Citizens Judge Government Performance: A Prototype, Spring 1999 Pew Research Center for the People and the Press Spring 1999

B1. All in all, would you say you are satisfied or dissatisfied with the way things are going in this country today?

		IRS			- SSA -			- EPA -			F2	4A			FI)A	
	Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
	Payers	Bus.	Prof.	ients	Bus.	Payers	Public	Bus.	Advocates	Fliers	Bus.	Pilots	<u>Unions</u>	Bus.	Prof.	Advocat	es <u>Ill</u>
Satisfied	54	66	60	52	37	47	64	53	52	61	59	41	54	59	64	56	59
Dissatisfied	41	32	36	37	54	45	33	42	36	33	35	44	39	34	33	42	33
Don't know/Refused	<u>5</u>	2	4	<u>11</u>	9	8	3	<u>5</u>	<u>12</u>	<u>6</u>	<u>6</u>	<u>15</u>	<u>7</u>	<u>7</u>	<u>3</u>	2	8
	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
Number of Interviews:	(641)	(164)	(81)	(200)	(80)	(201)	(163)	(483)	(50)	(161)	(243)	(81)	(46)	(241)	(162)	(50)	(100)

Series G, Government Generally

G1. I would like your opinion of some organizations and institutions. (First | Next), what is your overall opinion of (Insert)? Is it very favorable, mostly unfavorable or very unfavorable? (Randomize Items:)

			IRS -			- SSA -			- EPA -			FA	4A			FL)A	-
		Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
		Payers	Bus.	Prof.	ients	Bus.	Payers	Public	Bus.	Advocates	Fliers	Bus.	Pilots	Unions	Bus.	Prof.	Advocate	<u>es III</u>
a.	The Federal Government																	
	in Washington																	
	Very favorable	5	2	4	7	1	3	3	2	8	4	3	1	6	3	2	6	7
	Mostly favorable	37	34	37	37	31	44	45	33	60	42	36	24	35	40	43	38	51
	Mostly unfavorable	38	42	39	26	57	32	35	39	26	33	38	43	48	39	37	42	23
	Very unfavorable	17	18	14	21	9	16	11	23	0	18	17	26	11	15	16	12	16
	Don't know/Refused	<u>3</u>	4	<u>6</u>	9	2	<u>5</u>	6	3	<u>6</u>	3	6	6	0	3	2	2	3
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
b.	Departments and Agencie	S																
	of the Federal Governmen	ıt																
	Very favorable	3	1	4	9	*	4	5	4	4	3	4	2	6	2	2	4	4
	Mostly favorable	51	48	52	43	36	49	48	37	60	57	45	41	39	55	54	60	54
	Mostly unfavorable	31	35	26	23	56	30	31	42	20	30	37	41	46	30	35	28	28
	Very unfavorable	8	8	8	9	4	10	9	10	0	5	7	9	7	6	8	6	4
	Don't know/Refused	<u>7</u>	8	<u>10</u>	16	4	<u>7</u>	<u>7</u>	<u>7</u>	<u>16</u>	<u>5</u>	<u>7</u>	<u>7</u>	2	<u>7</u>	<u>1</u>	2	<u>10</u>
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

G1 CONTINUED ...

			- IRS -			- SSA -			- EPA -			F	4A			F1	OA	-
		Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
		Payers	Bus.	<u>Prof.</u>	<u>ients</u>	Bus.	Payers	<u>Public</u>	Bus.	Advocates	Fliers	Bus.	Pilots	Unions	Bus.	Prof.	Advocate	es III
c.	Federal Government																	
	Workers																	
	Very favorable	9	2	12	14	4	5	9	5	12	7	4	4	19	8	3	6	8
	Mostly favorable	54	58	50	40	38	55	59	47	68	55	54	55	59	60	66	70	56
	Mostly unfavorable	23	27	26	19	52	28	22	31	14	23	27	26	22	21	25	18	16
	Very unfavorable	5	7	5	10	4	6	5	7	2	6	9	10	0	6	4	2	9
	Don't know/Refused	9	6	<u>7</u>	<u>17</u>	2	<u>6</u>	<u>5</u>	<u>10</u>	<u>4</u>	9	6	<u>5</u>	0	<u>5</u>	2	4	<u>11</u>
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

G2. How much of the time do you think you can trust the government in Washington to do what is right? Just about always, most of the time or only some of the time?

		- IRS -			SSA -			- EPA			F.	AA			F	DA	-
	Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
	Payers	Bus.	Prof.	<u>ients</u>	Bus.	Payers	<u>Public</u>	Bus.	Advocates	<u>Fliers</u>	Bus.	Pilots	<u>Unions</u>	Bus.	Prof.	Advocate	es <u>III</u>
Just about always	2	2	6	12	1	1	4	1	4	2	2	0	9	2	3	0	5
Most of the time	26	23	24	23	24	26	29	20	26	19	20	21	20	24	24	24	25
Only some of the time	67	63	64	52	73	64	61	70	64	69	67	66	67	66	70	70	65
Never (VOL)	4	11	4	8	1	8	5	8	2	8	9	12	4	5	3	6	3
Don't know/Refused	<u>1</u>	1	2	<u>5</u>	1	<u>1</u>	1	1	<u>4</u>	2	2	1	0	3	*	0	2
	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

G3. All in all, how good a job does the federal government do running its programs? An excellent job, a good job, an only fair job or a poor job?

		- IRS -			- SSA -			- EPA			F.	<i>AA</i>			F	DA	
	Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
	Payers	Bus.	Prof.	<u>ients</u>	Bus.	Payers	<u>Public</u>	Bus.	Advocates	Fliers	Bus.	Pilots	<u>Unions</u>	Bus.	Prof.	Advocate	es Ill
Excellent	2	0	1	8	*	1	2	1	2	1	1	0	4	2	2	2	7
Good	28	27	22	22	19	24	26	18	26	29	21	10	18	24	16	28	31
Only fair	52	51	51	43	67	55	54	49	62	50	48	63	52	49	62	50	50
Poor	16	20	21	21	9	19	17	31	2	17	27	26	24	21	20	18	11
Don't know/Refused	2	2	<u>5</u>	<u>6</u>	<u>5</u>	<u>1</u>	<u>1</u>	1	8	<u>3</u>	3	<u>1</u>	2	4	*	2	<u>1</u>
	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

G6. 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?

