The Arkansas Poll, 2003
Summary Report

Presented by
The Diane D. Blair Center of
Southern Politics and Society

Dr. Janine A. Parry
Poll Director, Assistant Professor of Political Science
Dr. Will Miller
Director Policy Ph.D. Program, Associate Professor of Political Science
Dr. Bill Schreckhise
Assistant Professor of Political Science
Dr. Todd Shields
Chair and Associate Professor of Political Science
Director, Diane D. Blair Center of Southern Politics and Society

University of Arkansas,
Fayetteville, Arkansas

In collaboration with: Deborah W. Thomas, Associate Professor, Department of Accounting, University of Arkansas; Christina M. Ritsema, Assistant Professor, School of Management, Economics and Accounting, Hope College (Holland, MI); Tracy S. Manly, Assistant Professor, School of Accounting, University of Tulsa; and Jennifer Webb, Assistant Professor, Nann Miller, Assistant Professor, and M. Jean Turner, Associate Professor, all with the School of Human Environmental Sciences, University of Arkansas.

Arkansas Poll Website: http://plsc.uark.edu/arkpoll/

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*Percentages may not total 100 due to rounding
## Most Important Problem

<table>
<thead>
<tr>
<th>What do you think is the most important problem or issue facing people in Arkansas today?</th>
<th>Percent</th>
</tr>
</thead>
</table>
| • Education | 1999 12  
2001 12  
2003 24 |
| • Unemployment/Lack of Jobs | 1999 6  
2001 21  
2003 20 |
| • Health and Medical Insurance | 1999 4  
2001 4  
2003 8 |
| • The Economy | 1999 7  
2001 11  
2003 8 |
| • Low Wages | 1999 6  
2001 0  
2003 7 |
| • Taxes (too much/too high) | 1999 5  
2001 2  
2003 4 |
| • Drugs | 1999 6  
2001 3  
2003 3 |
| • Roads | 1999 2  
2001 1  
2003 2 |
| • Poverty | 1999 2  
2001 2  
2003 2 |
| • Morality/Family Breakdown | 1999 7  
2001 4  
2003 1 |
| • No Response | 1999 26  
2001 18  
2003 7 |

1 In odd-numbered years, the Arkansas Poll records the open-ended answers of respondents. In even-numbered years, respondents are asked to choose from the most frequently mentioned issues of the previous year.
Public Figure Approval Ratings

<table>
<thead>
<tr>
<th>Do you approve or disapprove of the way Mike Huckabee is handling his job as governor?</th>
<th>Approve</th>
<th>Disapprove</th>
<th>DK/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>66%</td>
<td>13%</td>
<td>21%</td>
</tr>
<tr>
<td>2000</td>
<td>69%</td>
<td>14%</td>
<td>17%</td>
</tr>
<tr>
<td>2001</td>
<td>70%</td>
<td>17%</td>
<td>13%</td>
</tr>
<tr>
<td>2002</td>
<td>50%</td>
<td>35%</td>
<td>15%</td>
</tr>
<tr>
<td>2003</td>
<td>47%</td>
<td>38%</td>
<td>16%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you approve or disapprove of the way Blanche Lincoln is handling her job as a U.S. Senator?</th>
<th>Approve</th>
<th>Disapprove</th>
<th>DK/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>46%</td>
<td>17%</td>
<td>37%</td>
</tr>
<tr>
<td>2000</td>
<td>51%</td>
<td>13%</td>
<td>36%</td>
</tr>
<tr>
<td>2001</td>
<td>50%</td>
<td>16%</td>
<td>35%</td>
</tr>
<tr>
<td>2002</td>
<td>55%</td>
<td>10%</td>
<td>35%</td>
</tr>
<tr>
<td>2003</td>
<td>52%</td>
<td>11%</td>
<td>37%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you approve or disapprove of the way George Bush is handling his job as president?</th>
<th>Approve</th>
<th>Disapprove</th>
<th>DK/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001</td>
<td>87%</td>
<td>9%</td>
<td>3%</td>
</tr>
<tr>
<td>2002</td>
<td>61%</td>
<td>32%</td>
<td>7%</td>
</tr>
<tr>
<td>2003</td>
<td>47%</td>
<td>46%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Public Service Evaluations

