

AP-NORC/MeriTalk: Public Sentiment Survey 2021

**Conducted by The Associated Press-NORC Center for Public Affairs Research
With funding from MeriTalk**

Interviews: 06/24-28/21

1,004 adults

Margin of error: +/- 4.3 percentage points at the 95% confidence level among all adults

NOTE: All results show percentages among all respondents, unless otherwise labeled.

MR1. How much attention do you pay to information about each of the following topics?

[GRID ITEMS RANDOMIZED; HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

AP-NORC/MeriTalk 06/24-28/21	A great deal/Quite a bit NET	A great deal	Quite a bit	A moderate amount	Only a little/None at all NET	Only a little	None at all	DK	SKP/ REF
Healthcare	40	13	27	36	23	19	4	-	*
Government services such as Social Security, student financial aid, and natural disaster assistance	33	11	21	37	31	24	7	-	-
Government spending	29	12	17	37	34	25	9	*	*
Workforce education	14	4	10	35	50	33	17	*	1
Online data privacy and security	32	12	20	41	26	19	7	-	1
The United States' standing in the world	35	14	21	37	27	20	8	*	*

N=1,004

The following questions are about the federal government. When we refer to the federal government, we mean the programs and agencies of the federal government as well as elected officials like the President and members of Congress. We are not referring to state or local government agencies or state or local elected officials.

MR2. How much of the time do you think you can trust the federal government to do what is right for you or your family?

[HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

	AP-NORC/MeriTalk 06/24-28/21
All of the time/ Most of the time NET	15
All of the time	1
Most of the time	14
Some of the time	41
A little of the time/None of the time NET	43
A little of the time	30
None of the time	13
DON'T KNOW	-
SKIPPED ON WEB/REFUSED	1

N=

1,004

MR3. How much effort would you like the federal government to devote to each of the following areas over the next ten years?

[GRID ITEMS RANDOMIZED; HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

AP-NORC/ MeriTalk 06/24-28/21	A great deal/Quite a bit NET	A great deal	Quite a bit	A moderate amount	Only a little/None at all NET	Only a little	None at all	DK	SKP/ REF
Improving the health care system	68	44	24	20	12	8	3	-	1
Making it easier for the public to find and participate in federal programs that deliver services such as Social Security, student financial aid, and natural disaster assistance	48	23	25	33	17	13	3	-	1
Completing high quality government projects quickly and at the lowest possible cost	53	22	32	33	12	9	4	*	1
Adapting workforce education to meet a changing economy	49	20	30	34	15	10	6	-	1
Improving online data privacy and security	61	31	30	27	12	9	3	-	1
Improving the United States' standing as a global leader	51	26	25	29	20	15	5	-	1

N= 1,004

MR4. If you had to choose, do you trust the federal government or the private sector to do a better job of handling each of the following?

[GRID ITEMS RANDOMIZED; HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

AP-NORC/MeriTalk 06/24-28/21	The federal government	The private sector	DK	SKP/ REF
Improving the health care system	54	44	*	2
Making it easier for the public to find and participate in federal programs that deliver services such as Social Security, student financial aid, and natural disaster assistance	63	35	*	2
Completing high quality government projects quickly and at the lowest possible cost	48	50	*	1
Adapting workforce education to meet a changing economy	34	64	-	2
Improving online data privacy and security	42	56	*	1
Improving the United States' standing as a global leader	73	25	*	1

N= 1,004

MR5. How much do you trust the federal government to deliver services fairly to all Americans regardless of their race, ethnicity, or other characteristics?

[HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

	AP-NORC/MeriTalk 06/24-28/21
A great deal/Quite a bit NET	22
A great deal	5
Quite a bit	17
A moderate amount	38
Only a little/Not at all NET	39
Only a little	24
Not at all	15
DON'T KNOW	-
SKIPPED ON WEB/REFUSED	1
<i>N=</i>	<i>1,004</i>

MR6. How much confidence do you have in the federal government to spend money in the best interest of the public?

[HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

	AP-NORC/MeriTalk 06/24-28/21
A great deal/Quite a bit NET	9
A great deal	2
Quite a bit	7
A moderate amount	31
Only a little/Not at all NET	59
Only a little	36
Not at all	23
DON'T KNOW	-
SKIPPED ON WEB/REFUSED	1
<i>N=</i>	<i>1,004</i>

MR7. Looking ahead to the next ten years, how important do you think the federal government will be in terms of improving the lives of the American people? Will it be more important than it is now, less important than it is now, or will it be about equally as important?

