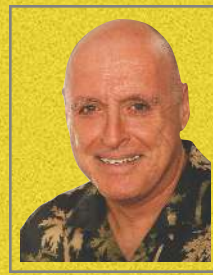


THE EXTRA POINT

BY JERRY ROBERTS



1111 What's Your Confidence Level?

For 30 years, The Gallup Organization has surveyed Americans on their confidence level in our major institutions, with the list including private as well as public. I'm Jerry Roberts, and we'll run down the results, next on The Extra Point.

Confidence in U.S. institutions is down. From June 1-20, The Gallup Organization asked people across the country how much confidence they had in our major institutions — a great deal, quite a lot, some, or very little. Here's what they said (in percentages):

The U.S. presidency:

Was 38 Now 23 Net: -15

The U.S. Supreme Court:

Was 36 Now 25 Net: -11

Banks:

Was 33 Now 27 Net: -6

The criminal justice system:

Was 20 Now 14 Net: -6

The police:

Was 51 Now 45 Net: -6

The medical system:

Was 44 Now 38 Net: -6

The church or organized religion:

Was 37 Now 31 Net: -6

The military:

Was 69 Now 64 Net: -5

Television news:

Was 16 Now 11 Net: -5

Newspapers:

Was 21 Now 16 Net: -5

Congress:

Was 12 Now 7 Net: -5

The public schools:

Was 32 Now 28 Net: -4

Big business:

Was 18 Now 14 Net: -4

Large technology companies:

Was 29 Now 26 Net: -3

Small business:

Was 70 Now 68 Net: -2

Organized labor:

Was 28 Now 28 Net: No change

As you might expect, the scores differed along political lines. I'll give you a few prime examples of that.

Small business scored 73 with Republicans, 69 with Independents, and 65 with Democrats.

The medical system scored 46 with the Democrats, 38 with Independents, and 31 with Republicans.

Television news had 20 with Democrats, but only 8 with both Republicans and Independents.

Democrats gave higher scores to the big tech companies, the criminal justice system, banks, and newspapers.

(Con't.)

Republicans went higher on church and religion by a wide margin, as well as big business.

Some scores pointed out how far apart the two political parties are on some issues.

Police: Republicans 67, Democrats 28
Public schools: Democrats 43, Republicans 13
The Unions: Democrats 41, Republicans 15

In general, Americans aren't happy with much of anything these days.

What can we do with all this? We can sit down with our team and ask a few questions.

1. How are we doing in the confidence game with our customers, our vendors, and our workers? If we don't know, should we find out? How can we find out?
2. Where can we improve?
3. How do we start?

Do this, and your own confidence will get a boost.

That's the Extra Point. Be responsible and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

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For information on training and consulting services with Jerry Roberts, please click this link: guamtraining.com

