Inaugural Tech Media Telecom Pulse Survey 2018

Facebook Congressional Testimony & Government Regulation of Technology

Survey Method

For its inaugural Tech Media Telecom Pulse survey, which will be released monthly, HarrisX conducted an online survey of 2,546 US Adults 18+ from April 12-13, 2018 asking their opinions about major tech companies and issues such as privacy, security, and government regulations.

This survey was fielded within 24 hours of Facebook CEO Mark Zuckerberg testimony before Congress. The results reflect a nationally representative sample. Results were weighted for age within gender, region, race/ethnicity, and income where necessary to align them with their actual proportions in the population.
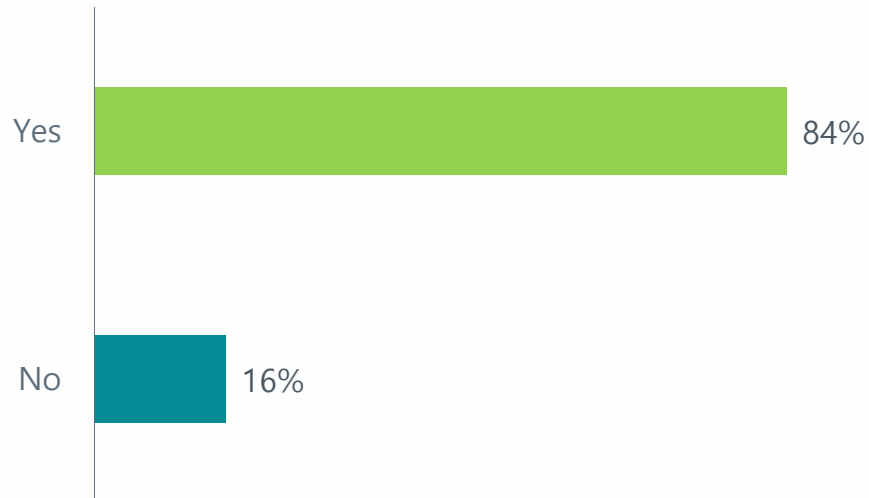
# A. Government Regulation of the Tech Sector

Americans view technology companies as responsible for the content in their platforms and want tougher regulations and penalties on data privacy

Do you think that technology companies should be legally responsible for the content they carry on their system?

Yes — 84%

No — 16%

Do you think we need tougher regulations and penalties for breaches of data privacy or do we have adequate laws?

17%

83%
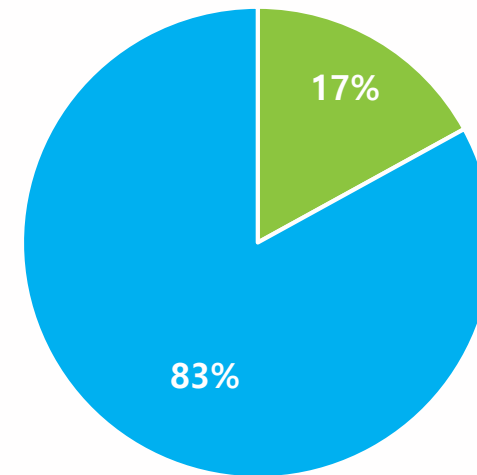
- Have adequate laws
- Need tougher regulations and penalties for breaches of data privacy
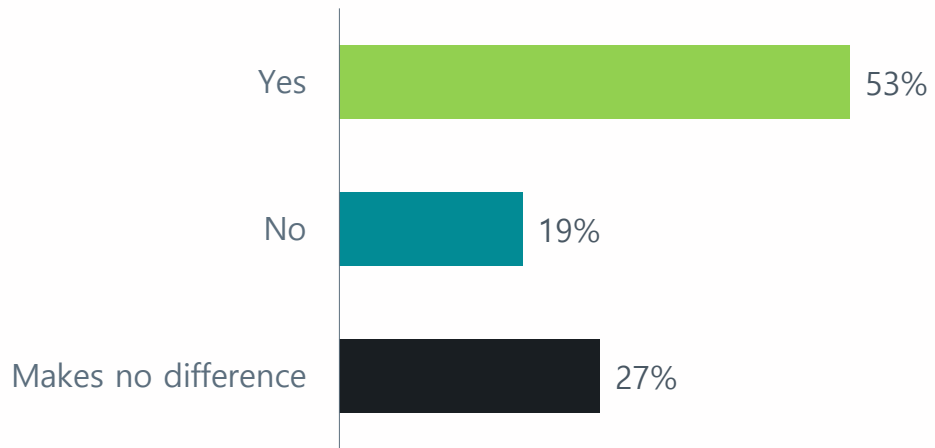
BASE: All respondents (n=2,546)
Q21. Do you think we need tougher regulations and penalties for breaches of data privacy or do we have adequate laws?
Q22. Do you think that technology companies should be legally responsible for the content they carry on their system?

4

Consumers are asking for regulation of the tech sector similar to big banks, but don't believe the Government is able to regulate large tech companies

Do you believe that large technology companies should or should not be <u>regulated by the federal government</u> in the way big banks are?

Yes	53%
No	19%
Makes no difference	27%

Do you think that the federal government is capable of regulating large technology companies?

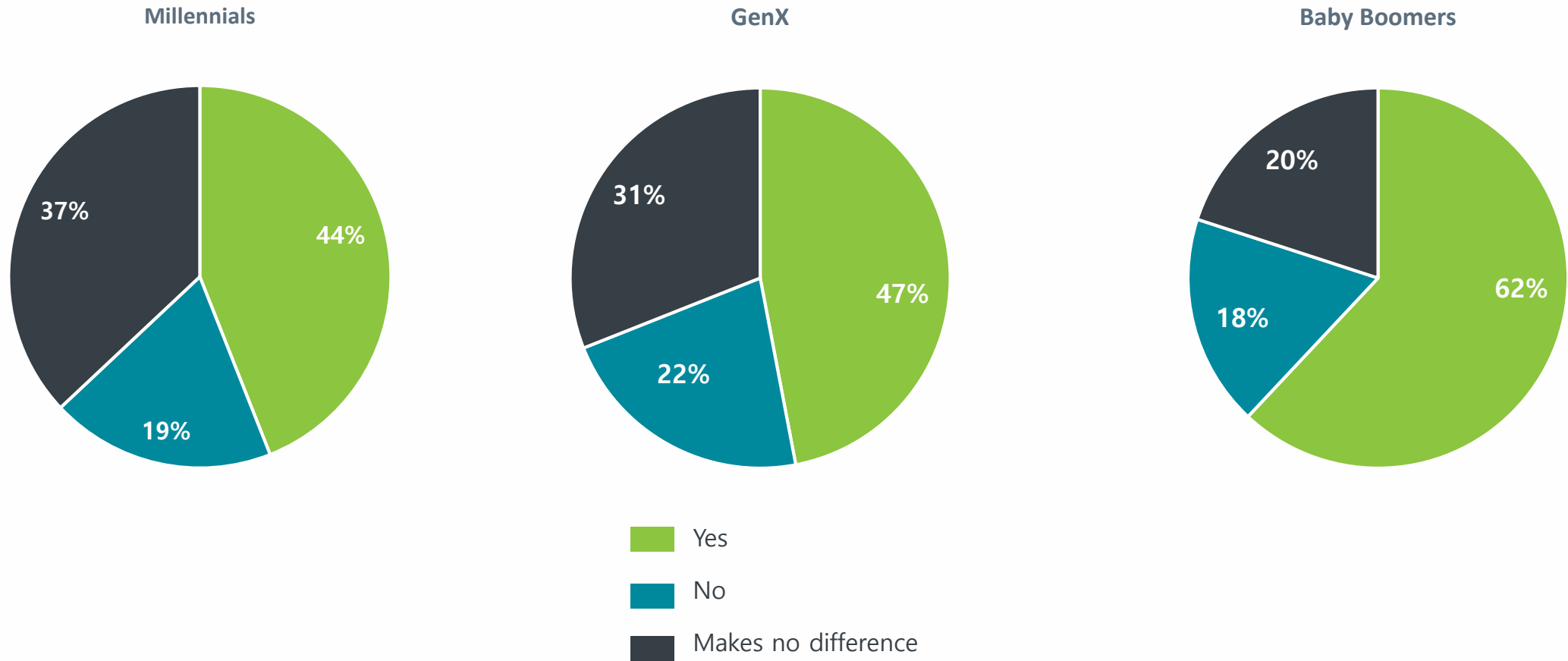|	
Yes	31%
No	38%
Unsure	31%
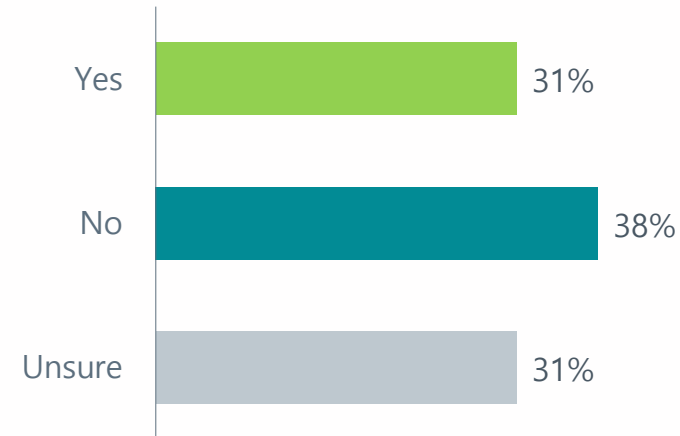
<u>BASE: All respondents (n=2,546)</u>
Q23. Do you believe that large technology companies should or should not be regulated by the federal government in the way big banks are? (Shown: Top 2 Box, Yes=Strongly or somewhat believe they should; Bottom 2 Box No=Strongly or somewhat believe they should not; Makes no difference)
Q24. Do you think that the federal government is capable of regulating large technology companies?

