



Privacy Trust Survey of the United States Government[®] An Executive Summary Presented by Ponemon Institute & The CIO Institute of Carnegie Mellon University

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Synopsis

Do U.S. citizens trust and believe that federal government organizations will safeguard the personal information they collect and use about them? To answer this question, we surveyed more than 6,300 adults throughout the country.

Our objective was to understand the comfort or level of confidence individuals have when they share their personal information with various U.S. government organizations known to collect and use the public's personal and household information. The following are the questions this study attempts to answer:

- Do we believe that the privacy commitments of federal governmental departments, agencies and commissions vary in discernable ways?
- Are there demographic factors that explain differences in our perceptions or beliefs about the privacy commitments of federal organizations?
- Do our beliefs about the importance of privacy influence what we think about the privacy commitments made by federal organizations?

Privacy Trust Survey

The Privacy Trust Survey was conducted by Ponemon Institute and sponsored by the CIO Institute at Carnegie Mellon University.

The survey requested individuals to indicate their beliefs about 60 U.S. government organizations that are known to collect and use personal information about the public. The set of government organizations presented in the survey were a subset of entities that were determined through pilot testing and with the assistance of an expert panel.

Many of the government organizations listed in the survey are affiliated with or are a subsidiary to other presented organizations. For instance the Transportation Security Agency (TSA) and the Department of Homeland Security (DHS) are listed as separate entries, even though TSA is part of DHS. This was done because subjects in the pilot test group saw TSA and DHS as two separate and distinguishable organizations for the purpose of privacy protection and data security. More than half of the 60 organizations were subsidiaries of other entities.

The instrument provided three possible responses for each federal entity presented, which are:

- **Yes** – I am confident that the U.S. government organization is committed to protecting the privacy of my personal information.
- **No** – I am not confident that the U.S. government organization is committed to protecting the privacy of my personal information.
- **Unsure** – I am not sure if the U.S. government organization is committed to protecting the privacy of my personal information.

The primary variable of interest is the Privacy Trust Score (PTS) for each one of the organizations or institutions listed on the survey instrument. The PTS is a calculated construct defined in percentage terms as Total Yes response divided by total number of yes and no responses (or sample size minus unsure or blanks).

Because several federal organizations were not known or recognized by the public, we also permitted individuals to leave entries blank. Blank responses were omitted from the privacy trust tabulations for a given organization. Also, entities that had more than a 25% blank response were eliminated from the total ranking process.

In addition to the primary research question, the survey included descriptive items designed to capture demographics or opinions about the importance of privacy.

In total, of the 60 U.S. organizations examined in our survey, 16 entities were omitted because of high blank response rates. Of the remaining 44 organizations, 13 entities achieved tied PTS scores (three organizations had three-way ties). Ranking based on PTS percentage scores ranged from one (1=highest) to thirty-one (31=lowest).

Survey Highlights

Here is a summary of the 10 most salient results of the study:

1. The overall average PTS result of 52%, coupled with a very high level of unsure responses (more than half of all responses), suggests that the general public holds a relatively low or negative impression of various federal government organizations that are presented in our survey.
2. Despite overall results, the U.S. Postal Service (USPS) achieved the highest privacy trust rating of 78% (and the lowest percentage of unsure responses). This result is consistent with earlier PTS findings that show the USPS with high PTS rankings.¹
3. The Department of Veteran Affairs (VA), Internal Revenue Service (IRS), Social Security Administration (SSA), and Federal Trade Commission (FTC) all enjoyed relatively high PTS results, with percentage yes responses greater than 70% of the overall response. Some, such as VA and SSA, had a relatively high unsure response rate.
4. The Office of the Attorney General and the Department of Justice experienced the lowest PTS ratings of 21% and 22%, respectively. In addition, the CIA, DHS, NSA and TSA received overall PTS ratings at or below the 30% level. It is also interesting to note that these five organizations had a high unsure response rate, suggesting that negative impressions or beliefs about privacy is driven by uncertainty about how these organizations collect and use the public's personal information.
5. On average, social welfare organizations achieve higher PTS than national security or defense organizations. With the exception of HUD and OSHA, health and benefit administration activities receive PTS ratings that are at or above the survey's overall average rating of 52%.
6. Respondents who report being victims of a privacy breach have markedly lower PTS ratings than those who did not experience such a breach. This finding, which is consistent with earlier research², suggests that individuals who feel victimized by a breach lose their sense of trust when dealing with all organizations.
7. The issues and concerns that were rated by subjects as having the most significant impact on their privacy trust was: loss of civil liberties (64%), surveillance into personal life (63%), and the monitoring of e-mail and Web activities (47%).
8. Over 83% of the sample acknowledged the privacy of their personal information at or above being "important to them."