Now I'm going to mention some features or services in Arkansas. Please rate each one telling me if you are:  

<table>
<thead>
<tr>
<th>Very Satisfied / Satisfied</th>
<th>Dissatisfied / Very Dissatis’d</th>
<th>DK/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The present condition of roads and highways in our state</td>
<td>1999 31%</td>
<td>68%</td>
</tr>
<tr>
<td>2003 43%</td>
<td>57%</td>
<td>1%</td>
</tr>
<tr>
<td>• The quality of parks and recreation facilities in our state</td>
<td>1999 81%</td>
<td>14%</td>
</tr>
<tr>
<td>2003 87%</td>
<td>10%</td>
<td>3%</td>
</tr>
<tr>
<td>• Colleges and universities in our state</td>
<td>1999 84%</td>
<td>7%</td>
</tr>
<tr>
<td>2003 79%</td>
<td>11%</td>
<td>10%</td>
</tr>
<tr>
<td>• The public welfare system in our state</td>
<td>1999 36%</td>
<td>39%</td>
</tr>
<tr>
<td>2003 30%</td>
<td>50%</td>
<td>20%</td>
</tr>
<tr>
<td>• The K through 12th grade public schools in our state</td>
<td>1999 62%</td>
<td>22%</td>
</tr>
<tr>
<td>2003 50%</td>
<td>41%</td>
<td>9%</td>
</tr>
<tr>
<td>• The quality of state and local government services considering the taxes you pay</td>
<td>1999 43%</td>
<td>51%</td>
</tr>
<tr>
<td>2003 52%</td>
<td>44%</td>
<td>4%</td>
</tr>
</tbody>
</table>

* In 1999, this question referred to the public schools “in your community” in congruence with other local-level questions asked that year. The 2003 results consequently may not be comparable to earlier findings.
### Public Education Reform

<table>
<thead>
<tr>
<th>Idea</th>
<th>2002</th>
<th>2003</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increasing teachers’ salaries.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Strongly approve</td>
<td>41%</td>
<td>36%</td>
</tr>
<tr>
<td>• Approve</td>
<td>46%</td>
<td>48%</td>
</tr>
<tr>
<td>• Disapprove</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Using merit pay to award bonuses to teachers whose students perform well on state exams</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Strongly approve</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>• Approve</td>
<td>46%</td>
<td>45%</td>
</tr>
<tr>
<td>• Disapprove</td>
<td>28%</td>
<td>29%</td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Expanding access to state-funded pre-school education programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2002</td>
<td>19%</td>
<td>18%</td>
</tr>
<tr>
<td>• Approve</td>
<td>57%</td>
<td>61%</td>
</tr>
<tr>
<td>• Disapprove</td>
<td>16%</td>
<td>11%</td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>Improving school facilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2002</td>
<td>34%</td>
<td>31%</td>
</tr>
<tr>
<td>• Approve</td>
<td>55%</td>
<td>58%</td>
</tr>
<tr>
<td>• Disapprove</td>
<td>8%</td>
<td>6%</td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>2%</td>
<td>4%</td>
</tr>
<tr>
<td>Expanding the number of courses offered in high schools, especially college-prep courses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2003 only</td>
<td>32%</td>
<td></td>
</tr>
<tr>
<td>• Approve</td>
<td>56%</td>
<td></td>
</tr>
<tr>
<td>• Disapprove</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Expanding the use of mandatory testing to measure the performance of Arkansas students</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2003 only</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>• Approve</td>
<td>55%</td>
<td></td>
</tr>
<tr>
<td>• Disapprove</td>
<td>22%</td>
<td></td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Requiring that all high schools offer all core courses every year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2003 only</td>
<td>32%</td>
<td></td>
</tr>
<tr>
<td>• Approve</td>
<td>59%</td>
<td></td>
</tr>
<tr>
<td>• Disapprove</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>1%</td>
<td></td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Increasing the number of courses needed for high school graduation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2003 only</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>• Approve</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td>• Disapprove</td>
<td>37%</td>
<td></td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>Please tell me if you strongly approve, approve, disapprove, or strongly disapprove of the following methods of funding reforms in Arkansas schools…</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Increasing property taxes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2002</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>• Approve</td>
<td>26%</td>
<td></td>
</tr>
<tr>
<td>• Disapprove</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>21%</td>
<td></td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>• Increasing sales taxes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2002</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>• Approve</td>
<td>35%</td>
<td></td>
</tr>
<tr>
<td>• Disapprove</td>
<td>48%</td>
<td></td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>• Increasing income taxes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2002</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>• Approve</td>
<td>32%</td>
<td></td>
</tr>
<tr>
<td>• Disapprove</td>
<td>44%</td>
<td></td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>18%</td>
<td></td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>• adopting a state lottery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2002</td>
<td>22%</td>
<td></td>
</tr>
<tr>
<td>• Approve</td>
<td>36%</td>
<td></td>
</tr>
<tr>
<td>• Disapprove</td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>14%</td>
<td></td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>• cutting back in other government services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2003</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>• Approve</td>
<td>45%</td>
<td></td>
</tr>
<tr>
<td>• Disapprove</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>• consolidating small school districts into larger districts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 2002</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>• Approve</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td>• Disapprove</td>
<td>35%</td>
<td></td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>11%</td>
<td></td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>• 2003</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>• Approve</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>• Disapprove</td>
<td>35%</td>
<td></td>
</tr>
<tr>
<td>• Strongly disapprove</td>
<td>17%</td>
<td></td>
</tr>
<tr>
<td>• DK/Refused</td>
<td>7%</td>
<td></td>
</tr>
</tbody>
</table>
First, in general, would you say you favor stricter gun control, less strict gun control, or should no change be made to existing gun control laws?