5

Older Americans (53-72) overwhelmingly believe that large tech companies should be regulated the way big banks are

Millennials

- 44% Yes
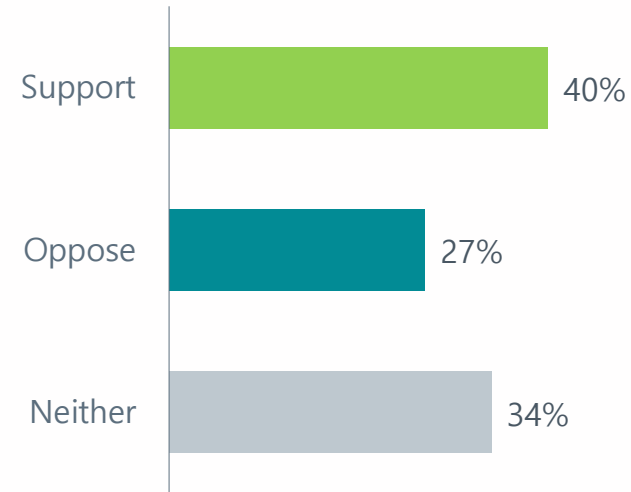- 19% No
- 37% Makes no difference

GenX

- 47% Yes
- 22% No
- 31% Makes no difference

Baby Boomers

- 62% Yes
- 18% No
- 20% Makes no difference

Legend:
- Yes
- No
- Makes no difference

By a wide margin, public supports regulating the targeting of news feeds, search results, and ads based on political views or affiliations

Would you support or oppose regulating the targeting of news feeds, search engine results, or advertising based on political affiliation or political viewpoints on social media platforms?

Support — 40%

Oppose — 27%

Neither — 34%

Most Americans believe the Gov't will take steps to regulate the tech sector this year or in course of the next few years

When do you think that the federal government will take steps to regulate large technology companies?

This year or within the next few years — 62%

Many years from now or never — 38%

Respondents feel the largest social media platforms should be more regulated than other types of personal technology companies.

Facebook is the only company that respondents believe should be heavily regulated.

|	Heavily Regulated	Lightly Regulated	Not at all Regulated
Facebook	49%	39%	12%
Twitter	42%	44%	14%
Snapchat	40%	44%	16%
Google	34%	49%	17%
YouTube	36%	47%	17%
LinkedIn	32%	50%	18%
Apple	29%	52%	19%
Amazon	27%	50%	23%
Microsoft	26%	55%	19%

BASE: All respondents (n=2,546)
Q26. To which degree should each of the following companies be regulated?

There is overwhelming support for major online privacy and security legislation being considered in the US and Europe

[Consent Act] "Requiring any company that gathers online information to do the following: get their users explicit opt-in consent anytime personal information is used, shared, or sold; notify users about all collection, use, and sharing of users' personal

[European GDP Rules] "Protections allowing users to consent to the data that's being collected about them and requiring companies to be clear about how that data is used. Companies must provide consumers with the ability to access the data that companies
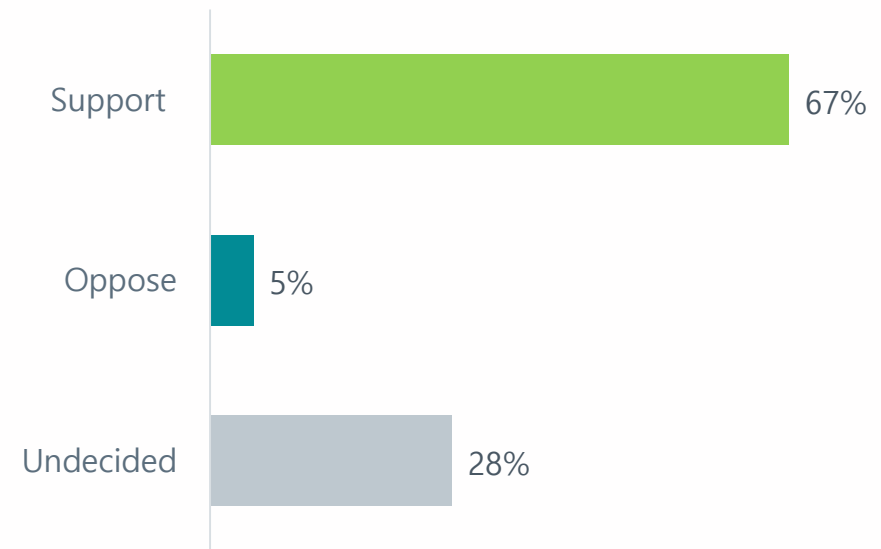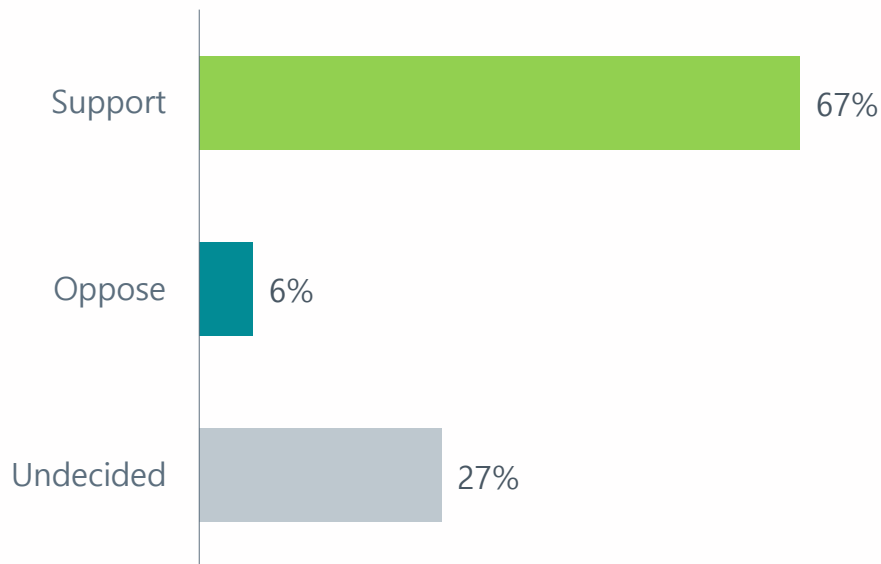
Support	67%
Oppose	6%
Undecided	27%

Support	67%
Oppose	5%
Undecided	28%

BASE: All respondents (n=2,546)
Q27. Please tell us if you would support or oppose the following statements. (Shown: Top 2 Box, Strongly or somewhat support; Bottom 2 Box Strongly or somewhat oppose; Undecided=Neither support or oppose)

10

Respondents overwhelmingly support legislation to ensure political advertising in social media is disclosed and children under 16 are protected

[Honest Ads Act] "Requiring political advertisements on social media to list who paid for them just like political ads on radio, print, and television do, and imposing fines on social media companies that don't follow these rules."

[U-16 Privacy Bill of Rights] "An Under 16 Bill of Rights to ensure that kids who are under 16 absolutely have a privacy Bill of Rights, including the right to be forgotten and have their online data pre-16-year-old to be permanently deleted, as well as r

Support	65%
Oppose	7%
Undecided	28%

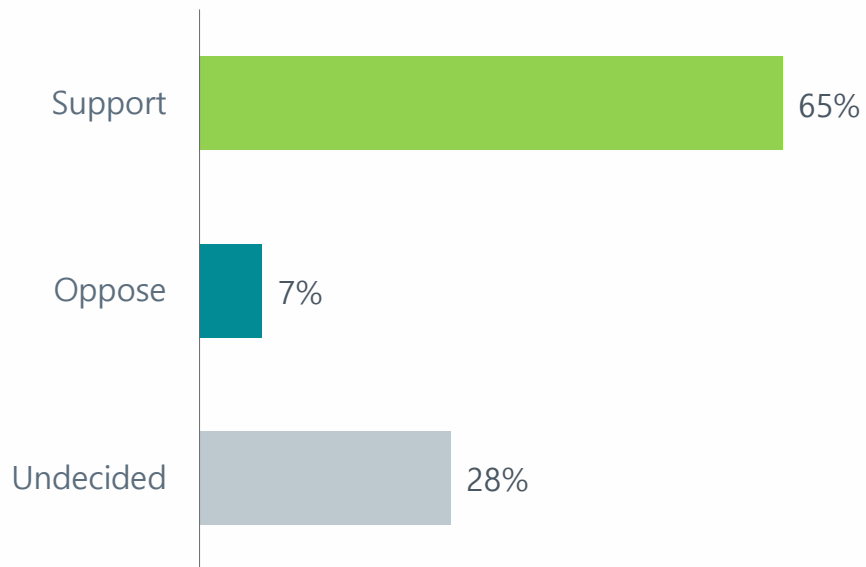|	
Support	59%
Oppose	9%
Undecided	32%

BASE: All respondents (n=2,546)
Q27. Please tell us if you would support or oppose the following statements. (Shown: Top 2 Box, Strongly or somewhat support; Bottom 2 Box Strongly or somewhat oppose; Undecided=Neither support or oppose)
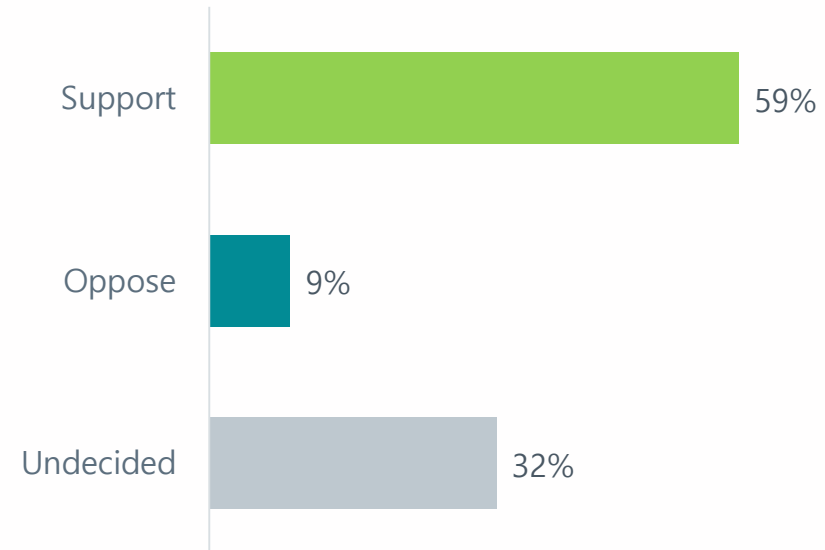
Americans would support a Constitutional amendment to protect online privacy as well as regulating Facebook like a traditional media company

Regulating Facebook like a traditional media company if it continues to distribute news on its platform

- Support — 64%
- Oppose — 8%
- Undecided — 28%

A new amendment to the Constitution protecting online privacy in a similar way to how the Fourth Amendment protects against physical search and seizure.