¹ See 2003 Privacy Trust Survey ©: An Executive Summary Presented by Ponemon Institute & the CIO Institute of Carnegie Mellon University, Working Paper: October 31, 2003

²Ibid. Footnote 1.

9. U-shaped relationships exist between PTS and subjects' age and subjects' household income range. Both younger and older subjects appear to hold more positive PTS results than individuals in the middle age ranges. While less dramatic than age, individuals in the middle household income brackets (from \$61k to \$80k) have lower average PTS ratings than those with extremely low and extremely high household incomes, respectively.
10. Subjects with more education (college and post graduate) have slightly lower PTS results than those with high school or vocational school education.

The remainder of this paper summarizes our research method and provides survey results in tabular form. Despite limitations of our survey instrument and sampling method, it is our sincere hope that our study will shed light on the role that privacy plays on the public's perception of trust and commitment of U.S. governmental entities that are known to collect and use our information for a variety of legitimate reasons.

Caveats on the PTS Findings

There are inherent limitations to survey research that need to be carefully considered before drawing conclusions from sample findings. The following items are specific limitations that are germane to most perception-capture studies. If you have questions about our study, or about how specific results should be interpreted, please do not hesitate to contact Ponemon Institute (address and e-mail information provided at the end of the final section).

Non-Response Bias: The current findings are based on a sample of survey returns. In total, 33,305 surveys were sent to a representative sample of individuals (based on an "opted-in" mailing list) with 6,313 usable returned responses (or 19%). While tests of late responses were performed to assess non-response bias, it is always possible that individuals who did not participate are substantially different in terms of underlying beliefs from those who completed the instrument.

Sampling-Frame Bias: Because our sampling frame is a pre-selected mailing list, the quality of results is influenced by the accuracy of contact information and the degree to which the list is representative of the population of privacy savvy members of the public being studied. It is our belief that the current list was reasonably accurate at the time of sending out the survey. The researcher acknowledges that the results may be biased by media coverage of public events at the time of the study³.

Extrapolated Behavioral Data: The current instrument allowed individuals to use a fixed response variable to disclose current beliefs about their perceptions. Our analyses relied on self-assessed results. While there was no indication that this procedure created bias or error, the extrapolation behavioral data from a fixed response variable needs to be considered as a potential limitation when interpreting results.

Unmeasured Demographics: To keep the survey concise and focused, we decided to omit other normatively important demographic variables from our analyses. The extent to which omitted variables might explain survey findings cannot be estimated at this time.

Self-Reported Results: The quality of survey research is based on the integrity of confidential responses received from subjects. While certain checks and balances can be incorporated into the survey process, there is always the possibility that a subject did not provide a truthful response.

³ At the time of this study, the media reported a major privacy breach concerning the sharing of personal information for national intelligence activities and criminal probes of famous celebrities.

Survey Methods

The survey was developed with the goal of collecting confidential information from a representative cross-section of individuals in the United States. The researcher wanted to limit the number of survey items so that it took no more than 15 minutes, on average, to complete. It was believed that a concise survey would result in a higher response rate and better quality of results. The researcher also decided to use Web and paper-based surveys, rather than one channel alone, to provide subjects the most convenient method to encourage completion.

To keep the survey form short, items were carefully limited to only those factors that were deemed to be crucial to research objectives. Hence, key items focused on individual perceptions about governmental organizations or institutions that collect and use personal information. Other descriptive items were selected to explore key relationships between privacy trust perceptions (PTS) and key demographic variables.

