



State *of the* State Courts

// 2019 POLL

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National Center for State Courts

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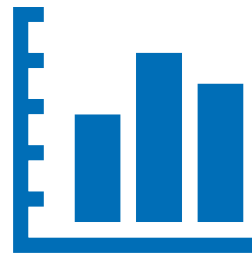


**Chief Justice Bridget
Mary McCormack**
Michigan



Jesse Rutledge
NCSC

// METHODOLOGY



What: NCSC Nationwide Online Survey

Who: Conducted by GBAO Strategies

When: November 18-23, 2019

Polled: 1,000 Registered Voters

Stats: MOE +/- 3.1% 19 times out of 20

// KEY FINDINGS



Topline **public trust figures for courts and other institutions are lower than last year**, but numbers for many of the attributes underpinning public trust remain solid.



Voters are **more concerned about the opioid epidemic** than in an earlier survey, and courts can draw on effective messages to advocate for greater federal funding to combat it.



The public, and especially younger Americans, **rely heavily on online news and social media** as sources of information.



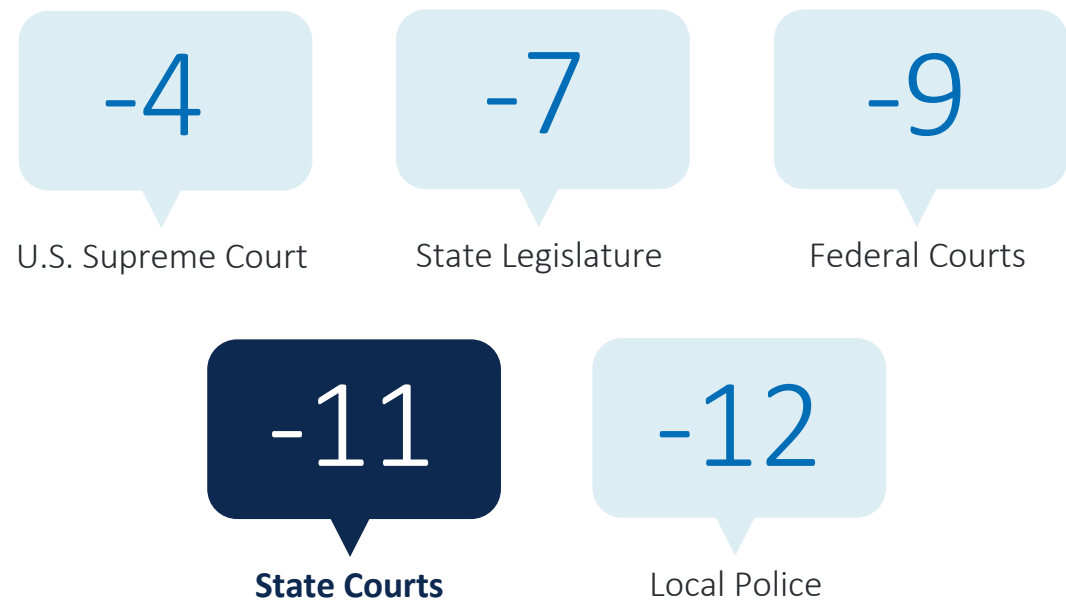
Those who are older, and who have higher levels of education, are particularly concerned about **disinformation campaigns that target the justice system**. Winning this battle will require finely-tuned messaging.

// **FIGURE 1**

Confidence in most institutions—state courts included—is down from 2018.

Q: “Please indicate how much confidence you have in each institution.”

Percent reduction in those saying they have either a great deal of confidence or some confidence compared to 2018 survey.