<table>
<thead>
<tr>
<th>Year</th>
<th>Stricter</th>
<th>Less Strict</th>
<th>No Change</th>
<th>DK/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>50%</td>
<td>31%</td>
<td>15%</td>
<td>4%</td>
</tr>
<tr>
<td>2000</td>
<td>39%</td>
<td>15%</td>
<td>42%</td>
<td>4%</td>
</tr>
<tr>
<td>2001</td>
<td>36%</td>
<td>17%</td>
<td>44%</td>
<td>4%</td>
</tr>
<tr>
<td>2002</td>
<td>36%</td>
<td>15%</td>
<td>45%</td>
<td>4%</td>
</tr>
<tr>
<td>2003</td>
<td>38%</td>
<td>17%</td>
<td>42%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Do you favor laws that would make it more difficult for a woman to get an abortion, favor laws that would make it easier to get an abortion or should no change be made to existing abortion laws?

<table>
<thead>
<tr>
<th>Year</th>
<th>More Difficult</th>
<th>Easier</th>
<th>No Change</th>
<th>DK/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>45%</td>
<td>14%</td>
<td>32%</td>
<td>9%</td>
</tr>
<tr>
<td>2000</td>
<td>43%</td>
<td>11%</td>
<td>40%</td>
<td>6%</td>
</tr>
<tr>
<td>2001</td>
<td>46%</td>
<td>13%</td>
<td>35%</td>
<td>7%</td>
</tr>
<tr>
<td>2002</td>
<td>43%</td>
<td>13%</td>
<td>38%</td>
<td>6%</td>
</tr>
<tr>
<td>2003</td>
<td>47%</td>
<td>13%</td>
<td>33%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Generally speaking, do you usually think of yourself as a Republican, a Democrat, an Independent, or what?

<table>
<thead>
<tr>
<th>Year</th>
<th>Republican</th>
<th>Democrat</th>
<th>Indep’t</th>
<th>Other</th>
<th>DK/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>23%</td>
<td>35%</td>
<td>31%</td>
<td>4%</td>
<td>7%</td>
</tr>
<tr>
<td>2000</td>
<td>23%</td>
<td>36%</td>
<td>35%</td>
<td>0%</td>
<td>6%</td>
</tr>
<tr>
<td>2001</td>
<td>27%</td>
<td>33%</td>
<td>32%</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>2002</td>
<td>28%</td>
<td>33%</td>
<td>33%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>2003</td>
<td>24%</td>
<td>38%</td>
<td>31%</td>
<td>4%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Independents only: Do you think of yourself as closer to the Republican or Democratic Party?

