely on public opinion polls, but as many as 80% could recall Clinton’s approval ratings with reasonable accuracy at the time of the interview.

Campaigns Reinforce Negative Views

Those who manage the federal bureaucracy also blame politicians for criticizing the government in their election campaigns. Fully 59% of presidential appointees, 55% of senior civil servants and 37% of members of Congress agree that campaign critiques of government are a very important reason for public distrust.

Indeed, leaders agree that a range of factors contribute at least somewhat to distrust in government. For example, large numbers in all groups say the “belief that government is unresponsive” is a very important reason for the public’s distrust. Only one choice — “the belief that government has the wrong priorities” — is not widely viewed as a very important cause of distrust. A quarter of Congress, 30% of presidential appointees, and 35% of the senior executive service say misguided government priorities are not an important reason for distrust. In this way, leaders are in sync with the general public who by a two-to-one margin place inefficiency above priorities as the bigger problem facing government.

Reasons for the Public’s Distrust			
	<u>Congress</u>	<u>Pres. Appoint.</u>	<u>Civil Servants</u>
<i>Percent Ranking as “Very Important”</i>	%	%	%
Because criticizing government is a popular campaign theme	37	59	55
The belief that government is unresponsive	49	56	55
Events such as Vietnam and Watergate	33	48	40
Because politicians promise too much	22	31	43
Because the news media exaggerate government failures	26	36	37
The belief that government is too powerful	32	23	35
The belief that government has the wrong priorities	16	10	17

Regaining Public Trust

Leaders overwhelmingly agree that mistrust of the government is far from inevitable. Only 4% of presidential appointees, 12% of senior civil servants and 19% of members of Congress agree that people will mistrust the government no matter what. Instead, more than two-thirds of each group believes that there are things the government could do to increase trust. In this way, they mirror the general public, 75% of whom reject the notion that mistrust is inevitable.

How to Improve Trust in Government			
	<u>Congress</u>	<u>Pres. Appoint.</u>	<u>Civil Servants</u>
<i>Percent suggesting...</i>	%	%	%
Communication/Dialogue	36	66	74
Performance/Process	36	48	43
Political Reforms	24	13	11
Decrease Role/Scope of Govt	19	7	7
Policy Reform	15	3	4
Better Media Coverage	4	1	5

Generally, members of the executive branch and Congress agree in their assessments of what the government might do to increase public trust. When asked to suggest ways to increase public trust, all three groups mention various communication techniques such as providing more and better information to the public, opening avenues for more public interaction and increasing the visibility of government actions. All leaders also cite improvement in government processes and performance — particularly in the area of customer service — as a mechanism for increasing public trust.

As with their evaluations of the roots of public distrust, however, there is a noticeable difference between the two branches in the relative importance of these two solutions. Although all three groups mention performance-based solutions, presidential appointees and senior executives are much more likely than members of Congress, especially Republicans, to mention a need to educate the public.

“When you have success, tout it.”

— Senior Civil Servant
Health and Human Services

“Do a better job letting the public know the day-to-day things the government does that are positive in their lives.”

— Presidential Appointee
Department of Labor

But government leaders feel the solution is not simply to *listen* to the public more. Only one-in-five in each group believe that they and their colleagues do not pay enough attention to what the public thinks. Over half of those in Congress and presidential appointees and close to three-quarters of senior civil servants believe they pay the right amount of attention to the public. Leaders are more likely to say they need to explain the successes and goals of government than to mention the need to gain greater public input into the governing process. Notably, political solutions such as campaign finance reform and decreasing the size and scope of government are less popular than these other solutions among members of the executive branch and congressional Democrats.

Working Hard, Staying Informed

Government leaders say they work long hours, but they are just as satisfied with their jobs as similarly-situated Americans. Between 56% and 64% in each group say they are “very satisfied” with their jobs, which is comparable to the 53% of high-income, college-educated Americans who say they are very satisfied with their work.

In addition, most government leaders say they are "proud" when they tell someone where they work; just 10% or less say they feel "somewhat apologetic." And unlike the American public, most Washington leaders said they would be happy if their children pursued careers in public service. Some 60% of presidential appointees and members of Congress, and 52% of senior civil servants, say they would like to see their son or daughter go into politics or government, compared to just 27% of Americans.

Fully 70% of those in Congress say they spend at least 70 hours a week working; 40% of presidential appointees say they put in equally long hours. In fact, a 40-hour work week is rare for all groups. Over half of the career civil servants, and more than 80% of the other two groups spend at least 60 hours on the job each week.

Members of Congress say they would like to spend more time on official tasks and less time on electoral responsibilities. Almost two-thirds say they spend too little time conducting oversight and over half complain about too little time devoted to working on legislation. Fully 38% say they spend too much time fund-raising and a quarter say they spend too much time campaigning for reelection. Overall, those on the Hill are satisfied with the amount of time they spend responding

Leaders Like Their Jobs

	<u>Congress</u>	<u>Pres. Appoint.</u>	<u>Civil Servants</u>	<u>Gen. Public All</u>	<u>Affluent*</u>
<i>How satisfied with your job?</i>	%	%	%	%	%
Very Satisfied	57	64	56	43	53
Mostly Satisfied	39	34	38	48	40
Mostly Dissatisfied	0	1	4	5	4
Very Dissatisfied	0	0	1	3	3
DK/Refused	<u>4</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>*</u>
	100	100	100	100	100

* Figures for “Affluent” Americans based on those who are employed, college-educated, with incomes of \$50,000 or higher. From Pew Research Center survey of 1,206 adults, March 1998.

