

**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>2</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. 1997<sup>1</sup> Gen Public</u>
<b>a. The News Media</b>				
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>b. The Military</b>				
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
<b>c. The Federal Government<sup>2</sup></b>				
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. 1997<sup>3</sup> 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

---

<sup>1</sup> Pew Research Center survey, September 25 - October 31, 1997.

<sup>2</sup> The general public question was worded as, "The federal government in Washington."

<sup>3</sup> 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>
<b>DIALOGUE COMMUNICATION (NET)</b>	<b>10</b>	<b>38</b>	<b>38</b>
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
<b>CRITIQUES OF GOVERNMENT (NET)</b>	<b>22</b>	<b>26</b>	<b>30</b>
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
<b>POLITICAL RHETORIC/POLITICAL CULTURE (NET)</b>	<b>16</b>	<b>28</b>	<b>33</b>
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
<b>GOVERNMENT FAILURE (NET)</b>	<b>10</b>	<b>23</b>	<b>18</b>
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
<b>POLICY (NET)</b>	<b>10</b>	<b>7</b>	<b>14</b>
Taxes are too high/don't get what pay for	5	2	5
IRS	3	2	5
Policy complexity	0	2	3
<b>POLITICAL SYSTEM (NET)</b>	<b>5</b>	<b>7</b>	<b>5</b>
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>
<b>POLITICAL LEADERSHIP (NET)</b>	<b>2</b>	<b>3</b>	<b>4</b>
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
<b>GOVERNMENT DOESN'T CARE/UNRESPONSIVE (NET)</b>	<b>3</b>	<b>7</b>	<b>1</b>
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>
<b>a. Your Own Job Satisfaction</b>			
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>b. Staff Morale</b>			
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
<b>c. The Ability to Hire and Retain Good People</b>			
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>
<b>COMMUNICATION/DIALOGUE SOLUTIONS (NET)</b>	<b>36</b>	<b>66</b>	<b>74</b>
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
<b>PERFORMANCE/PROCESS SOLUTIONS (NET)</b>	<b>36</b>	<b>48</b>	<b>43</b>
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
<b>POLITICAL SOLUTIONS (NET)</b>	<b>24</b>	<b>13</b>	<b>11</b>
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
<b>ROLE/SCOPE OF GOVERNMENT (NET)</b>	<b>19</b>	<b>7</b>	<b>7</b>
Decrease size and scope of government	11	1	0
Decrease size and scope of bureaucracy	10	4	3
Define priorities	0	2	3
<b>POLICY-ORIENTED SOLUTIONS (NET)</b>	<b>15</b>	<b>3</b>	<b>4</b>
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>9</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> <sup>4</sup> <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

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?

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