

GALLUP NEWS SERVICE

SATISFACTION WITH GOVERNMENT SERVICES

Results are based on telephone interviews with a random sample of ~2,020– national adults, aged 18+, living in all 50 states and the District of Columbia, conducted April 29-May 2, 2015. Each item in the survey was rated by a random half sample of respondents, approximately 1,000 respondents for each. For results based on these half samples of National Adults, the margin of error is ± 4 percentage points at the 95% confidence level.

Interviews are conducted with respondents on landline telephones and cellular phones, with interviews conducted in Spanish for respondents who are primarily Spanish-speaking. Each sample of national adults includes a minimum quota of 50% cell phone respondents and 50% landline respondents, with additional minimum quotas by time zone within region. Landline and cell phone numbers are selected using random digit dial methods. Landline respondents are chosen at random within each household on the basis of which member had the most recent birthday.

Samples are weighted to correct for unequal selection probability, non-response, and double coverage of landline and cell users in the two sampling frames. They are also weighted to match the national demographics of gender, age, race, Hispanic ethnicity, education, region, population density, and phone status (cell phone-only/landline only/both, cell phone mostly). Demographic weighting targets are based on the March 2014 Current Population Survey figures for the aged 18 and older U.S. population. Phone status targets are based on the January-June 2014 National Health Interview Survey. Population density targets are based on the 2010 census. All reported margins of sampling error include the computed design effects for weighting.

In addition to sampling error, question wording and practical difficulties in conducting surveys can introduce error or bias into the findings of public opinion polls.

1. Next, we are going to name some major areas the federal government handles. For each one, please say whether you are satisfied or dissatisfied with the work the government is doing. How about -- [RANDOM ORDER]?

EACH ITEM BASED ON APPROXIMATELY--1,000-- NATIONAL ADULTS; ±4 PCT PTS

<i>2015 Apr 29-May 2 (sorted by "satisfied")</i>	Satisfied	Dissatisfied
Mail delivery	90	9
National Parks and open space	73	24
Responding to natural disasters	71	27
Transportation	62	34
The nation's military and national defense	57	40
Agriculture and farming	55	38
Homeland security	53	45
Public housing and urban development	45	51
Energy policy	44	53
Health care	43	56
Environmental issues	40	57
Labor and employment issues	40	57
Job creation and economic growth	39	60
Criminal justice	35	63
Foreign affairs	35	61
Education	34	63
Veterans' issues	28	68
Immigration policy	24	73
The nation's finances	23	74
Poverty	16	81

FULL TRENDS: SATISFACTION WITH AREAS THE FEDERAL GOVERNMENT HANDLES

A. Agriculture and farming

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	55	38	7
2013 Jun 20-24	49	43	7
2005 Sep 12-15	56	38	6
2001 Sep 7-10	49	43	8

Q.1 (SATISFACTION WITH GOVERNMENT HANDLING) CONTINUED

B. Criminal justice

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	35	63	2
2013 Jun 20-24	42	55	2
2005 Sep 12-15	47	52	1
2001 Sep 7-10	40	57	3

C. Education

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	34	63	2
2013 Jun 20-24	33	65	1
2005 Sep 12-15	41	59	*
2001 Sep 7-10	38	60	2

D. Energy policy

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	44	53	3
2013 Jun 20-24	40	57	4
2005 Sep 12-15	27	71	2
2001 Sep 7-10	38	57	5

E. Environmental issues

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	40	57	3
2013 Jun 20-24	42	56	2
2005 Sep 12-15	48	51	1
2001 Sep 7-10	46	50	4

F. The nation's finances

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	23	74	4
2013 Jun 20-24	14	85	1
2005 Sep 12-15	23	76	1
2001 Sep 7-10	34	62	4

Q.1 (SATISFACTION WITH GOVERNMENT HANDLING) CONTINUED

G. Foreign affairs

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	35	61	4
2013 Jun 20-24	39	58	3
2005 Sep 12-15	41	58	1
2001 Sep 7-10	57	38	5

H. Health care

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	43	56	1
2013 Jun 20-24	29	70	1
2005 Sep 12-15	24	75	1
2001 Sep 7-10	27	71	2

I. Public housing and urban development

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	45	51	4
2013 Jun 20-24	42	52	6
2005 Sep 12-15	47	49	4
2001 Sep 7-10	49	43	8

J. Job creation and economic growth

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	39	60	1
2013 Jun 20-24	27	71	1
2005 Sep 12-15	39	60	1
2001 Sep 7-10	39	58	3

K. Labor and employment issues

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	40	57	3
2013 Jun 20-24	26	72	2
2005 Sep 12-15	44	54	2
2001 Sep 7-10	42	54	4

Q.1 (SATISFACTION WITH GOVERNMENT HANDLING) CONTINUED

L. The nation's military and national defense

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	57	40	3
2013 Jun 20-24	56	42	2
2005 Sep 12-15	59	40	1
2001 Sep 7-10	65	31	4

M. National Parks and open space

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	73	24	3
2013 Jun 20-24	68	26	5
2005 Sep 12-15	71	27	2
2001 Sep 7-10	64	31	5

N. Poverty

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	16	81	3
2013 Jun 20-24	19	80	1
2005 Sep 12-15	24	75	1
2001 Sep 7-10	26	71	3

O. Transportation

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	62	34	4
2013 Jun 20-24	57	38	5
2005 Sep 12-15	56	42	2
2001 Sep 7-10	65	29	6

P. Homeland security

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	53	45	2
2013 Jun 20-24	57	41	2
2005 Sep 12-15	50	49	1

Q.1 (SATISFACTION WITH GOVERNMENT HANDLING) CONTINUED

Q. Responding to natural disasters

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	71	27	2
2013 Jun 20-24	75	23	2
2005 Sep 12-15	33	66	1

R. Immigration policy

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	24	73	2
2013 Jun 20-24	26	72	2

S. Veterans' issues

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	28	68	4
2013 Jun 20-24	38	58	5

T. Delivering Mail

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No opinion</u>
2015 Apr 29-May 2	90	9	1