Components of Job Satisfaction

	<u>Congress</u>	<u>Pres. Appoint</u>	<u>Civil Servants</u>
<i>Percent satisfied with:</i>	%	%	%
Administrative support system	94	65	63
Ability to affect change	74	83	66
Salary	85	56	80
Level of public scrutiny	73	66	80
Ability to attend to personal life	42	51	68

to constituent mail and requests, meeting with interest groups, working on party-related matters and dealing with the news media.

Presidential appointees and senior civil servants do not differ significantly from each other in their views about the demands on their time. Slightly less than half (46%) say they spend too much time in meetings and a sizeable minority (40%) say they spend too much time responding to congressional requests. Career civil servants are more likely than political appointees to say they spend too much time doing administrative tasks, although a significant number of both groups make this complaint. Both groups express a desire to spend more time on policy planning but are generally content with the amount of time they have to allocate to the news media, the public and to testifying before Congress.

Asked to name the biggest challenge they face in their job, 30% of the members of Congress mention time pressures, while presidential appointees and senior civil servants complain about limited resources. Presidential appointees express more dissatisfaction than other government leaders with their salaries. Some 42% of presidential appointees say they are dissatisfied with their salary, compared to just 18% of senior civil servants and 6% of members of Congress.

But Technology Helps

Government leaders are overwhelmingly positive about the impact of new technologies on the way they do their jobs. Fully 80% of Congress, 90% of presidential appointees and 87% of senior executives say fax machines, the Internet, e-mail, and cell phones have been helpful. In fact, the Internet is strikingly popular with government leaders. Fully 74% of senior civil servants, 68% of presidential appointees, and 42% of members of Congress say they go on-line regularly or sometimes, compared to just 28% among the general public.

	<u>Congress</u>	<u>Pres. Appoint.</u>	<u>Civil Servants</u>	<u>Gen. Public*</u>
<i>How often do you go on-line?</i>	%	%	%	%
Regularly	26	49	51	16
Sometimes	16	19	23	12
Hardly ever	26	16	15	13
Never	27	15	10	59
DK/Refused	<u>5</u>	<u>1</u>	<u>1</u>	<u>*</u>
	100	100	100	100

* Pew Research Center survey of 1,206 adults, March 1998.

Government leaders are loyal consumers of the news, especially the local Washington-based press. Fully 96% of executive branch officials and 67% of members of Congress read the *Washington Post* regularly. Large majorities also read the *Wall Street Journal* and the *New York Times* and watch the national nightly network news and CNN either regularly or sometimes. Presidential appointees are more likely to listen to National Public Radio than are their civil servant colleagues or members of Congress (84% versus 63% and 57%, respectively). Three-quarters of those in Congress and almost half of presidential appointees read *National Journal* regularly or sometimes, and nearly half of all groups watch the Newshour with Jim Lehrer. Publications aimed at Capitol Hill draw disproportionate loyalty from members of Congress. Fully 74% in Congress read *Congressional Quarterly*, 90% read *Roll Call* and 85% read *The Hill*.

ABOUT THIS SURVEY

The survey of government leaders is based on in-person interviews conducted under the direction of Princeton Survey Research Associates between October 1997 and February 1998. The presidential appointees and members of the Senior Executive Service who were contacted for interviews were randomly selected from the Summer 1997 edition of the *Federal Yellow Book*. Interviews were completed with 98 presidential appointees and 151 members of the Senior Executive Service. In addition, interviews were conducted with 81 members of Congress.

Every person in each of the three samples was sent a letter requesting their participation in the survey. Subsequently, the office of every person in the samples was contacted to schedule an interview. When interviews could not be scheduled as a result of the first call, offices were called back at least two additional times, if necessary, to try to schedule a time for the interview. However, interviews could not be conducted with every person in each sample, both because some leaders were unable to schedule interviews during the period the poll was being conducted, and because some leaders declined to participate. The inability to complete interviews with all of the people in each sample may produce some biases in the survey results, since participation rates may vary for different groups and these groups may vary on questions of substantive interest.

However, the final samples on which these survey results are based are in several respects representative of the full populations. For example, the party breakdown among members of Congress in the sample (58% Republicans and 42% Democrats) closely approximates actual partisan divisions in the House and Senate. Similarly, the percentage of presidential appointees and senior civil servants from each federal department is roughly proportional to the actual distribution across departments among Washington-based presidential appointees and senior civil servants.

THE QUESTIONNAIRE

THE PEW RESEARCH CENTER FOR THE PEOPLE & THE PRESS
TRUST IN GOVERNMENT STUDY
GOVERNMENT LEADERS INTERVIEWS

— FINAL TOPLINE —

October, 1997 – February, 1998

Congress: N=81

Presidential Appointees: N=98

Senior Executive Service: N=151

INTRODUCTION: Thank you for taking time to meet with me today. I know your schedule is busy.

My name is _____, from Princeton Survey Research Associates. We're conducting interviews of government leaders, like yourself, for the Pew Research Center for the People & the Press, a nonpartisan, nonprofit research group here in Washington. National Journal is a co-sponsor of this study.