		IRS -			- SSA			- EPA			F.	AA			F	DA	
	Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
	Payers	Bus.	Prof.	ients	Bus.	Payers	Public	Bus.	Advocates	Fliers	Bus.	Pilots	<u>Unions</u>	Bus.	Prof.	Advocat	es III
Wrong priorities	31	33	22	17	47	32	27	29	28	31	31	37	22	26	22	24	32
Runs programs																	
inefficiently	60	54	61	56	44	60	67	61	58	57	61	56	65	62	75	70	61
Both (VOL)	3	6	9	8	*	2	2	6	6	4	4	6	2	5	2	4	3
Neither (VOL)	3	4	1	8	3	2	2	2	8	6	2	0	7	3	*	0	1
Don't know/Refused	3	3	<u>7</u>	<u>11</u>	6	4	2	2	0	2	2	<u>1</u>	4	4	<u>1</u>	2	3
	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

G7. For each of the following pairs of statements, please tell me which comes closer to your views, even if neither is exactly right. The (first | next) pair is (INSERT ITEM). Does the first or the second statement come closer to your views? (ROTATE)

			<i>IRS -</i> -	
		Tax <u>Payers</u>	Bus.	Tax <u>Prof</u>
Includ	le ia-ib for IRS:			
ia.	Our federal taxes pay for important government programs OR	35	28	35
	Our taxes pay for many useless government programs	62	66	58
	Don't know/Refused	<u>3</u> 100	<u>6</u> 100	<u>7</u> 100
ib.	Our federal tax laws treat everyone pretty much the same OR	27	34	44
	Our tax laws favor the rich and penalize the poor	70	57	46
	Don't know/Refused	<u>3</u> 100	<u>9</u> 100	<u>10</u> 100
		100	- 50	100

G/ CC	DITINUED		CC 4	
			- SSA -	
		Recip-	_	SS Tax
		<u>ients</u>	Bus.	<u>Payers</u>
Includ	e sa for SSA Individuals:			
sa.	People like me should be entirely responsible for saving enough money			
	[Disability Recipients: in case they become disabled and cannot work/			
	Retirement Recipients, SSA Taxpayers: for retirement]	23		31
	OR			
	Our government should help make sure people do not live in poverty			
	[Disability Recipients: if they become disabled / Retirement			
	Recipients, SSA Taxpayers: when they retire]	72		66
	Don't know/Refused	5		3
		100		<u>3</u> 100
Includ	e sb for SSA:			
sb.	The Social Security program is headed for major financial trouble in			
	the future	40	37	77
	OR	.0	37	,,
	Although there might be minor troubles, Social Security is basically			
	secure and solid.	52	61	20
	Don't know/Refused	<u>8</u>	<u>2</u>	3
		100	100	100

G7 CO	NTINUED											
			- EPA			F	AA				DA	
			_		Freq.	_			_	Med.		Chron.
	0. TD 4. TD 4. T4. 4	<u>Public</u>	Bus.	Advocates	<u>Fliers</u>	Bus.	<u>Pilots</u>	<u>Unions</u>	Bus.	<u>Prof.</u>	Advoca	tes Ill
	z for FDA, EPA, FAA:	50	20	92		27	22	50	50	5 0	<i>c</i> 0	<i>5 1</i>
z.	Government regulation of business is necessary to protect the public interest OR	52	39	82	55	37	33	50	59	58	60	54
	Government regulation of business usually does more harm than good	47	57	16	40	57	67	41	38	38	40	43
	Don't know/Refused			2	5	6	0	9	38 <u>3</u>	4		3
	2011 11110 11/12/2000	<u>1</u> 100	$\frac{4}{100}$	2 100	40 <u>5</u> 100	57 <u>6</u> 100	67 <u>0</u> 100	41 <u>9</u> 100	100	38 <u>4</u> 100	<u>0</u> 100	<u>3</u> 100
										F	DA	
										Med.		Chron.
									Bus.	<u>Prof.</u>	Advocat	tes Ill
	fa for FDA:								2.4	10		1.5
fa.	We have too many laws and regulations about food and drug safety								24	19	14	17
	OR Our country should do whatever it takes to ensure the safety of food and drug	6							70	79	84	81
	Don't know/Refused	S										
	Don't Kilow/Refused								<u>6</u> 100	$\frac{2}{100}$	<u>2</u> 100	<u>2</u> 100
									100	100	100	100
			- EPA									
		Public	Bus.	Advocates								
Include	ea for EPA:											
ea.	Stricter environmental laws and regulations cost too many jobs and											
	hurt the economy	36	49	6								
	OR											
	Stricter environmental laws and regulations are worth the cost	62	44	88								
	Don't know/Refused	<u>2</u> 100	<u>7</u> 100	<u>6</u> 100								
		100	100	100								
						F	AA					
					Freq.	-						
						Bus.	Pilots	Unions				
Include	va for FAA:											
va.	We have too many laws and regulations about airplane safety OR				11	32	36	11				
	Our country should do whatever it takes to ensure the safety of air travel				87	62	56	89				
	Don't know/Refused				2	6	56 <u>8</u>	0				

 $\frac{2}{100}$ $\frac{6}{100}$ $\frac{8}{100}$ $\frac{0}{100}$

G8. I would like your opinion of some other organizations and institutions. (First | Next), what is your overall opinion of (INSERT ITEM)? Very favorable, mostly unfavorable or very unfavorable? (ROTATE)

