



The CivicPanel Project
School of Public Affairs and Administration
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Survey Report # 22

Government Process and Outcomes

September 2011

About the Survey

This Survey Report discusses findings of a CivicPanel online survey about how citizens judge government performance. Respondents were presented with statements representing government processes and outcomes for an anonymous country in the world. The statements were varied experimentally, such that for some respondents the process statements were more positive than the outcome statements while for others the outcome statements were more positive than the process statements. Next, respondents were asked to rate the country government's performance and their level of confidence in the country's government.

The survey was conducted in March 2011, and included online responses from 1,108 panelists. *This report presents the summary results only*, not the experimental results (which will be published later in an academic journal). However, preliminary analysis (not shown below) indicates that the respondents judge process and outcome indicators about equally.

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.

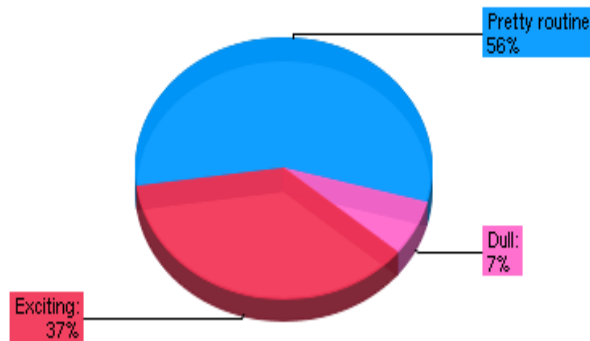
It is important to point out that the panel is not a random sample, and thus the results are not scientifically projectable to the larger population.

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

Summary Report – September 26, 2011

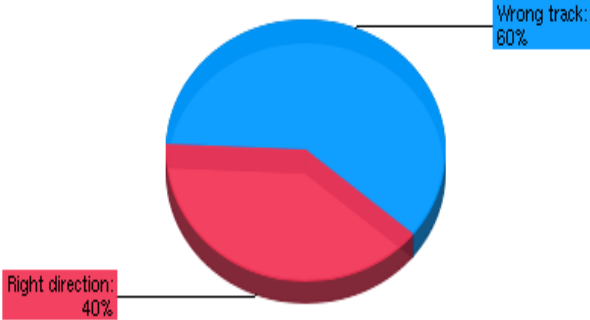
Survey: Process-outcomes experiment

In general, do you find life exciting, pretty routine, or dull?



Value	Count	Percent %
Exciting	405	36.7%
Pretty routine	624	56.5%
Dull	76	6.9%
Statistics		
Total Responses		1,105

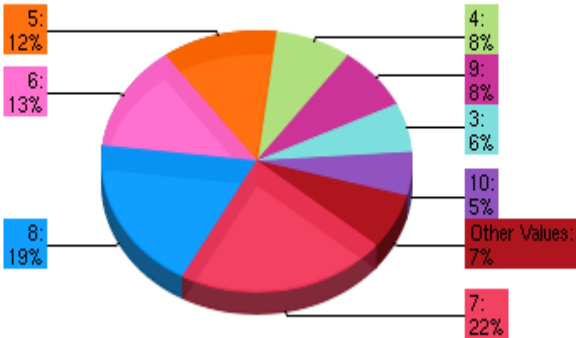
Generally speaking, would you say things in this country are heading in the right direction, or are they off on the wrong track?



Value	Count	Percent %
Right direction	434	39.6%
Wrong track	663	60.4%

Statistics	
Total Responses	1,097

All things considered, how satisfied are you with your life as a whole these days?



Value	Count	Percent %
1	38	3.5%
2	36	3.3%
3	67	6.1%
4	89	8.1%
5	132	12%
6	144	13.1%
7	240	21.8%
8	209	19%
9	86	7.8%
10	59	5.4%

Statistics	
Total Responses	1,100
Sum	6,907.0
Average	6.3
StdDev	2.20
Max	10.0

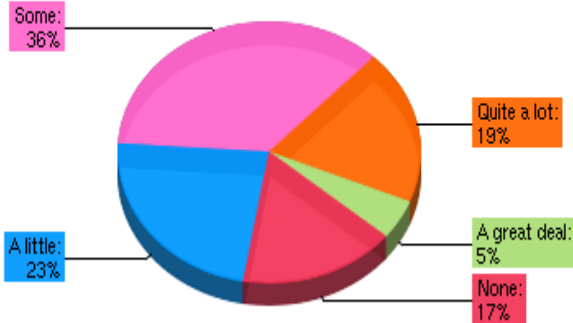
How would you rate the job this country's government is doing?