[HALF SAMPLE ASKED FIRST TWO RESPONSE OPTIONS IN REVERSE ORDER]

	AP-NORC/MeriTalk 06/24-28/21
More important	38
Less important	23
Equally important	38
DON'T KNOW	*
SKIPPED ON WEB/REFUSED	1

N=

1,004

MR8. How effective do you think the federal government is at each of the following?

[GRID ITEMS RANDOMIZED; HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

AP-NORC/MeriTalk 06/24-28/21	Extremely effective/ Very effective NET	Extremely effective	Very effective	Somewhat effective	Not very effective/ Not at all effective NET	Not very effective	Not at all effective	DK	SKP/ REF
Adapting to the digital world	21	6	15	47	31	23	8	*	1
Identifying and eliminating wasteful spending	8	2	6	22	69	39	30	-	1
Earning the trust of the American people	9	3	6	33	57	37	20	-	1

N= 1,004

MR9. During the ongoing COVID-19 pandemic, how effective do you think the federal government has been at each of the following?

[GRID ITEMS RANDOMIZED; HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

AP-NORC/MeriTalk 06/24-28/21	Extremely effective/ Very effective NET	Extremely effective	Very effective	Somewhat effective	Not very effective/ Not at all effective NET	Not very effective	Not at all effective	DK	SKP/ REF
Responding to the public's needs	21	5	16	46	32	24	8	-	*
Helping people find information about COVID-19	40	10	31	43	16	10	6	-	1
Connecting people with government services such as unemployment and food assistance	26	7	19	54	20	15	5	-	*

N= 1,004

MR10. In your opinion, are federal government investments in technology usually worth the investment, or not?

	AP-NORC/MeriTalk 06/24-28/21
Yes, they are worth the investment	68
No, they are not worth the investment	30
DON'T KNOW	-
SKIPPED ON WEB/REFUSED	2

N=

1,004

MR11. How proud are you of the United States in each of the following?

[GRID ITEMS RANDOMIZED; HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

AP-NORC/MeriTalk 06/24-28/21	Extremely proud/ Very proud NET	Extremely proud	Very proud	Moderately proud	Not very proud/ Not proud at all NET	Not very proud	Not proud at all	DK	SKP/ REF
Its armed forces	57	28	29	27	14	9	6	-	1
Its scientific and technological achievements	54	17	38	36	8	6	3	*	*
Its achievements in sports	33	10	23	41	25	14	11	*	1
Its history	33	12	20	32	35	24	11	*	*
Its economic achievements	30	7	23	42	26	20	6	*	1
The way democracy works	25	7	17	43	32	23	9	-	1
Its political influence in the world	20	4	17	41	37	30	8	*	2

N= 1,004

MR12. When it comes to the global economy, which of these statements best describes your opinion about the United States?

	AP-NORC/MeriTalk 06/24-28/21
Stands above all other countries in the world	20
One of the greatest countries in the world, along with some others	55
There are other countries better than the United States	24
DON'T KNOW	*
SKIPPED ON WEB/REFUSED	1

N=

1,004

MR13. In your opinion, what role does technology play in the United States' ability to compete globally?

	AP-NORC/MeriTalk 06/24-28/21
A major role	78
A minor role	18
No role at all	3
DON'T KNOW	*
SKIPPED ON WEB/REFUSED	1

N=

1,004

MR14. Do you support, oppose, or neither support nor oppose the federal government taking each of the following measures to improve the country's ability to compete globally?

[GRID ITEMS RANDOMIZED; HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

AP-NORC/MeriTalk 06/24-28/21	Strongly/ Somewhat support NET	Strongly support	Somewhat support	Neither support nor oppose	Somewhat/ Strongly oppose NET	Somewhat oppose	Strongly oppose	DK	SKP/ REF
Increasing funding for technological research and development	69	33	35	22	8	5	3	-	1
Strengthening Americans' ability to trademark or copyright their ideas	62	30	32	31	6	4	1	*	1
Increasing funding for education and workforce training	70	40	30	21	8	4	4	*	1
Forming relationships with businesses and universities to advance technology	65	32	33	26	7	4	3	*	1
Expanding access to broadband internet across the United States	68	41	27	25	5	3	2	*	1

N= 1,004

MR15. Overall, are you satisfied, dissatisfied, or neither satisfied nor dissatisfied with each of the following?

