

Public Opinion Poll

On the Government of Dr. Marouf Al Bakheta a year and a half after its formation

Public Opinion Polling Unit

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Introduction

The Center for Strategic Studies at the University of Jordan has conducted a public opinion poll to measure the performance of the government of Dr. Bakhet a year and a half after its formation. The poll was carried out from 30/5 to 3/6/2007. The size of the *national sample* was 983 respondents, while the sample size of the *public "Opinion Leaders"* sample was 601 respondents that were divided along the seven categories, as shown in table (1).

Table (1) Breakdown of "Opinion Leaders" by category

Group	Completed	Refusals	Total
Business people (CEO or GD of companies)	71	29	100
Political party leaders (highest executive committee of each party)	99	1	100
Professionals (lawyers, engineers, medical doctors, dentists, pharmacists, geologists, nurses, agricultural engineers)	82	18	100
Media (writers, artists, journalists)	86	14	100
Leaders of professional associations, trade unions and NGOs	92	8	100
High ranking state officials (former ministers, directors general, MPs, senators, former security officers, tribal and camp leaders)	88	12	100
University professors	83	17	100
Total	601	99	700

The aim of this poll was to identify the trends of Jordanian public opinion on the performance of Dr. Bakhet's government in the first year and a half, especially related to the its ability to solve the problems and issues assigned to it in the letter of designation. Also, the poll measured the public's assessment of key problems Jordan currently faces that "the government must deal with immediately."

This report consists of four sections. The first section addresses the general expectations and evaluations of opinion on the performance of the government as compared to the previous governments since 1996. This section also includes the results of all polls that have been conducted for every government (including formation, 100 days, 200 days, one year, one year and a half, two years after formation). To be able to properly observe the direction of Jordanian public opinion toward governments, we have calculated the percentage of respondents that believe that the government "will be highly successful" in carrying out its responsibilities, as well as the percentages of those who believe that the government "has not been successful in carrying out its responsibilities since its formation" in all previous polls.

The second section presents a general comparison of respondents' evaluations between the performance of each individual prime minister, each of the ministers (with the exception of the prime minister), and each government generally (both prime ministers and ministerial team). This section calculates the mean into a percentage for the three questions relating to the prime minister, the government, and the ministerial team, in order to observe the trend of public opinion in Jordan over time.

The third section compares current opinion of the Bakhet government's performance in addressing the specific issues assigned to it to the public's evaluation in the one year poll, the 200 days poll, the 100 days poll and the poll conducted upon its formation.

The fourth section examines the main problems currently facing Jordan that the government must immediately address. This also includes citizens' perceptions of the financial/economic status of their family during the past three years.

Section I: General Evaluation of Governments

In comparing the results of this poll to the results of all previous polls, we find that there has been a **steady but varying decline** in the percentage of respondents who believe that the governments have been successful "to a large extent" in carrying out their responsibilities after formation. On the other hand, there is a **gradual but varying increase** in the percentage of respondents, from both the national sample and the "Opinion Leaders" sample, who believe that governments **have not been successful at all** in carrying out their **responsibilities**. (This applies to the polls conducted 100 days, 200 days, a year, a year and half and two years following the formation of the governments) as shown in figure (1).

20.0% of the **national sample** respondents stated that this government has been successful "to a large extent" in carrying out its responsibilities. This percentage is slightly higher than that recorded in the polls conducted 100 days, 200 days, and one year. Yet, it is still substantially lower (statistically) than the percentage of respondents who expected the government to succeed "to a large extent" in the public opinion poll on the government formation, as Table (2) indicates.

Table (2) Percentage of respondents in the **national sample and "Opinion Leaders" sample** who stated that the government has been successful, to a large extent, in shouldering its responsibilities

	Poll after one and a half year in office %	Formation poll %	Poll after 100 days in office %	Poll after 200 days in office %	Poll after one year in office %
National	20	30	18	18	16
"Opinion Leaders"	28	26	27	24	20

In regard to the "Opinion Leaders" sample, 28.0% of **the respondents** stated that the government has been able "to a large extent" to carry out its responsibilities, compared to 20% in the poll conducted one year following its formation, 24% in the poll conducted 200 days following its formation and 27% in the poll conducted 100 days following its formation. 26% expected the government to be successful "to a large extent" when it was first formed. It is noticeable that the percentage of "Opinion Leaders" respondents who stated that the government is successful "to a large extent" in carrying out its responsibilities is slightly higher than that of those who expected the government to be successful "to a large extent" in the government formation poll, as shown in figure (1) and table (2).

There has been a noticeable rise in the percentage of respondents who believe that the government **"has not been successful at all" in fulfilling its responsibilities** (according to the polls conducted 100 days, 200 days, one year and a year and a half after formation), compared to the percentage that think the government "will not succeed" upon formation, as shown in figure (2).

In this poll, the percentage of **national sample** respondents who believe that Dr. Al Bakhet's government "has not been successful at all" was 11%, compared to 14% in the poll conducted one year after formation, 13% in the poll conducted 200 days after formation and 16% in the poll conducted 100 days after formation. This percentage is still higher than the

7% of those who anticipated that the government will not be successful at all according to the government formation poll.