<table>
<thead>
<tr>
<th>Year</th>
<th>Closer to Republican</th>
<th>Closer to Democrat</th>
<th>Just Indep’t</th>
<th>DK/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>33%</td>
<td>29%</td>
<td>34%</td>
<td>4%</td>
</tr>
<tr>
<td>2000</td>
<td>35%</td>
<td>25%</td>
<td>35%</td>
<td>5%</td>
</tr>
<tr>
<td>2001</td>
<td>29%</td>
<td>36%</td>
<td>31%</td>
<td>4%</td>
</tr>
<tr>
<td>2002</td>
<td>30%</td>
<td>32%</td>
<td>33%</td>
<td>4%</td>
</tr>
<tr>
<td>2003</td>
<td>33%</td>
<td>34%</td>
<td>33%</td>
<td>2%</td>
</tr>
</tbody>
</table>

How would you describe your views on most political matters? Generally, do you think of yourself as a liberal, moderate, or conservative?

<table>
<thead>
<tr>
<th>Year</th>
<th>Liberal</th>
<th>Moderate</th>
<th>Conserv’e</th>
<th>DK/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>14%</td>
<td>38%</td>
<td>38%</td>
<td>10%</td>
</tr>
<tr>
<td>2000</td>
<td>16%</td>
<td>36%</td>
<td>39%</td>
<td>9%</td>
</tr>
<tr>
<td>2001</td>
<td>17%</td>
<td>39%</td>
<td>38%</td>
<td>6%</td>
</tr>
<tr>
<td>2002</td>
<td>15%</td>
<td>39%</td>
<td>41%</td>
<td>5%</td>
</tr>
<tr>
<td>2003</td>
<td>17%</td>
<td>36%</td>
<td>39%</td>
<td>7%</td>
</tr>
</tbody>
</table>

In 1999, respondents were not offered a “no change” option; this response was recorded only if volunteered. This is the primary reason for the striking difference in gun control opinions for that year.
## Living Environment Alternatives for Older Arkansans

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>DK / Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’d like you to tell me if you strongly agree, agree, disagree, or strongly disagree with the following statements about living arrangements for older Arkansans…</td>
<td>17%</td>
<td>52%</td>
<td>19%</td>
<td>5%</td>
<td>7%</td>
</tr>
<tr>
<td>• If you develop health problems as you grow older, there are adequate support services to enable you to live in your own home as long as possible.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>17%</td>
<td>52%</td>
<td>19%</td>
<td>5%</td>
<td>7%</td>
</tr>
<tr>
<td>• There are affordable choices available to you if you are no longer able to live independently.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>9%</td>
<td>46%</td>
<td>27%</td>
<td>8%</td>
<td>11%</td>
</tr>
<tr>
<td>• You will have to relocate from your community to find appropriate care if you are no longer able to live independently.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4%</td>
<td>35%</td>
<td>43%</td>
<td>13%</td>
<td>5%</td>
</tr>
<tr>
<td>• You will depend upon Medicare to finance long term care if you are no longer able to live independently.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>14%</td>
<td>54%</td>
<td>21%</td>
<td>5%</td>
<td>6%</td>
</tr>
</tbody>
</table>

And, if you are unable to live in your own home later in life, how likely are you to…

<table>
<thead>
<tr>
<th>Question</th>
<th>Very Likely</th>
<th>Likely</th>
<th>Unlikely</th>
<th>Very Unlikely</th>
<th>DK / Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live with children or other relatives in Arkansas?</td>
<td>15%</td>
<td>28%</td>
<td>31%</td>
<td>24%</td>
<td>3%</td>
</tr>
<tr>
<td>Live with children or other relatives out of state?</td>
<td>12%</td>
<td>19%</td>
<td>37%</td>
<td>30%</td>
<td>3%</td>
</tr>
<tr>
<td>Relocate to a retirement community or facility?</td>
<td>14%</td>
<td>39%</td>
<td>27%</td>
<td>15%</td>
<td>5%</td>
</tr>
<tr>
<td>Relocate to a facility with medical care?</td>
<td>18%</td>
<td>47%</td>
<td>20%</td>
<td>9%</td>
<td>6%</td>
</tr>
</tbody>
</table>

## Life in Arkansas

Overall, do you feel that Arkansas is generally headed in the right direction or the wrong direction?