A first draft of the survey instrument was developed in early October 2003. Several learned privacy experts were asked to list the most relevant federal government entities that should be included in our instrument. The main criterion for inclusion was the expert's belief that the listed organization collects and uses sensitive or non-public personal information about individuals or households. In total, the aggregated list contained 102 unique federal organizations or institutions (of which 53 were not overlapping entities such as TSA and DHS discussed earlier).

After creating the list, a pilot study was convened composed of a representative cross-section of target subjects to review and refine the list of 102 government entities. Two opinion criteria were used to prioritize organizations for the survey, including: (1) level of privacy concern about the organization's use of personal information and (2) belief that the organization collects and uses personal information about them or their families. From these criteria, organizations were ranked from highest to lowest in priority, and the top 60 entities were selected for inclusion in the instrument.

A second draft instrument with 60 government entities was developed and edited for clarity. This revised draft of the instrument was tested with a random sample of 305 adults in Arizona (location of the Institute) to determine understandability and ease of use. After making minor changes, the survey was finalized in early November 2003.

The survey utilized a framing technique to ensure that individual responses were aligned on the same definitions for personal information and privacy commitment. The actual framing used within the survey instrument is described as follows:

- Personal information – information about yourself and your family. This information includes name, address, telephone numbers, e-mail address, Social Security number, other personal identification numbers, access codes, age, gender, income and tax information, travel information, account activity and many other pieces of data about you.
- Privacy commitment – an obligation by the specified government organization to keep your personal information safe and secure. This includes the commitment not to share your personal information without a just cause or without obtaining your consent to do so.

In total, the survey contained 10 items (including the dependent variable that asked subjects to rate 60 different organization types), all using a fixed-format design. Because survey information was highly sensitive, the researcher provided assurance about ensuring complete confidentiality. No personally identifiable information was collected.

Once completed, the survey was administered to a national (U.S.) list of targeted participants based on a fixed-cluster sampling plan. Assurances were provided that all names in the sampling frame were pre-screened in terms of an "opt-in" to receive the research instrument. Only the researcher and outside Web survey contractor had access to the list of names.

A few days before the actual mailing, an announcement from the researcher was sent to all targeted participants, requesting their full participation in this important study. The letter or e-mail announcement requested subjects to complete the instrument on or before December 19, 2003 (about three weeks after receiving the two page form).

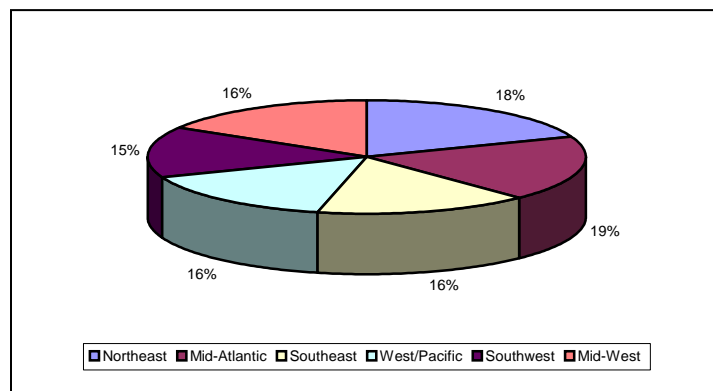
Upon completion of the survey, each returned instrument was measured against specific tests for validity and reliability. In total, 224 returned surveys were rejected based on incomplete or inconsistent responses. Table 1 provides a recap of sample response over more than 3 weeks with final results showing a 19% net response rate.