The percentage of “**Opinion Leaders**” respondents who believe that the Bakhiet government “has not been successful in carrying out its responsibilities” was 10%, which is slightly higher than that recorded in the polls conducted one year and those conducted 200 days after formation (9%), and the poll conducted one year following the formation (7%). Still, it is twice the percentage of those who anticipated that the government will not succeed at all (5%) in the government formation poll, as shown in Table (3).

Table (3) Percentage of respondents in the **national sample** and “**Opinion Leaders**” **sample**, who stated that the government has not been successful at all in carrying out its responsibilities by opinion poll

	Poll after year and half in office %	Formation poll %	Poll after 100 days in office %	Poll after 200 days in office %	Poll after one year in office %
National	11	7	16	13	14
“Opinion Leaders”	10	5	7	9	9

With regard to the level of confidence people have in successive governments, the trend has remained the same, as shown in Figure (1). The national sample continues to show a lack of confidence in governments in general. This lack of confidence could increase more—with the current government as well as with future governments—if the government does not implement policies that deal with the priorities of Jordanians, i.e. unemployment, rising cost of living, and poverty. As will be explained in later sections, citizens view these as the most significant problems currently facing Jordan and thus requiring immediate attention by the government.

The confidence gap between the Jordanian citizens and their government can be seen through two measures:

The first is that the percentage of those who expected this government and the previous governments to be successful (since the Center started to conduct opinion polls) **was higher in government formation polls than in the polls conducted subsequently** (after 100 days in office, 200 days, one year and a year and a half).

The second measure is by studying the respondents’ evaluation of this government’s performance in addressing the specific issues identified as priorities by citizens, which was negative.

To reflect this change, there must be a substantial increase in the evaluation of the government, the Prime Minister and the ministerial team, in any poll, in order to meet or exceed the initial expectations of success. There should also be a substantial increase in the evaluation of the government performance in addressing the specific issues (third section) assigned to it, and those which respondents identified as the government’s priorities.

Figure 1

The percentage of respondents reporting the government "will succeed", or "has been successful" to a great extent in shouldering its responsibilities in the two samples between 1996-2007

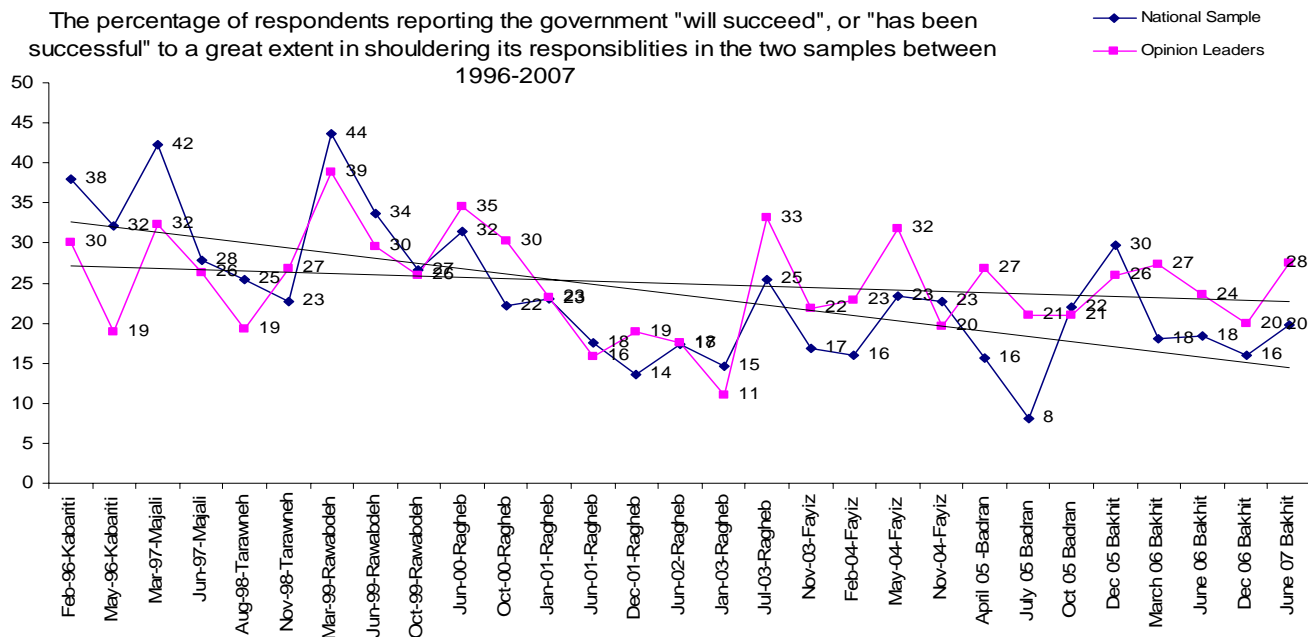
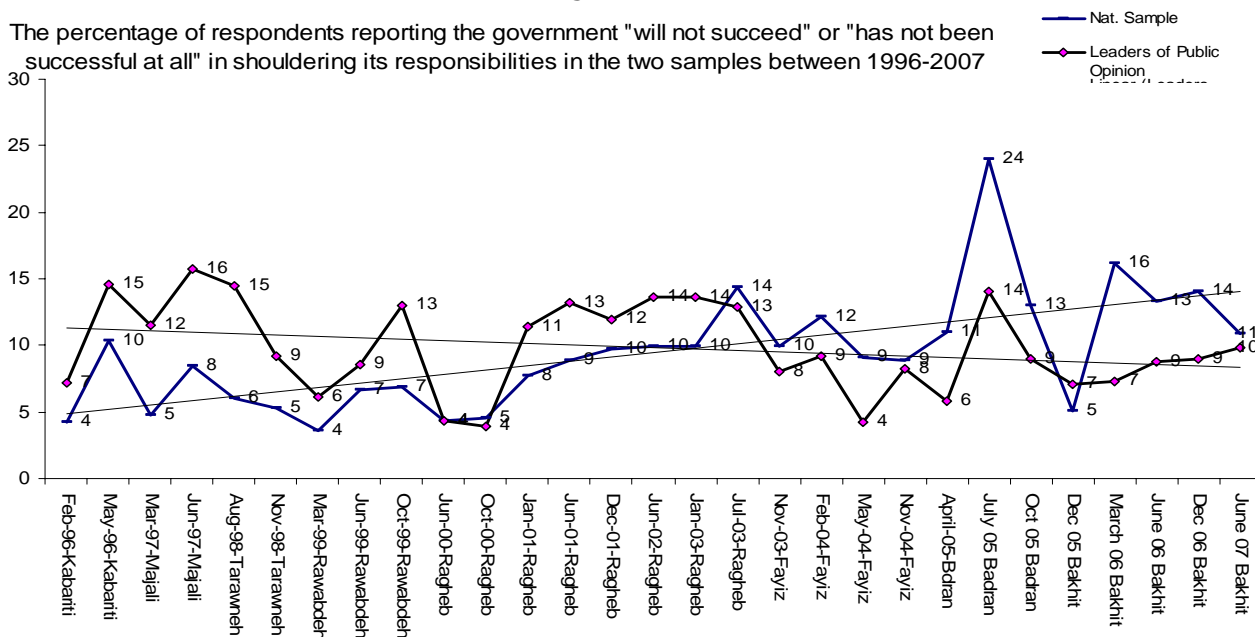