- Support — 53%
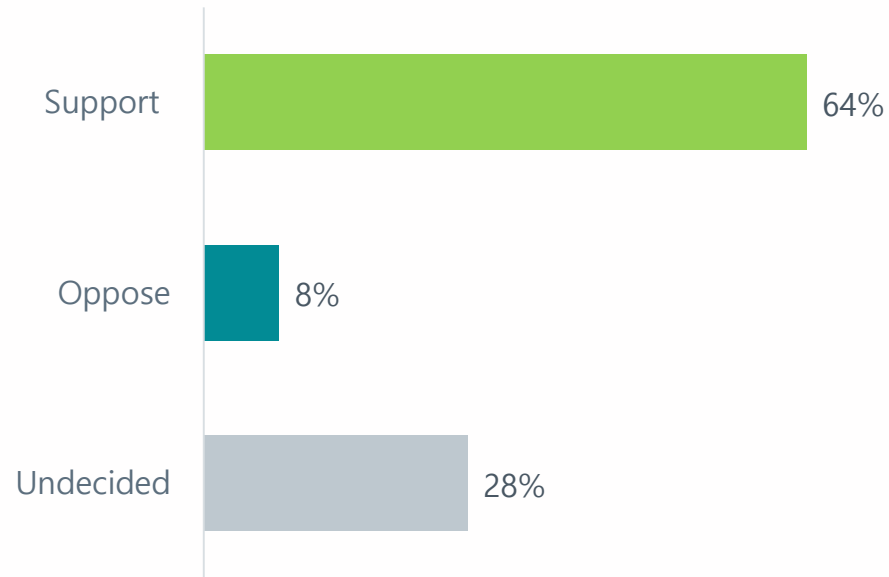- Oppose — 12%
- Undecided — 35%

BASE: All respondents (n=2,546)
Q27. Please tell us if you would support or oppose the following statements. (Shown: Top 2 Box, Strongly or somewhat support; Bottom 2 Box Strongly or somewhat oppose; Undecided=Neither support or oppose)
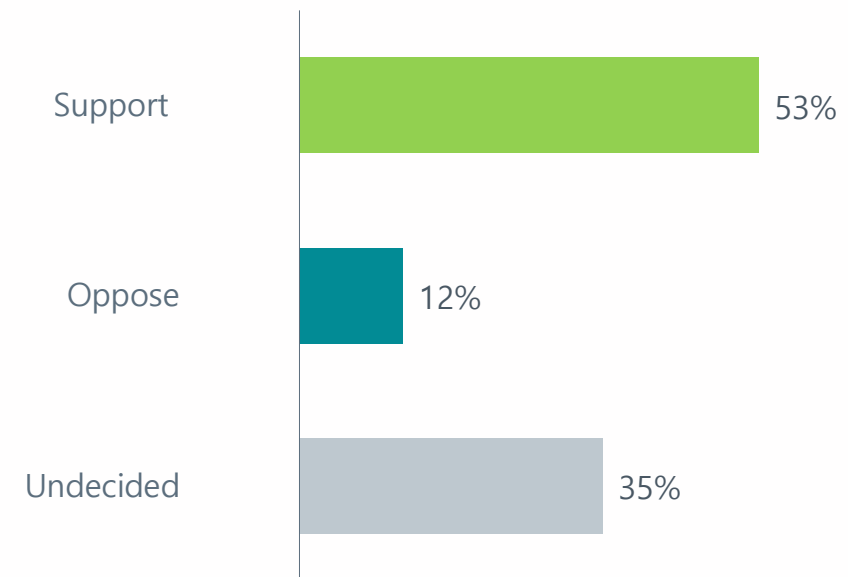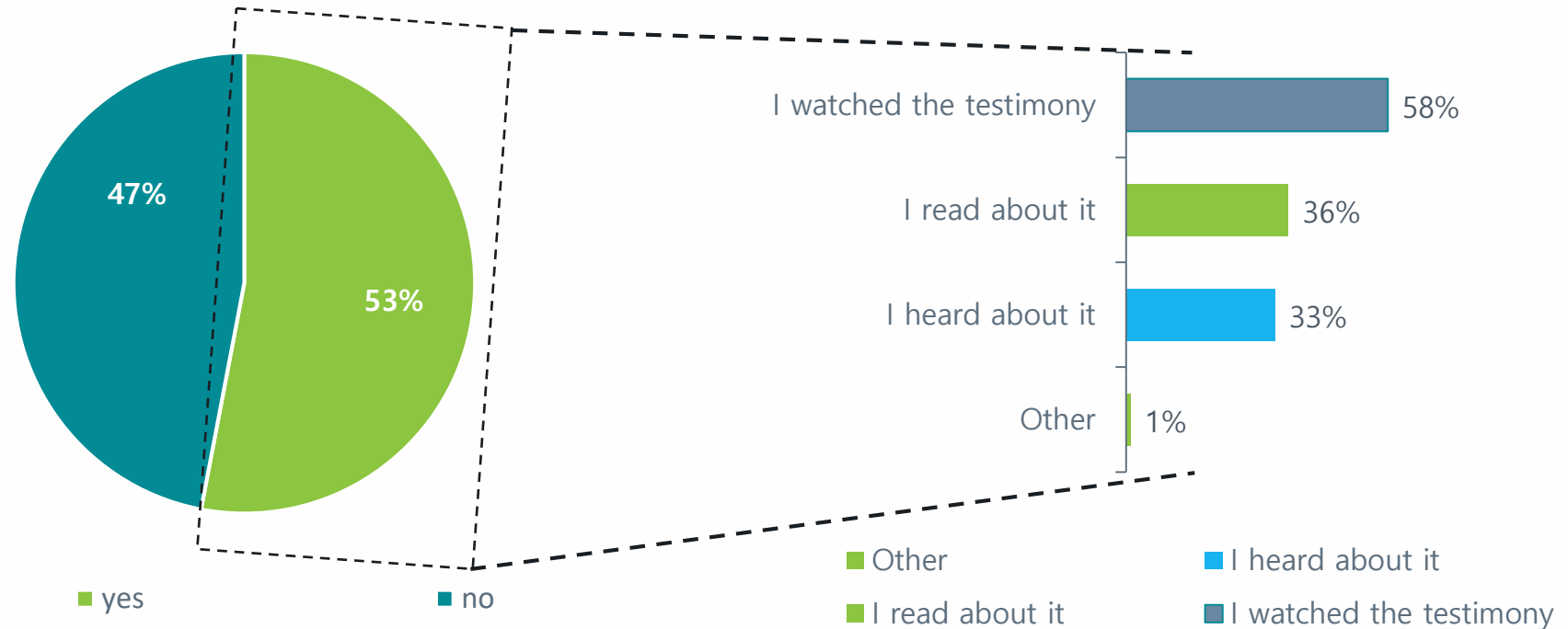
B. Perceptions of Facebook

Majority of U.S. public watched, read, or heard about Facebook CEO's testimony before Congress

hix

Were you able to watch, read or hear about Mark Zuckerberg's testimony before Congress?

- 47% (no)
- 53% (yes)

■ yes ■ no

Did you watch, read or hear of Mark Zuckerberg's testimony?

I watched the testimony	58%
I read about it	36%
I heard about it	33%
Other	1%

■ Other ■ I heard about it
■ I read about it ■ I watched the testimony
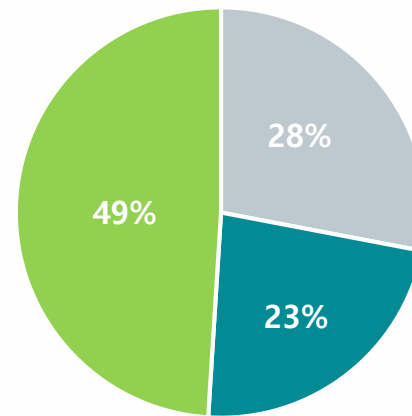
BASE: LHC All respondents (n=2,546); RHC (n=1,310)
Q46. Were you able to watch, read or hear about Mark Zuckerberg's testimony before Congress?
Q47. Did you watch, read or hear of Mark Zuckerberg's testimony?

14

Americans are split on whether Facebook does a good or bad job in fulfilling its mission

Facebook says its mission is connecting people, building communities, and bringing the world closer together. Do you think Facebook does a good or bad job achieving that mission?

- 28%
- 23%
- 49%

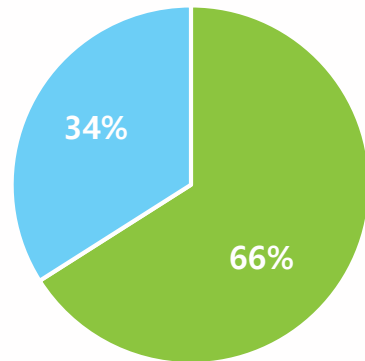■ Undecided   ■ Very bad or somewhat bad   ■ Very good or somewhat good

15

There are questions about Facebook's impartiality and "neutrality"

Americans think of Facebook as more of a media company than a neutral forum...

34%

66%

Majority find there is evidence of bias and political censorship within Facebook.