			<i>IRS</i> -			SSA -			- EPA			F.	AA			FI)A	-
		Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
		Payers	Bus.	Prof.	<u>ients</u>	Bus.	Payers	<u>Public</u>	Bus.	Advocates	Fliers	Bus.	<u>Pilots</u>	Unions	Bus.	Prof.	Advocate	es Ill
a.	The Internal Revenue																	
	Service, the IRS																	
	Very favorable	5	1	6	6	2	2	4	3	2	1	2	0	2	2	2	4	6
	Mostly favorable	38	39	54	42	64	36	44	31	36	28	29	21	31	38	33	54	40
	Mostly unfavorable	36	41	26	21	21	31	34	35	46	48	40	44	41	38	52	26	33
	Very unfavorable	19	14	11	20	13	28	18	30	8	21	29	31	24	17	12	14	18
	Don't know/Refused	2	<u>5</u>	3	<u>11</u> 100	*	3	*	1	<u>8</u>	2	*	4	2	<u>5</u>	<u>1</u>	2	3
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
b.	The Environmental Protection	ction Ag	ency, tl	ne EPA														
	Very favorable	14	8	9	14	38	8	13	6	6	7	6	5	13	8	8	14	13
	Mostly favorable	53	46	47	43	41	61	55	46	78	58	39	35	37	46	69	72	62
	Mostly unfavorable	21	26	27	18	18	14	24	33	16	24	29	38	30	34	18	12	13
	Very unfavorable	8	12	10	9	2	10	3	13	0	9	22	20	13	6	3	2	6
	Don't know/Refused	4	8	<u>7</u>	<u>16</u>	1	<u>7</u>	<u>5</u>	2	<u>0</u>	2	4	2	<u>7</u>	<u>6</u>	2	0	6
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	<u>0</u> 100	<u>6</u> 100
c.	The Food and Drug Admi	inistratio	n, the I	FDA														
	Very favorable	9	6	7	8	2	11	11	10	4	9	8	7	4	11	7	14	9
	Mostly favorable	61	61	63	55	80	59	64	59	68	62	58	61	63	73	77	74	73
	Mostly unfavorable	20	24	19	17	15	19	19	18	12	19	18	25	24	13	15	10	14
	Very unfavorable	5	2	1	6	0	7	4	8	4	5	6	5	0	2	0	0	4
	Don't know/Refused	<u>5</u>	7	<u>10</u>	<u>14</u>	3	4	2	<u>5</u>	<u>12</u>	<u>5</u>	10	2	9	<u>1</u>	1	2	0
		100	100	100	100	100	100	100	100	100	100	<u>10</u> 100	100	100	100	100	100	<u>0</u> 100
d.	The Federal Aviation Adı	ninistrat	ion, the	FAA														
	Very favorable	7	4	6	10	2	11	14	9	14	10	11	9	15	9	12	8	11
	Mostly favorable	66	68	64	45	80	62	63	65	56	70	60	56	46	67	75	66	63
	Mostly unfavorable	12	9	6	7	10	9	10	12	12	11	20	28	35	10	10	12	11
	Very unfavorable	2	1	4	4	*	5	3	3	0	2	7	7	4	1	*	0	4
	Don't know/Refused		18	<u>20</u>	34	8	13	10	11	18	7	2	0	0	13	3	14	<u>11</u>
		<u>13</u> 100	18 100	100	<u>34</u> 100	<u>8</u> 100	13 100	<u>10</u> 100	11 100	<u>18</u> 100	100	<u>2</u> 100	<u>0</u> 100	<u>0</u> 100	13 100	<u>3</u> 100	<u>14</u> 100	100

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			<i>IRS</i> -			- SSA -			<i>EPA</i> -			F.	AA			F	DA	
		Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
		Payers	Bus.	Prof.	<u>ients</u>	Bus.	Payers	<u>Public</u>	Bus.	Advocates	<u>Fliers</u>	Bus.	<u>Pilots</u>	Unions	Bus.	Prof.	Advocate	es <u>Ill</u>
e.	The Social Security Administration																	
	Very favorable	9	5	6	21	34	5	13	5	8	6	3	3	6	4	2	6	17
	Mostly favorable	47	53	59	61	43	52	44	45	50	47	45	43	39	52	52	36	54
	Mostly unfavorable	26	22	20	12	19	27	25	31	14	29	29	28	37	28	38	38	18
	Very unfavorable	13	15	9	4	1	12	16	14	8	12	15	19	11	7	5	14	9
	Don't know/Refused	<u>5</u>	<u>5</u>	6	2	3	4	2	5	<u>20</u>	6	8	7	7	9	3	6	2
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
f.	Congress																	
	Very favorable	3	1	3	7	1	3	3	2	0	0	2	1	2	5	*	2	7
	Mostly favorable	39	36	33	40	31	34	41	34	42	41	40	27	46	36	40	38	44
	Mostly unfavorable	39	42	49	26	54	42	43	47	42	47	46	57	39	41	42	44	35
	Very unfavorable	16	20	12	20	14	17	12	14	14	10	11	14	13	14	16	16	13
	Don't know/Refused	<u>3</u> 100	1	3	<u>7</u> 100	*	<u>4</u> 100	<u>1</u> 100	<u>3</u> 100	2	<u>2</u> 100	1	1	0	4	2	<u>0</u> 100	1
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
g.	The Postal Service																	
	Very favorable	22	17	17	28	42	27	24	17	10	17	13	15	6	20	18	12	33
	Mostly favorable	63	57	52	56	46	62	61	62	80	64	67	62	72	59	72	70	54
	Mostly unfavorable	11	16	18	10	12	7	12	14	10	15	15	20	20	15	9	16	12
	Very unfavorable	3	8	9	5	0	3	3	7	0	3	5	3	2	4	*	2	1
	Don't know/Refused	1	2	4	<u>1</u>	*	<u>1</u>	0	*	0	<u>1</u>	0	0	0	2	1	0	<u>0</u> 100
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
h.	The Federal Bureau of Investigation, the FBI																	
	Very favorable	13	10	8	19	36	9	14	13	10	12	11	9	4	11	8	10	10
	Mostly favorable	63	61	49	45	49	60	61	59	46	55	60	72	72	58	72	60	56
	Mostly unfavorable	13	10	14	10	11	17	16	13	24	19	12	11	13	9	13	18	22
	Very unfavorable	4	5	4	7	*	3	3	4	4	2	6	2	2	3	2	8	5
	Don't know/Refused	<u>7</u>	<u>14</u>	<u>25</u>	<u>19</u>	4	<u>11</u>	6	<u>11</u>	<u>16</u>	<u>12</u>	<u>11</u>	6	9	<u>19</u>	5	4	7
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