Figure 2

The percentage of respondents reporting the government "will not succeed" or "has not been successful at all" in shouldering its responsibilities in the two samples between 1996-2007



Section II: General Evaluation of Prime Minister, Government and Ministerial Team

The evaluation of the Prime Minister's government and the rest of the ministers (the ability to shoulder their responsibilities a year and a half later) has **slightly improved** in the national sample as compared to the results of previous polls. The results were closer to those of the poll conducted 200 days following formation. However, this **evaluation is still low** compared to the expectations for success in the government formation poll.

The evaluation of the performance of the Prime Minister has **slightly declined** in the "Opinion Leaders" sample, compared to the results of previous polls. The evaluation of the performance of the government and the ministerial team has **slightly improved** in the "Opinion Leaders" sample, compared to the results of the poll conducted one year after

formation. The evaluation of the performance of the Prime Minister, the government and the ministerial team in this poll is still **below expectations of success in the government formation poll**.

The following is a detailed explanation of this point in both samples:

National Sample

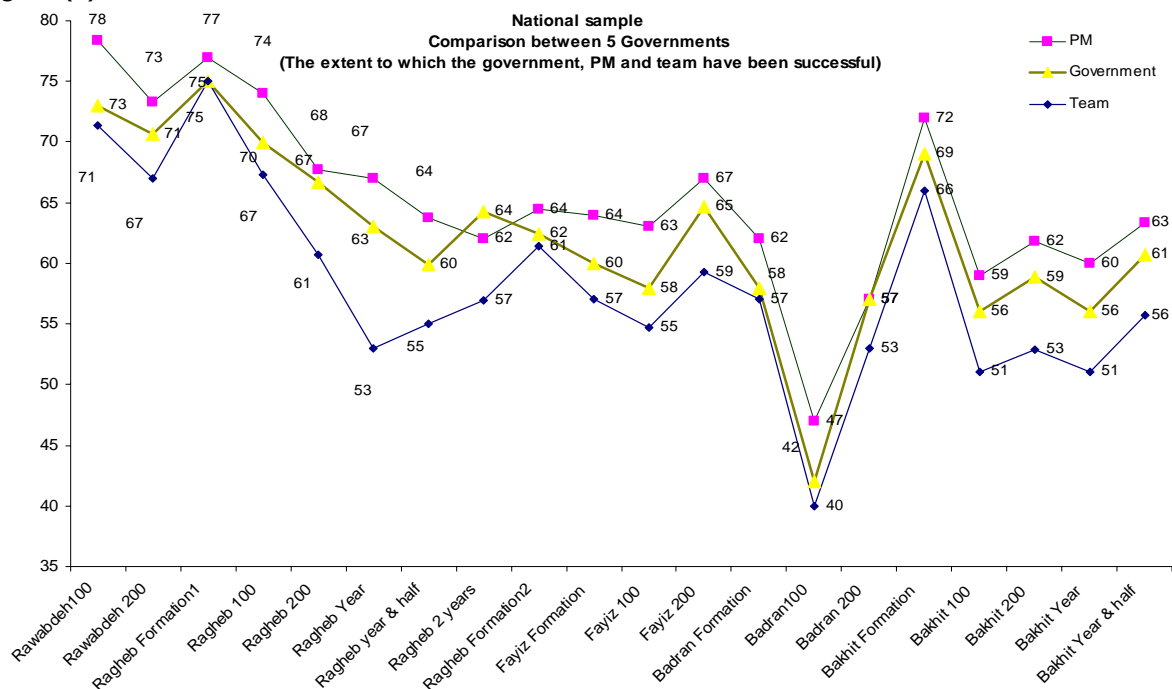
63% of the national sample respondents stated, in this poll (a year and a half following the formation of the government), that **the Prime Minister has been successful in fulfilling the duties of his office**, compared to 27% in the formation poll, 59% in the 100 days poll, 62% in the 200 days poll and 60% in the poll conducted one year after formation.

