



The CivicPanel Project
School of Public Affairs and Administration
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Survey Report #17

Public Sector Management, Trust,
Performance and Participation

March 2010

About the Survey

This Survey Report discusses findings of a CivicPanel online survey about citizens' views of public sector performance called the National Assessment of Performance of Public Administration (NAPPA). This survey replicates previous research conducted in Israel between 2001 and 2009 for academic purposes. As before, the survey focused on trust of government officials, satisfaction with public services, and perceptions of the public sector and its employees.

The survey was conducted in March 2010, and included online responses from 1,104 panelists.

About the Panel

CivicPanel is an online panel of volunteers who sign up over the Internet to participate in the project's surveys. Panelists are recruited from online ads, web directories, and announcements sent by email to members of various nonprofit organizations that have partnered with CivicPanel (formerly eTownPanel) over the years.

It is important to point out that the panel is not a random sample, and thus the results are not scientifically projectable to the larger population.

For more information visit www.civicpanel.org or email civicpan@rutgers.edu

NAAPA Citizen Survey

1. Please rate your **SATISFACTION** with the services provided by the following agencies or institutions.

	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied	Response Count
The US Forest Service	3.1% (29)	5.1% (47)	41.2% (382)	31.3% (290)	19.4% (180)	928
The Department of Homeland Security	14.0% (130)	21.6% (200)	33.9% (314)	23.6% (219)	6.9% (64)	927
The Federal Reserve Board	15.7% (145)	17.6% (162)	44.9% (414)	16.3% (150)	5.6% (52)	923
The Federal Bureau of Investigation, or the FBI	4.2% (39)	10.9% (101)	42.8% (398)	28.8% (268)	13.2% (123)	929
The Internal Revenue Service, or the IRS	16.1% (149)	19.1% (177)	37.2% (345)	19.7% (183)	7.9% (73)	927
The Food and Drug Administration, or FDA	12.1% (112)	22.7% (210)	31.4% (291)	26.4% (245)	7.4% (69)	927
The US Postal Service	7.6% (71)	14.3% (133)	21.0% (195)	34.9% (324)	22.2% (206)	929
The Federal Courts	12.0% (111)	20.3% (188)	39.3% (365)	22.0% (204)	6.5% (60)	928
The US Military	4.7% (44)	6.9% (64)	22.2% (206)	26.8% (249)	39.4% (366)	929
The US Congress	36.9% (342)	24.8% (230)	20.5% (190)	13.9% (129)	3.8% (35)	926
The White House	27.4% (253)	19.3% (178)	21.8% (201)	22.2% (205)	9.4% (87)	924
Public schools in your area	13.2% (122)	18.0% (167)	26.3% (244)	30.3% (281)	12.2% (113)	927
The local fire department	1.9% (18)	2.6% (24)	17.3% (161)	32.4% (301)	45.7% (424)	928
The local police department	6.1% (56)	12.9% (119)	21.9% (203)	36.6% (339)	22.5% (208)	925
Hospitals or clinics in your area	6.5% (60)	14.5% (134)	19.5% (180)	38.7% (358)	20.8% (192)	924

The Social Security Administration	12.3% (114)	21.0% (194)	33.1% (306)	22.9% (212)	10.7% (99)	925
answered question						931
skipped question						173

2. Now, please rate your level of TRUST in each of these agencies or institutions.

	Distrust a lot	Distrust somewhat	Neither trust nor distrust	Trust somewhat	Trust a lot	Response Count
The US Forest Service	2.2% (20)	3.7% (33)	36.6% (327)	33.1% (296)	24.3% (217)	893
The Department of Homeland Security	14.2% (127)	20.4% (183)	30.1% (270)	27.5% (247)	7.8% (70)	897
The Federal Reserve Board	16.4% (146)	18.5% (165)	39.7% (354)	18.8% (168)	6.6% (59)	892
The Federal Bureau of Investigation, or the FBI	9.3% (83)	15.4% (138)	32.7% (293)	30.5% (274)	12.2% (109)	897
The Internal Revenue Service, or the IRS	17.4% (156)	21.1% (189)	32.5% (291)	21.1% (189)	7.8% (70)	895
The Food and Drug Administration, or FDA	13.4% (120)	23.0% (206)	26.8% (240)	29.1% (261)	7.8% (70)	897
The US Postal Service	4.0% (36)	9.3% (83)	24.8% (222)	38.8% (347)	23.1% (207)	895
The Federal Courts	12.0% (107)	21.7% (194)	33.0% (295)	25.5% (228)	7.8% (70)	894
The US Military	4.1% (37)	8.9% (80)	19.5% (174)	31.9% (285)	35.6% (318)	894
The US Congress	40.4% (362)	23.7% (213)	18.8% (169)	13.7% (123)	3.3% (30)	897
The White House	29.8% (267)	16.8% (151)	18.6% (167)	25.3% (227)	9.5% (85)	897
Public schools in your area	7.9% (71)	13.0% (116)	28.9% (258)	33.7% (301)	16.6% (148)	894
The local fire department	1.2% (11)	2.0% (18)	14.8% (133)	33.6% (301)	48.4% (434)	897
The local police department	6.6% (59)	11.6% (104)	19.3% (173)	37.0% (331)	25.5% (228)	895
Hospitals or clinics in your area	5.3% (47)	11.7% (104)	20.9% (186)	40.4% (360)	21.9% (195)	892
The Social Security Administration	12.3% (110)	18.5% (166)	30.8% (276)	28.0% (251)	10.4% (93)	896
answered question						899
skipped question						205