This interview is completely voluntary and confidential. If I read any question that you do not want to answer, just let me know, and we'll go on to the next question.

Q.1 I would like to begin by asking you about your job as a [MEMBER OF CONGRESS/PRESIDENTIAL APPOINTEE/SENIOR CIVIL SERVANT]. What is the biggest challenge you face in your job?
 [OPEN-ENDED. RECORD VERBATIM RESPONSE.
 ACCEPT MULTIPLE RESPONSES, BUT DO NOT PROBE FOR MORE THAN ONE.]

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
Resources (financial)	0	24	24
Politics	11	21	15
Human Resources	0	13	26
Time	30	9	10
Specific Policy Issues	0	20	15
Bureaucratic Obstacles	1	12	7
Workload	4	10	6
Change	0	11	6
Information	11	4	4
Dialogue/Communication Issues	7	3	5
Representation	12	0	0
Personal Life	9	0	1
Technological	0	2	3
Regulations	0	0	1
Don't Know/Refused	12	1	1
No answer	14	3	1

Q.2 All things considered, how satisfied are you with your job overall? Very satisfied, mostly satisfied, mostly dissatisfied, or very dissatisfied?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
Very satisfied	57	64	56
Mostly satisfied	39	34	38
Mostly dissatisfied	0	1	4
Very dissatisfied	0	0	1
Don't know/No answer	<u>4</u>	<u>1</u>	<u>1</u>
	100	100	100

Q.3 Compared to when you started in this job, is it as satisfying today, more satisfying, or less satisfying?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
More satisfying	56	56	44
As satisfying	26	26	26
Less satisfying	16	13	30
Don't know/No answer	<u>2</u>	<u>5</u>	<u>0</u>
	100	100	100

Q.4 Specifically, how do you feel about [INSERT ITEM]? Are you satisfied or dissatisfied?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
a. Your Ability to Affect Change			
Satisfied	74	83	66
Dissatisfied	21	11	28
Don't know/No answer	<u>5</u>	<u>6</u>	<u>6</u>
	100	100	100
b. Your Administrative Support System			
Satisfied	94	65	63
Dissatisfied	5	28	36
Don't know/No answer	<u>1</u>	<u>7</u>	<u>1</u>
	100	100	100
c. Your Salary			
Satisfied	85	56	80
Dissatisfied	6	42	18
Don't know/No answer	<u>9</u>	<u>2</u>	<u>2</u>
	100	100	100

Q.4 CONTINUED ...

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
d. Your Ability to Attend to Your Personal Life			
Satisfied	42	51	68
Dissatisfied	49	47	30
Don't know/No answer	<u>9</u>	<u>2</u>	<u>2</u>
	100	100	100
e. The Level of Public Scrutiny			
Satisfied	73	66	80
Dissatisfied	20	24	15
Don't know/No answer	<u>7</u>	<u>10</u>	<u>5</u>
	100	100	100

Q.5 All things considered, has the advent of new technologies—fax machines, e-mail, the Internet, cell phones—helped or hindered your ability to do your job?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
Helped	80	90	87
Hindered	5	2	3
Both (VOL)	14	7	9
Don't know/No answer	<u>1</u>	<u>1</u>	<u>1</u>
	100	100	100

Q.6 Now on another subject, what's your overall opinion of [INSERT ITEM]? Is it very favorable, mostly favorable, mostly unfavorable, or very unfavorable?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>	<u>Oct. 1997² Gen Public</u>
a. The News Media				
Very favorable	4	0	5	7
Mostly favorable	57	60	57	43
Mostly unfavorable	26	24	29	34
Very unfavorable	6	3	3	14
Don't know/No answer	<u>7</u>	<u>13</u>	<u>6</u>	<u>2</u>
	100	100	100	100
b. The Military				
Very favorable	25	22	29	22
Mostly favorable	70	57	60	56
Mostly unfavorable	2	5	5	13
Very unfavorable	0	1	1	5
Don't know/No answer	<u>3</u>	<u>15</u>	<u>5</u>	<u>4</u>
	100	100	100	100
c. The Federal Government ³				
Very favorable	1	14	14	4
Mostly favorable	62	74	74	34
Mostly unfavorable	24	7	9	41
Very unfavorable	7	0	1	18
Don't know/No answer	<u>6</u>	<u>5</u>	<u>2</u>	<u>3</u>
	100	100	100	100

Q.7 Do you think the typical American basically trusts the federal government?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>	<u>Oct. 1997⁴ Gen Public</u>
Yes	20	30	33	39
No	72	62	63	57
Depends (VOL)	7	3	2	0
Don't know/No answer	<u>1</u>	<u>5</u>	<u>2</u>	<u>4</u>
	100	100	100	100

² Pew Research Center survey, September 25 - October 31, 1997.

³ The general public question was worded as, "The federal government in Washington."

⁴ The general public question was worded as, "Would you say you basically trust the federal government in Washington or not?"

Q.8 Why do you think this is so?

[OPEN-ENDED. RECORD VERBATIM RESPONSE.

ACCEPT MULTIPLE RESPONSES, BUT DO NOT PROBE FOR MORE THAN ONE.]