Table 1: Sample Statistics	Subjects	Pct%
Total Number in Sample Frame	33,305	100%
Response + 1 week	3,201	10%
Response + 2 weeks	1,647	5%
Response + 3 weeks	1,298	4%
Response > 3 weeks	391	1%
Total Number Responded	6,537	20%
Unusable or Rejected Surveys	224	1%
Sample Size	6,313	19%

To assess non-response bias, the researcher employed a late response testing method using the mail clearing date stamp or e-mail internal run time. The results of this test show no differences in the pattern of survey information provided by subjects over time. In addition, the researcher conducted informal telephone interviews with a representative group of members from the sample frame to assess their reaction to the survey and to ask them if they participated. Albeit a non-scientific test, there were no apparent differences in between those who said they participated and those who did not.⁴

The following pie chart shows the distribution by six regions. The Northeast and Mid-Atlantic regions had the largest number of responses and the Southwest had the lowest number of subjects. All major regions of the United States are represented in this study, and subjects represent 32 of 50 states.

Region of the US	Sample
Northeast	1,210
Mid-Atlantic	1,172
Southeast	1,004
West/Pacific	983
Southwest	916
Mid-West	1,028
Total	6,313



⁴ There were various reasons suggested during the debriefing interviews for not participating in the study – most notably, insufficient time or no recall of receiving of the survey from the researcher.

To improve the quality of survey results, certain governmental agencies were removed from the overall rating process because these organizations had a high blank response rating (indicating that subjects did not recognize the listed entity). Following are the 16 governmental organizations contained in the survey instrument but omitted from ranking based on a total blank percentage rate at or higher than 25%.

Omitted Government Organizations	Blank	Pct%
Department of Energy	1,554	25%
Federal Bureau of Prisons	1,631	26%
Federal Communications Commission(FCC)	1,815	29%
Equal Employment Opportunities Commission	2,125	34%
Federal Aviation Administration(FAA)	2,480	39%
Center for Disease Control & Prevention	2,521	40%
Governmental Auditing Organization (GAO)	2,684	43%
Office of Management & Budget	2,758	44%
Criminal Records Database(NCIC)	3,501	55%
General Services Administration (GSA)	3,520	56%
Administration on Aging	3,676	58%
DARPA	4,243	67%
FINCEN–Money Laundering Records	4,312	68%
Defense Intelligence Agency	4,370	69%
Consumer Product Safety Board	4,669	74%
Administration for Children & Families	4,885	77%

Demographics: Slightly more females (51%) than males (49%) participated in the study, with median age range of 39.5 years (above the national average). Household income self-reported by subjects was about \$80k (based on range value), which is slightly lower than the national average. Differences in subjects' overall privacy trust scores by household income range are presented in the next section.

Results:

The main findings of the study are reported in Table 2. It shows the percentage of subjects, in ascending order from the highest privacy trust score to the lowest trust score. In total, 44 different federal government organizations had sufficient responses to calculate a PTS rating and rank. As reported, several organizations have tied PTS percentages and, hence, were assigned equal ranks.

RK	Table 2: Privacy Trust Rankings of 44 Federal Organizations	PTS	Yes	No
1	United States Postal Service	78%	3,890	1,112
2	Department of Veteran Affairs (VA)	76%	2,799	899
3	Internal Revenue Service	75%	3,649	1,209
4	Social Security Administration	70%	1,871	806
4	Federal Trade Commission (FTC)	70%	800	351
5	Bureau of Consumer Protection	68%	1,009	466
5	National Institutes of Health	68%	937	436
6	Federal Court System	67%	1,060	511
7	Census Bureau	66%	887	465
8	Military (Army, Navy, Air Force, Marines)	62%	988	612
9	Bureau of Labor Statistics	62%	1,091	680
10	Federal Emergency Management Agency	58%	1,002	713
10	AMTRAK	58%	974	711
11	Department of Commerce	57%	894	662
12	Department of Health & Human Services	56%	1,136	895
13	Small Business Administration	55%	281	229
13	Department of Education	55%	939	769
14	Food & Drug Administration (FDA)	54%	405	346
15	Environmental Protection Agency (EPA)	53%	650	567
16	Selective Services	52%	1,235	1,151
16	Office of Student Financial Assistance Program	52%	751	702
17	Secret Service	51%	449	424
17	Department of State	51%	1,152	1,089
17	Department of Defense	51%	704	681
18	Federal Elections Commission	50%	656	660
18	Department of Transportation	50%	410	413
19	Department of Agriculture	49%	374	383
20	National Institute of Corrections	49%	816	840
21	Occupational Safety & Health Administration	48%	516	550
21	Coast Guard	48%	529	566
21	Passport Services & Information	48%	924	1,019
22	Customs & Border Protection	45%	872	1,048
22	Department of the Treasury	45%	460	567
23	Department of Housing & Urban Development	42%	843	1,149
23	Federal Bureau of Investigation (FBI)	42%	755	1,045
24	Immigration and Customs Enforcement	40%	565	835
25	Bureau of Citizenship & Immigration	39%	577	908
26	Drug Enforcement Agency (DEA)	38%	582	963
27	Transportation Security Administration	30%	907	2,078
28	National Security Administration (NSA)	29%	563	1,401
29	Department of Homeland Security	27%	718	1,946
29	Central Intelligence Agency (CIA)	27%	669	1,831
30	Department of Justice	24%	826	2,570
31	Office of the Attorney General	22%	564	2,005
	Overall Average	52%	835	783



