

**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 -----			----- FAA -----				----- FDA -----			
	Tax		Tax	Recip-		SS Tax				Freq.					Med.		Chron.
	<u>Payers</u>	<u>Bus.</u>	<u>Prof.</u>	<u>ients</u>	<u>Bus.</u>	<u>Payers</u>	<u>Public</u>	<u>Bus.</u>	<u>Advocates</u>	<u>Fliers</u>	<u>Bus.</u>	<u>Pilots</u>	<u>Unions</u>	<u>Bus.</u>	<u>Prof.</u>	<u>Advocates</u>	<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>	<u>2</u>	<u>4</u>	<u>11</u>	<u>9</u>	<u>8</u>	<u>3</u>	<u>5</u>	<u>12</u>	<u>6</u>	<u>6</u>	<u>15</u>	<u>7</u>	<u>7</u>	<u>3</u>	<u>2</u>	<u>8</u>
	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
<b>Number of Interviews:</b>	<b>(641)</b>	<b>(164)</b>	<b>(81)</b>	<b>(200)</b>	<b>(80)</b>	<b>(201)</b>	<b>(163)</b>	<b>(483)</b>	<b>(50)</b>	<b>(161)</b>	<b>(243)</b>	<b>(81)</b>	<b>(46)</b>	<b>(241)</b>	<b>(162)</b>	<b>(50)</b>	<b>(100)</b>

### 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 favorable, mostly unfavorable or very unfavorable? **(Randomize Items:)**

[illegible]

**G1 CONTINUED ...**[illegible]

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?

[illegible]

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?

[illegible]

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 -----			----- FAA -----				----- FDA -----			
	Tax Payers	Bus.	Tax Prof.	Recip- ients	Bus.	SS Tax Payers	Public	Bus.	Advocates	Freq. Fliers	Bus.	Pilots	Unions	Bus.	Med. Prof.	Advocates	Chron. Ill
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	<u>3</u>	<u>3</u>	<u>7</u>	<u>11</u>	<u>6</u>	<u>4</u>	<u>2</u>	<u>2</u>	<u>0</u>	<u>2</u>	<u>2</u>	<u>1</u>	<u>4</u>	<u>4</u>	<u>1</u>	<u>2</u>	<u>3</u>
	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)

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

## G7 CONTINUED ...

		----- SSA -----		
		<u>Recip-</u>	<u>Bus.</u>	<u>SS Tax</u>
		<u>ients</u>		<u>Payers</u>
<b>Include sa for SSA Individuals:</b>				
sa.	People like me should be entirely responsible for saving enough money			
	[ <b>Disability Recipients:</b> in case they become disabled and cannot work/ <b>Retirement Recipients, SSA Taxpayers:</b> for retirement]	23	--	31
	OR			
	Our government should help make sure people do not live in poverty			
	[ <b>Disability Recipients:</b> if they become disabled / <b>Retirement</b> <b>Recipients, SSA Taxpayers:</b> when they retire]	72	--	66
	Don't know/Refused	<u>5</u>	--	<u>3</u>
		100		100
<b>Include sb for SSA:</b>				
sb.	The Social Security program is headed for major financial trouble in the future	40	37	77
	OR			
	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>	<u>3</u>
		100	100	100