Value	Count	Percent %
1	175	15.9%
2	244	22.1%
3	335	30.4%
4	281	25.5%
5	68	6.2%

Statistics		
Total Responses		1,103
Sum		3,132.0
Average		2.8
StdDev		1.15
Max		5.0

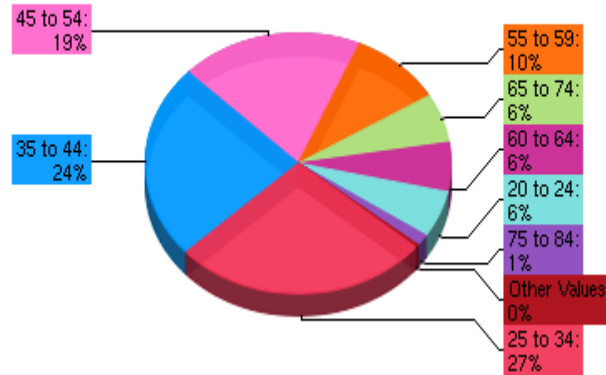
How much confidence would you have in the country's government?



Value	Count	Percent %
1	183	16.6%
2	256	23.3%
3	397	36.1%
4	210	19.1%
5	54	4.9%

Statistics	
Total Responses	1,100
Sum	2,996.0
Average	2.7
StdDev	1.10
Max	5.0

What is your age?

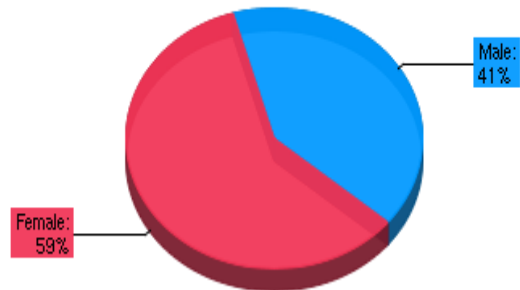


Value	Count	Percent %
1	2	0.2%
2	64	5.8%
3	297	27%
4	267	24.2%
5	213	19.3%
6	108	9.8%
7	67	6.1%
8	67	6.1%
9	15	1.4%
10	2	0.2%

Statistics

Total Responses	1,102
Sum	4,962.0
Average	4.5
StdDev	1.67
Max	10.0

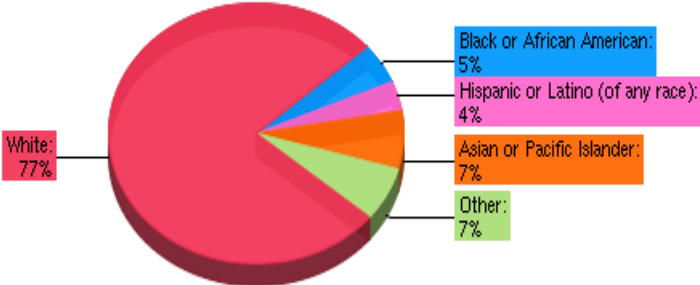
Are you ...



Value	Count	Percent %
1	644	59.4%
2	440	40.6%

Statistics	
Total Responses	1,084
Sum	1,524.0
Average	1.4
StdDev	0.49
Max	2.0

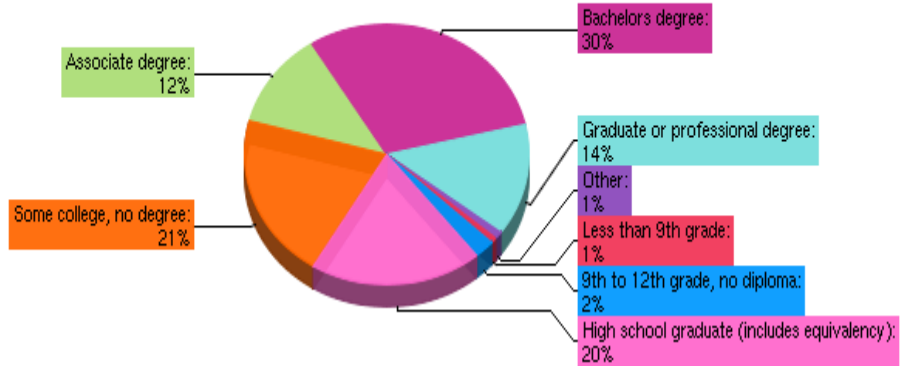
Do you consider yourself to be primarily ...