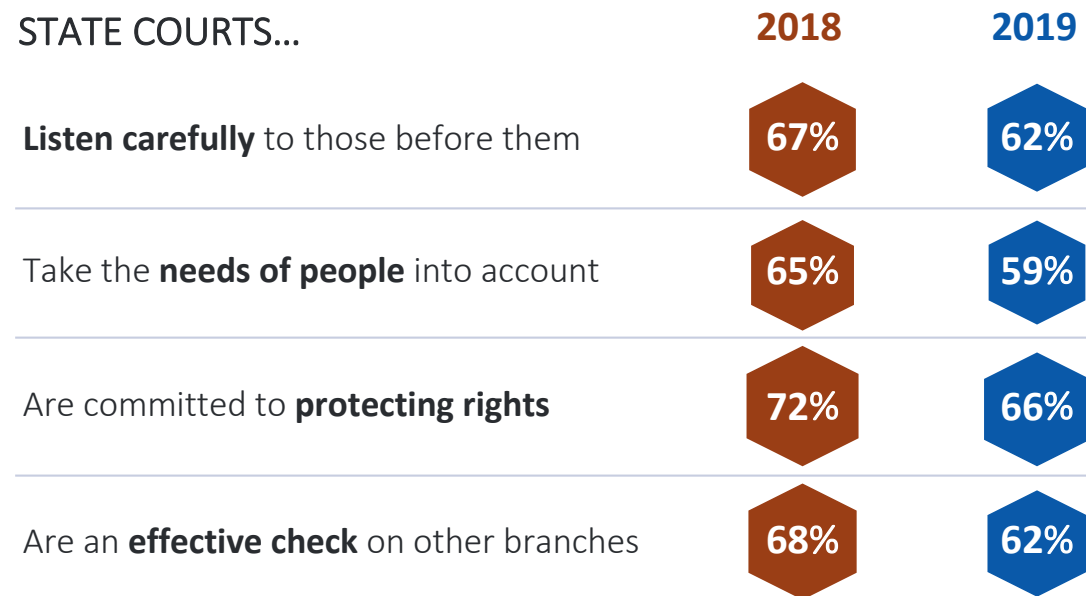


// FIGURE 2

Though still strong, underlying attributes are graded lower, too.

Q: “Please indicate whether you agree or disagree with each statement.”

Percent saying they somewhat or strongly agree.



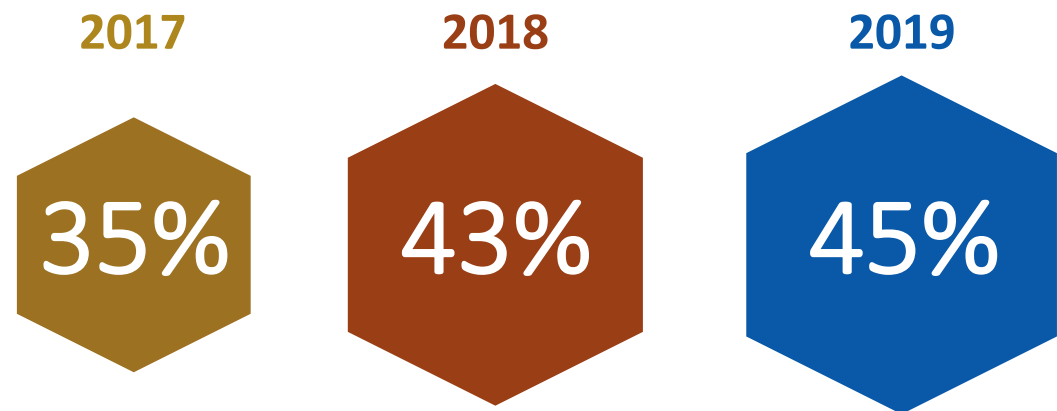
Figures adjusted to remove respondents who answered “don’t know.”

// **FIGURE 3**

There is a positive on a key question about community engagement.

Q: “In general, judges in (STATE) courts reflect the values of our communities and understand the challenges facing the people who appear in their courtrooms.”

Percent saying they agree.