BASE: NO, the typical American does NOT trust the federal government:

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
DIALOGUE COMMUNICATION (NET)	10	38	38
People Misunderstand Govt	7	36	30
Government is a poor communicator/poor at PR	0	8	6
People are alienated	2	0	3
People ask too much from government	2	2	1
Media	21	33	32
CRITIQUES OF GOVERNMENT (NET)	22	26	30
Government is inefficient/bureaucratic	7	8	7
Government is too big/too much government	7	5	6
Government workers	5	3	3
Lack of customer service	0	7	3
Too much government spending	3	2	2
Government can't get anything done	0	0	4
Government is too impersonal	0	3	2
Government is too secretive	0	0	3
Government has no morals	2	0	2
Government interferes too much/is too intrusive	2	0	2
Government is mismanaged	2	0	1
POLITICAL RHETORIC/POLITICAL CULTURE (NET)	16	28	33
Politicians criticize/bash government	2	18	12
Political culture/tradition of distrust in America	9	2	14
Rhetoric of distrust these days	2	10	4
Politicians promise too much	5	3	1
Congress criticizes government	0	0	5
GOVERNMENT FAILURE (NET)	10	23	18
Past mistakes by government	5	5	5
Watergate	2	10	4
People's personal experiences with govt are negative	3	5	4
Vietnam	0	7	1
Government fails to meet expectations	0	2	4
Iran-Contra	0	2	1
POLICY (NET)	10	7	14
Taxes are too high/don't get what pay for	5	2	5
IRS	3	2	5
Policy complexity	0	2	3
POLITICAL SYSTEM (NET)	5	7	5
Special Interest Influence	0	2	3
Negative Campaigns	2	5	0
Political scandals	2	2	1
Too partisan	0	2	1
Campaign finance system	2	0	1

Q.8 CONTINUED ...

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
POLITICAL LEADERSHIP (NET)	2	3	4
Politicians out for themselves/personal gain	2	2	1
Politicians say one thing, do another	0	0	2
Lack of leadership/bad leadership	0	2	0
GOVERNMENT DOESN'T CARE/UNRESPONSIVE (NET)	3	7	1
Needs and opinions of people not represented	3	3	1
Government doesn't pay attention/care	0	3	0
Miscellaneous/Other	3	8	5
Don't know/Refused	2	0	3
No answer	12	0	0

Q.9 There's been a lot of discussion in the last few years about the public's declining trust in government. How much has public distrust affected [INSERT ITEM]? A great deal, a fair amount, not very much, or not at all?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
a. Your Own Job Satisfaction			
Great deal	9	5	5
Fair amount	25	33	29
Not very much	44	43	42
Not at all	16	14	23
Not part of job (VOL)	0	0	0
Don't know/No answer	<u>6</u>	<u>5</u>	<u>1</u>
	100	100	100
b. Staff Morale			
Great deal	6	12	9
Fair amount	20	47	31
Not very much	53	31	45
Not at all	14	5	13
Not part of job (VOL)	0	0	0
Don't know/No answer	<u>7</u>	<u>5</u>	<u>2</u>
	100	100	100
c. The Ability to Hire and Retain Good People			
Great deal	4	17	9
Fair amount	9	28	23
Not very much	42	33	34
Not at all	43	14	28
Not part of job (VOL)	0	0	0
Don't know/No answer	<u>2</u>	<u>8</u>	<u>6</u>
	100	100	100

Q.9 CONTINUED ...

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
d. The Policy Decisions You Make			
Great deal	6	5	10
Fair amount	20	26	19
Not very much	45	43	38
Not at all	25	22	29
Not part of job (VOL)	0	0	*
Don't know/No answer	<u>4</u>	<u>4</u>	<u>4</u>
	100	100	100
e. The Policy Decisions of Your Colleagues			
Great deal	18	10	15
Fair amount	36	32	26
Not very much	20	31	39
Not at all	4	10	14
Not part of job (VOL)	0	0	1
Don't know/No answer	<u>22</u>	<u>17</u>	<u>5</u>
	100	100	100

Q.10 Do you think people will mistrust the government no matter what, or do you think there are things the government could do to increase the public's trust?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>	<u>Oct. 1997 Gen Public</u>
People will mistrust government no matter what	19	4	12	23
Things government could do to be trusted more	69	81	69	75
Both/Neither (VOL)	11	9	16	--
Don't know/No answer	<u>1</u>	<u>6</u>	<u>3</u>	<u>2</u>
	100	100	100	100

Q.11 What might the government do to increase public trust?
 [OPEN-ENDED. RECORD VERBATIM RESPONSE.
 ACCEPT MULTIPLE RESPONSES, BUT DO NOT PROBE FOR MORE THAN ONE.]