**G7 CONTINUED ...**

		----- EPA -----			----- FAA -----				-----FDA -----			
		<u>Public</u>	<u>Bus.</u>	<u>Advocates</u>	<u>Freq. Fliers</u>	<u>Bus.</u>	<u>Pilots</u>	<u>Unions</u>	<u>Bus.</u>	<u>Med. Prof.</u>	<u>Chron. Advocates</u>	<u>Ill</u>
<b>Include z for FDA, EPA, FAA:</b>												
z.	Government regulation of business is necessary to protect the public interest OR Government regulation of business usually does more harm than good Don't know/Refused	52	39	82	55	37	33	50	59	58	60	54
		47	57	16	40	57	67	41	38	38	40	43
		<u>1</u>	<u>4</u>	<u>2</u>	<u>5</u>	<u>6</u>	<u>0</u>	<u>9</u>	<u>3</u>	<u>4</u>	<u>0</u>	<u>3</u>
		100	100	100	100	100	100	100	100	100	100	100
<b>Include fa for FDA:</b>												
fa.	We have too many laws and regulations about food and drug safety OR Our country should do whatever it takes to ensure the safety of food and drugs Don't know/Refused								24	19	14	17
									70	79	84	81
									<u>6</u>	<u>2</u>	<u>2</u>	<u>2</u>
									100	100	100	100
<b>Include ea for EPA:</b>												
ea.	Stricter environmental laws and regulations cost too many jobs and hurt the economy OR Stricter environmental laws and regulations are worth the cost Don't know/Refused	36	49	6								
		62	44	88								
		<u>2</u>	<u>7</u>	<u>6</u>								
		100	100	100								
<b>Include va for FAA:</b>												
va.	We have too many laws and regulations about airplane safety OR Our country should do whatever it takes to ensure the safety of air travel Don't know/Refused				<u>Freq. Fliers</u>	<u>Bus.</u>	<u>Pilots</u>	<u>Unions</u>				
					11	32	36	11				
					87	62	56	89				
					<u>2</u>	<u>6</u>	<u>8</u>	<u>0</u>				
					100	100	100	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 favorable, mostly unfavorable or very unfavorable? **(ROTATE)**

[illegible]

**G8 CONTINUED ...**[illegible]

## G8 CONTINUED ...

		----- IRS -----			----- SSA -----			----- EPA -----			----- FAA -----				----- FDA -----			
		Tax <u>Payers</u>	<u>Bus.</u>	Tax <u>Prof.</u>	Recip- <u>ients</u>	<u>Bus.</u>	SS Tax <u>Payers</u>	<u>Public</u>	<u>Bus.</u>	<u>Advocates</u>	Freq. <u>Fliers</u>	<u>Bus.</u>	<u>Pilots</u>	<u>Unions</u>	<u>Bus.</u>	Med. <u>Prof.</u>	<u>Advocates</u>	Chron. <u>Ill</u>
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	<u>3</u>	<u>7</u>	<u>9</u>	<u>13</u>	<u>1</u>	<u>5</u>	<u>2</u>	<u>3</u>	<u>14</u>	<u>3</u>	<u>6</u>	<u>1</u>	<u>2</u>	<u>7</u>	<u>1</u>	<u>4</u>	<u>2</u>
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
j.	The National Aeronautics and Space Administration, NASA																	
	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	<u>6</u>	<u>8</u>	<u>15</u>	<u>21</u>	<u>3</u>	<u>8</u>	<u>8</u>	<u>8</u>	<u>6</u>	<u>6</u>	<u>4</u>	<u>1</u>	<u>4</u>	<u>8</u>	<u>6</u>	<u>10</u>	<u>5</u>
		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? <sup>1</sup>

	----- IRS -----			----- SSA -----			----- EPA -----			----- FAA -----				----- FDA -----			
	Tax Payers	Bus.	Tax Prof.	Recip- ients	Bus.	SS Tax Payers	Public	Bus.	Advocates	Freq. Fliers	Bus.	Pilots	Unions	Med. Bus.	Prof.	Advocates	Chron. Ill
Excellent	3	*	1	13	0	3	4	2	2	6	11	8	17	6	7	4	6
Good	37	40	60	54	57	34	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	<u>2</u>	<u>2</u>	<u>0</u>	<u>1</u>	<u>5</u>	<u>3</u>	<u>1</u>	<u>4</u>	<u>2</u>	<u>4</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>2</u>	<u>1</u>	<u>4</u>	<u>2</u>
	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