One year following formation, 61% of the national sample respondents reported that **the government has been successful in shouldering its responsibilities**, compared to 69% in the formation poll, 56% in the 100 days poll, 59% in the 200 days poll and 56% in the poll conducted one year after formation.

As for the ministerial team, 56% said that the team **has been successful in shouldering its responsibilities** over the year and a half following formation, compared to 66% in the formation poll, 51% in the 100 days poll, 53% in the 200 days poll and 51% in the poll conducted one year after formation.

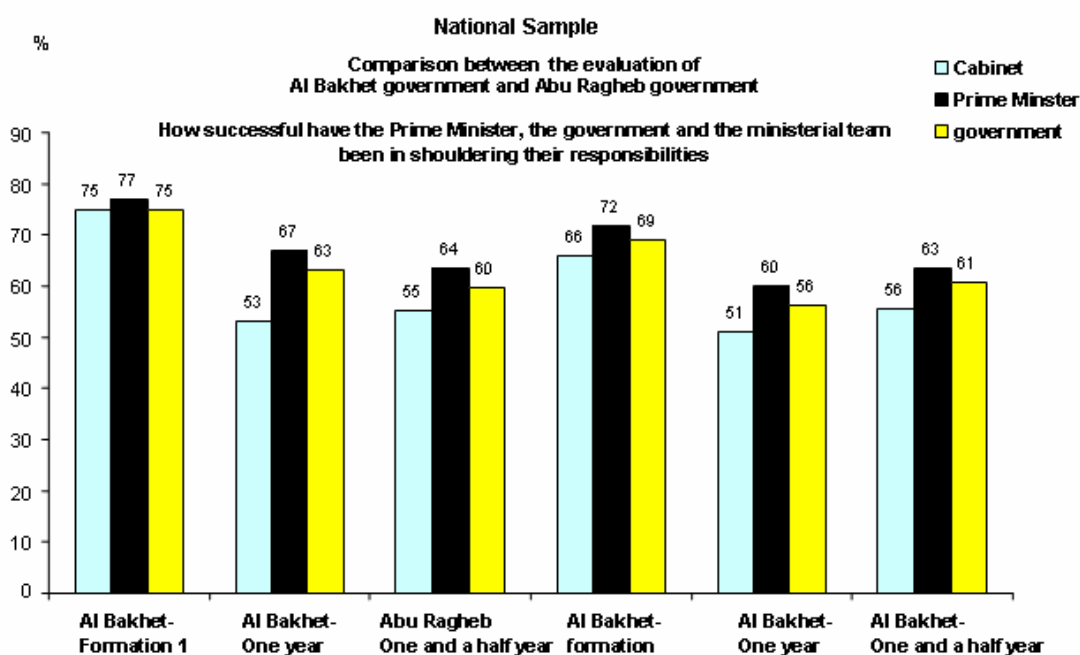
Results show a fluctuation (which is statistically insignificant), from one poll to another, in the polls conducted after 100 days, 200 days, one year and one year and a half, in opinion on the ability of the Prime Minister, the government and the ministerial team to shoulder their responsibilities. However, it is important to note that the evaluation of the performance of the government, the Prime Minister and the ministerial team, in all these polls, is **still below respondents' expectations of success in the government formation poll (which is statistically significant)**.

Figure (3)



Comparing the results of the Bakhet government polls with those of Eng. Abu Ragheb government polls (the only government in office more than a year and a half since the Center began its polls) clearly indicates that the national sample's evaluation of the performance of the two governments (government, Prime Minister and ministerial team) was almost identical a year and a half after formation. It also shows that the performance of the two governments fell short of citizens' expectations of success when they were first formed. This means that the evaluation of government performance has declined since the formation poll.