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
COMMUNICATION/DIALOGUE SOLUTIONS (NET)	36	66	74
PR/Educate/Inform public	9	40	44
Be more open/more honest/less secret	18	22	32
Listen/interact more	4	9	8
Stop criticizing government	5	8	5
Be more accessible	0	3	3
PERFORMANCE/PROCESS SOLUTIONS (NET)	36	48	43
Management/Customer service solutions	26	32	28
Be more responsive to people's concerns	7	13	4
Perform better/improve services 1	4	7	
Involve the public in decision-making	0	6	5
Civil service reform	0	2	3
More flexibility with personnel/reward performance	0	3	2
Better performance measures	0	3	1
POLITICAL SOLUTIONS (NET)	24	13	11
Campaign finance reform	12	6	1
Become less partisan/less political	5	5	1
Better moral/ethical/political leadership	6	1	1
Don't over promise	1	1	2
Congressional reform/congressional ethics	1	0	3
Congress is the problem	0	1	2
ROLE/SCOPE OF GOVERNMENT (NET)	19	7	7
Decrease size and scope of government	11	1	0
Decrease size and scope of bureaucracy	10	4	3
Define priorities	0	2	3
POLICY-ORIENTED SOLUTIONS (NET)	15	3	4
Reform the IRS	6	0	1
Health care, Social Security, education policies	1	2	1
Media	4	1	5
Miscellaneous other	2	6	5
Don't Know/Refused	2	5	3
No answer	11	0	0

Q.12 [MEMBERS OF CONGRESS/PRESIDENTIAL APPOINTEES/SENIOR CIVIL SERVANTS] have many responsibilities, but only a limited amount of time. We're interested in how you ACTUALLY spend your time and how you think you SHOULD spend your time. When it comes to the time you spend [INSERT ITEM], do you spend too much time, too little time, or the right amount of time?

[ITEMS a-h ASKED OF MEMBERS OF CONGRESS ONLY:]

	<u>Congress</u>
a. Working on Legislation	
Too much time	2
Too little	57
Right amount of time	38
Don't know/No answer	<u>3</u>
	100
b. Responding to Constituent Mail and Requests	
Too much time	16
Too little	9
Right amount of time	75
Don't know/No answer	<u>0</u>
	100
c. Fund-raising	
Too much time	38
Too little	18
Right amount of time	43
Don't know/No answer	<u>1</u>
	100
d. Dealing with the News Media	
Too much time	6
Too little	17
Right amount of time	74
Don't know/No answer	<u>3</u>
	100
e. Working on Party-related Matters	
Too much time	5
Too little	25
Right amount of time	68
Don't know/No answer	<u>2</u>
	100
f. Meeting with Interest Groups	
Too much time	11
Too little	9
Right amount of time	75
Don't know/No answer	<u>5</u>
	100

Q.12 CONTINUED ...

	<u>Congress</u>
g. Campaigning for Reelection	
Too much time	25
Too little	10
Right amount of time	54
Don't know/No answer	<u>11</u>
	100
h. Conducting Oversight	
Too much time	2
Too little	64
Right amount of time	31
Don't know/No answer	<u>3</u>
	100

[ITEMS i-o ASKED OF PRESIDENTIAL APPOINTEES/SENIOR CIVIL SERVANTS]

	<u>Presidential</u>	Senior
	<u>Appointees</u>	Executive
		<u>Service</u>
i. On Policy Planning		
Too much time	4	1
Too little	47	58
Right amount of time	47	38
Not part of job (VOL)	0	1
Don't know/No answer	<u>2</u>	<u>2</u>
	100	100
j. Doing Administrative Tasks		
Too much time	32	51
Too little	7	4
Right amount of time	59	44
Not part of job (VOL)	0	0
Don't know/No answer	<u>2</u>	<u>1</u>
	100	100
k. Dealing with the News Media		
Too much time	4	3
Too little	24	16
Right amount of time	64	63
Not part of job (VOL)	6	14
Don't know/No answer	<u>2</u>	<u>4</u>
	100	100
l. Responding to Congressional Requests		
Too much time	39	40
Too little	5	3
Right amount of time	52	53
Not part of job (VOL)	2	2
Don't know/No answer	<u>2</u>	<u>2</u>
	100	100

Q.12 CONTINUED ...

	<u>Presidential</u> <u>Appointees</u>	<u>Senior</u> <u>Executive</u> <u>Service</u>
m. Responding to Requests from the Public		
Too much time	8	6
Too little	13	6
Right amount of time	76	84
Not part of job (VOL)	2	3
Don't know/No answer	<u>1</u>	<u>1</u>
	100	100
n. Attending Committee Meetings		
Too much time	48	45
Too little	1	2
Right amount of time	46	51
Not part of job (VOL)	2	1
Don't know/No answer	<u>3</u>	<u>1</u>
	100	100
o. Testifying Before Congress		
Too much time	4	4
Too little	9	6
Right amount of time	74	62
Not part of job (VOL)	7	19
Don't know/No answer	<u>6</u>	<u>2</u>
	100	100

ASK MEMBERS OF CONGRESS ONLY:

Q.13 How would you rate each of the following as obstacles to getting things done in Congress?

First, how about [INSERT ITEM]? Is this a very important, somewhat important, not too important, or not at all important reason some things don't get done?

	<u>Congress</u>
a. Disagreements Between the House and Senate	
Very important	33
Somewhat important	42
Not too important	17
Not at all important	3
Don't know/No answer	<u>5</u>
	100
b. Disagreements Between Congress and the President	
Very important	46
Somewhat important	43
Not too important	4
Not at all important	0
Don't know/No answer	<u>7</u>
	100

Q.13 CONTINUED ...