In general, findings suggest that the subjects hold a net unfavorable view of the privacy commitment of various governmental organizations included in our survey. Specifically, the average PTS rating is 52% -- suggesting that a large number of respondents are not confident that the governmental organizations listed in the survey were committed to protecting privacy.

Despite overall findings, the U.S. Postal Service achieved the highest privacy trust rating of 78%, which is consistent with an earlier national privacy trust survey that examined 26 business and government entities. Also achieving very high privacy trust ratings were: Department of Veteran Affairs (PTS=76%), Internal Revenue Service (PTS=75%), Social Security Administration (PTS=70%), and Federal Trade Commission (PTS=70%).

In sharp contrast, the Office of the Attorney General and the Department of Justice experienced the lowest PTS ratings of 21% and 22%, respectively. In addition, the CIA, DHS, NSA and TSA received overall PTS ratings at or below the 30% level.

On average, social welfare organizations achieve higher PTS than national security, law enforcement or military defense organizations. With the exception of HUD and OSHA, health and benefit administration activities receive PTS ratings that are at or above the survey's overall average rating of 52%. Similarly, with the exception of the IRS, all national security and law enforcement activities are below the mean.

Table 3 reports the percentage unsure responses (%U) for the 44 organizations ranked above. In the context of the present survey, unsure responses are the primary measure of uncertainty with respect to how a specific organization collects and protects the public's personal information.

Rank	Table 3: Percent Unsure Response and PTS Quartile Analysis for 44 Federal Organizations	PCT%U	PTS	QTL%
1	United States Postal Service	13%	78%	
3	Internal Revenue Service	22%	75%	
16	Office of Student Financial Assistance Program	25%	52%	
27	Transportation Security Administration	28%	30%	
2	Department of Veteran Affairs (VA)	32%	76%	
29	Central Intelligence Agency (CIA)	33%	27%	
30	Department of Justice	38%	24%	
4	Social Security Administration	39%	70%	
29	Department of Homeland Security	42%	27%	
18	Federal Elections Commission	43%	50%	
28	National Security Administration (NSA)	45%	29%	
31	Office of the Attorney General	46%	22%	Q1=47%
16	Selective Services	46%	52%	
10	AMTRAK	48%	58%	
11	Department of Commerce	50%	57%	
13	Department of Education	50%	55%	
9	Bureau of Labor Statistics	51%	62%	
25	Bureau of Citizenship & Immigration	53%	39%	
12	Department of Health & Human Services	55%	56%	
21	Passport Services & Information	55%	48%	
20	National Institute of Corrections	56%	49%	
5	National Institutes of Health	56%	68%	Q2=50%
7	Census Bureau	59%	66%	
21	Occupational Safety & Health Administration	59%	48%	
23	Department of Housing & Urban Development	60%	42%	
17	Department of State	60%	51%	
22	Customs & Border Protection	60%	45%	
23	Federal Bureau of Investigation (FBI)	61%	42%	
10	Federal Emergency Management Agency	61%	58%	
24	Immigration and Customs Enforcement	61%	40%	
15	Environmental Protection Agency (EPA)	62%	53%	