45%

55%

- ■ A media company that **prioritizes** the visibility of **some content over other** and ranks and editorializes, either manually or through algorithms, the content that people see
- ■ A **neutral platform** through which people communicate and share content and it **does not interfere** in how that content is distributed

- ■ It's a **neutral forum**
- ■ There **is evidence of bias and political censorship** of the content in the forum

Republicans strongly believe that there is evidence of bias and political censorship of the content at Facebook, as do a majority of Independents

Republicans

30%

70%

Democrats

46%

54%
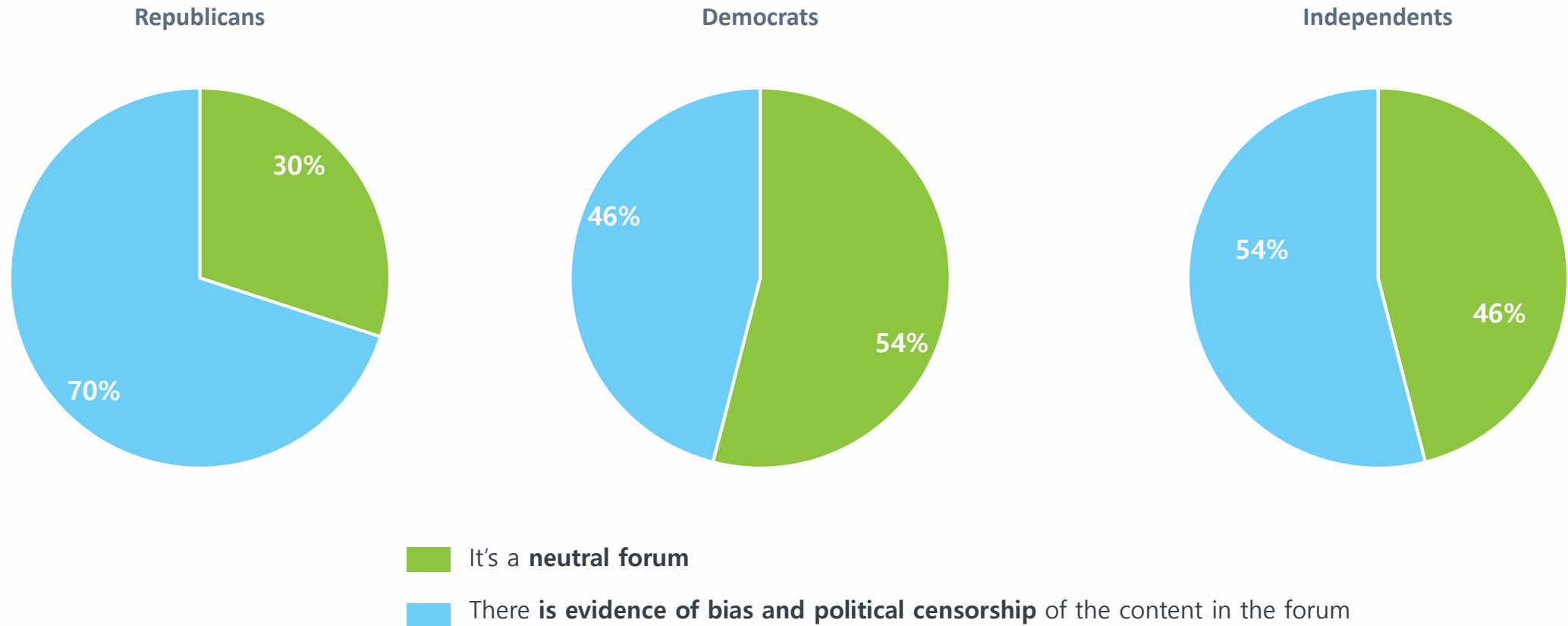
Independents

54%

46%

■ It's a **neutral forum**

■ There **is evidence of bias and political censorship** of the content in the forum

BASE: All respondents (n=2,546)
Q45. Do you think Facebook is a neutral forum or is there evidence of bias and political censorship of content in the forum?

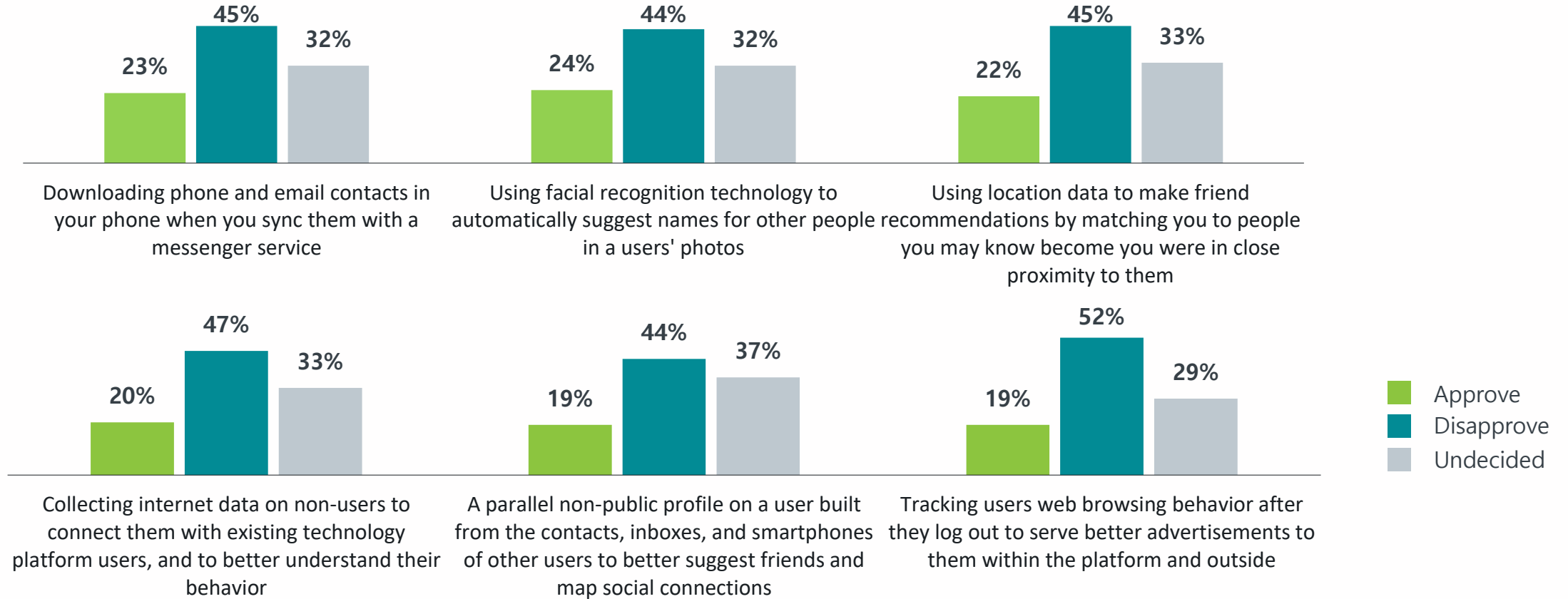# Americans disapprove of behind the scenes Facebook's data collection practices; more education on these topics is required

23% **45%** **32%**

Downloading phone and email contacts in your phone when you sync them with a messenger service

24% **44%** **32%**

Using facial recognition technology to automatically suggest names for other people in a users' photos

22% **45%** **33%**

Using location data to make friend recommendations by matching you to people you may know become you were in close proximity to them

20% **47%** **33%**

Collecting internet data on non-users to connect them with existing technology platform users, and to better understand their behavior

19% **44%** **37%**

A parallel non-public profile on a user built from the contacts, inboxes, and smartphones of other users to better suggest friends and map social connections

19% **52%** **29%**

Tracking users web browsing behavior after they log out to serve better advertisements to them within the platform and outside

- Approve
- Disapprove
- Undecided

18

Americans support Facebook's planned 20,000-strong content review team but are distrustful of AI policing bad content within the platform

**Majority of Americans say the proposed Facebook team of 15,000 to 20,000 people working on security and content review will approach its work in a fair and impartial manner, whereas the rest say it will censor certain ideologies over others**

53% 47%
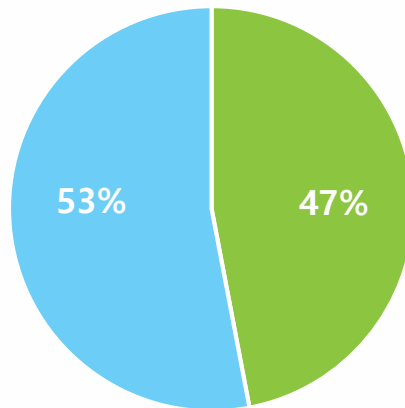
- In a way that censors certain ideologies over others
- In a fair and impartial manner

Do you trust Facebook to use artificial intelligence to police bad content on its platform?

A great deal	11%
A lot	11%
A little	36%
Not at all	42%
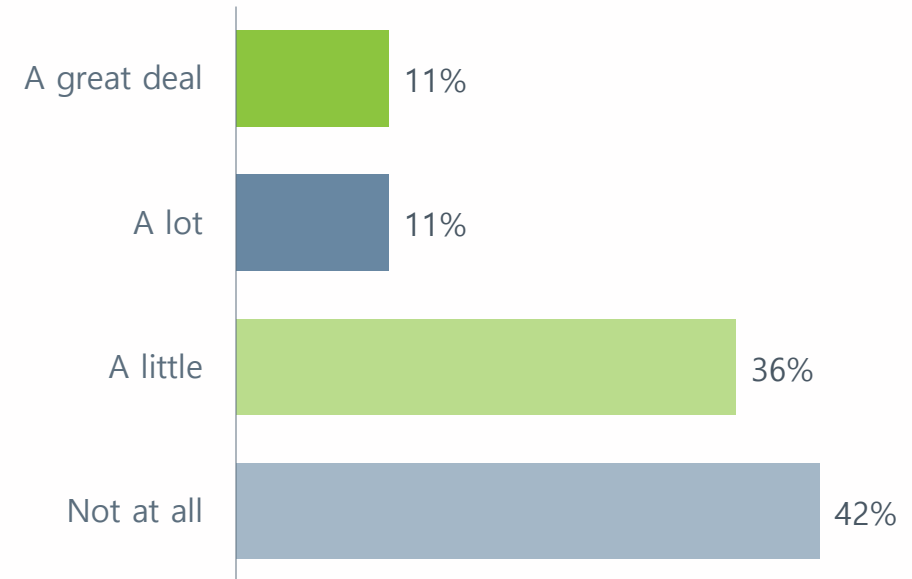
BASE: All respondents (n=2,546)
Q43. As a response to the recent data issues it is facing, Facebook says it will have a team of 15,000 to 20,000 people working on security and content review. Which statement best reflects your view of this team?
Q39. Do you trust Facebook to use artificial intelligence to police bad content on its platform?