<sup>1</sup> 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 -----			----- EPA -----			----- FAA -----				----- FDA -----			
	Tax		Tax	Recip-		SS Tax				Freq.				Med.		Chron.	
	<u>Payers</u>	<u>Bus.</u>	<u>Prof.</u>	<u>ients</u>	<u>Bus.</u>	<u>Payers</u>	<u>Public</u>	<u>Bus.</u>	<u>Advocates</u>	<u>Fliers</u>	<u>Bus.</u>	<u>Pilots</u>	<u>Unions</u>	<u>Bus.</u>	<u>Prof.</u>	<u>Advocates</u>	<u>Ill</u>
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	<u>*</u>	<u>2</u>	<u>1</u>	<u>7</u>	<u>5</u>	<u>5</u>	<u>1</u>	<u>2</u>	<u>0</u>	<u>*</u>	<u>*</u>	<u>0</u>	<u>0</u>	<u>2</u>	<u>0</u>	<u>2</u>	<u>2</u>
	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? <sup>2</sup>

	----- IRS -----			----- SSA -----			----- EPA -----			----- FAA -----				----- FDA -----			
	Tax		Tax	Recip-		SS Tax				Freq.				Med.		Chron.	
	<u>Payers</u>	<u>Bus.</u>	<u>Prof.</u>	<u>ients</u>	<u>Bus.</u>	<u>Payers</u>	<u>Public</u>	<u>Bus.</u>	<u>Advocates</u>	<u>Fliers</u>	<u>Bus.</u>	<u>Pilots</u>	<u>Unions</u>	<u>Bus.</u>	<u>Prof.</u>	<u>Advocates</u>	<u>Ill</u>
Basically content	48	40	62	62	68	35	54	39	56	67	48	48	35	60	63	58	57
Frustrated	44	46	36	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	<u>2</u>	<u>3</u>	<u>0</u>	<u>2</u>	<u>2</u>	<u>9</u>	<u>4</u>	<u>3</u>	<u>2</u>	<u>7</u>	<u>3</u>	<u>1</u>	<u>2</u>	<u>2</u>	<u>1</u>	<u>2</u>	<u>4</u>
	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

<sup>2</sup> 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? <sup>3</sup>

		----- IRS -----		
		Tax		Tax
		<u>Payers</u>	<u>Bus.</u>	<u>Prof.</u>
<b>Include ia-ic for IRS:</b>				
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	<u>3</u>	<u>3</u>	<u>4</u>
		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>	<u>2</u>
		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>	<u>14</u>	<u>7</u>
		100	100	100

---

<sup>3</sup> Added for IRS Businesses and SSA Businesses: “from your perspective in business.” Added for Tax Professionals: “from your perspective as a professional tax preparer.”

**P6 CONTINUED ...**

----- 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	<u>8</u>	<u>7</u>	<u>6</u>
		100	100	100
sb.	Keeping track of the {Disability Recipients: 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	<u>8</u>	<u>6</u>	<u>12</u>
		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	<u>3</u>	--	<u>18</u>
		100		100

**Include sd for SSA:**

sd.	Making sure people do not cheat the system by 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	<u>21</u>	<u>15</u>	<u>14</u>
		100	100	100

**P6 CONTINUED ...**

		-----FDA-----			
		Med.	Chron.		
		<u>Bus.</u>	<u>Prof.</u>	<u>Advocates</u>	<u>Ill</u>
<b>Include fa-fd for FDA:</b>					
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	<u>2</u>	<u>1</u>	<u>2</u>	<u>2</u>
		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	<u>4</u>	<u>1</u>	<u>2</u>	<u>1</u>
		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>	<u>1</u>	<u>12</u>	<u>10</u>
		100	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>	<u>3</u>	<u>2</u>	<u>2</u>
		100	100	100	100

**P6 CONTINUED ...**

		----- EPA -----		
		<u>Public</u>	<u>Bus.</u>	<u>Advocates</u>
<b>Include ea-ed for EPA:</b>				
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>	<u>3</u>	<u>4</u>
		100	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>	<u>3</u>	<u>8</u>
		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>	<u>4</u>	<u>6</u>
		100	100	100

**P6 CONTINUED ...**

**Include z for FDA, EPA:**

z. Educating the public about {FDA: food and  
drug safety | EPA: environmental} issues  
Excellent  
Good  
Only fair  
Poor  
Don't know/Refused