G8		114 1	•

		IRS		SSA		<i>EPA</i>		FAA				FDA						
		Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
		Payers	Bus.	Prof.	<u>ients</u>	Bus.	Payers	<u>Public</u>	Bus.	Advocates	Fliers	Bus.	<u>Pilots</u>	Unions	Bus.	Prof.	Advocate	es III
i.	The Defense Department																	
	Very favorable	13	15	20	19	48	15	16	12	14	14	11	11	9	10	10	10	18
	Mostly favorable	62	61	58	51	40	57	63	63	38	64	65	71	70	64	63	54	64
	Mostly unfavorable	18	15	12	12	8	16	16	17	26	16	15	17	17	16	22	20	14
	Very unfavorable	4	2	1	5	3	7	3	5	8	3	3	0	2	3	4	12	2
	Don't know/Refused	3	7	9	<u>13</u>	1	<u>5</u>	2	<u>3</u>	<u>14</u>	<u>3</u>	6	<u>1</u>	2	<u>7</u>	1	4	2
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
j.	The National Aeronautics	and																
	Space Administration, NA	SA																
	Very favorable	21	26	12	13	10	20	15	18	24	23	21	25	15	12	21	20	15
	Mostly favorable	55	55	56	41	82	55	61	59	60	63	68	64	68	73	69	62	63
	Mostly unfavorable	15	10	12	13	5	14	11	11	8	7	6	9	13	5	3	8	10
	Very unfavorable	3	1	5	12	*	3	5	4	2	1	1	1	0	2	1	0	7
	Don't know/Refused	6	8	<u>15</u>	<u>21</u>	3	8	8	8	<u>6</u>	<u>6</u>	4	<u>1</u>	4	8	6	<u>10</u>	5
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

P3. All in all, how would you rate the job performance of the (Agency)? Would you give it an excellent rating, a good rating, an only fair rating or a poor rating?

	IRS				<i>EPA</i>		FAA				FDA						
	Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
	Payers	Bus.	Prof.	<u>ients</u>	Bus.	Payers	<u>Public</u>	Bus.	Advocates	<u>Fliers</u>	Bus.	<u>Pilots</u>	<u>Unions</u>	Bus.	Prof.	Advocate	es Ill
Excellent	3	*	1	13	0	3	4	2	2	6	11	8	17	6	7	4	6
Good	37	40	60	54	54 57 34 4		43	39	66	60	46	54	44	61	68	74	62
Only fair	41	42	30	30	34	48	44	40	28	26	31	26	26	28	24	18	27
Poor	17	16	9	2	4	12	8	15	2	4	11	12	13	3	*	0	3
Don't know/Refused	2	2	0	<u>1</u>	<u>5</u>	<u>5</u> <u>3</u>		4	2	<u>4</u>	<u>1</u>	0	0	2	<u>1</u>	<u>4</u>	2
	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Added for IRS Businesses and SSA Businesses: "from your perspective in business." Added for Tax Professionals: "from your perspective as a professional tax preparer."

P4. How much of the time do you think you can trust the (Agency) to do what is right? Just about always, most of the time or only some of the time?

	IRS			SSA		<i>EPA</i>		FAA				FDA					
	Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
	Payers	Bus.	Prof.	<u>ients</u>	Bus.	Payers	Public	Bus.	Advocates	Fliers	Bus.	Pilots	<u>Unions</u>	Bus.	Prof.	Advocat	tes Ill
Just about always	9	5	17	23	36	9	11	7	8	24	24	11	13	17	20	16	14
Most of the time	39	36	48	46	44	41	44	36	60	51	44	62	37	57	65	62	58
Only some of the time	50	51	29	23	15	40	44	50	32	25	31	23	48	24	15	20	26
Never (VOL)	2	6	5	1	0	5	0	5	0	0	1	4	2	*	0	0	0
Don't know/Refused	*	2	1	<u>7</u>	<u>5</u>	<u>5</u>	<u>1</u>	2	0	*	*	0	0	2	0	2	2
	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

P5. Some people say they are basically content with the (Agency), others say they are frustrated and others say they are angry. Which of these best describes how you feel? ²

	IRS			SSA			<i>EPA</i>		FAA				FDA				
	Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
	Payers	Bus.	Prof.				<u>Public</u>	Bus.	Advocates	Fliers	Bus.	<u>Pilots</u>	Unions	Bus.	Prof.	Advocate	es Ill
Basically content	48	40	62 62 68 35			54	39	56	67	48	48	35	60	63	58	57	
Frustrated	44	46	36	66 28 29 47		39	50	42	24	46	45	57	34	34	38	32	
Angry	6	11	2	8	1	9	3 8 0			2 3 6 6		4	2	2	7		
Don't know/Refused	2	3	0	<u>2</u>	2	<u>9</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>7</u>	3	<u>1</u>	2	2	<u>1</u>	2	4
	100	100	100	100	100	100 100 10		100	100	100	100	100	100	100	100	100	100

Added for IRS Businesses: "as someone who prepares taxes for businesses." Added for Tax Professionals: "as someone who prepares taxes professionally." Added for SSA Businesses: "as someone who prepares payroll for businesses."

P6. How would you rate the job the (Agency) does (Insert)? Does it do an excellent job, a good job, an only fair job or a poor job? ³

			- IRS -	
		Tax		Tax
		Payers	Bus.	<u>Prof.</u>
Include	ia-ic for IRS:			
ia.	Collecting taxes due			
	Excellent	14	21	12
	Good	43	48	43
	Only fair	31	21	32
	Poor	9	7	9
	Don't know/Refused	3	3	4
		100	100	100
ib.	Issuing tax refunds			
	Excellent	16	9	31
	Good	48	55	51
	Only fair	28	29	12
	Poor	4	6	4
	Don't know/Refused	<u>4</u>	<u>1</u>	2
		100	100	100
ic.	Auditing tax returns			
	Excellent	8	7	7
	Good	34	37	48
	Only fair	30	32	30
	Poor	11	10	8
	Don't know/Refused	<u>17</u>	14	_7
		100	100	100

Added for IRS Businesses and SSA Businesses: "from your perspective in business." Added for Tax Professionals: "from your perspective as a professional tax preparer."