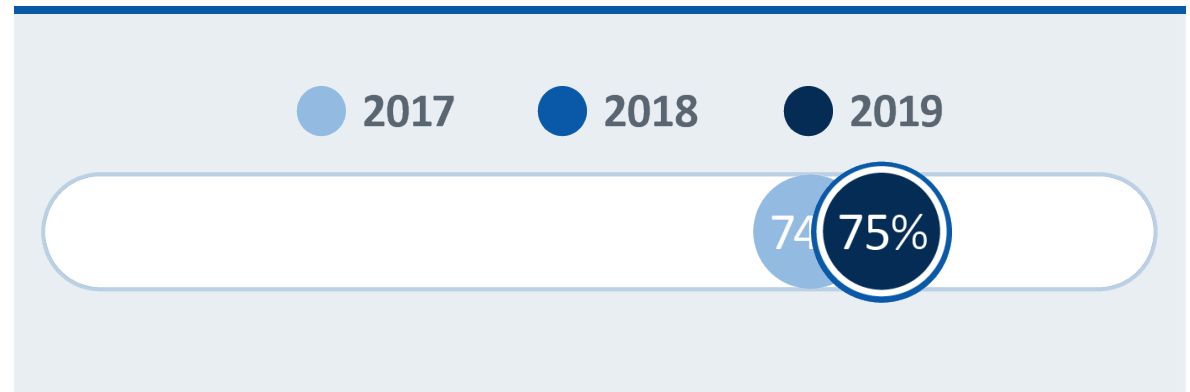
Figures adjusted to remove respondents who answered “don’t know.”

// FIGURE 4

Procedural fairness—measured only by those who reported dealing with the court system—continues to be a high point of court performance.

Q: “Regardless of the outcome, were you satisfied with the fairness of the process in your dealings with the court system?”

Percent who reported feeling satisfied with their experience.



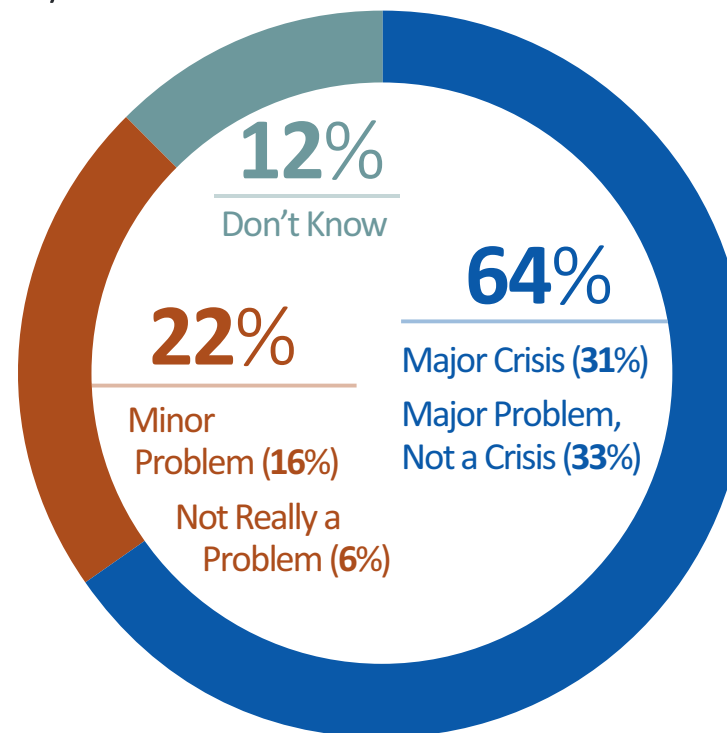
(N=774 who reported they had been party to a family matter; or had been to court for a traffic or parking ticket; or had been involved in any way in a criminal case; or had filed a case, or had had one filed against them)

Figures adjusted to remove respondents who answered “don’t know.”

// **FIGURE 5**

Nearly 2 out of 3 Americans see the opioid epidemic as a major problem or a crisis.