19

But Republicans, and a slight majority of Independents, believe that Facebook's content review team will censor certain ideologies over others

Republicans

40%

60%

Democrats

34%

66%

Independents

48%

52%

■ In a way that censors certain ideologies over others

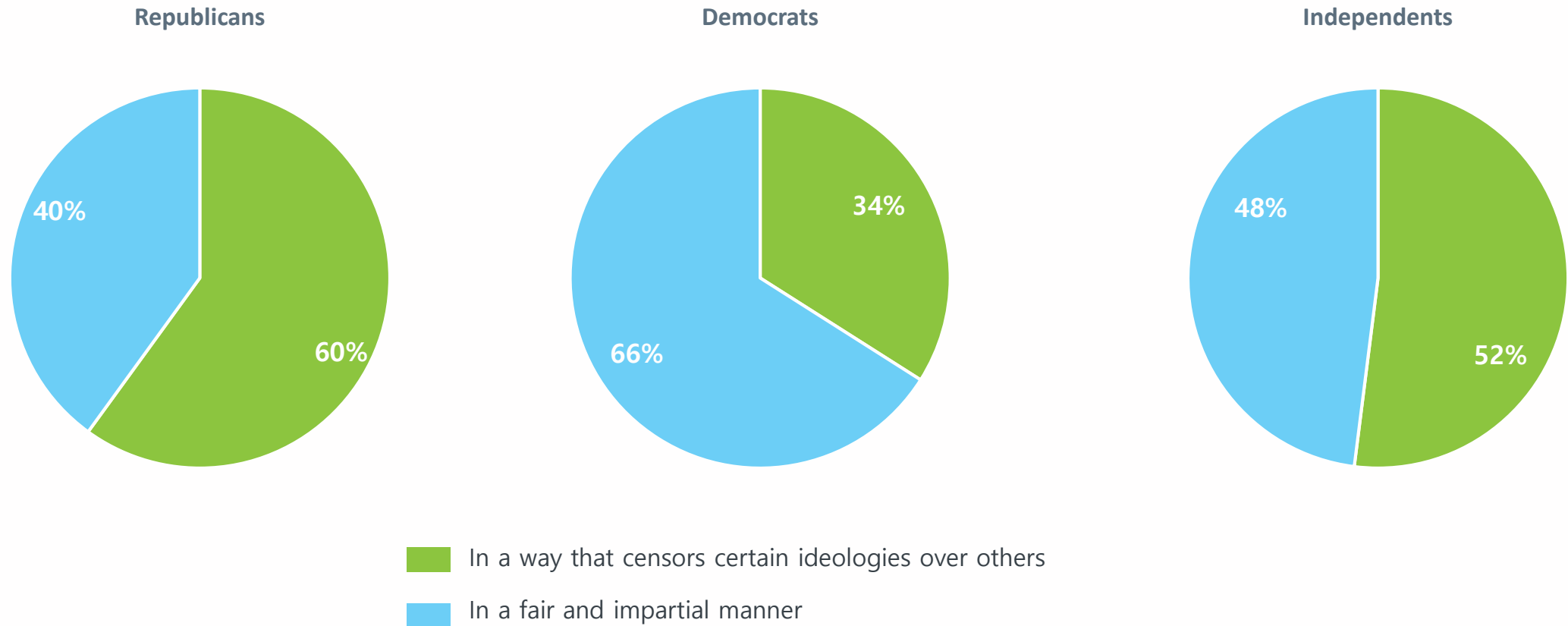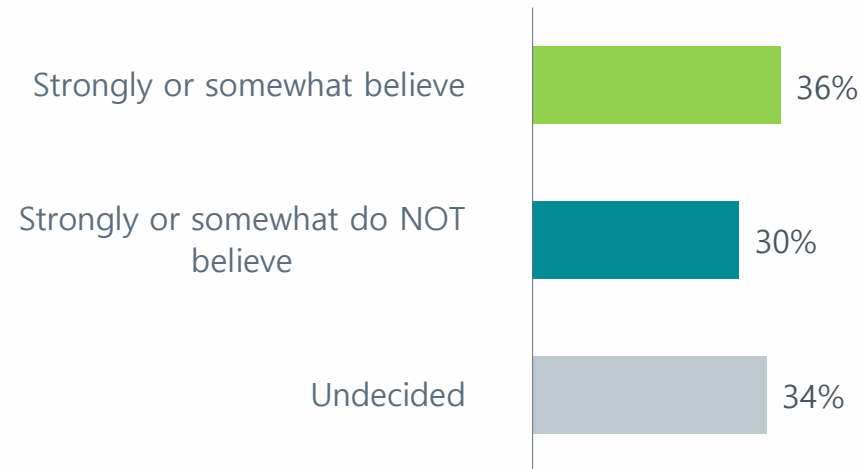■ In a fair and impartial manner

BASE: All respondents (n=2,546)

Q43. As a response to the recent data issues it is facing, Facebook says it will have a team of 15,000 to 20,000 people working on security and content review. Which statement best reflects your view of this team?

20

Over 1 in 3 Americans continue to believe that Facebook spies by using the microphone on their devices

Do you believe or not believe that Facebook is <u>using the microphone on your devices to listen</u> to you without your knowledge?


Strongly or somewhat believe	36%
Strongly or somewhat do NOT believe	30%
Undecided	34%

Close to half of the public does not agree that in order to receive free or low cost online services they should be required to provide their data

Do you agree or disagree that in order to receive free or extremely low-cost services, a consumer should be <u>required to provide their personal data</u>

- Strongly or somewhat disagree — 50%
- Strongly or somewhat agree — 23%
- Undecided — 27%
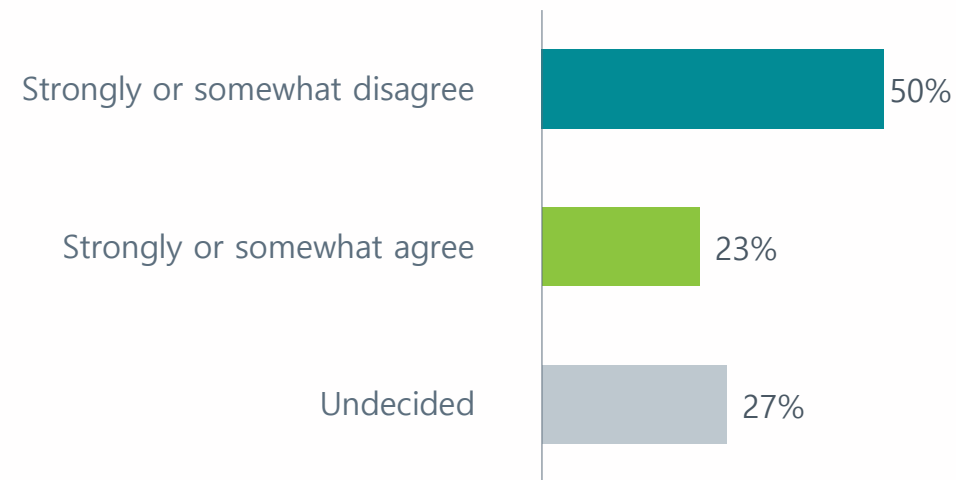
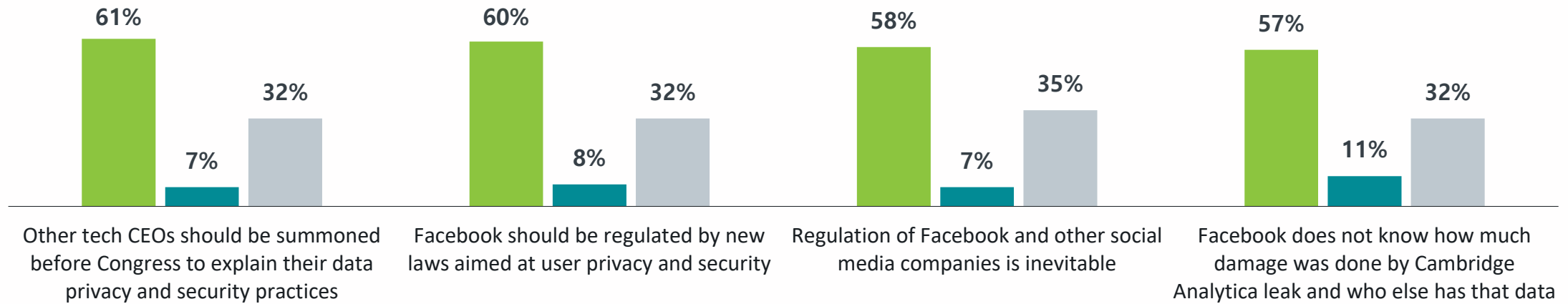<u>BASE: All respondents (n=2,546)</u>
Q41. Do you agree or disagree that in order to receive free or extremely low-cost services a consumer should be required to provide their personal data? (Shown: Top 2 Box, Strongly and somewhat agree; Bottom 2 Box, Strongly and somewhat disagree; Undecided=Neither)

22

C. Perceptions and next steps after Zuckerberg's Testimony

Coming out of the Zuckerberg testimony, Americans believe that ...