			- SSA -	
		Recip-		SS Tax
		ients	Bus.	Payers
Include	sa-sb for SSA:			
sa.	Issuing Social Security cards and numbers			
	Excellent	25	39	28
	Good	45	46	45
	Only fair	17	7	17
	Poor	5	1	4
	Don't know/Refused	8	7	<u>6</u>
		100	100	100
sb.	Keeping track of the {Disability Recipients:			
50.	disability benefits people are entitled to			
	Excellent	18	38	9
	Good	38	29	33
	Only fair	27	22	28
	Poor	9	5	18
	Don't know/Refused	8	6	12
		100	100	100
Include	sc for SSA Individuals:			
sc.	Issuing {Disability Recipients:			
	disability} benefits checks			
	Excellent	38		9
	Good	44		39
	Only fair	13		26
	Poor	2		8
	Don't know/Refused	3		<u>18</u>
		100		100
Include	sd for SSA:			
sd.	Making sure people do not cheat the system by			
54.	claiming more {Disability Recipients: disability}			
	benefits than they are entitled to			
	Excellent	15	*	7
	Good	27	47	24
	Only fair	26	28	27
	Poor	11	10	28
	Don't know/Refused	21	15	14
		100	100	100

P6 CO	NTINUED				
				OA	-
			Med.		Chron.
		Bus.	Prof. 1	Advocate	es III
Includ	e fa-fd for FDA:				
fa.	Ensuring that the nation's food supply is safe				
	Excellent	16	12	8	16
	Good	51	56	56	48
	Only fair	27	29	20	33
	Poor	4	2	14	1
	Don't know/Refused	2	<u>1</u>	2	2
		100	100	100	100
fb.	Ensuring that drugs and pharmaceuticals are safe				
	Excellent	20	33	14	20
	Good	51	56	56	50
	Only fair	20	10	24	26
	Poor	5	0	4	3
	Don't know/Refused	4	1	2	1
		100	100	100	100
fc.	Ensuring that medical and surgical devices are safe				
	Excellent	14	28	4	18
	Good	54	55	58	46
	Only fair	16	14	22	24
	Poor	4	2	4	2
	Don't know/Refused	<u>12</u> 100	1	<u>12</u> 100	<u>10</u> 100
		100	$\frac{1}{100}$	100	100
fd.	Ensuring that the nation's blood supply is safe				
	Excellent	10	27	10	16
	Good	50	55	68	50
	Only fair	20	13	18	27
	Poor	5	2	2	5
	Don't know/Refused	<u>15</u>	3	2	<u>2</u> 100
		100	100	100	100

Po COI	NIINUED			
			<i>EPA</i>	
		<u>Public</u>	Bus.	Advocates
Include	ea-ed for EPA:			
ea.	Controlling water pollution			
	Excellent	4	8	8
	Good	33	39	40
	Only fair	44	39	36
	Poor	16	11	12
	Don't know/Refused	<u>3</u>	3	4
		$1\overline{00}$	100	100
eb.	Controlling air pollution			
	Excellent	2	5	4
	Good	33	35	36
	Only fair	46	44	42
	Poor	18	13	10
	Don't know/Refused	<u>1</u>	3	8
		100	100	100
ec.	Controlling hazardous wastes and substances			
	Excellent	5	7	4
	Good	20	33	24
	Only fair	50	35	50
	Poor	21	20	16
	Don't know/Refused	<u>4</u>	<u>5</u>	<u>6</u>
		100	100	100
ed.	Cleaning up environmental problems			
	Excellent	5	5	2
	Good	30	32	26
	Only fair	45	36	44
	Poor	18	23	22
	Don't know/Refused	<u>2</u>	4	<u>6</u>
		100	100	100

P6 CC	ONTINUED											
			<i>EPA</i> -							F1	OA	
										Med.		Chron.
		<u>Public</u>	Bus.	<u>Advocates</u>					Bus.	<u>Prof.</u>	Advocat	es <u>Ill</u>
Includ	le z for FDA, EPA:											
Z.	Educating the public about {FDA: food and											
	drug safety EPA: environmental } issues											
	Excellent	3	4	0					7	5	4	17
	Good	29	20	38					30	50	48	35
	Only fair	40	38	38					43	39	30	37
	Poor	25	37	22					18	6	16	11
	Don't know/Refused	<u>3</u> 100	$\frac{1}{100}$	<u>2</u> 100					<u>2</u> 100	* 100	<u>2</u> 100	<u>0</u> 100
		100	100	100					100	100	100	100
						F	AA					
					Freq.							
					Fliers	Bus.	<u>Pilots</u>	<u>Unions</u>				
Includ	le va-ve for FAA:											
va.	Ensuring that airplanes are in good condition and safe to fly											
	Excellent				11	17	12	17				
	Good				42	48	50	46				
	Only fair				37	26	31	24				
	Poor				9	9	7	7				
	Don't know/Refused				<u>1</u> 100	<u>0</u> 100	<u>0</u> 100	<u>6</u> 100				
					100	100	100	100				
vb.	Preventing terrorist attacks on airplanes											
	Excellent				24	17	11	24				
	Good				43	43	48	41				
	Only fair				26	22	31	17				
	Poor				4	9	6	7				
	Don't know/Refused				<u>3</u>	9	4	<u>11</u>				
					100	100	100	100				
vc.	Controlling air traffic											
	Excellent				18	33	33	50				
	Good				42	47	44	44				
	Only fair				32	16	14	4				
	Poor				6	3	9	0				
	Don't know/Refused				2	1	0	<u>2</u> 100				
					100	100	100	100				