[GRID ITEMS RANDOMIZED; HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

AP- NORC/MeriTalk 06/24-28/21	Very/ Somewhat satisfied NET	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Very/ Somewhat dissatisfied NET	Somewhat dissatisfied	Very dissatisfied	Not applicable	DK	SKP/ REF
Your access to affordable health insurance coverage	50	21	28	20	26	14	11	3	*	1
The quality of the health care you receive	65	29	35	18	15	11	5	1	-	1
Your access to your own medical records	60	32	28	25	13	9	5	1	-	1
The privacy of your medical records	59	31	28	26	12	7	5	1	-	1
Your access to telehealth options with your health care provider such as a live video service, talking over the telephone, or communicating via email or text message	54	28	26	29	10	7	3	6	*	1
Your out-of-pocket costs for your medical care	39	19	20	21	36	20	16	2	-	1

N=1,004

MR16. Thinking about measures the federal government could take to improve health care in the United States, how much of an impact would each of the following have on you personally?

[GRID ITEMS RANDOMIZED]

AP-NORC/MeriTalk 06/24-28/21	Major impact	Minor impact	No impact at all	DK	SKP/ REF
Expanding telehealth options such as a live video service, talking over the telephone, or communicating via email or text message	32	46	21	-	1
Increasing access to health care providers and medical records via the internet	35	42	21	*	2
Improving the way health care providers share patient data to coordinate care	37	44	17	*	2
Increasing advance notice about the out-of-pocket costs for your medical care before you receive services	51	34	14	-	1
Providing access to a wearable device that your health care provider can use to monitor your health remotely	29	40	29	*	1

N= 1,004

The next questions ask about your experience with federal government services. These services could include disaster relief, Social Security, disease alerts and information, federal student aid tax processing, passport processing, veteran's benefits, Medicare, or some other service provided by the federal government on the internet.

MR17. Have you done any of the following in the past year, or not? If you are not sure, you can say that, too.

AP-NORC/MeriTalk 06/24-28/21	Yes	No	Not sure	SKP/ REF
Accessed a federal government website such as the Census Bureau, the IRS (Internal Revenue Service), or the CDC (Centers for Disease Control and Prevention) to look up information	66	26	7	1
Submitted a form, processed a payment, or used the chat function on a federal government website	34	56	9	1
Interacted with a federal government agency over social media	6	86	7	1
Used a federal government app	23	67	10	1
Gone to a federal government agency in-person	14	77	7	2
Called a federal government agency on the phone	30	63	6	1

N= 1,004

If yes to any item in Q17

MR18. Thinking about the federal government service or services you accessed online, are you satisfied, dissatisfied, or neither satisfied nor dissatisfied with each of the following?

[GRID ITEMS RANDOMIZED; HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

AP-NORC/MeriTalk 06/24-28/21	Very/ Somewhat satisfied NET	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Very/ Somewhat dissatisfied NET	Somewhat dissatisfied	Very dissatisfied	DK	SKP/ REF
The website or apps' ease of use	49	14	36	33	16	12	4	*	1
The availability of information about the service	52	15	37	32	16	12	4	-	*
The ability to submit applications or other documents online	48	15	33	36	16	11	5	*	*

N= 726

MR19. Thinking about measures the federal government could take to improve the services it offers online, how much of an impact would each of the following have on you personally?

[GRID ITEMS RANDOMIZED]

AP-NORC/MeriTalk 06/24-28/21	Major impact	Minor impact	No impact at all	DK	SKP/ REF
Increasing the number of services it offers online	40	38	20	*	2
Sending personalized service notifications such as application status or reminders to submit documents	37	40	21	*	1
Increasing information- sharing across different agencies to streamline online services	34	42	22	*	1
Investing in apps to make services more accessible on mobile devices	33	42	23	*	2
Increasing partnerships with private businesses to improve online services	29	43	25	*	2
Increasing opportunities for users to provide feedback on online services	29	43	26	-	1

N= 1,004

MR20. Overall, do you think the automation of jobs through new technology and artificial intelligence in the workplace has mostly helped American workers, has mostly hurt American workers, or has it neither helped nor hurt them?

[HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

	AP-NORC/MeriTalk 06/24-28/21
Helped a lot/Helped a little NET	27
Helped a lot	7
Helped a little	20
Neither helped nor hurt	31
Hurt a little/Hurt a lot NET	41
Hurt a little	25
Hurt a lot	16
DON'T KNOW	1
SKIPPED ON WEB/REFUSED	1

N=

1,004

MR21. How personally concerned are you that your job could be eliminated in the next ten years as a result of increases in automation?

[HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

	AP-NORC/MeriTalk 06/24-28/21
Extremely/Very concerned NET	9
Extremely concerned	4
Very concerned	5
Moderately concerned	19
Not very concerned/Not concerned at all NET	69
Not very concerned	25
Not concerned at all	45
DON'T KNOW	*
SKIPPED ON WEB/REFUSED	2

N=

1,004

MR22. Thinking about measures the federal government could take to help the workforce adapt to increases in automation, how much of an impact would each of the following have on you personally?

[GRID ITEMS RANDOMIZED]

AP-NORC/MeriTalk 06/24-28/21	Major impact	Minor impact	No impact at all	DK	SKP/ REF
A website that provides information on which jobs are most likely to be affected by automation	30	37	32	-	1
Funding for training programs for workers to gain new skill sets	43	29	27	-	1
Providing incentives for businesses to offer their employees training	40	31	28	-	1

N= 1,004

MR23.

Overall, are you satisfied, dissatisfied, or neither satisfied nor dissatisfied with the federal government's current efforts to protect Americans' privacy and secure their personal data online?

[HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

	AP-NORC/MeriTalk 06/24-28/21
Very/Somewhat satisfied NET	23
Very satisfied	4
Somewhat satisfied	19
Neither satisfied nor dissatisfied	38
Somewhat/Very dissatisfied NET	38
Somewhat dissatisfied	26
Very dissatisfied	13
DON'T KNOW	*
SKIPPED ON WEB/REFUSED	1

N=

1,004

MR24. How secure do you think information about each of the following is online?

[GRID ITEMS RANDOMIZED; HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

	Extremely/ Very secure NET	Extremely secure	Very secure	Somewhat secure	Not very/Not at all secure NET	Not very secure	Not at all secure	Not applicable	DK	SKP/ REF
AP-NORC/MeriTalk 06/24-28/21										
Your social media activity	8	2	6	22	64	33	31	6	-	1
Your physical location	8	1	6	26	63	36	27	2	-	1
Your private text conversations	9	1	8	37	50	31	20	3	*	1

N= 1,004

MR25. Do you support, oppose, or neither support nor oppose the federal government taking each of the following measures to help protect the data privacy and security of individuals?

[GRID ITEMS RANDOMIZED; HALF SAMPLE ASKED RESPONSE OPTIONS IN REVERSE ORDER]

AP-NORC/MeriTalk 06/24-28/21	Strongly/ Somewhat support NET	Strongly support	Somewhat support	Neither support nor oppose	Somewhat/ Strongly oppose NET	Somewhat oppose	Strongly oppose	DK	SKP/ REF
Reducing the amount of personal data collected by government agencies	65	36	29	27	6	5	2	*	1
Treating data privacy for individuals as a national security issue	71	39	32	20	7	5	3	*	1
Increasing investments in federal cybersecurity measures	72	41	30	21	5	2	3	*	1
Establishing national standards for how companies can collect, process, and share personal data	74	45	29	18	6	3	3	*	2
Imposing stronger punishments for cyber criminals	80	60	20	14	4	3	1	*	2
Partnering with businesses to share information about data threats and cyberattacks	67	34	33	25	6	3	3	*	2

N= 1,004

MR26. Do you think the rise in cryptocurrencies such as Bitcoin has led to an increase in cyberattacks, led to a decrease in cyberattacks, or has it had no impact? If you are not sure, you can say that, too.

[HALF SAMPLE ASKED FIRST TWO RESPONSE OPTIONS IN REVERSE ORDER]

	AP-NORC/MeriTalk 06/24-28/21
Increase	35
Decrease	2
No impact	16
Not sure	46
SKIPPED ON WEB/REFUSED	1
<i>N=</i>	<i>1,004</i>

PARTY IDENTIFICATION

	AP-NORC/MeriTalk 06/24-28/21
Democrat NET	48
Strong Democrat	22
Not so strong Democrat	14
Lean Democrat	12
Independent/None – Don't lean	17
Republican NET	35
Lean Republican	10
Not so strong Republican	11
Strong Republican	14
<i>N=</i>	<i>1,004</i>

IDEOLOGY

	AP-NORC/MeriTalk 06/24-28/21
Liberal NET	24
Very liberal	12
Somewhat liberal	11
Moderate	48
Conservative NET	26
Somewhat conservative	15
Very conservative	11
<i>N=</i>	<i>1,004</i>