Other tech CEOs should be summoned before Congress to explain their data privacy and security practices
- Agree: 61%
- Disagree: 7%
- Undecided: 32%

Facebook should be regulated by new laws aimed at user privacy and security
- Agree: 60%
- Disagree: 8%
- Undecided: 32%

Regulation of Facebook and other social media companies is inevitable
- Agree: 58%
- Disagree: 7%
- Undecided: 35%

Facebook does not know how much damage was done by Cambridge Analytica leak and who else has that data
- Agree: 57%
- Disagree: 11%
- Undecided: 32%

Legend:
- Agree
- Disagree
- Undecided

Coming out of the Zuckerberg testimony, Americans believe that (cont.)

Congressional representatives do not understand how Facebook works
- Agree: 49%
- Disagree: 14%
- Undecided: 37%

Facebook's privacy policy provides insufficient detail and information
- Agree: 48%
- Disagree: 11%
- Undecided: 41%

Mark Zuckerberg was short on specific actions and next steps in his testimony
- Agree: 42%
- Disagree: 10%
- Undecided: 48%

Facebook is a monopoly
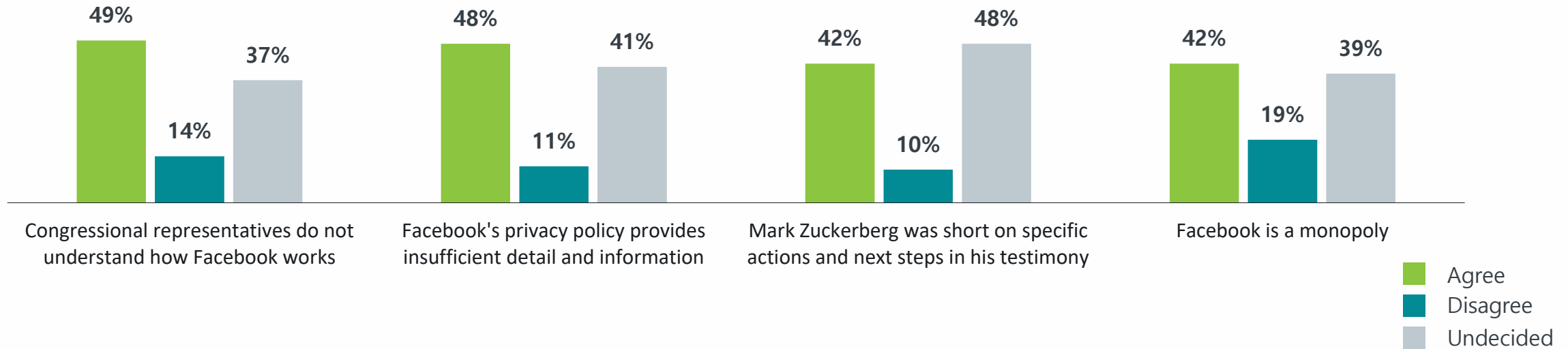- Agree: 42%
- Disagree: 19%
- Undecided: 39%

Legend:
- Agree
- Disagree
- Undecided

BASE: LHC All respondents (n=2,546)
Q48. Please tell us if you agree or disagree with each of the following statements? (Shown: Top 2 Box, Strongly and somewhat agree; Bottom 2 Box, Strongly and somewhat disagree; Undecided=Neither agree or disagree)
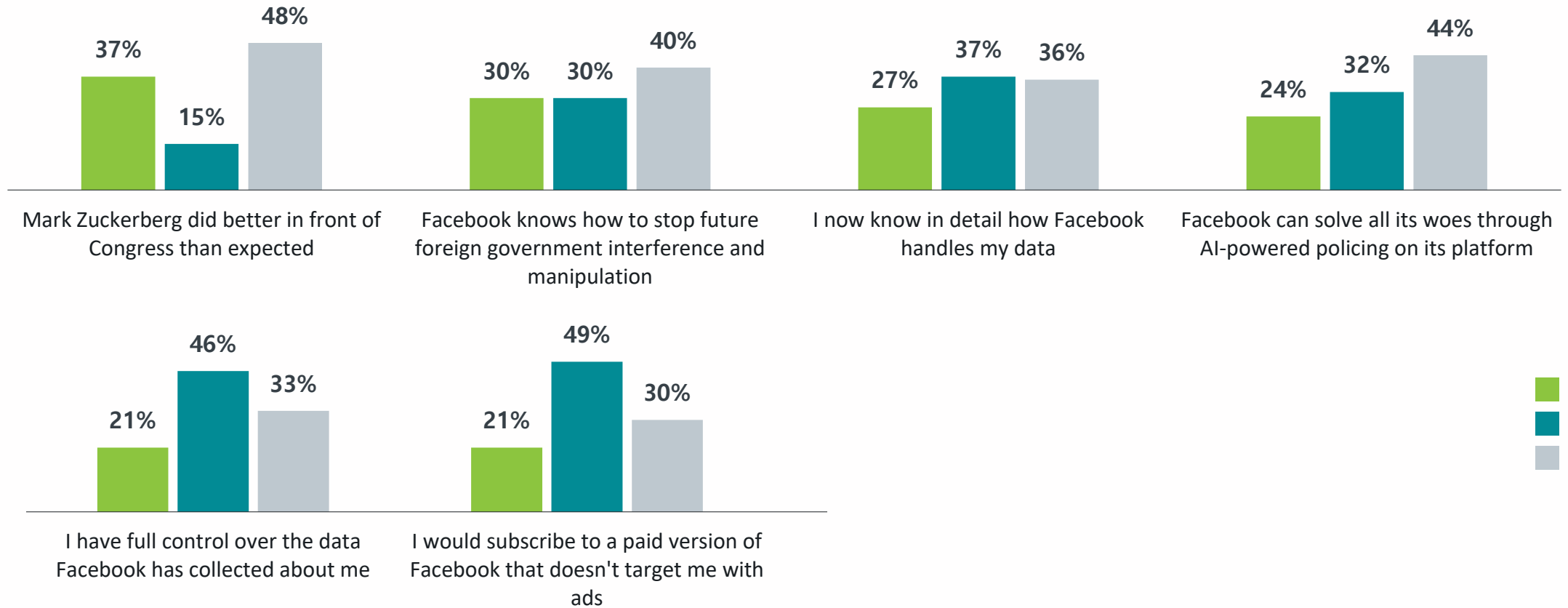
Coming out of the Zuckerberg testimony, Americans believe that (cont.)

Mark Zuckerberg did better in front of Congress than expected
- Agree: 37%
- Disagree: 15%
- Undecided: 48%

Facebook knows how to stop future foreign government interference and manipulation
- Agree: 30%
- Disagree: 30%
- Undecided: 40%

I now know in detail how Facebook handles my data
- Agree: 27%
- Disagree: 37%
- Undecided: 36%

Facebook can solve all its woes through AI-powered policing on its platform
- Agree: 24%
- Disagree: 32%
- Undecided: 44%

I have full control over the data Facebook has collected about me
- Agree: 21%
- Disagree: 46%
- Undecided: 33%

I would subscribe to a paid version of Facebook that doesn't target me with ads
- Agree: 21%
- Disagree: 49%
- Undecided: 30%

Legend:
- Agree
- Disagree
- Undecided

BASE: LHC All respondents (n=2,546)
Q48. Please tell us if you agree or disagree with each of the following statements? (Shown: Top 2 Box, Strongly and somewhat agree; Bottom 2 Box, Strongly and somewhat disagree; Undecided=Neither agree or disagree)
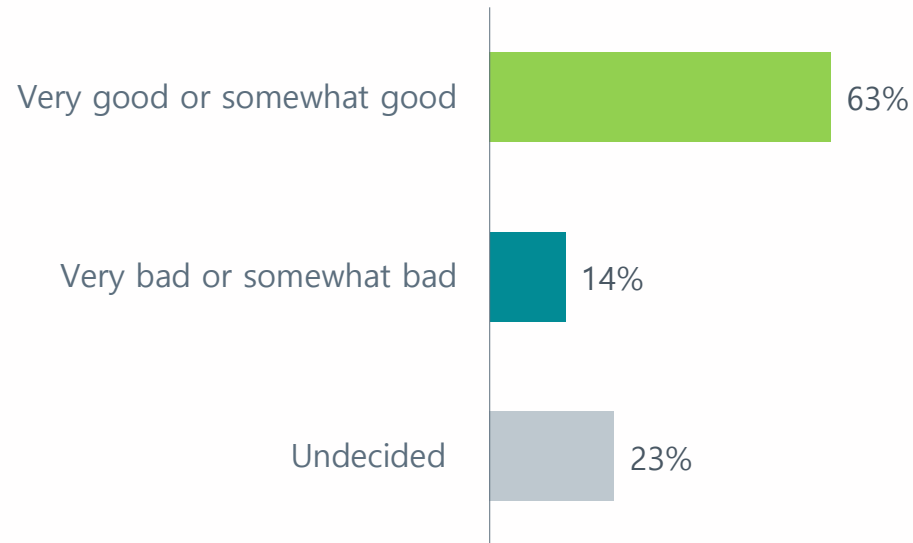
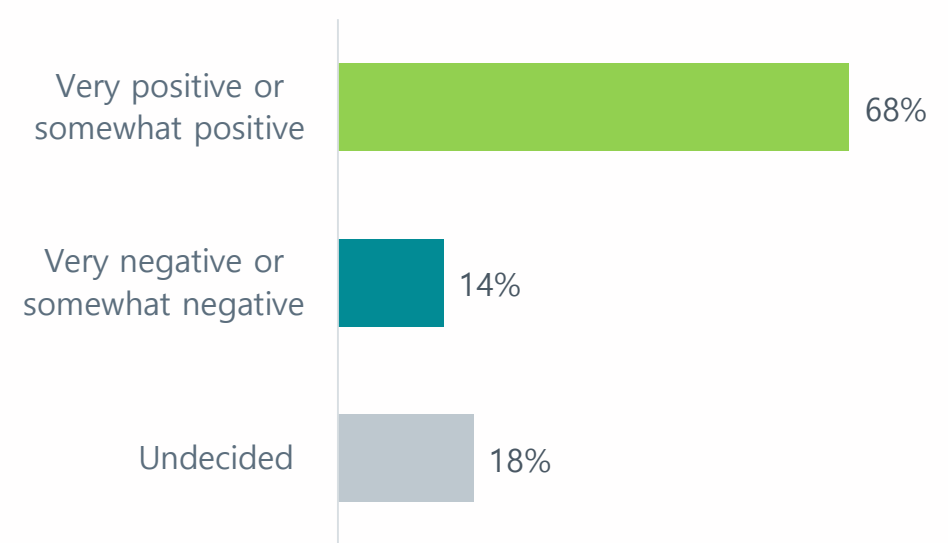# D. General Perceptions of the Tech Sector

Majority of Americans perceive technology to be a good force, with a positive impact on the world

Do you believe technology is a good or bad force in today's society?