	<u>Congress</u>
c. A Decline in Civility among Members	
Very important	35
Somewhat important	39
Not too important	16
Not at all important	4
Don't know/No answer	<u>6</u>
	100
d. The Complexity of Policy Problems These Days	
Very important	38
Somewhat important	40
Not too important	12
Not at all important	4
Don't know/No answer	<u>6</u>
	100
e. Interest Group Pressures	
Very important	26
Somewhat important	46
Not too important	21
Not at all important	2
Don't know/No answer	<u>5</u>
	100
f. The Pressures of Public Opinion	
Very important	23
Somewhat important	46
Not too important	21
Not at all important	5
Don't know/No answer	<u>5</u>
	100
g. Partisanship	
Very important	45
Somewhat important	37
Not too important	12
Not at all important	1
Don't know/No answer	<u>5</u>
	100

ASK ALL:

Q.14 If on a scale from 1 to 6, 1 represents someone who generally believes that, on the whole, federal government programs should be cut back greatly to reduce the power of government, and 6 represents someone who feels that federal government programs should be maintained to deal with important problems, [INSERT ITEM]?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>	<u>Oct. 1997 Gen Public</u>
a. Where on the Scale of 1 to 6 Would You Place Yourself				
Anti-Government (1-3)	54	9	21	41
Government Activist (4-6)	45	88	76	57
Don't know	<u>1</u>	<u>3</u>	<u>3</u>	<u>2</u>
	100	100	100	100
<i>Average Rating</i>	3.4	5.0	4.6	4.0
b. Where Would You Place the Typical American				
Anti-Government (1-3)	58	63	69	
Government Activist (4-6)	33	28	25	
Don't know	<u>9</u>	<u>9</u>	<u>6</u>	
	100	100	100	
<i>Average Rating</i>	3.3	3.1	3.0	

Q.15 Today, what do you personally feel is the bigger problem with government? Government has the wrong priorities OR government has the right priorities but runs programs inefficiently?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>	<u>Oct. 1997 Gen Public</u>
Government has the wrong priorities	17	9	15	29
Government runs programs inefficiently	59	64	59	61
Both (VOL)	12	8	11	5
Neither/Depends (VOL)	8	12	13	2
Don't know/No answer	<u>4</u>	<u>7</u>	<u>2</u>	<u>3</u>
	100	100	100	100

Q.16 Some people think criticism of the way the federal government does its job is justified; others think the government often does a better job than it is given credit for. Which comes closer to your views?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>	<u>Oct. 1997 Gen. Public</u>
Criticism is justified	42	4	4	60
Government often does a better job than given credit for	40	85	85	33
Both/Neither/Depends (VOL)	17	9	11	--
Don't know/No answer	<u>1</u>	<u>2</u>	<u>0</u>	<u>7</u>
	100	100	100	100

Q.17 How much trust and confidence do you have in the wisdom of the American people when it comes to making choices on election day? A great deal, a fair amount, not very much, or none at all?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
Great deal	64	34	34
Fair amount	31	51	44
Not very much	1	12	20
None at all	0	1	1
Don't know/No answer	<u>4</u>	<u>2</u>	<u>1</u>
	100	100	100

Q.18 Overall, how would you rate the media's coverage of [INSERT ITEM]? Excellent, good, only fair, or poor?

[ITEM a ASKED OF MEMBERS OF CONGRESS ONLY:]

	<u>Congress</u>
a. Congress	
Excellent	0
Good	16
Only fair	57
Poor	20
Don't know/No answer	<u>7</u>
	100

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
b./e. The Federal Government in General			
Excellent	1	4	2
Good	17	25	28
Only fair	50	51	54
Poor	26	16	15
Don't know/No answer	<u>6</u>	<u>4</u>	<u>1</u>
	100	100	100

c./f. Government Workers in General			
Excellent	0	0	0
Good	17	7	15
Only fair	48	36	50
Poor	27	51	32
Don't know/No answer	<u>8</u>	<u>6</u>	<u>3</u>
	100	100	100

Q.18 CONTINUED ...

[ITEM d ASKED OF PRESIDENTIAL APPOINTEES/SENIOR CIVIL SERVANTS ONLY:]

	<u>Presidential</u> <u>Appointees</u>	<u>Senior</u> <u>Executive</u> <u>Service</u>
d. Federal Departments and Agencies		
Excellent	5	1
Good	27	24
Only fair	42	56
Poor	24	17
Don't know/No answer	<u>2</u>	<u>2</u>
	100	100

Q.19 How much, if at all, do you think the media exaggerate the amount of waste in the federal government? A great deal, a fair amount, not very much, or not at all?

	<u>Congress</u>	<u>Presidential</u> <u>Appointees</u>	<u>Senior</u> <u>Executive</u> <u>Service</u>
Great deal	17	33	19
Fair amount	35	49	56
Not very much	31	14	21
Not at all	12	1	1
Don't know/No answer	<u>5</u>	<u>3</u>	<u>3</u>
	100	100	100

Q.20 In general, how do you think Americans see themselves in relationship to the government? Do they see themselves as customers, beneficiaries, subjects, or as partners in solving problems?

	<u>Congress</u>	<u>Presidential</u> <u>Appointees</u>	<u>Senior</u> <u>Executive</u> <u>Service</u>
Customers	9	22	22
Beneficiaries	18	23	32
Subjects	38	35	22
Partners in solving problems	9	4	3
Other/More than one of above (VOL)	21	13	16
Don't know/No answer	<u>5</u>	<u>3</u>	<u>5</u>
	100	100	100

Q.21 If you had a son or daughter, would you like to see him or her go into [CONGRESS: "politics" / PRESIDENTIAL APPOINTEES/SENIOR CIVIL SERVANTS: "government"] as a life's work when he or she gets out of school?