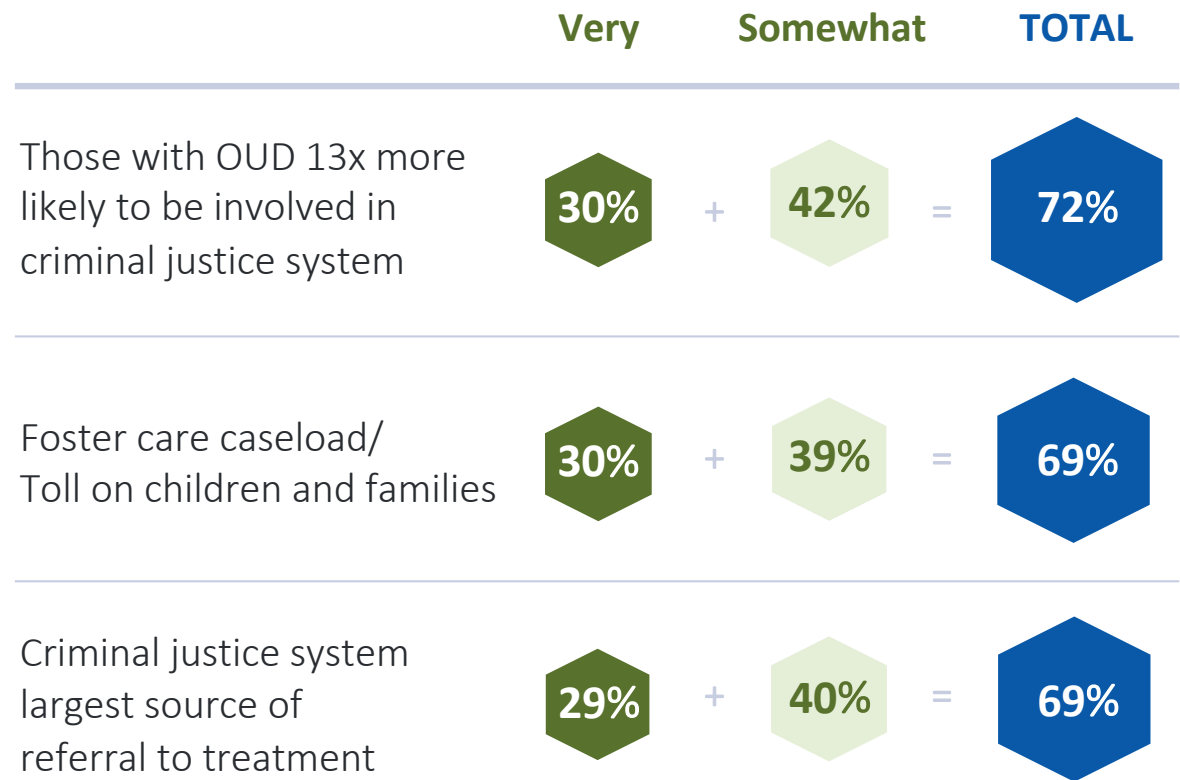
Q: “Now let me ask you about an issue that has increasingly been in the media lately. How would you characterize the issue of opioid abuse in your local community?”



// FIGURE 6

Courts can offer persuasive arguments for more federal funding to fight the opioid crisis.

Q: “Please indicate how convincing you find this statement.”