Rank	Government Organization-Continued	PCT%U	PTS	QTL%
6	Federal Court System	62%	67%	
4	Federal Trade Commission (FTC)	64%	70%	Q3=54%
26	Drug Enforcement Agency (DEA)	65%	38%	
8	Military (Army, Navy, Air Force, Marines)	65%	62%	
17	Department of Defense	67%	51%	
14	Food & Drug Administration (FDA)	68%	54%	
5	Bureau of Consumer Protection	69%	68%	
17	Secret Service	70%	51%	
21	Coast Guard	73%	48%	
13	Small Business Administration	74%	55%	
22	Department of the Treasury	74%	45%	
19	Department of Agriculture	78%	49%	
18	Department of Transportation	81%	50%	Q4=53%
	Overall Average	56%	52%	

As can be seen, there is marked variation in the percentage of unsure responses across the 44 ranked federal government organizations. USPS achieves the lowest unsure percent at 13%, followed by the IRS at 22%. Department of Transportation has the highest uncertainty level exceeding 81% of total responses. Department of Agriculture (%U=78%), Department of Treasury (%U=74%), Small Business Administration (%U=74%), and United States Coast Guard (%U=73%) also have very high unsure response rates.

To determine the relationship between uncertainty and privacy trust scores, the above table also reports quartile means by percentage unsure responses (%U). The analysis shows that the lowest quartile for unsure responses (quartile 1) also has the lowest average PTS at 47%. Higher average PTS scores at 54% and 53%, respectively, are reported for the bottom two quartiles. Despite these differences, the association between uncertainty and PTS rating is not statistically significant.

Table 4 reports sample results by the gender of participating subjects, showing slight PTS rating differences. Men appear to have a higher average PTS than women (52% versus 51%). These differences are not significant.

Table 4 PTS Scores and Sample Percentage by Gender				
	PTS	Total	PCT%	
Female	51%	3,231	51%	
Male	52%	3,082	49%	
Total	52%	6,313	100%	

Table 5 reports sample results by the self-reported political affiliation of subjects. On average, Independents had the lowest PTS rating of (48%), suggesting that they held a more negative impression of government's commitment to privacy than the two major parties. Democrats had a slightly lower PTS rating (51%) versus Republicans (54%).

Table 5 PTS Scores and Sample Percentage by Reported Political Affiliation				
	PTS	Total	PCT%	
Republican	54%	2,641	42%	
Democrats	51%	2,798	44%	
Independent/Other	48%	874	14%	
Average	52%	6,313	100%	

Table 6 reports average PTS rating based on a survey item asked subjects to rate the importance of privacy to them. Interestingly, the vast majority of subjects rated privacy as either important (64%) or very important (19%). Individuals who rated privacy as very important had the lowest PTS at 42%, while those who rated privacy as not important had the highest PTS at 64%.

Table 6 PTS Scores and Sample Percentage by Importance of Privacy	PTS	Total	PCT%
Very Important	42%	1,176	19%
Important	52%	4,027	64%
Not Important	64%	611	10%
No Comment	54%	499	8%
Total	52%	6,313	100%

Table 7 reports average PTS ratings based on a survey question that asked subjects to state whether or not they were the victims of a privacy breach. About 20% of the sample classified themselves as being victims of a privacy breach. On average, these individuals had significantly lower PTS ratings (28%) than those who did not classify themselves as victims (58%). This finding suggests the possibility that people who feel harmed by privacy abuses become “jaded” about the commitments of governmental organizations that they deal with (and not just the organization or institution that harmed them).

Table 7 PTS Scores and Sample Percentage by Question about being a Victim of a Privacy Abuse	PTS	Total	PCT%
Victim	28%	1,263	20%
Not Victim	58%	4,103	65%
Unsure	50%	947	15%
Total	52%	6,313	100%

Table 8 reports sample results by self-reported age range of participating subjects. As can be seen, there appears to be a U-shape curve between age and PTS ratings. Both younger and older subjects appear to hold a more positive view of government’s privacy commitment than individuals in the middle age ranges. Individuals between 46 and 55 years of age (PTS = 40%) seem to hold the most negative view of government’s privacy commitment. In sharp comparison, individuals above age 75 have very high PTS ratings at 69%.