Figure (4)

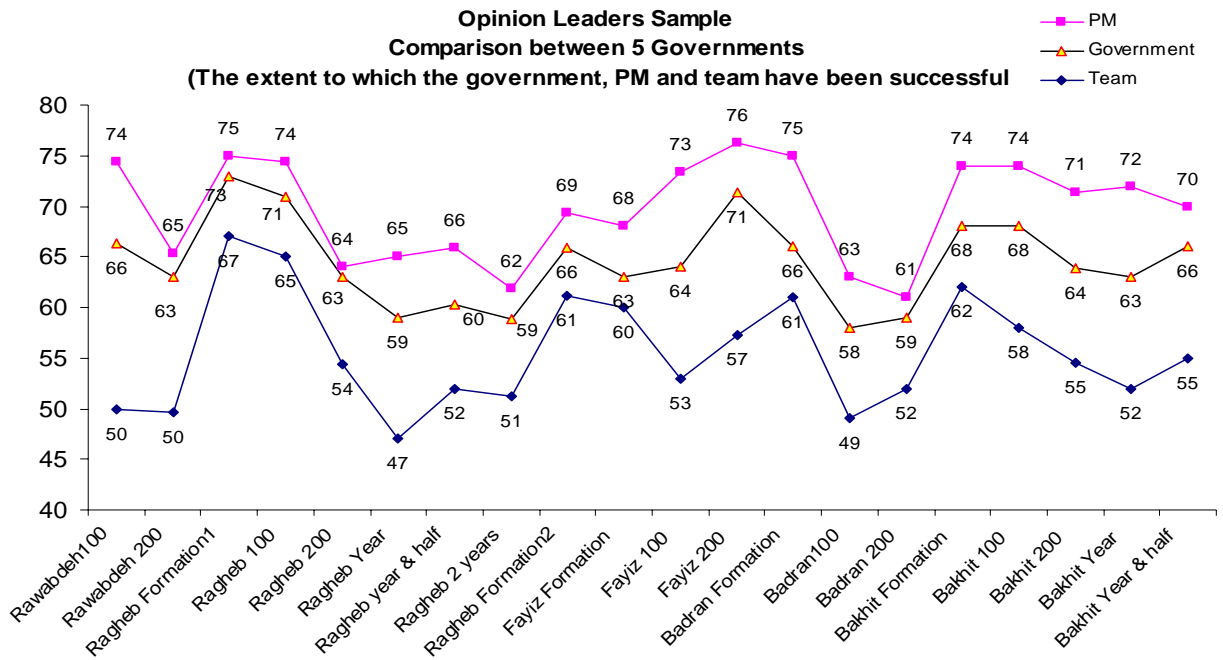


"Opinion Leaders" Sample

Of the "Opinion Leaders" sample, 70% stated that the Prime Minister has been able to shoulder his responsibilities in the year and a half since forming the government, compared to 74% in the government formation poll and the 100 days poll, 71% in the 200 days poll and 72% in the poll conducted one year following the formation of the government. 66% of respondents reported that the government has been successful in shouldering its responsibilities after one and a half year of its formation, compared to 68% in the government formation poll and the 100 days poll, 64% in the 200 days poll and 63% in the poll conducted one year following formation. As for the ministerial team, 55% stated that the team has been able to shoulder its responsibilities in most recent poll, compared to 62% in the government formation poll, 58% in the 100 days poll, 55% in the 200 days poll and 52% in the poll conducted one year following formation.

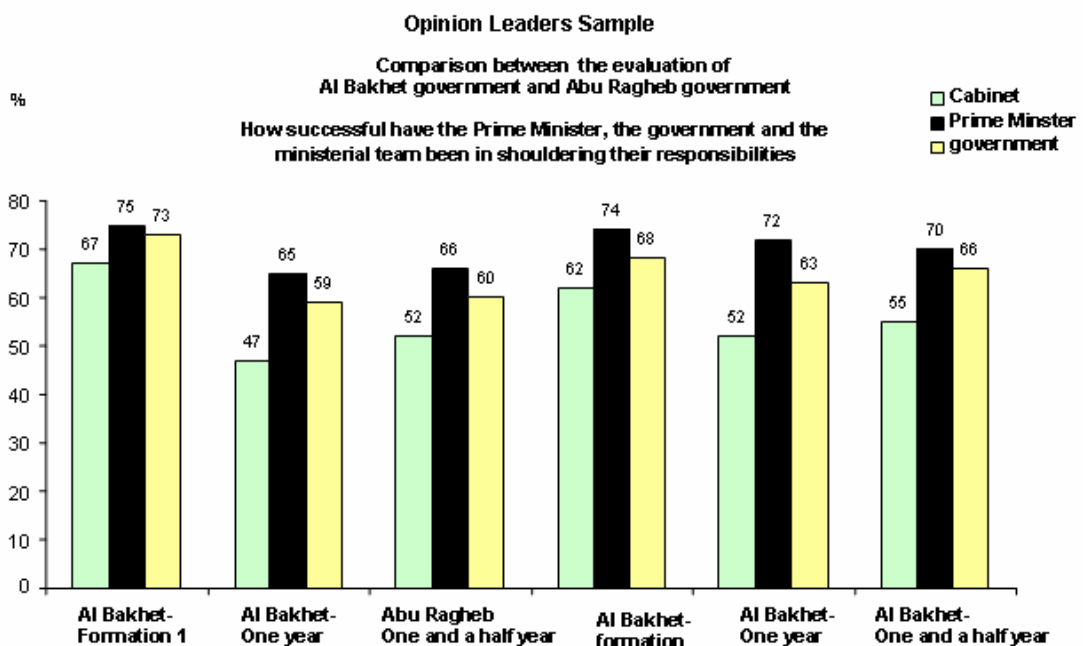
Although the percentage of respondents in the "Opinion Leaders" sample who stated in this poll that the government, the Prime Minister and the ministerial team, have been able to shoulder their responsibilities, was lower than the percentages recorded in the formation poll (December 2005), these percentages are still close to respondents' expectations in the formation poll, and to respondents' evaluation in the 100 days and 200 days polls.