Value	Count	Percent %
1	842	77.4%
2	55	5.1%
3	40	3.7%
4	78	7.2%
5	73	6.7%

Statistics		
Total Responses		1,088
Sum		1,749.0
Average		1.6
StdDev		1.24
Max		5.0

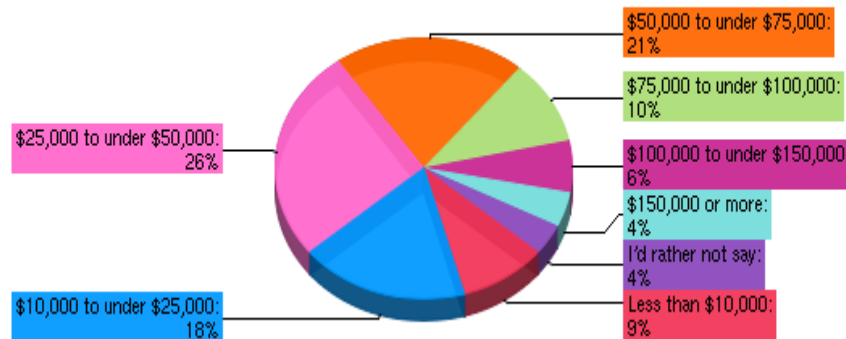
What is the last grade or class that you completed in school?



Value	Count	Percent %
1	8	0.7%
2	25	2.3%
3	213	19.5%
4	224	20.5%
5	131	12%
6	329	30.1%
7	152	13.9%
8	10	0.9%

Statistics	
Total Responses	1,092
Sum	5,366.0
Average	4.9
StdDev	1.50
Max	8.0

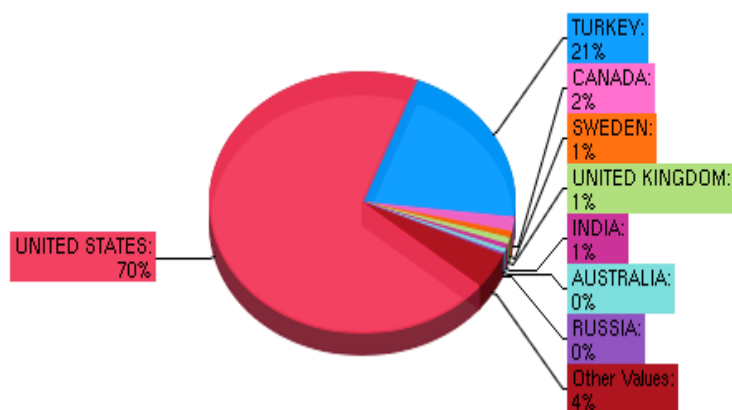
Last year, what was your total household income from all sources, before taxes?



Value	Count	Percent %
1	104	9.5%
2	201	18.3%
3	290	26.4%
4	230	20.9%
5	116	10.5%
6	70	6.4%
7	47	4.3%
8	42	3.8%

Statistics		
Total Responses		1,100
Sum		3,961.0
Average		3.6
StdDev		1.74
Max		8.0

What country do you live in?



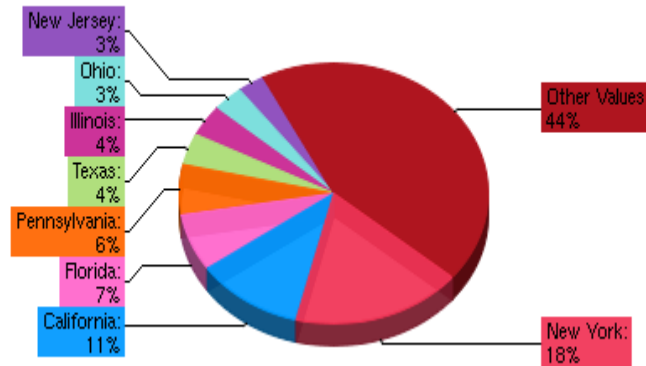
Value	Count	Percent %
UNITED STATES	764	69.8%
-----	1	0.1%
ALBANIA	1	0.1%
AMERICAN SAMOA	2	0.2%
ARGENTINA	1	0.1%
ARMENIA	1	0.1%
AUSTRALIA	6	0.5%
AZERBAIJAN	1	0.1%
BULGARIA	2	0.2%
CANADA	20	1.8%
CHILE	1	0.1%
COLOMBIA	1	0.1%
CYPRUS	3	0.3%
FINLAND	2	0.2%
FRANCE	1	0.1%
GREECE	1	0.1%
HONG KONG	1	0.1%
INDIA	7	0.6%
INDONESIA	1	0.1%