			Fliers Bus. Pilots Unions 9 16 12 13 48 49 56 59 27 26 25 17 6 6 6 11 10 3 1 0 100 100 100 100							
		Freq.								
		Fliers	Bus.	Pilots	Unions					
vd.	Regulating flight procedures and practices									
	Excellent	9	16	12	13					
	Good	48	49	56	59					
	Only fair	27	26	25	17					
	Poor	6	6	6	11					
	Don't know/Refused	10	3	<u>1</u>	0					
					100					
ve.	Certifying that air travel workers are well-trained and competent									
	Excellent	10	8	9	17					
	Good	42	45	44	39					
	Only fair	26	34	35	33					
	Poor	9	7	6	2					
	Don't know/Refused	<u>13</u>	6	6	9					
		100	100	100	100					

P7. For each of the following statements, please tell me if you completely agree, mostly agree, mostly disagree or completely disagree. (Randomize Items:) 4

		IRS				EPA		FAA				FDA						
		Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
		Payers	Bus.	Prof.	ients	Bus.	Payers	Public	Bus.	Advocates	Fliers	Bus.	Pilots	Unions	Bus.	Prof.	Advocate	es Ill
a.	The (Agency)'s procedure																	
	and practices respect the r	ights																
	of [IRS Individuals/ taxpa	ayers/																
	taxpaying companies;																	
	SSA: Individuals/compani	ies;																
	FDA, EPA, FAA: those th	iey																
	regulate] and are fair and																	
	reasonable																	
	Completely agree	4	3	10	24	1	5	4	3	2	6	10	5	9	7	4	10	7
	Mostly agree	46	42	62	58	81	55	58	38	74	65	53	52	70	59	74	58	60
	Mostly disagree	33	28	21	9	11	22	22	38	14	13	26	28	17	21	14	20	18
	Completely disagree	14	18	5	4	1	4	3	13	4	4	8	14	2	3	2	0	4
	Don't know/Refused	3	9	2	<u>_5</u>	<u>6</u>	<u>14</u>	<u>13</u>	8	<u>6</u>	<u>12</u>	3	1	2	<u>10</u>	6	<u>12</u>	<u>11</u>
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

Added for EPA: "about the federal EPA."

P/ CO	NTINUED														
			<i>IRS</i> -			SSA -									
		Tax		Tax	Recip-		SS Tax								
		Payers	Bus.	Prof.	ients	Bus.	Payers								
Include	e b1 for IRS, SSA:														
b1.	I am confident the (Agency) would never try														
01.	to [IRS Individuals: take more money from														
	me than they should/IRS Businesses: take more														
	money from my company than they should/														
	Tax Professionals: take more money from														
	my tax clients than they should; Disability														
	Recipients: pay me less disability benefits than														
	they should; Retirement Recipients, SSA														
	Taxpayers: pay me less benefits than they should;														
	SSA Businesses: penalize my company for														
	something they shouldn't]														
	Completely agree	6	3	16	31	2	7								
	Mostly agree	40	47	47	43	73	41								
	Mostly disagree	33	22	19	14	10	31								
	Completely disagree	19	22	18	3	5	12								
	Don't know/Refused					<u>10</u>									
	Don't know/refused	<u>2</u> 100	<u>6</u> 100	<u>0</u> 100	<u>9</u> 100	100	<u>9</u> 100								
		100	100	100	100	100	100								
						- EPA -			F	'AA		_	FI)A	_
						<i>L1 11</i>		Freq.	1.	7 17 1			Med.	711	Chron.
					Dublic	Puc	Advocates		Ruc	Pilots	Unione	Bus.		Advocat	
Include	h2 for EDA EDA EAA.				<u>r ublic</u>	Dus.	Auvocates	111115	Dus.	1 11018	Ullions	Dus.	1101.	Auvocai	<u> </u>
	e b2 for FDA, EPA, FAA:														
b2.	I am confident the (Agency) would never														
	certify something as safe {EPA: for the														
	environment} if they knew it really was unsafe														
	Completely agree				12	21	10	20	36	32	26	41	40	24	29
	Mostly agree				53	49	60	57	49	47	44	44	51	50	54
	Mostly disagree				22	17	22	14	9	15	17	9	9	14	12
	Completely disagree				8	7	6	4	4	5	11	4	0	10	4
	Don't know/Refused				<u>5</u>	6	<u>2</u>	<u>5</u>	2	<u>1</u>	2	<u>2</u> 100	<u>0</u> 100	<u>2</u> 100	<u>1</u>
					100	100	100	100	100	100	100	100	100	100	100

P7	CO	N	LIV	JTI	TT.	

17 001(111(0	ED		IRS -			- SSA -									
		Tax	IKS -	Tax		- SSA -	SS Tax								
			Due		Recip-	Dua									
T 1 1 1 6	TDG GGA	<u>Payers</u>	Bus.	<u>Prof.</u>	<u>ients</u>	Bus.	<u>Payers</u>								
Include c1 for															
	(Agency) treats all Individuals, Tax														
	essionals: taxpayers/Businesses:														
comp	panies pretty much the same														
(Completely agree	6	5	7	22	2	9								
N	Mostly agree	31	43	53	49	76	46								
N	Mostly disagree	40	21	29	9	5	20								
(Completely disagree	18	19	11	8	1	9								
I	Oon't know/Refused	<u>5</u>	<u>12</u>	0	<u>12</u>	<u>16</u>	<u>16</u>								
		100	100	100	100	100	100								
						- EPA -			F.	'AA			FD)A	-
								Freq.					Med.		Chron.
					Public	Bus.	Advocates	Fliers	Bus.	Pilots	Unions	Bus.	Prof. A	Advocate	es III
Include c2 for	FDA, EPA, FAA:														
	(Agency) tends to favor some														
	panies or groups over others														
	Completely agree				18	20	4	16	15	17	13	10	4	6	18
					46	41	32	23	34	42	22	30	25	30	35
	Mostly agree				40 19	22							43		
	Mostly disagree				19		34	28	32	25	33	32		32	16
	Completely disagree				1	2	2	3	6	6	17	4	5	6	5
1	Oon't know/Refused				<u>16</u>	<u>15</u>	<u>28</u>	<u>30</u> 100	<u>13</u>	<u>10</u>	<u>15</u>	<u>24</u> 100	<u>23</u> 100	<u>26</u>	<u>26</u>
					100	100	100	100	100	100	100	100	100	100	100