Figure (5)



Comparing the "Opinion Leaders" evaluation of this government (Dr. Al Bakhet) to that of Eng. Abu Ragheb government, the same pattern observed in the evaluation of the national sample can also be noticed here. This means that the performance of the two governments (government, Prime Minister and ministerial team) is almost identical, and that the evaluation of government performance has been stable after the decline, compared to that in the formation poll. It should be also noted that the decline in the "Opinion Leaders" evaluation is lower than that of the national sample.

Figure (6)



Section III: Evaluating the Performance of the Government on Specific Issues

The opinion poll sought to gauge respondents' views on the performance of the government in addressing the specific issues outlined in the Royal designation letter to the government, in addition to comparing the evaluation of government performance a year and a half after its formation to the four previous polls. Tables (4) and (5) illustrate such comparisons.

A. National Sample

Results of this poll show a slight improvement (which is statistically insignificant) in respondents' evaluation of its performance, compared to the evaluation of its performance in the four previous polls. The national sample respondents, in this poll, show much lower satisfaction than their expectations when the government first entered office. When the government was first formed, national sample respondents expected the government to succeed, to varying degrees, in addressing 17 of the 19 mandated issues (the criterion for success here is obtaining more than 50%). After 100 days in office, the evaluation of the government performance was less than 50% in 7 issues out of the 19, compared to 5 issues out of the 19 in the 200 days poll, and 6 issues out of the 19 in the poll conducted after one year of formation. **The evaluation of the government performance was less than 50% in 5 issues out of the 19 in this poll.**

Despite the relative improvement in the performance of the government in addressing democracy-related issues, like achieving a democratic party law, achieving a democratic municipality law, working on achieving a democratic electoral law and promoting democracy, compared to the poll conducted one year after it entered office, the results of this poll indicate that the Jordanian street is divided over the degree of the government's success in addressing these issues. Results also show that the majority of respondents positively evaluated the performance of the government in such issues as taking the necessary steps to confront terrorist operations, supporting the Iraqi people, supporting the Palestinian people, accelerating the implementation of privatization programs, directing foreign policy, etc. (as shown in Table (4)). However, the majority of the public believes that the government has not been successful in dealing with other issues, like reducing unemployment, alleviating poverty, improving living standards and fighting corruption. These results indicate that the government has been successful in dealing with issues that are not identified as priorities by citizens, but has not been successful in dealing with the issues that the public sees as major challenges to be immediately addressed.

Although the evaluation of the government performance varies from one poll to another, the evaluation of its performance in each of the 19 mandated issues **is below respondents' expectations than it first entered office** (formation poll in December 2005), **except for the issue of supporting the Iraqi people (as indicated in Table (4)).**

Table (4) Percentages of the national sample respondents who evaluated the government performance as successful in each of the 5 polls

National Sample					
	Expectations of Success at Formation	Performance Evaluation after 100 days	Performance Evaluation after 200 days	Performance evaluation after one year	Performance evaluation after year and half
Eradicating the problem of poverty	44	26	29	28	30
Eradicating the problem of unemployment	49	28	33	31	35
Improving the standard of living	51	32	36	35	39
Improving equal opportunity	51	40	42	38	40
Fighting corruption	55	41	45	41	43
Offering housing to low-income individuals	60	47	54	50	53
Working toward creating a democratic political party law*	62	48	52	46	53
Working toward creating a democratic municipality law*	64	51	56	50	60
Working toward creating a democratic electoral law*	66	52	57	55	60
Encouraging freedom of expression through creating opportunities for freedom of opinion and respect for opinions of others (i.e. democracy)	66	58	60	54	59
Improving the public sector	72	60	65	62	65
Increasing the number of citizens with health insurance	72	61	72	64	68
Speeding up privatization efforts	72	64	71	65	73
Supporting the Iraqi population	71	68	72	68	73
Administering foreign policy	79	69	74	69	73
Attracting/increasing foreign and domestic investment	78	70	73	71	75
Supporting the Palestinian population	78	73	77	73	76
Improving the education sector	82	73	80	74	74
Taking appropriate steps to face acts of terrorism	86	78	85	80	83

*in the polls conducted after 100 days, 200 days and one year, the phrase "working on" has been added to these questions

B. "Opinion Leaders" Sample

The results of the poll conducted one year and a half following the formation of the government indicate that "Opinion Leaders" respondents evaluate the performance of the government as successful, to varying degrees, in addressing 10 out of the 19 mandated issues (just as with the national sample, the criterion for success here is obtaining more than 50%). The majority of respondents reported that the government has not been successful in addressing 9 out of the 19 mandated issues.