EMPLOYED

	AP-NORC/MeriTalk 06/24-28/21
Employed	59
Not employed	41
<i>N=</i>	<i>1,004</i>

AGE

	AP-NORC/MeriTalk 06/24-28/21
18-29	19
30-39	26
40-59	25
60+	31
<i>N=</i>	<i>1,004</i>

GENDER

	AP-NORC/MeriTalk 06/24-28/21
Male	48
Female	52
<i>N=</i>	<i>1,004</i>

RACE/ETHNICITY

	AP-NORC/MeriTalk 06/24-28/21
White	63
Black or African American	11
Hispanic	17
Other	9
<i>N=</i>	<i>1,004</i>

MARITAL STATUS

	AP-NORC/MeriTalk 06/24-28/21
Married	57
Not married	43
<i>N=</i>	<i>1,004</i>

EDUCATION

	AP-NORC/MeriTalk 06/24-28/21
Less than a high school diploma	8
High school graduate or equivalent	29
Some college	27
College graduate or above	22
Post grad study/professional degree	13
<i>N=</i>	<i>1,004</i>

INCOME

	AP-NORC/MeriTalk 06/24-28/21
Under \$10,000	4
\$10,000 to under \$20,000	6
\$20,000 to under \$30,000	14
\$30,000 to under \$40,000	9
\$40,000 to under \$50,000	8
\$50,000 to under \$75,000	19
\$75,000 to under \$100,000	17
\$100,000 to under \$150,000	14
\$150,000 or more	9
<i>N=</i>	<i>1,004</i>

Study Methodology

This survey was conducted by The Associated Press-NORC Center for Public Affairs Research with funding from MeriTalk. Staff from NORC at the University of Chicago, The Associated Press, and MeriTalk collaborated on all aspects of the study.

Data were collected using the AmeriSpeak Omnibus®, a monthly multi-client survey using NORC's probability-based panel designed to be representative of the U.S. household population. The survey was part of a larger study that included questions about other topics not included in this report. During the initial recruitment phase of the panel, randomly selected U.S. households were sampled with a known, non-zero probability of selection from the NORC National Sample Frame and then contacted by U.S. mail, email, telephone, and field interviewers (face-to-face). The panel provides sample coverage of approximately 97 percent of the U.S. household population. Those excluded from the sample include people with P.O. Box only addresses, some addresses not listed in the USPS Delivery Sequence File, and some newly constructed dwellings.

Interviews for this survey were conducted between June 24th and 28th, with adults age 18 and over representing the 50 states and the District of Columbia. Panel members were randomly drawn from AmeriSpeak, and 1,004 completed the survey—965 via the web and 39 via telephone. Interviews were conducted in English. The final stage completion rate is 16.9 percent, the weighted household panel response rate is 19.1 percent, and the weighted household panel retention rate is 75.0 percent, for a cumulative response rate of 2.4 percent. The overall margin of sampling error is +/-4.3 percentage points at the 95 percent confidence level, including the design effect. The margin of sampling error may be higher for subgroups.

Once the sample has been selected and fielded, and all the study data have been collected and made final, a poststratification process is used to adjust for any survey nonresponse as well as any noncoverage or under and oversampling resulting from the study specific sample design. Poststratification variables included age, gender, census division, race/ethnicity, and education. Weighting variables were obtained from the 2021 Current Population Survey. The weighted data reflect the U.S. population of adults age 18 and over.

For more information, email info@apnorc.org.

About MeriTalk

The voice of tomorrow's government today, MeriTalk is a public-private partnership focused on improving the outcomes of government IT. Our award-winning editorial team and world-class events and research staff produces unmatched news, analysis, and insight. The goal: more efficient, responsive, and citizen-centric government. MeriTalk connects with an audience of 160,000 Federal community contacts. For more information, visit <https://www.meritalk.com/> or follow us on Twitter, @MeriTalk. MeriTalk is a 300Brand organization.

About the Associated Press-NORC Center for Public Affairs Research

The AP-NORC Center for Public Affairs Research taps into the power of social science research and the highest-quality journalism to bring key information to people across the nation and throughout the world.

- The Associated Press (AP) is an independent global news organization dedicated to factual reporting. Founded in 1846, AP today remains the most trusted source of fast, accurate, unbiased news in all formats and the essential provider of the technology and services vital to the news business. More than half the world's population sees AP journalism every day. Online: www.ap.org
- NORC at the University of Chicago is one of the oldest and most respected, independent research institutions in the world.

The two organizations have established The AP-NORC Center for Public Affairs Research to conduct, analyze, and distribute social science research in the public interest on newsworthy topics, and to use the power of journalism to tell the stories that research reveals.