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r /		יועו	N I				

17 CON	TINUED																	
			<i>IRS</i> -			- SSA			- EPA			F	AA				DA	
		Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
		Payers	Bus.	Prof.	<u>ients</u>	Bus.	Payers	<u>Public</u>	Bus.	Advocates	Fliers	Bus.	<u>Pilots</u>	Unions	Bus.	Prof.	Advocate	es Ill
Ask All	:																	
d.	You can depend on the																	
	(Agency) to keep accurate	2																
	[IRS: tax FDA, EPA,																	
	FAA: regulatory} records																	
	Completely agree	8	5	13	34	0	7	4	9	2	8	16	11	9	13	9	6	12
	Mostly agree	52	58	47	46	82	57	54	43	60	51	58	59	57	53	68	56	51
	Mostly disagree	24	18	26	9	12	22	20	19	14	15	17	21	17	11	10	20	13
	Completely disagree	12	13	10	5	*	4	5	7	0	4	2	1	2	4	*	0	4
	Don't know/Refused	4	6	4	6	6	<u>10</u>	<u>17</u>	<u>22</u>	<u>24</u>	22	7	8	<u>15</u>	<u>19</u>	<u>13</u>	<u>18</u>	<u>20</u>
		100	100	100	<u>6</u> 100	100	100	100	100	100	<u>22</u> 100	100	100	100	100	100	100	100
e.	The (Agency) often works	r.																
C.	too slowly	3																
	Completely agree	15	26	34	16	7	17	14	18	18	19	34	25	41	27	32	24	21
	Mostly agree	36	49	43	34	41	46	49	44	60	37	41	47	44	42	45	52	49
	Mostly disagree	35	19	21	34	45	20	23	21	12	24	19	25	9	19	18	16	17
	Completely disagree	7	3	1	9	0	3	1	3	2	3	2	0	6	2	4	2	7
	Don't know/Refused	7	3	<u>1</u>	7	7	14	<u>13</u>	14	<u>8</u> 100	<u>17</u> 100	<u>4</u> 100	<u>3</u> 100	0	10	1	<u>6</u> 100	6
		100	<u>3</u> 100	100	<u>7</u> 100	<u>7</u> 100	14 100	100	14 100	100	100	100	100	<u>0</u> 100	<u>10</u> 100	100	100	<u>6</u> 100
f.	The (Agency) makes rules	S																
	and forms more complica	ited																
	than they need to be																	
	Completely agree	42	52	42	21	7	19	16	37	10	11	28	32	26	25	16	14	20
	Mostly agree	36	24	40	39	30	45	47	43	42	31	42	46	46	47	52	52	41
	Mostly disagree	18	16	12	22	49	16	17	10	28	26	24	19	24	16	22	20	17
	Completely disagree	3	4	6	10	0	3	3	2	2	2	2	2	2	2	1	2	2
	Don't know/Refused	1	<u>4</u>	0	<u>8</u> 100	<u>14</u>	<u>17</u>	<u>17</u> 100	<u>8</u> 100	<u>18</u> 100	<u>30</u> 100	4	1	2	<u>10</u> 100	9	<u>12</u> 100	<u>20</u> 100
		100	100	100	100	100	<u>17</u> 100	100	100	100	100	100	100	100	100	<u>9</u> 100	100	100

P7 CO	NTINUED																	
			IRS -			- SSA -			- <i>EPA</i> -			FA	1A				A	
		Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
		<u>Payers</u>	Bus.	Prof.	ients	Bus.	<u>Payers</u>	<u>Public</u>	Bus.	<u>Advocates</u>	Fliers	Bus.	<u>Pilots</u>	<u>Unions</u>	Bus.	Prof. A	Advocate	es <u>Ill</u>
g.	The (Agency) makes an ef																	
	inform [IRS Individuals: ta		s/															
	IRS Businesses: companie																	
	Professionals: tax profession																	
	Individuals: citizens/SSA l																	
	companies/FDA, EPA, FA		e															
	they work with] about how																	
	follow their rules and use t	heir for	ms															
	Completely agree	14	9	20	32	3	5	3	6	2	3	13	7	7	12	6	8	5
	Mostly agree	52	55	51	47	83	52	44	42	48	37	51	57	54	48	49	52	50
	Mostly disagree	22	19	20	8	9	23	17	27	24	12	24	20	30	19	23	16	10
	Completely disagree	11	15	8	4	2	3	4	10	0	3	8	11	9	5	*	0	1
	Don't know/Refused	<u>1</u>	2	<u>1</u>	9	3	<u>17</u>	<u>32</u>	<u>15</u>	<u>26</u>	<u>45</u>	4	<u>5</u>	0	<u>16</u>	<u>22</u>	<u>24</u>	<u>34</u>
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
h.	It is easy [IRS Businesses,																	
	Businesses: for companies.																	
	Professionals: for tax profe		s]															
	to contact the (Agency) if																	
	Businesses, SSA Businesse																	
	Professionals: they /Else: y																	
	have a question or problem																	
	Completely agree	10	11	10	35	1	11	8	12	14	6	26	25	24	15	12	10	7
	Mostly agree	34	33	36	35	29	47	31	37	40	28	48	37	52	39	42	54	35
	Mostly disagree	27	24	32	13	55	20	20	21	28	17	16	29	13	18	17	12	18
	Completely disagree	19	28	22	10	2	8	8	7	2	5	5	5	7	9	2	4	9
	Don't know/Refused	<u>10</u>	4	0	<u>7</u>	<u>13</u>	<u>14</u>	<u>33</u>	<u>23</u>	<u>16</u>	<u>44</u>	<u>5</u>	4	4	<u>19</u>	<u>27</u>	<u>20</u>	<u>31</u>
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
i.	(Agency) employees	_																
	are generally knowledgeab	ole																
	and well-trained.	_	_	_			_		_		_					_		
	Completely agree	7	6	7	25	4	7	6	7	8	7	12	11	26	12	6	4	8
	Mostly agree	51	52	56	54	66	57	51	47	72	57	57	72	59	55	64	58	52
	Mostly disagree	23	27	27	7	11	16	12	16	8	10	24	17	11	14	5	6	8
	Completely disagree	5	11	10	5	1	2	2	9	0	1	5	0	0	2	1	0	3
	Don't know/Refused	14	4	<u>0</u>	9	<u>18</u>	<u>18</u>	<u>29</u>	<u>21</u>	<u>12</u>	<u>25</u>	2	0	4	<u>17</u>	<u>24</u>	<u>32</u>	<u>29</u>
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