Table 8 PTS Scores and Sample Percentage by Age Range	PTS	Total	PCT%
Age 18 to 25	60%	440	7%
Age 26 to 35	53%	1,390	22%
Age 36 to 45	52%	1,309	21%
Age 46 to 55	40%	1,327	21%
Age 56 to 65	52%	1,266	20%
Age 66 to 75	67%	509	8%
Above Age 75	69%	72	1%
Average	52%	6,313	100%

Table 9 reports sample results by self-reported annual household income levels. As shown, individuals in the income range of \$61k to \$80k appear to hold the most negative impressions as indicated by an overall average PTS rating of 47%. Individuals in the highest income bracket above \$200k appear to hold the highest PTS rating of 53%.

Table 9 PTS Scores and Sample Percentage by Household Income Range	PTS	Total	PCT%
Income < 20k	52%	316	5%
Income 20k to 40k	51%	1,050	17%
Income 41k to 60k	57%	1,290	20%
Income 61k to 80k	47%	1,455	23%
Income 81k to 100k	52%	1,236	20%
Income 101k to 150k	49%	303	5%
Income 151k to 200k	50%	528	8%
Income > 200k	53%	135	2%
Average	52%	6,313	100%

Table 10 reports education levels of responding subjects. It shows that individuals with high school education have the highest average PTS rating at 66% as compared to all other subjects. In contrast, individuals with post graduate or doctoral education have much lower PTS results, Results suggest that individuals with advanced educational backgrounds hold a more negative impression about how the U.S. government collects and uses the public's personal information.

Table 10 PTS Scores and Sample Percentage by Education	PTS	Total	PCT%
High School	66%	1,461	23%
Vocational	54%	1,290	20%
College (4 yr)	45%	2,343	37%
Post Graduate	43%	918	15%
Doctorate	45%	301	5%
Average	52%	6,313	100%

The final table examines the issues that concerned subjects most if their personal information was violated or breached by a federal government organization.

Table 11 Privacy Issues & Concerns	Total	PCT%
Theft of your identity	1,212	19%
Theft of your personal assets	1,009	16%
Sharing with state and local government	1,970	31%
Sharing with non-governmental organizations	2,146	34%
Monitoring of e-mail and Web activities	2,995	47%
Surveillance into personal life	4,001	63%
Loss of civil liberties	4,058	64%
None of the above	2,102	33%



According to Table 11, the issues and concerns that were rated by subjects as having the most significant impact on their privacy trust of the U.S. government organizations listed on the survey instrument include: the loss of civil liberties (64%), surveillance into personal life (63%), and the monitoring of e-mail and Web activities (47%). In addition, more than 30% of subjects expressed concern about sharing of personal information between federal organizations with non-governmental organizations (such as businesses), as well as with state and local governments.

About the CIO Institute

The Chief Information Officer (CIO) Institute at Carnegie Mellon University is a leading source of continuing education for CIO's and senior information technology professionals who come from the public sector, private industry as well as non-profit institutions. The Institute provides concentrated professional education programs created by Carnegie Mellon's world class faculty and other top business leaders. The Institute offers certificate programs in a variety of subject areas and allows Federal CIO Certificate participants to earn credits toward select Carnegie Mellon master degrees. Enrollment information can be obtained at <http://cioi.web.cmu.edu/> or by calling 412-268-4656.

About Ponemon Institute

The Ponemon Institute is a "think tank" dedicated to advancing responsible information management practices in business and government. To achieve this objective, Ponemon Institute conducts independent research to promote best practice, to educate leaders from the private and public sectors, and to verify the privacy and data protection practices of organization. The Institute is headquartered in Tucson, Arizona. For more information, visit www.ponemon.org or contact us at (520) 290-3400, e-mail research@ponemon.org or visit www.ponemon.org.