Comparing respondents' evaluation of the government performance in addressing these issues with the previous polls reveals that the evaluation of the performance of the government was less than 50% in 10 issues out of the 19 in the poll conducted a year after formation, 11 issues out of the 19 in the 200 days poll and 10 issues out of the 19 in the 100 days poll. "Opinion Leaders" respondents expected the government to succeed in addressing 14 issues out of the 19 in the poll conducted immediately after forming the government.

Results indicate that the majority of "Opinion Leaders" respondents stated that the government has not been successful in dealing with the issues which they consider priorities and should be immediately addressed, such as reducing unemployment, alleviating poverty, improving living standards and fighting corruption. In addition, the "Opinion Leaders" overall evaluation of the government performance in democracy-related issues was negative, whereas it was positive in the issues related to security and foreign policy.

In general, the evaluation of the performance of the government in addressing all these issues is **still below respondents' expectations of success**, as illustrated in Table (5).

Table (5) Percentages of the "Opinion Leaders" respondents who evaluated the government performance as successful in each of the 5 polls

"Opinion Leaders" Sample					
	Expectations of Success at Formation	Performance Evaluation after 100 days	Performance Evaluation after 200 days	Performance Evaluation after one year	Performance Evaluation after a year and a half
Eradicating the problem of poverty	32	20	24	24	31
Eradicating the problem of unemployment	34	22	26	27	28
Improving the standard of living	42	27	27	26	33
Improving equal opportunity	48	39	38	35	40
Fighting corruption	42	28	29	36	37
Offering housing to low-income individuals	62	47	49	51	55
Working toward creating a democratic political party law*	56	39	32	30	37
Working toward creating a democratic municipality law*	63	43	36	34	57
Working toward creating a democratic electoral law*	58	38	31	31	33
Encouraging freedom of expression through creating opportunities for freedom of opinion and respect for opinions of others (i.e. democracy)	60	52	48	45	48
Improving the public sector	57	49	46	49	49
Increasing the number of citizens with health insurance	64	54	65	63	68
Speeding up privatization efforts	73	65	67	66	69
Supporting the Iraqi population	70	62	67	69	69
Administering foreign policy	78	65	67	67	70
Attracting/increasing foreign and domestic investment	72	60	65	66	71
Supporting the Palestinian population	77	68	73	73	74
Improving the education sector	70	61	62	62	61
Taking appropriate steps to face acts of terrorism	88	78	87	86	86

*in the polls conducted after 100 days, 200 days and one year, the phrase “working on” has been added to these questions

The disparity in the evaluation of the government performance concerning its success in addressing certain issues and failure in addressing other issues, and the repeated pattern in the evaluation of the previous governments, may be attributed to the fact that respondents’ evaluation of this government, and the previous governments, as successful in addressing such issues like directing foreign policy and supporting the Iraqi and Palestinian peoples, reflects the contributive role of His Majesty the King in these areas. It also reflects the fact that these issues are part of the strategy of the Jordanian state with all its institutions. This also applies to the evaluation of the government performance in addressing such issues as accelerating the implementation of privatization programs, increasing the number of citizens covered by health insurance, attracting foreign investment and increasing domestic investment, in addition to taking the necessary steps to counter terrorist operations.

Section IV: Evaluating the Most Important Problems Jordan Currently Faces

As for the most important problems facing Jordan which **the government must begin to address immediately**, according to the national sample respondents, unemployment was ranked as the first priority by 33.7% of national sample respondents, poverty as the second priority by 26.8%, living standards and high prices as the third priority by 20.1%, financial and administrative corruption as the fourth priority by 5.4%, followed by low incomes by 3.4%, the economic situation in general by 3.1%, insecurity by 1.2% and the newcomers by 1.2%.

The most important problems facing Jordan which **the government must begin to address immediately**, according to “Opinion Leaders” respondents, were ranked as follows: unemployment with 22.6% of respondents, poverty as the second priority by 21.5%, living standards and high prices as the third priority by 11.8%, financial and administrative corruption as the fourth priority by 11.6%, followed by the economic situation by 11.3%, promoting democracy and economic reform by 7.3%, low incomes by 2.7%, water by 2.3%, regional circumstances and foreign relations by 1.5%, insecurity by 1.3% and the newcomers by 1.0%.