P7 CO	NTINUED																	
			IRS -			- SSA			- EPA -			F.	AA			FI	DA	
		Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
		Payers	Bus.	Prof.	ients	Bus.	Payers	Public	Bus.	Advocates	Fliers	Bus.	<u>Pilots</u>	<u>Unions</u>	Bus.	Prof.	Advocat	es Ill
j.	(Agency) employees are generally courteous and professional.																	
	Completely agree	11	10	30	36	12	12	4	10	14	10	22	14	13	15	5	12	6
	Mostly agree	46	60	58	47	65	52	52	51	66	51	66	67	81	57	56	56	53
	Mostly disagree	19	22	7	6	9	14	8	10	2	9	7	13	2	5	5	0	8
	Completely disagree	7	4	3	5	*	2	4	6	0	*	1	2	0	2 21	1	0	2
	Don't know/Refused	<u>17</u>	4	2	<u>6</u> 100	<u>14</u>	<u>20</u>	<u>32</u> 100	<u>23</u>	<u>18</u>	<u>30</u> 100	$\frac{4}{100}$	4	<u>4</u>	<u>21</u>	<u>33</u> 100	<u>32</u> 100	31 100
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
									- EPA -								ΟA	
								Public	Bus.	Advocates					Bus.	Med. Prof.	Advocat	Chron. es <u>Ill</u>
	e k1 for FDA, EPA:																	
k1.	The (Agency) bases its de	cisions	on good	d science														
	Completely agree							9	5	0					14	13	4	14
	Mostly agree							48	42	78					60	74	70	66
	Mostly disagree							26	28	8					13	11	18	9
	Completely disagree							2	13	2					4	*	0	4
	Don't know/Refused							<u>15</u>	<u>12</u>	<u>12</u>					9	2	8	7
								100	100	100					100	100	100	100
												F	4A					
											Freq.		121					
											Fliers	Bus.	Pilots	Unions				
Include	e k2 for FAA:																	
k2.	The FAA keeps up with the	he latest	advanc	es in techn	ology													
	Completely agree				••						6	9	7	4				
	Mostly agree										47	46	41	18				
	Mostly disagree										26	27	37	50				
	Completely disagree										5	12	12	28				
	Don't know/Refused										<u>16</u>	6	3	0				
											100	100	100	100				

									_	F	DA	
										Med.		Chron.
									Bus.	Prof.	Advocat	tes III
	le l1 for FDA:											
11.	The FDA is too cautious in determining which products are safe Completely agree Mostly agree Mostly disagree Completely disagree Don't know/Refused								10 37 40 8 <u>5</u> 100	6 51 32 9 <u>2</u> 100	8 34 46 6 <u>6</u> 100	7 41 36 11 <u>5</u> 100
			<i>EPA</i>			F	'AA		100	100	100	100
			Lin		Freq.	1.	7.17.1					
Includ	le 12 for EPA, FAA:	<u>Public</u>	Bus.	Advocates	Fliers	Bus.	<u>Pilots</u>	<u>Unions</u>				
12.	The (Agency) tends to make [EPA: environmental/FAA: air safety] problems seem more serious than they really are.											
	Completely agree	11	25	2	6	8	11	0				
	Mostly agree	34	38	16	10	27	31	15				
	Mostly disagree	38	28	46	57	49	46	68				
	Completely disagree	9	5	34	20	10	8	15				
	Don't know/Refused	8	4	2	<u>7</u> 100	6	<u>4</u>	2				
		100	100	100	100	100	100	100				
			EPA			F	AA			<i>F</i> . Med.	DA	 Chron.
		Public	Rus	Advocates	Freq. Fliers	Rus	Pilots	Unions	Bus.		Advocat	
Includ	le m-n for FDA, EPA, FAA:	<u>r done</u>	<u>Bus.</u>	ravocates	THEIS	<u>Dus.</u>	THOUS	emons	<u>Bus.</u>	1101.	11a voca	111
m.	Often (Agency) regulation gets bogged down in unnecessary details and loses sight of the big picture											
	Completely agree	21	34	8	14	31	27	22	26	20	26	21
	Mostly agree	50	47	52	40	46	51	50	51	46	44	52
	Mostly disagree	21	14	26	26	18	20	26	15 1	29	18	21
	Completely disagree	0	1	2	1	2	1	2	1	1	2	1
	Don't know/Refused	<u>8</u> 100	4	2 <u>12</u> 100	<u>19</u> 100	18 2 <u>3</u> 100	<u>1</u> 100	<u>0</u> 100	<u>7</u> 100	4	<u>10</u> 100	<u>5</u>
		100	100	100	100	100	100	100	100	100	100	100

P7 CO	NTINUED											
			EPA			FA	1A			FD)A	
					Freq.					Med.		Chron.
		<u>Public</u>	Bus.	Advocates	Fliers	Bus.	Pilots	Unions	Bus.	Prof. A	Advocate	es <u>III</u>
n.	Sometimes it seems as if the (Agency) is more interested in											
	issuing penalties than fixing problems.											
	Completely agree	14	25	2	17	22	17	4	10	10	6	6
	Mostly agree	46	45	26	23	33	41	31	35	27	18	41
	Mostly disagree	30	21	48	37	34	33	48	36	53	54	33
	Completely disagree	2	3	14	6	6	3	15	4	2	4	6
	Don't know/Refused	<u>8</u>	6	<u>10</u>	<u>17</u>	<u>5</u>	6	<u>2</u>	<u>15</u>	8	<u>18</u>	<u>14</u>
		100	100	100	100	100	100	100	100	100	100	100