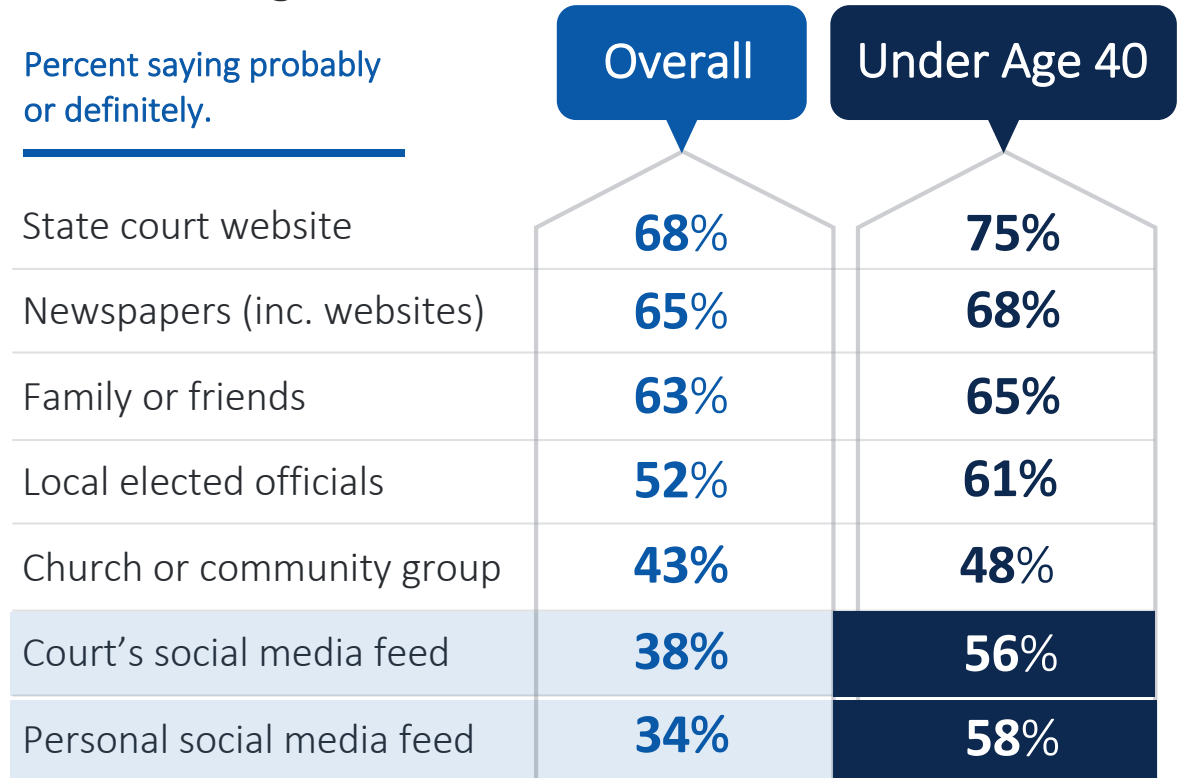


// FIGURE 7

When gathering information about courts, most Americans would turn to websites; but younger voters are much more likely to turn to social media.

STATE OF THE STATE COURTS

Q: “If you were looking for more information on the state courts, how likely would you be to turn to each of the following?”



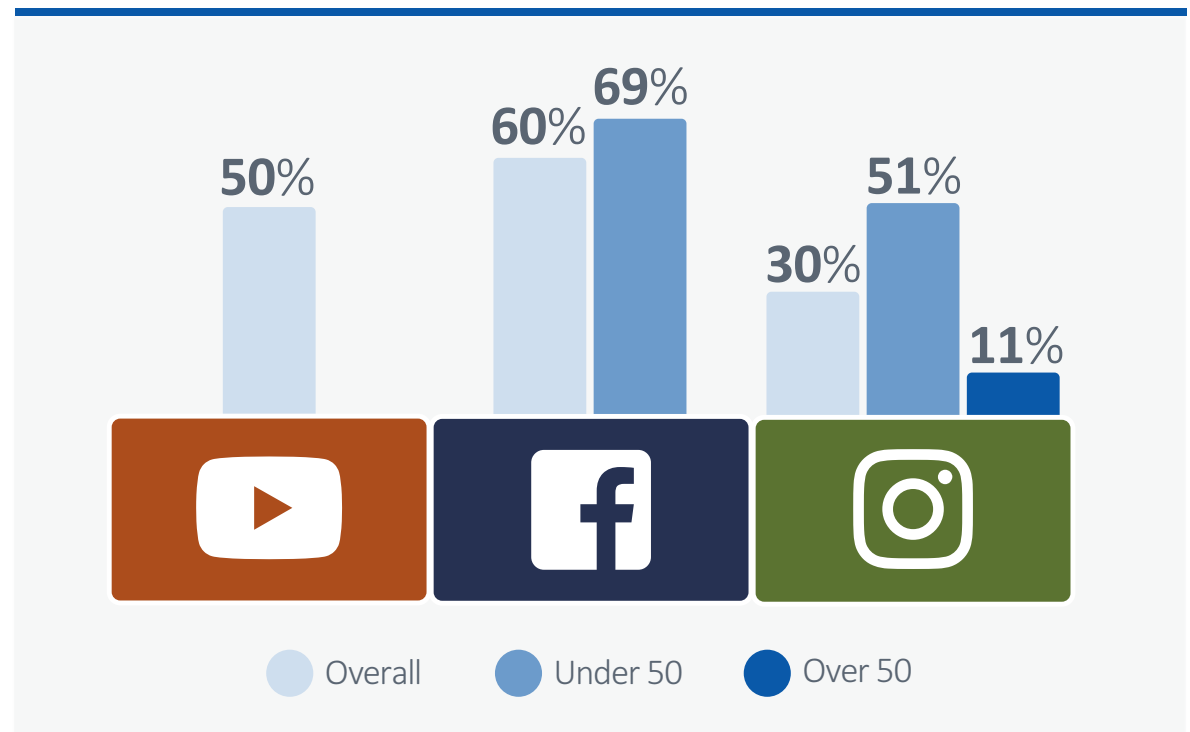
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// **FIGURE 7B**