----- EPA -----		
<u>Public</u>	<u>Bus.</u>	<u>Advocates</u>
3	4	0
29	20	38
40	38	38
25	37	22
<u>3</u>	<u>1</u>	<u>2</u>
100	100	100

-----FDA -----			
	Med.		Chron.
<u>Bus.</u>	<u>Prof.</u>	<u>Advocates</u>	<u>III</u>
7	5	4	17
30	50	48	35
43	39	30	37
18	6	16	11
<u>2</u>	<u>*</u>	<u>2</u>	<u>0</u>
100	100	100	100

**Include va-ve for FAA:**

va. Ensuring that airplanes are in good condition and safe to fly  
Excellent  
Good  
Only fair  
Poor  
Don't know/Refused

vb. Preventing terrorist attacks on airplanes  
Excellent  
Good  
Only fair  
Poor  
Don't know/Refused

vc. Controlling air traffic  
Excellent  
Good  
Only fair  
Poor  
Don't know/Refused

----- FAA -----			
Freq.			
<u>Fliers</u>	<u>Bus.</u>	<u>Pilots</u>	<u>Unions</u>
11	17	12	17
42	48	50	46
37	26	31	24
9	9	7	7
<u>1</u>	<u>0</u>	<u>0</u>	<u>6</u>
100	100	100	100
24	17	11	24
43	43	48	41
26	22	31	17
4	9	6	7
<u>3</u>	<u>9</u>	<u>4</u>	<u>11</u>
100	100	100	100
18	33	33	50
42	47	44	44
32	16	14	4
6	3	9	0
<u>2</u>	<u>1</u>	<u>0</u>	<u>2</u>
100	100	100	100

## P6 CONTINUED ...

		----- FAA -----			
		Freq.			
		<u>Fliers</u>	<u>Bus.</u>	<u>Pilots</u>	<u>Unions</u>
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	<u>10</u>	<u>3</u>	<u>1</u>	<u>0</u>
		100	100	100	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>	<u>6</u>	<u>6</u>	<u>9</u>
		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:)** <sup>4</sup>

		----- IRS -----			----- SSA -----			----- EPA -----			----- FAA -----				----- FDA -----			
		Tax	Tax		Recip-	SS Tax		Public	Bus.	Advocates	Freq.				Med.	Chron.		
		<u>Payers</u>	<u>Bus.</u>	<u>Prof.</u>	<u>ipients</u>	<u>Payers</u>		<u>Public</u>	<u>Bus.</u>	<u>Advocates</u>	<u>Fliers</u>	<u>Bus.</u>	<u>Pilots</u>	<u>Unions</u>	<u>Bus.</u>	<u>Prof.</u>	<u>Advocates</u>	<u>Ill</u>
a.	The (Agency)'s procedures and practices respect the rights of [IRS Individuals/ taxpayers/ taxpaying companies; SSA: Individuals/companies; FDA, EPA, FAA: those they 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	<u>3</u>	<u>9</u>	<u>2</u>	<u>5</u>	<u>6</u>	<u>14</u>	<u>13</u>	<u>8</u>	<u>6</u>	<u>12</u>	<u>3</u>	<u>1</u>	<u>2</u>	<u>10</u>	<u>6</u>	<u>12</u>	<u>11</u>
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

4

Added for EPA: "about the federal EPA."

**P7 CONTINUED ...**

**Include b1 for IRS, SSA:**

b1. I am confident the (Agency) would never try 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]

----- IRS -----			----- SSA -----		
Tax		Tax			SS Tax
<u>Payers</u>	<u>Bus.</u>	<u>Prof.</u>	<u>Recip-</u>	<u>Bus.</u>	<u>Payers</u>
			<u>ients</u>		
6	3	16	31	2	7
40	47	47	43	73	41
33	22	19	14	10	31
19	22	18	3	5	12
<u>2</u>	<u>6</u>	<u>0</u>	<u>9</u>	<u>10</u>	<u>9</u>
100	100	100	100	100	100