Very good or somewhat good	63%
Very bad or somewhat bad	14%
Undecided	23%

Do you believe technology has a positive or negative impact in the world?

Very positive or somewhat positive	68%
Very negative or somewhat negative	14%
Undecided	18%

28

Most believe that technology has had a positive impact on daily life

**Do you believe technology has a positive
or negative impact on your <u>daily life</u>?**
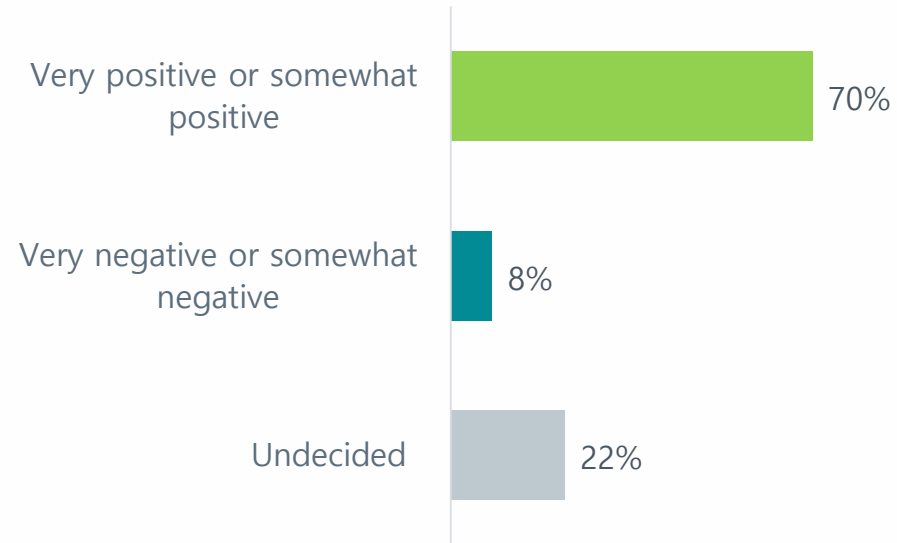
Very positive or somewhat positive	70%
Very negative or somewhat negative	8%
Undecided	22%

Democrats are most likely to see technology as a good force with a positive impact in the world and in their daily life
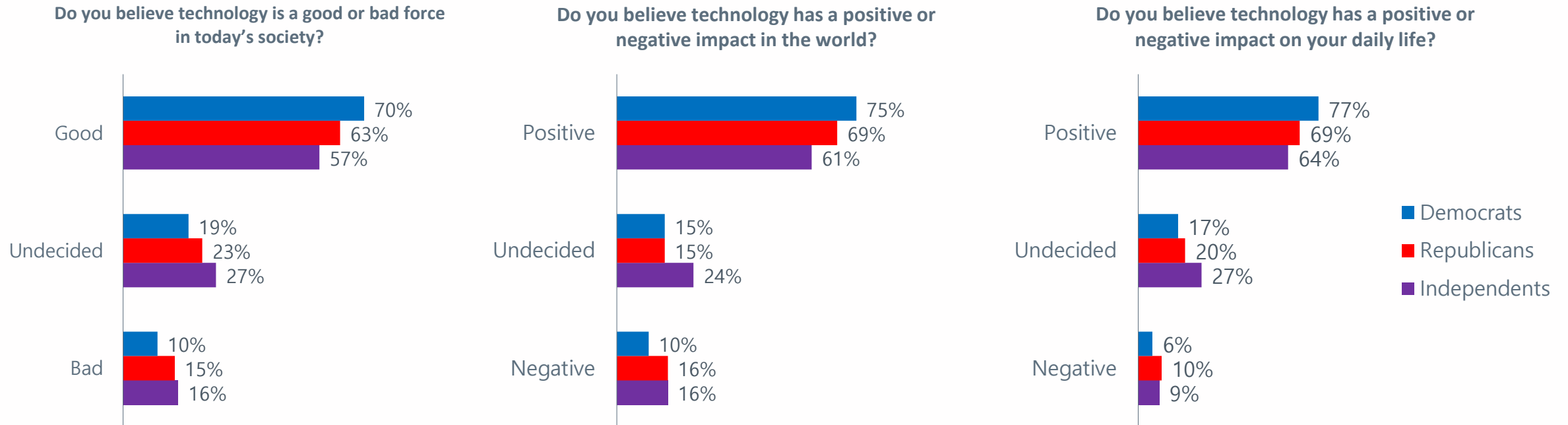
hix

Do you believe technology is a good or bad force in today's society?

	Democrats	Republicans	Independents
Good	70%	63%	57%
Undecided	19%	23%	27%
Bad	10%	15%	16%

Do you believe technology has a positive or negative impact in the world?

	Democrats	Republicans	Independents
Positive	75%	69%	61%
Undecided	15%	15%	24%
Negative	10%	16%	16%

Do you believe technology has a positive or negative impact on your daily life?

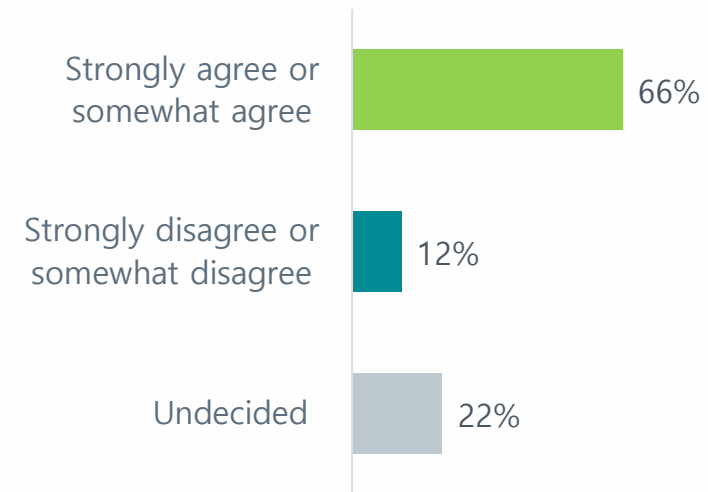|	Democrats	Republicans	Independents
Positive	77%	69%	64%
Undecided	17%	20%	27%
Negative	6%	10%	9%

■ Democrats
■ Republicans
■ Independents

Respondents only trust information on social media 'a little' or 'not at all' and say they verify what they learn there through other sources

How much do you trust the information and news you encounter on social media?

- Not at all — 29%
- A little — 49%
- A great deal or a lot — 22%
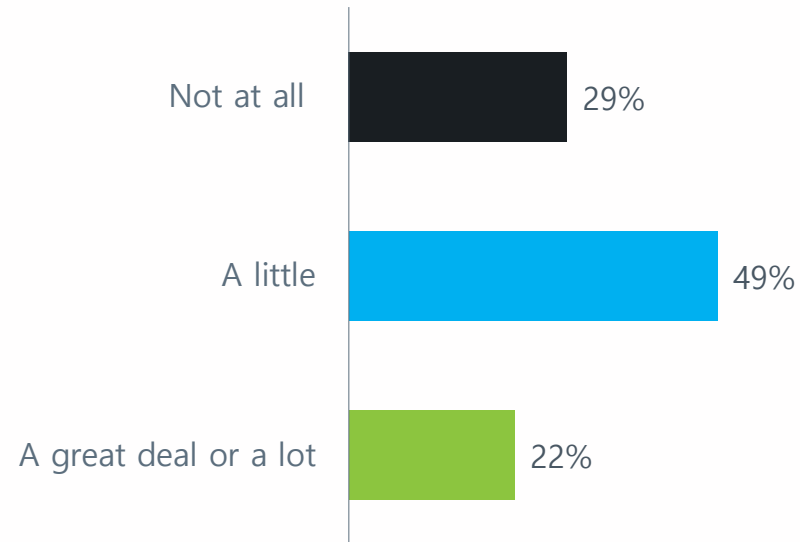
I <u>always verify</u> information and news from social media through other sources