3. Finally, we would like you to rate your TRUST of these officials or employees.

	Distrust a lot	Distrust somewhat	Neither trust nor distrust	Trust somewhat	Trust a lot	Response Count
US forest rangers	1.6% (14)	1.6% (14)	29.5% (262)	35.9% (318)	31.5% (279)	887
Customs, border patrol, and airport security agents	7.9% (70)	16.1% (143)	33.5% (298)	30.7% (273)	11.9% (106)	890
Members of the Federal Reserve Board	16.7% (148)	20.8% (185)	37.3% (331)	18.2% (162)	7.0% (62)	888
FBI agents	6.7% (59)	13.2% (117)	34.5% (306)	31.3% (277)	14.3% (127)	886
IRS auditors	14.8% (132)	24.0% (213)	34.9% (310)	19.8% (176)	6.5% (58)	889
FDA inspectors	11.8% (105)	20.5% (183)	34.9% (311)	24.1% (215)	8.7% (78)	892
US mail carriers	2.6% (23)	3.9% (35)	21.6% (193)	42.4% (379)	29.5% (263)	893
Federal judges	11.3% (100)	20.7% (184)	32.1% (285)	27.9% (248)	8.0% (71)	888
US soldiers	1.7% (15)	3.3% (29)	19.7% (175)	28.4% (252)	47.0% (417)	888
Members of Congress	38.2% (340)	25.1% (224)	19.6% (175)	13.9% (124)	3.1% (28)	891
The President	27.7% (247)	11.0% (98)	19.2% (171)	23.9% (213)	18.2% (162)	891
Public school teachers	4.5% (40)	8.4% (75)	28.3% (251)	37.4% (332)	21.4% (190)	888
Firefighters	0.7% (6)	1.0% (9)	14.2% (126)	30.2% (268)	53.9% (479)	888
Police officers	4.6% (41)	12.2% (108)	19.4% (172)	40.7% (361)	23.1% (205)	887
Doctors and nurses	2.0% (18)	6.1% (54)	19.0% (169)	45.5% (404)	27.4% (243)	888
Social Security administrators	11.0% (98)	18.4% (164)	36.3% (323)	24.5% (218)	9.9% (88)	891
				answered question		893
				skipped question		211

4. Please tell us whether you agree, or disagree, with the following statements about the public sector in the US.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Response Count
Employees of the public sector are professionals and highly qualified.	12.5% (106)	22.9% (195)	40.5% (344)	18.9% (161)	5.2% (44)	850
The public sector employs only high-quality individuals.	23.8% (202)	29.1% (247)	31.4% (267)	11.9% (101)	3.8% (32)	849
Public leadership and senior management in the American public sector are well qualified and have high professional standards.	17.4% (148)	23.9% (203)	35.9% (305)	17.8% (151)	5.1% (43)	850
Leaders of the public sector have a clear vision and long range view as to where we are going.	23.1% (197)	26.5% (226)	30.8% (262)	15.1% (129)	4.5% (38)	852
The public sector takes public criticism and suggestions for improvement seriously.	20.2% (172)	28.3% (241)	29.6% (252)	17.4% (148)	4.5% (38)	851
Today, more than ever before, the public sector is willing to be exposed to the public and to the media.	18.4% (156)	22.0% (187)	31.4% (267)	21.6% (183)	6.6% (56)	849
The public sector treats deficiencies found by the state comptroller seriously.	13.8% (117)	22.6% (192)	40.7% (345)	17.3% (147)	5.5% (47)	848
The public sector encourages its employees to accept criticism and use it to improve services for citizens.	19.0% (162)	22.1% (188)	36.4% (310)	18.3% (156)	4.2% (36)	852
The public sector responds to public requests quickly.	24.5% (207)	30.8% (260)	28.0% (237)	12.9% (109)	3.8% (32)	845
The public sector is efficient and provides quality solutions for public needs.	21.0% (178)	26.2% (222)	30.7% (260)	18.5% (157)	3.7% (31)	848
Compared with other counties, the public sector in the US occupies a leading position in developing useful projects for the public.	11.7% (99)	17.9% (152)	40.0% (339)	25.0% (212)	5.4% (46)	848
Citizens of this country receive						