	<u>Congress</u>	<u>Presidential</u> <u>Appointees</u>	<u>Senior</u> <u>Executive</u> <u>Service</u>	<u>Oct 1997</u> <u>Gen Public</u>
Yes	60	60	52	27
No	22	26	40	67
Maybe (VOL)	6	4	7	--
Don't know/No answer	<u>12</u>	<u>10</u>	<u>1</u>	<u>6</u>
	100	100	100	100

Q.22 What is your principal source of information about the way the public feels about issues? [DO NOT READ]
[ACCEPT MULTIPLE RESPONSES. RECORD ORDER OF MENTION.]

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
The Media	31	76	84
Staff	0	0	1
Public opinion polls	24	21	6
Interest groups	4	2	0
Telephone or mail from citizens	36	11	9
Public meetings	21	9	6
Personal contacts	59	31	22
Other	9	17	11
Don't know/No answer	2	2	0

Q.23 Do you think the American public knows enough about the issues you face to form wise opinions about what should be done about these issues, or not?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
Yes	31	13	14
Maybe/Depends (VOL)	17	7	3
No	47	77	81
Don't know/No answer	<u>5</u>	<u>3</u>	<u>2</u>
	100	100	100

Q.24 How would you rate each of the following as reasons for the public's distrust of government?

First, how about [INSERT ITEM]? Is that a very important reason, a somewhat important, not too important, or not at all important reason the public distrusts government?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
a. The Belief That Government Has the Wrong Priorities			
Very important	16	10	17
Somewhat important	47	53	45
Not too important	22	27	30
Not at all important	4	3	5
Don't know/No answer	<u>11</u>	<u>7</u>	<u>3</u>
	100	100	100
b. The Belief That Government Is Too Powerful			
Very important	32	23	35
Somewhat important	52	53	46
Not too important	5	18	15
Not at all important	1	0	1
Don't know/No answer	<u>10</u>	<u>6</u>	<u>3</u>
	100	100	100

Q.24 CONTINUED ...

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
c. The Belief That Government Is Unresponsive			
Very important	49	56	55
Somewhat important	40	36	40
Not too important	1	3	2
Not at all important	0	0	0
Don't know/No answer	<u>10</u>	<u>5</u>	<u>3</u>
	100	100	100
d. Events Such as Vietnam and Watergate			
Very important	33	48	40
Somewhat important	43	33	36
Not too important	15	14	16
Not at all important	1	1	4
Don't know/No answer	<u>8</u>	<u>4</u>	<u>4</u>
	100	100	100
e. Because the News Media Exaggerate Government Failures			
Very important	26	36	37
Somewhat important	47	46	48
Not too important	12	13	11
Not at all important	7	0	1
Don't know/No answer	<u>8</u>	<u>5</u>	<u>3</u>
	100	100	100
f. Because Politicians Promise Too Much			
Very important	22	31	43
Somewhat important	59	46	38
Not too important	6	18	15
Not at all important	3	1	1
Don't know/No answer	<u>10</u>	<u>4</u>	<u>3</u>
	100	100	100
g. Because Criticizing Government Is a Popular Campaign Theme			
Very important	37	59	55
Somewhat important	37	31	34
Not too important	11	6	8
Not at all important	6	0	0
Don't know/No answer	<u>9</u>	<u>4</u>	<u>3</u>
	100	100	100

Q.25 Do you think ["Members of Congress" / "Top government officials like yourself"] pay too much attention to what the public thinks, the right amount of attention, or not enough attention to what the public thinks?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
Too much attention	16	14	3
Right amount	58	53	73
Not enough attention	17	27	21
Not my/their job (VOL)	0	2	1
Don't know/No answer	<u>9</u>	<u>4</u>	<u>2</u>
	100	100	100

Q.26 About how many hours a week do you work?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
40-49	0	2	15
50-59	4	13	33
60-69	16	44	42
70+	70	40	10
Don't know/No answer	<u>10</u>	<u>1</u>	<u>0</u>
	100	100	100

Q.27 When you meet someone for the first time and tell them where you work, do you generally feel proud, or do you feel somewhat apologetic?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
Proud	75	92	81
Somewhat apologetic	5	2	10
Both/Depends/Neither (VOL)	12	5	9
Don't know/No answer	<u>8</u>	<u>1</u>	<u>0</u>
	100	100	100

FINALLY, I'D LIKE TO ASK YOU A FEW QUESTIONS FOR STATISTICAL PURPOSES ONLY.

Q.30 How often, if ever, do you YOURSELF use a computer to go online to get information about current events, public issues, or politics? Regularly, sometimes, hardly ever, or never?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>	<i>March 1998</i> ⁵ <u>Gen Public</u>
Regularly	26	49	51	16
Sometimes	16	19	23	12
Hardly ever	26	16	15	13
Never	27	15	10	59
Don't know/No answer	<u>5</u>	<u>1</u>	<u>1</u>	<u>*</u>
	100	100	100	100

⁵ Pew Research Center survey, March 25-29, 1998.

Q.31 We're also interested in how often you watch certain TV programs or read certain publications. For each item that I read, tell me if you watch or read it regularly, sometimes, hardly ever, or never.

First, how often do you [INSERT ITEM]? regularly, sometimes, hardly ever, or never?