Social media usage varies by platform—and by other demographic characteristics.

Q: “How often do you use each of the following social media platforms?”

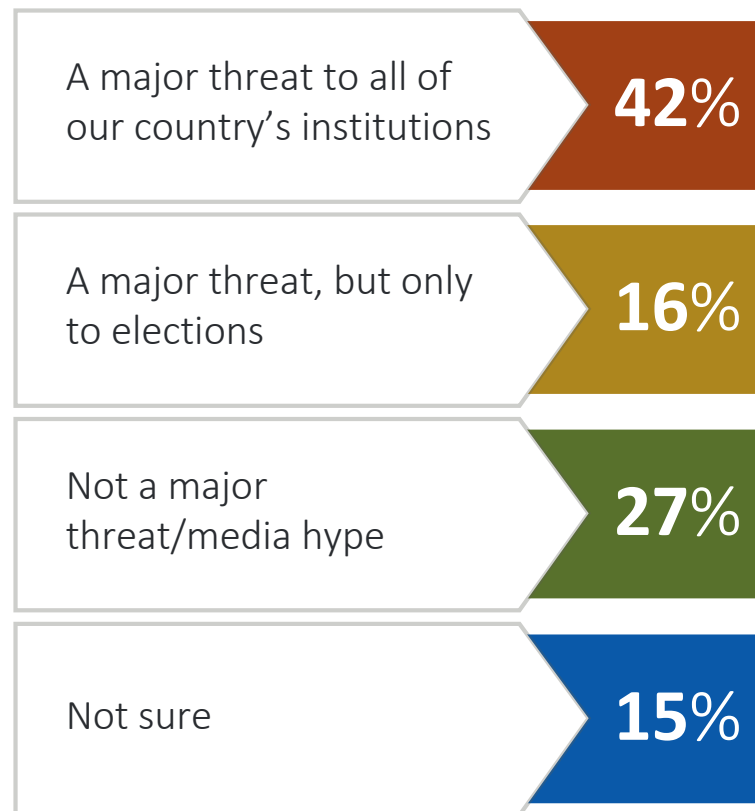
Percentage saying they use this social media platform daily or weekly.



// FIGURE 8

Most are familiar with foreign influence and disinformation, but opinion on its impact is mixed.

Q: “Which of the following statements comes closest to your understanding about this issue?”



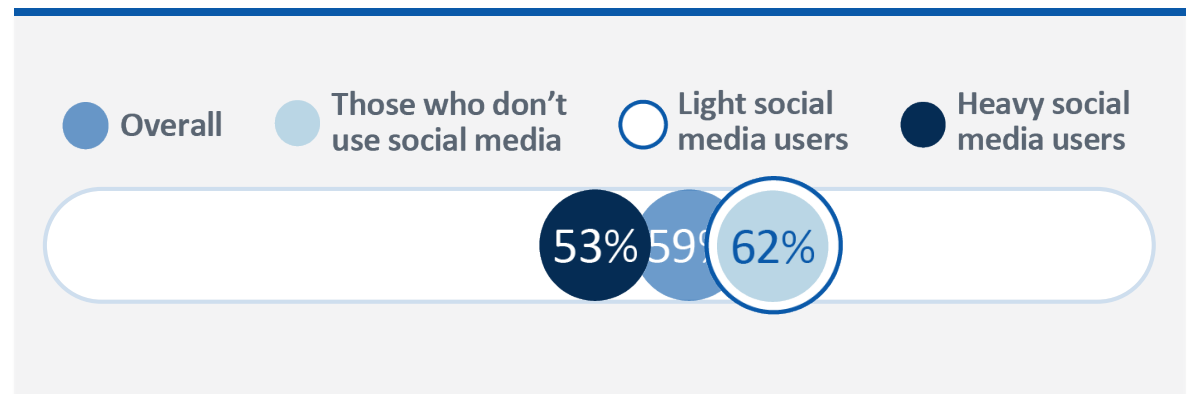
For those with a college degree, and those over age 50, **this number rises to 48%**