<table>
<thead>
<tr>
<th>Year</th>
<th>Right</th>
<th>Wrong</th>
<th>DK/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>72%</td>
<td>15%</td>
<td>12%</td>
</tr>
<tr>
<td>2001</td>
<td>78%</td>
<td>14%</td>
<td>8%</td>
</tr>
<tr>
<td>2002</td>
<td>69%</td>
<td>22%</td>
<td>9%</td>
</tr>
<tr>
<td>2003</td>
<td>63%</td>
<td>26%</td>
<td>11%</td>
</tr>
</tbody>
</table>

On a more individual level, would you say you are better off financially, worse off, or about the same compared to a year ago?

<table>
<thead>
<tr>
<th>Year</th>
<th>Better</th>
<th>About the Same</th>
<th>Worse</th>
<th>DK/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>37%</td>
<td>47%</td>
<td>16%</td>
<td>1%</td>
</tr>
<tr>
<td>2001</td>
<td>41%</td>
<td>39%</td>
<td>19%</td>
<td>1%</td>
</tr>
<tr>
<td>2002</td>
<td>33%</td>
<td>39%</td>
<td>27%</td>
<td>1%</td>
</tr>
<tr>
<td>2003</td>
<td>27%</td>
<td>45%</td>
<td>28%</td>
<td>1%</td>
</tr>
</tbody>
</table>

And, looking ahead, do you think that a year from now, you will be better off financially, worse off, or about the same as now?

<table>
<thead>
<tr>
<th>Year</th>
<th>Better</th>
<th>About the Same</th>
<th>Worse</th>
<th>DK/Refused</th>
</tr>
</thead>
<tbody>
<tr>
<td>1999</td>
<td>43%</td>
<td>46%</td>
<td>6%</td>
<td>1%</td>
</tr>
<tr>
<td>2001</td>
<td>41%</td>
<td>39%</td>
<td>19%</td>
<td>1%</td>
</tr>
<tr>
<td>2002</td>
<td>40%</td>
<td>45%</td>
<td>10%</td>
<td>5%</td>
</tr>
<tr>
<td>2003</td>
<td>35%</td>
<td>49%</td>
<td>12%</td>
<td>5%</td>
</tr>
</tbody>
</table>
# E-Government and On-Line Tax Filing

**Do you have Internet access in your home, workplace, both, or neither?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, home only</td>
<td>25%</td>
</tr>
<tr>
<td>Yes, work only</td>
<td>10%</td>
</tr>
<tr>
<td>Yes, both home and work</td>
<td>31%</td>
</tr>
<tr>
<td>Neither home nor work</td>
<td>33%</td>
</tr>
<tr>
<td>Don’t Know/Refused</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Have you ever visited the State of Arkansas website?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>35%</td>
</tr>
<tr>
<td>No</td>
<td>64%</td>
</tr>
<tr>
<td>Don’t Know/Refused</td>
<td>1%</td>
</tr>
</tbody>
</table>

**Have you ever transacted business, such as renewing car tags … through the State of Arkansas website?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>33%</td>
</tr>
<tr>
<td>No</td>
<td>67%</td>
</tr>
<tr>
<td>Don’t Know/Refused</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Did you file your federal and/or state tax returns electronically last year?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, both federal and state</td>
<td>37%</td>
</tr>
<tr>
<td>Yes, federal only</td>
<td>3%</td>
</tr>
<tr>
<td>Yes, state only</td>
<td>0%</td>
</tr>
<tr>
<td>No</td>
<td>51%</td>
</tr>
<tr>
<td>Don’t Know/Refused</td>
<td>7%</td>
</tr>
</tbody>
</table>

**What motivated you to file electronically?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convenience</td>
<td>35%</td>
</tr>
<tr>
<td>Faster refund</td>
<td>26%</td>
</tr>
<tr>
<td>Security</td>
<td>2%</td>
</tr>
<tr>
<td>A tax return preparer did it for you</td>
<td>38%</td>
</tr>
</tbody>
</table>