IRAQ	1	0.1%
IRELAND	1	0.1%
ITALY	2	0.2%
JAPAN	1	0.1%
MALAYSIA	2	0.2%
MALDIVES	1	0.1%
NETHERLANDS	1	0.1%
NEW ZEALAND	1	0.1%
NORWAY	1	0.1%
PANAMA	1	0.1%
PHILIPPINES	2	0.2%
PORTUGAL	1	0.1%
PUERTO RICO	2	0.2%
ROMANIA	2	0.2%
RUSSIA	3	0.3%
SINGAPORE	2	0.2%
SOUTH AFRICA	2	0.2%
SWEDEN	9	0.8%
SYRIA	1	0.1%
TURKEY	231	21.1%
TUVALU	1	0.1%
UNITED KINGDOM	9	0.8%

Statistics

Total Responses	1,094
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What state do you live in? (US residents only)

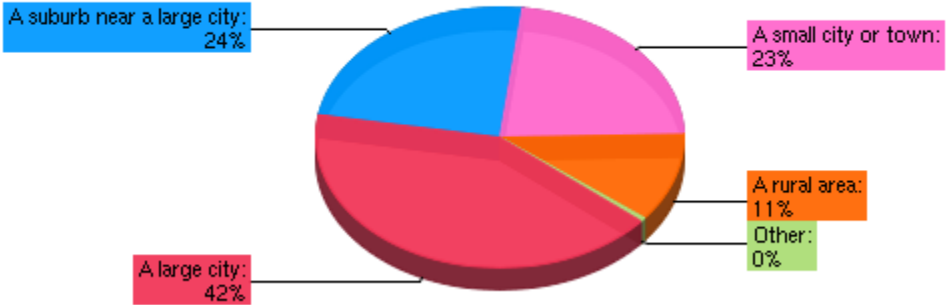


Value	Count	Percent %
Alabama	15	1.9%
Alaska	2	0.3%
Arizona	18	2.3%
Arkansas	5	0.6%
California	90	11.3%
Colorado	5	0.6%
Connecticut	7	0.9%
District of Columbia	1	0.1%
Florida	56	7.1%
Georgia	16	2%
Hawaii	1	0.1%
Idaho	4	0.5%
Illinois	30	3.8%
Indiana	17	2.1%
Iowa	4	0.5%
Kansas	4	0.5%
Kentucky	15	1.9%
Louisiana	12	1.5%
Maine	5	0.6%

Maryland	11	1.4%
Massachusetts	17	2.1%
Michigan	16	2%
Minnesota	11	1.4%
Mississippi	7	0.9%
Missouri	14	1.8%
Montana	3	0.4%
Nebraska	8	1%
Nevada	3	0.4%
New Hampshire	2	0.3%
New Jersey	23	2.9%
New Mexico	2	0.3%
New York	141	17.8%
North Carolina	21	2.6%
North Dakota	1	0.1%
Ohio	26	3.3%
Oklahoma	2	0.3%
Oregon	9	1.1%
Pennsylvania	49	6.2%
Rhode Island	2	0.3%
South Carolina	11	1.4%
South Dakota	1	0.1%
Tennessee	16	2%
Texas	31	3.9%
Utah	5	0.6%
Vermont	1	0.1%
Virginia	9	1.1%
Washington	12	1.5%
West Virginia	9	1.1%

Wisconsin	19	2.4%
Wyoming	4	0.5%
Statistics		
Total Responses		793

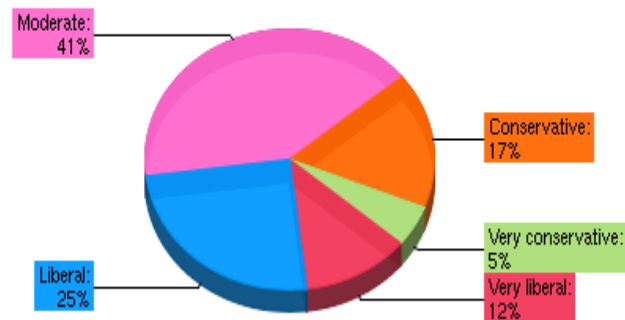
Would you describe the place where you live as ...



Value	Count	Percent %
1	455	41.7%
2	264	24.2%
3	248	22.7%
4	120	11%
5	5	0.5%

Statistics		
Total Responses		1,092
Sum		2,232.0
Average		2.0
StdDev		1.06
Max		5.0

In general, would you describe your political views as ...



Value	Count	Percent %
1	131	12%
2	271	24.8%
3	449	41.1%
4	185	16.9%
5	56	5.1%

Statistics	
Total Responses	1,092
Sum	3,040.0
Average	2.8
StdDev	1.03
Max	5.0