		Congress	Presidential Appointees	Senior Executive Service
a.	Watch the National Nightly Network News on CBS, ABC, or NBC			
	Regularly	30	42	50
	Sometimes	38	16	18
	Hardly ever	19	26	18
	Never	7	14	14
	Don't know/No answer	<u>6</u>	<u>2</u>	<u>0</u>
		100	100	100
b.	Watch CNN			
	Regularly	53	63	31
	Sometimes	29	24	34
	Hardly ever	11	10	22
	Never	1	1	13
	Don't know/No answer	<u>6</u>	<u>2</u>	<u>0</u>
		100	100	100
c.	You Watch C-SPAN			
	Regularly	59	31	9
	Sometimes	29	49	40
	Hardly ever	6	14	37
	Never	0	4	14
	Don't know/No answer	<u>6</u>	<u>2</u>	<u>0</u>
		100	100	100
d.	Listen to National Public Radio			
	Regularly	35	62	45
	Sometimes	22	22	18
	Hardly ever	25	10	23
	Never	12	4	14
	Don't know/No answer	<u>6</u>	<u>2</u>	<u>0</u>
		100	100	100
e.	Watch the Newshour with Jim Lehrer			
	Regularly	12	21	17
	Sometimes	34	36	27
	Hardly ever	38	35	34
	Never	10	6	22
	Don't know/No answer	<u>6</u>	<u>2</u>	<u>0</u>
		100	100	100

Q.31 CONTINUED ...

		<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
f.	Read the Washington Post			
	Regularly	67	95	97
	Sometimes	18	2	3
	Hardly ever	10	0	0
	Never	0	1	0
	Don't know/No answer	<u>5</u>	<u>2</u>	<u>0</u>
		100	100	100
g.	Read the New York Times			
	Regularly	40	60	26
	Sometimes	32	22	34
	Hardly ever	16	14	30
	Never	7	1	10
	Don't know/No answer	<u>5</u>	<u>3</u>	<u>0</u>
		100	100	100
h.	Read National Journal			
	Regularly	26	25	6
	Sometimes	49	24	20
	Hardly ever	14	30	30
	Never	6	19	44
	Don't know/No answer	<u>5</u>	<u>2</u>	<u>0</u>
		100	100	100
i.	Read the Washington Times			
	Regularly	27	7	6
	Sometimes	32	31	14
	Hardly ever	22	29	33
	Never	13	31	46
	Don't know/No answer	<u>6</u>	<u>2</u>	<u>1</u>
		100	100	100
j.	Read the Wall Street Journal			
	Regularly	44	38	25
	Sometimes	41	46	46
	Hardly ever	5	12	25
	Never	4	2	4
	Don't know/No answer	<u>6</u>	<u>2</u>	<u>0</u>
		100	100	100
k.	Read Congressional Quarterly			
	Regularly	44	14	4
	Sometimes	30	34	23
	Hardly ever	15	31	39
	Never	4	19	34
	Don't know/No answer	<u>7</u>	<u>2</u>	<u>0</u>
		100	100	100

Q.31 CONTINUED ...

		<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
l.	Read Roll Call			
	Regularly	69	11	3
	Sometimes	21	31	13
	Hardly ever	3	34	33
	Never	1	22	51
	Don't know/No answer	<u>6</u>	<u>2</u>	<u>0</u>
		100	100	100
m.	Read the Hill			
	Regularly	43	11	1
	Sometimes	42	24	9
	Hardly ever	6	36	22
	Never	3	27	68
	Don't know/No answer	<u>6</u>	<u>2</u>	<u>0</u>
		100	100	100

Q.32 We're interested in how closely Washington leaders follow public opinion polls. Do you happen to know about what percentage of Americans approve of the way Bill Clinton is handling his job as president?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
Correct (within 8 percentage points)	80	82	76
Incorrect	5	6	11
Don't know/Refused	<u>15</u>	<u>12</u>	<u>13</u>
	100	100	100

Q.33 In general, would you describe your political views as very conservative, conservative, moderate, liberal, or very liberal?

	<u>Congress</u>	<u>Presidential Appointees</u>	<u>Senior Executive Service</u>
Very conservative	6	0	1
Conservative	41	3	17
Moderate	31	58	52
Liberal	12	29	22
Very liberal	3	7	5
Don't know/Refused	<u>7</u>	<u>3</u>	<u>3</u>
	100	100	100

[PRESIDENTIAL APPOINTEES AND SENIOR CIVIL SERVANTS ONLY]:

Q.34 In politics today, do you consider yourself a Republican, Democrat, or Independent?

	(Not Asked) <u>Congress</u>	Presidential <u>Appointees</u>	Senior Executive <u>Service</u>
Republican	58	1	17
Democrat	42	86	42
Independent	0	10	37
Other/None (VOL)	0	1	1
Don't know/No answer	<u>0</u>	<u>2</u>	<u>3</u>
	100	100	100

Q.35 How many years have you (served in Congress / worked for the federal government) ?

	<u>Congress</u>	Presidential <u>Appointees</u>	Senior Executive <u>Service</u>
One to four years	36	32	3
Five to ten years	28	26	1
Eleven to twenty years	30	20	15
Twenty-one to thirty years	5	16	63
More than thirty years	1	5	18
Don't know/Refused	<u>0</u>	<u>1</u>	<u>0</u>
	100	100	100