National Sample			"Opinion Leaders" Sample		
Problem	Number	Percentage	Problem	Number	Percentage
Unemployment	337	33.7	Unemployment	136	22.6
Poverty	268	26.8	Poverty	129	21.5
Living Standards and High Prices	201	20.1	Living Standards and High Prices	71	11.8
Financial and Administrative Corruption	54	5.4	Financial and Administrative Corruption	70	11.6
Low Incomes	34	3.4	The Economic Situation	68	11.3
The Economic Situation in General	31	3.1	Promoting Democracy and Economic Reform	44	7.3
Insecurity	12	1.2	Low Incomes	16	2.7
Newcomers	12	1.2	Water	14	2.3
Other	33	3.3	Regional Circumstances and Foreign Relations	9	1.5
Don't Know	12	1.2	Insecurity	8	1.3
Refused	9	0.9	Newcomers	6	1.0
Total	983	100.0	Other	17	2.8
			Refused	7	1.2
			Don't Know	6	1.0
			Total	601	100.0

As indicated in the previous section, national sample respondents and "Opinion Leaders" respondents evaluated the current government as incapable of addressing the issues that they see as the main problems facing Jordan, which the government must begin to address immediately. While 86.0% of national sample respondents agreed that unemployment, poverty, living standards and high prices and financial and administrative corruption, are the main problems faced by Jordan that the government must begin to address immediately, 30%-40% of respondents stated that the government has been successful in addressing these problems.

The same analysis applies, to a great extent, to "Opinion Leaders" sample. 67.4% of respondents stated that the main problems facing Jordan are unemployment, poverty, living standards and financial and administrative corruption. Yet, about one third of respondents believed that the government has been successful in addressing these issues.

This evident disparity between the percentages of respondents who identified these issues as the most important problems and the percentages of respondents who stated that the government has been successful in addressing these problems, may increase the confidence

gap between the citizens and the government, or leave it open, if the government does not address these issues.

It is worth noting that the three most important problems facing Jordan, as mentioned by the respondents in the two samples, are economic problems. This is partly due to the respondents' household economic situation; 33.5% of national sample respondents, and 35.6% of "Opinion Leaders" respondents, reported that their household economic situation has worsened over the past three years, while 44.0% of national sample respondents and 36.4% of "Opinion Leaders" respondents reported that their household economic situation has not changed in the last three years. The percentages of respondents who reported that their household economic situation has improved in the last three years were 22.1% of the national sample and 27.5% of "Opinion Leaders" sample.

73.3% of national sample respondents said that living standards have not improved over the last three years, compared to 21.9% who reported that they have improved, while 81.0% of "Opinion Leaders" respondents stated that living standards have not improved, compared to 17.3% who said that they have improved.

Conclusion

The results of the opinion poll on the government of Dr. Marouf Al Bakhet, a year and a half after it entered office, show a slight increase in the overall evaluation of its performance, compared to the 100 days poll and the poll conducted one year after formation. These results were close to those of the 200 days poll. The evaluation of the government performance is still *significantly* low compared to the formation poll, especially in the national sample.

In comparing the results of this poll to other polls taken to evaluate the performance of this government and other governments, we notice that respondents' expectations are usually high when the government is first formed, which reflects their optimism that the government will be successful. However, they fall in subsequent polls

Despite the fluctuation (slight increase or decrease) shown in these polls, results are still fundamentally below respondents' expectations when the government was first formed, and stable at similar percentages.

Given the fact that the results of the evaluation of the performance of the government, Prime Minister and the ministerial team, remained close from one poll to another (except the formation poll), and because respondents evaluate the performance of the government through their own definition of the notion of "the ability of the government, the Prime Minister and the ministerial team to fulfill the duties of their office," the evaluation of the government performance in addressing the specific issues assigned to it is a more accurate standard, since these issues are specific and are viewed objectively, not subjectively.

The results of the poll indicate that the government has not been successful in addressing five issues according to the national sample, and nine issues according to "Opinion Leaders." National sample respondents believe that the government has been successful in addressing fourteen issues, while "Opinion Leaders" stated that it was successful in dealing with ten issues.

It should be noted that some issues which, according to respondents' evaluation, were successfully addressed by the government, are fully supported by His Majesty the King, such as directing foreign policy, supporting the Iraqi and Palestinian peoples, increasing the number of citizens covered by health insurance and providing housing for low-income people.

In addition, some issues that were successfully addressed by the government, according to respondents, are, in fact, among Jordan's strategies that are supported by state institutions, like taking the necessary steps to counter terrorist operations, implementing privatization programs and attracting/increasing domestic and foreign investment.

The level of trust between the society and the governments (including this government) has had no substantial change. The gap in confidence still exists. **In order for this government, or other governments, to bridge or overcome this confidence gap, three basic criteria must be met:**

First, there should be a decline in the percentage of respondents who believe that this government has not been successful at all in shouldering its responsibilities. **Yet, results indicate that this percentage is rising.**

Second, the evaluation of respondents of the performance of the government, the Prime Minister and the ministerial team, should be close or higher than their expectations of success when the government is first formed. However, the results of this poll show that **this evaluation still falls short of expectations of success upon formation.**

Third, respondents should evaluate the government performance as successful in the issues that they identify as the most important problems facing Jordan. Nevertheless, the results of this poll, and previous polls, show that the most important problems faced by Jordan are: unemployment, poverty, living standards and high prices and financial and administrative corruption. Although these problems were identified by respondents as the most important problems facing Jordan, their **evaluation of the success of the government in addressing them was less than 50%**, which means that the government has not been successful in addressing these issues.

It is worth noting that the confidence gap between the society and the governments -based on the results of the polls conducted by the Center for Strategic Studies- **will still exist, and may even widen, if the governments fail to address these issues.**