**Why didn’t you file electronically?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distrust of computer security</td>
<td>12%</td>
</tr>
<tr>
<td>Desire to postpone paying taxes owed</td>
<td>2%</td>
</tr>
<tr>
<td>Discomfort with computers</td>
<td>10%</td>
</tr>
<tr>
<td>Habit – I’ve always filed by mail</td>
<td>37%</td>
</tr>
<tr>
<td>I leave it to my CPA or tax preparer (volunteered response)</td>
<td>39%</td>
</tr>
</tbody>
</table>

**What would make you more likely to file electronically?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Free or lower filing cost</td>
<td>11%</td>
</tr>
<tr>
<td>More confidence in computer security</td>
<td>22%</td>
</tr>
<tr>
<td>Better access to a computer</td>
<td>7%</td>
</tr>
<tr>
<td>Better personal computer skills</td>
<td>10%</td>
</tr>
<tr>
<td>Nothing would make me more likely (volunteered response)</td>
<td>18%</td>
</tr>
</tbody>
</table>

**Did you file both federal and state tax returns electronically last year?**

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, both federal and state</td>
<td>49%</td>
</tr>
<tr>
<td>Yes, federal only</td>
<td>10%</td>
</tr>
<tr>
<td>Yes, state only</td>
<td>3%</td>
</tr>
<tr>
<td>No</td>
<td>34%</td>
</tr>
<tr>
<td>Don’t Recall/Refused</td>
<td>3%</td>
</tr>
</tbody>
</table>

Were you due a tax refund last year?

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, both federal and state</td>
<td>49%</td>
</tr>
<tr>
<td>Yes, federal only</td>
<td>10%</td>
</tr>
<tr>
<td>Yes, state only</td>
<td>3%</td>
</tr>
<tr>
<td>No</td>
<td>34%</td>
</tr>
<tr>
<td>Don’t Recall/Refused</td>
<td>3%</td>
</tr>
</tbody>
</table>
Between October 5th and October 13th, the Survey Research Center at the University of Arkansas dialed 6,696 randomly selected Arkansas telephone numbers. These attempts yielded 762 completed surveys. The remainder of the surveys were not completed for a variety of reasons, including the resident’s absence, a refusal to participate, a busy or disconnected line, or the resident’s ineligibility. Employing guidelines established by the American Association for Public Opinion Research, the poll’s cooperation rate was 33%. This figure reflects completed surveys as a percentage of all eligible individuals contacted. The survey’s margin of error is +/− 3 percent.

To assess the representativeness of the sample drawn for the poll, the Arkansas Poll team opts to publish what many polling organizations do not: a comparison of survey respondents’ key demographic characteristics to those of the state as a whole. This information is reported in the table below.

<table>
<thead>
<tr>
<th></th>
<th>2003 Arkansas Poll Sample</th>
<th>State of Arkansas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median Age Category (for 18+ pop.)</td>
<td>45-54 years of age</td>
<td>35-44 years of age</td>
</tr>
<tr>
<td>Average # persons per household</td>
<td>2.5</td>
<td>2.5</td>
</tr>
<tr>
<td>Marital Status</td>
<td>61% married</td>
<td>58% married</td>
</tr>
<tr>
<td>Gender</td>
<td>40% male</td>
<td>49% male</td>
</tr>
<tr>
<td>Educational Attainment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>high school graduates</td>
<td>89%</td>
<td>76%</td>
</tr>
<tr>
<td>college graduates</td>
<td>30%</td>
<td>17%</td>
</tr>
<tr>
<td>Median household income</td>
<td>$25,001-$35,000</td>
<td>$32,182</td>
</tr>
<tr>
<td>Race/Ethnicity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>White</td>
<td>82.4%</td>
<td>80.0%</td>
</tr>
<tr>
<td>Black or African American</td>
<td>9.4%</td>
<td>15.7%</td>
</tr>
<tr>
<td>Multi-Ethnic</td>
<td>2.6%</td>
<td>1.3%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>2.0%</td>
<td>3.2%</td>
</tr>
<tr>
<td>Native American</td>
<td>0.9%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Asian</td>
<td>0.4%</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

Source: All data from the Arkansas Poll or the U.S. Bureau of the Census, Census 2000.