**Include 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

[illegible]



**P7 CONTINUED ...**

**Include c1 for IRS, SSA:**

c1. The (Agency) treats all Individuals, Tax Professionals: taxpayers/Businesses: companies pretty much the same

----- IRS -----			----- SSA -----		
Tax <u>Payers</u>	<u>Bus.</u>	Tax <u>Prof.</u>	Recip- <u>ients</u>	<u>Bus.</u>	SS Tax <u>Payers</u>
6	5	7	22	2	9
31	43	53	49	76	46
40	21	29	9	5	20
18	19	11	8	1	9
<u>5</u>	<u>12</u>	<u>0</u>	<u>12</u>	<u>16</u>	<u>16</u>
100	100	100	100	100	100

**Include c2 for FDA, EPA, FAA:**

c2. The (Agency) tends to favor some companies or groups over others

[illegible]

**P7 CONTINUED ...**

[illegible]

**P7 CONTINUED ...**

[illegible]

**P7 CONTINUED ...**

		----- IRS -----			----- SSA -----			----- EPA -----			----- FAA -----				----- FDA -----			
		Tax		Tax	Recip-		SS Tax				Freq.				Med.		Chron.	
		<u>Payers</u>	<u>Bus.</u>	<u>Prof.</u>	<u>ients</u>	<u>Bus.</u>	<u>Payers</u>	<u>Public</u>	<u>Bus.</u>	<u>Advocates</u>	<u>Fliers</u>	<u>Bus.</u>	<u>Pilots</u>	<u>Unions</u>	<u>Bus.</u>	<u>Prof.</u>	<u>Advocates</u>	<u>Ill</u>
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	1	0	2
	Don't know/Refused	<u>17</u>	<u>4</u>	<u>2</u>	<u>6</u>	<u>14</u>	<u>20</u>	<u>32</u>	<u>23</u>	<u>18</u>	<u>30</u>	<u>4</u>	<u>4</u>	<u>4</u>	<u>21</u>	<u>33</u>	<u>32</u>	<u>31</u>
		100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100

**Include k1 for FDA, EPA:**

k1. The (Agency) bases its decisions on good 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>	<u>9</u>	<u>2</u>	<u>8</u>	<u>7</u>
	100	100	100	100	100	100	100

**Include k2 for FAA:**

k2. The FAA keeps up with the latest advances in technology

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>	<u>6</u>	<u>3</u>	<u>0</u>
	100	100	100	100

**P7 CONTINUED ...**

**Include 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

-----FDA-----			
<u>Bus.</u>	Med. <u>Prof.</u>	<u>Advocates</u>	Chron. <u>Ill</u>
10	6	8	7
37	51	34	41
40	32	46	36
8	9	6	11
<u>5</u>	<u>2</u>	<u>6</u>	<u>5</u>
100	100	100	100

**Include 12 for EPA, FAA:**

12. The (Agency) tends to make [EPA: environmental/FAA: air safety] problems seem more serious than they really are.
- Completely agree
- Mostly agree
- Mostly disagree
- Completely disagree
- Don't know/Refused

----- EPA -----			----- FAA -----			
<u>Public</u>	<u>Bus.</u>	<u>Advocates</u>	Freq. <u>Fliers</u>	<u>Bus.</u>	<u>Pilots</u>	<u>Unions</u>
11	25	2	6	8	11	0
34	38	16	10	27	31	15
38	28	46	57	49	46	68
9	5	34	20	10	8	15
<u>8</u>	<u>4</u>	<u>2</u>	<u>7</u>	<u>6</u>	<u>4</u>	<u>2</u>
100	100	100	100	100	100	100

**Include m-n for FDA, EPA, FAA:**

- m. Often (Agency) regulation gets bogged down in unnecessary details and loses sight of the big picture
- Completely agree
- Mostly agree
- Mostly disagree
- Completely disagree
- Don't know/Refused

[illegible]

**P7 CONTINUED ...**

[illegible]