equal and fair treatment from public officials.	26.7% (226)	28.7% (243)	25.7% (217)	15.4% (130)	3.5% (30)	846
The public sector formulates promising new ideas which improve citizens' quality of life.	15.3% (130)	22.8% (194)	37.7% (321)	19.7% (168)	4.5% (38)	851
Advanced technology is involved in improving quality of the public sector in this country.	8.2% (70)	11.2% (95)	35.7% (303)	34.6% (294)	10.2% (87)	849
In the public sector, most civil servants are objective and honest.	12.2% (104)	22.7% (193)	35.2% (299)	23.9% (203)	5.9% (50)	849
In the public sector, deviations from good moral norms are rare.	20.7% (176)	24.5% (208)	35.1% (298)	14.6% (124)	5.1% (43)	849
I think that the public sector develops reasonable ways to keep in touch with the public.	14.4% (122)	20.3% (172)	36.9% (313)	23.1% (196)	5.3% (45)	848
The public sector is interested in citizen participation in decision making.	20.7% (175)	24.6% (208)	31.8% (269)	17.7% (150)	5.2% (44)	846
The public sector considers citizens an important factor which should be part of efficiency and performance improvement processes.	16.9% (144)	22.7% (193)	34.7% (296)	19.4% (165)	6.3% (54)	852
answered question						855
skipped question						249

5. Please indicate the extent to which these statements are true, or not true, descriptions of you.

	Always true	Sometimes true	Not true	Response Count
I constantly seek updated information about politics.	37.1% (315)	41.0% (348)	21.8% (185)	848
I vote in national elections.	73.4% (621)	14.2% (120)	12.4% (105)	846
I send support or protest letters to public officials and the media.	18.2% (155)	37.0% (315)	44.8% (381)	851
I participate in demonstrations.	5.7% (48)	21.7% (183)	72.7% (614)	845
I take part in conversations and debates on political matters.	29.0% (247)	43.6% (371)	27.4% (233)	851
I am a candidate for a public office.	2.0% (17)	6.4% (54)	91.6% (776)	847
I sign petitions related to political issues.	23.0% (196)	52.1% (443)	24.9% (212)	851
I am a member of a voluntary organization that helps the community.	21.4% (182)	29.1% (248)	49.5% (421)	851
			answered question	852
			skipped question	252

6. What is your 5-digit zip code? (PLEASE TYPE CAREFULLY)

	Response Count
	799
	answered question
	799
	skipped question
	305






7. What is your age?

	Response Percent	Response Count
Under 20	0.2%	2
20-24	2.1%	18
25-34	15.6%	133
35-44	21.2%	180
45-54	29.4%	250
55-59	12.7%	108
60-64	8.9%	76
65-74	8.2%	70
75-84	1.4%	12
85 years and over	0.2%	2
<i>answered question</i>		851
<i>skipped question</i>		253




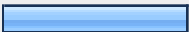




8. Are you ...

	Response Percent	Response Count
Female	69.7%	561
Male	30.3%	244
<i>answered question</i>		805
<i>skipped question</i>		299



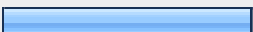

9. Do you consider yourself to be primarily ...

	Response Percent	Response Count
White 	85.4%	718
Black or African American 	6.2%	52
Hispanic or Latino (of any race) 	3.4%	29
Asian or Pacific Islander 	2.9%	24
Other (please specify) 	2.1%	18
answered question		841
skipped question		263


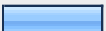






10. What is the last grade or class that you completed in school?

	Response Percent	Response Count
Less than 9th grade 	0.2%	2
9th to 12th grade, no diploma 	1.8%	15
High school graduate (includes equivalency) 	20.7%	174
Some college, no degree 	27.7%	233
Associate degree 	10.9%	92
Bachelors degree 	23.0%	194
Graduate or professional degree 	14.6%	123
Other (please specify) 	1.1%	9
answered question		842
skipped question		262

11. Which of the following best describes your household:

		Response Percent	Response Count
Single person, living alone		25.3%	210
Married couple or partnership, with no children		27.8%	231
Married couple or partnership, with 1 or more children		37.2%	309
Other		9.6%	80
<i>answered question</i>			830
<i>skipped question</i>			274

12. Last year, what was your total household income from all sources, before taxes?

		Response Percent	Response Count
Less than \$10,000		5.5%	47
\$10,000 to under \$25,000		14.5%	123
\$25,000 to under \$50,000		26.0%	221
\$50,000 to under \$75,000		22.4%	190
\$75,000 to under \$100,000		11.9%	101
\$100,000 to under \$150,000		9.9%	84
\$150,000 or more		4.4%	37
I'd rather not say		5.5%	47
<i>answered question</i>			850
<i>skipped question</i>			254

13. Finally, please type in any comment you would like to make about this survey (optional).

	Response Count
	228
<i>answered question</i>	228
<i>skipped question</i>	876