// FIGURE 9

There is a strong argument in favor of deleting posts from inauthentic accounts.

Q: “While free speech is important, foreign governments and Internet trolls do not have the same free speech rights as U.S. citizens.”

Percentage choosing the statement above, rather than a free speech argument.

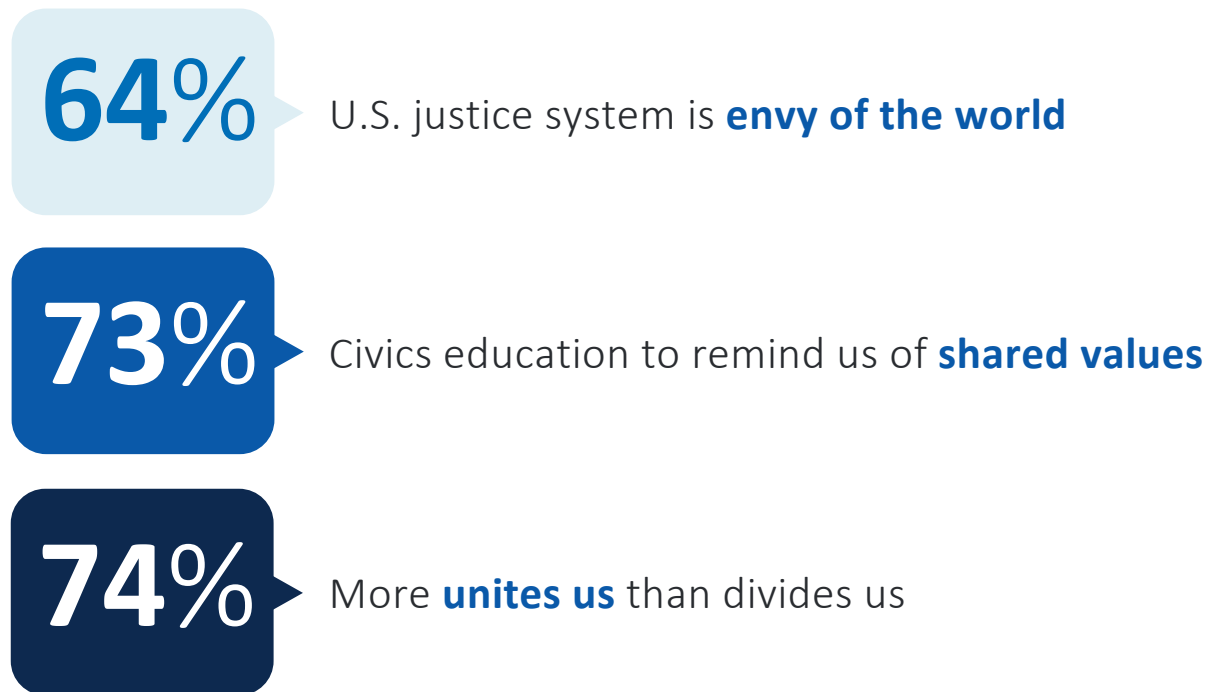


// FIGURE 10

Appeals to fight disinformation should focus on shared values.

Q: “Please indicate how convincing you find each statement.”

Percentage saying somewhat or very convincing.





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For more information, visit:

ncsc.org/2019survey