- Strongly agree or somewhat agree — 66%
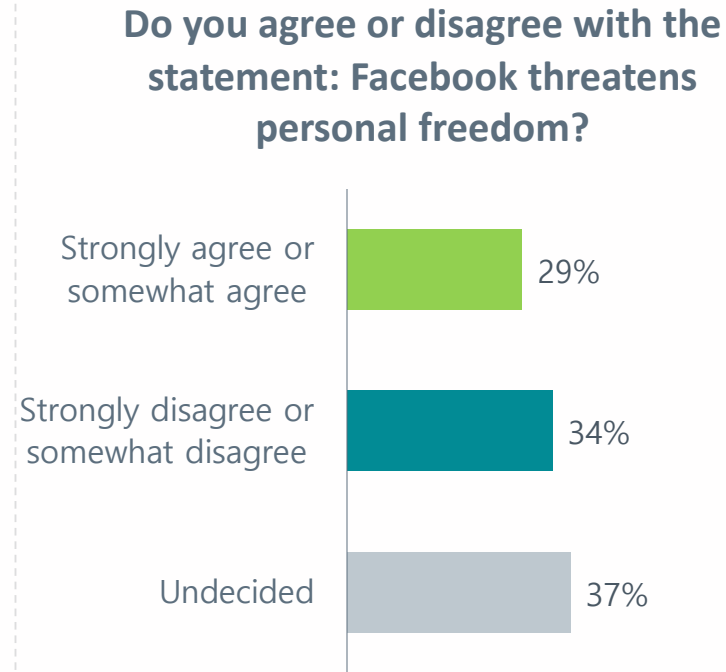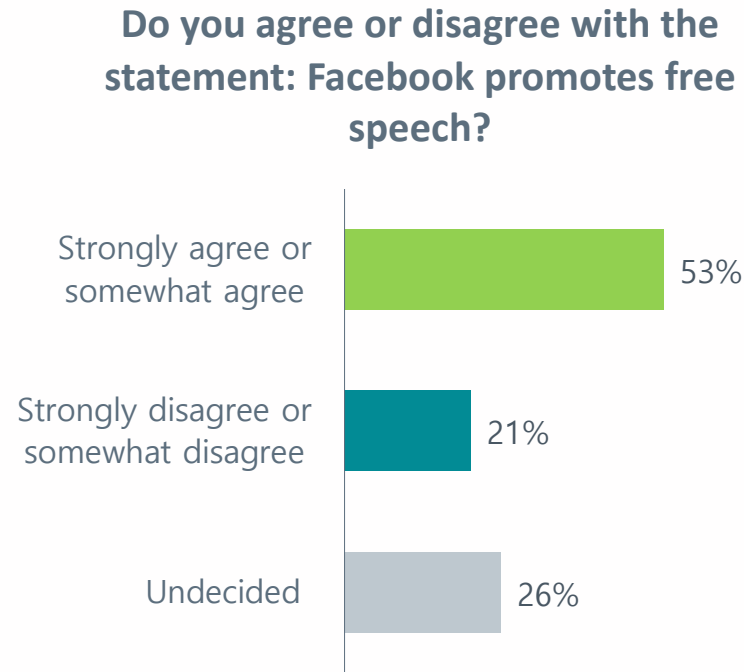- Strongly disagree or somewhat disagree — 12%
- Undecided — 22%

Millennials are almost 5 times as likely than Baby Boomers to put a lot or a great deal of trust in what they encounter on social media

Millennials

- 17%
- 40%
- 43%

GenX

- 23%
- 52%
- 26%

Baby Boomers

- 39%
- 52%
- 9%

Legend:
- Not at all
- A little
- A great deal or a lot

32

Respondents agree the most that Facebook promotes free speech while nearly one out of three thinks Facebook threatens personal freedom

hix

Do you agree or disagree with the statement: Facebook promotes free speech?

Strongly agree or somewhat agree — 53%

Strongly disagree or somewhat disagree — 21%

Undecided — 26%

Do you agree or disagree with the statement: Facebook threatens personal freedom?

Strongly agree or somewhat agree — 29%

Strongly disagree or somewhat disagree — 34%

Undecided — 37%

Majority of the U.S. public believes Amazon, Google, and Microsoft are good for the world; evenly split on Twitter and Snapchat

Is Good for the World
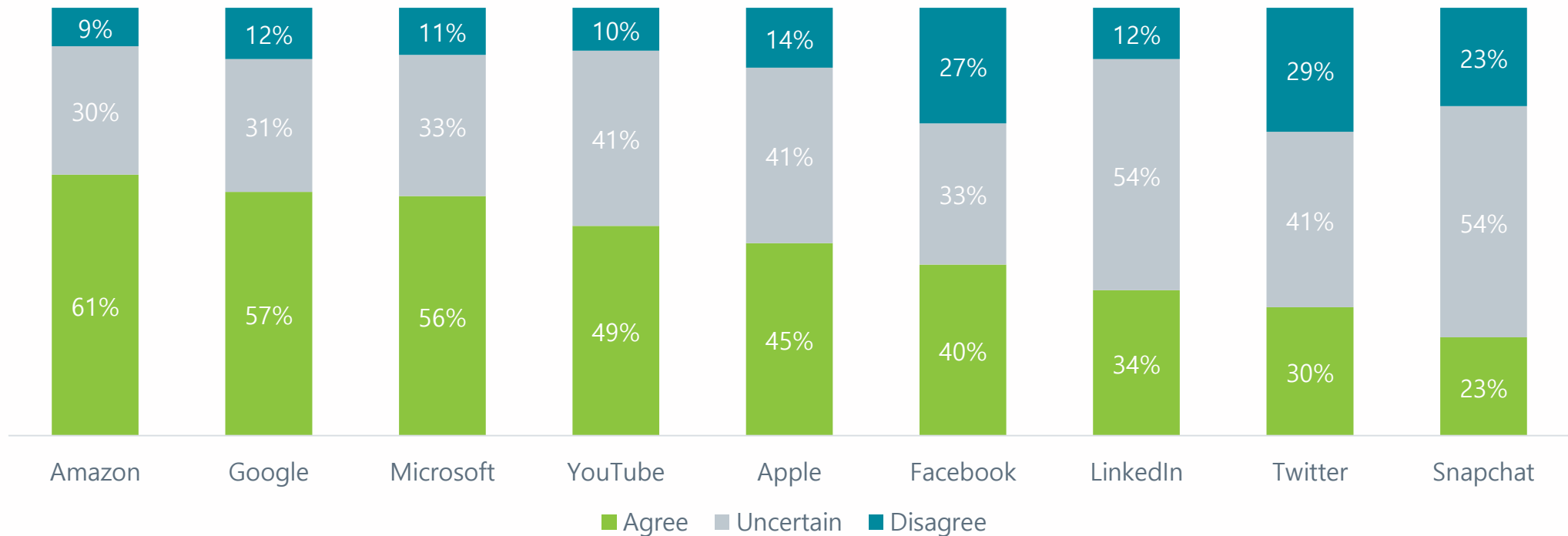
	Amazon	Google	Microsoft	YouTube	Apple	Facebook	LinkedIn	Twitter	Snapchat
Disagree	9%	12%	11%	10%	14%	27%	12%	29%	23%
Uncertain	30%	31%	33%	41%	41%	33%	54%	41%	54%
Agree	61%	57%	56%	49%	45%	40%	34%	30%	23%

■ Agree   ■ Uncertain   ■ Disagree

34

Respondents believe personal technology companies promote free speech; a majority believe this to be the case for Facebook, YouTube, and Twitter

Promotes Free Speech
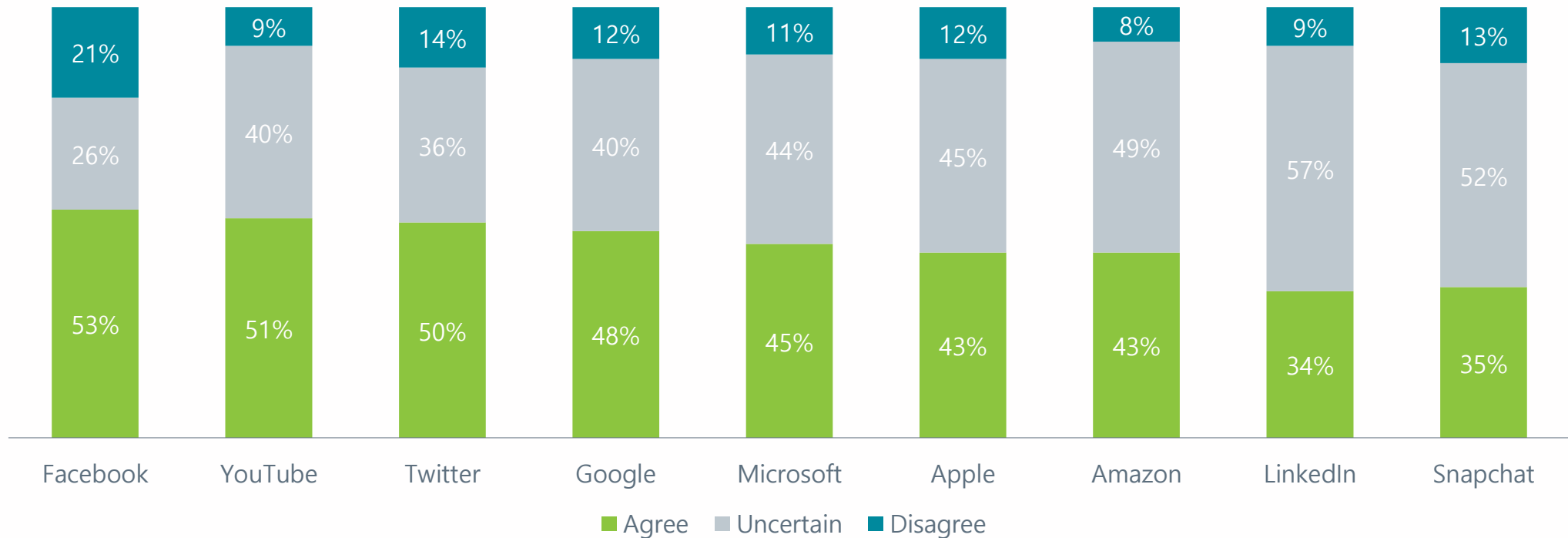
Company	Agree	Uncertain	Disagree
Facebook	53%	26%	21%
YouTube	51%	40%	9%
Twitter	50%	36%	14%
Google	48%	40%	12%
Microsoft	45%	44%	11%
Apple	43%	45%	12%
Amazon	43%	49%	8%
LinkedIn	34%	57%	9%
Snapchat	35%	52%	13%

■ Agree ■ Uncertain ■ Disagree

35

Majority of the U.S. public believes activity and discussions on Facebook and Twitter affect Government policy and actions

Political activity on the tech company platform, including political discussion, can affect government policy and actions

	Facebook	Twitter	Google	YouTube	Microsoft	Apple	Amazon	LinkedIn	Snapchat
Disagree	18%	17%	18%	17%	11%	16%	21%	18%	21%
Uncertain	28%	31%	38%	39%	47%	47%	46%	54%	50%
Agree	54%	52%	44%	44%	42%	37%	33%	28%	29%

■ Agree ■ Uncertain ■ Disagree

The public is uncertain whether the technology sector is good for democracy; no company receives majority approval on the this attribute

Is Good for Democracy
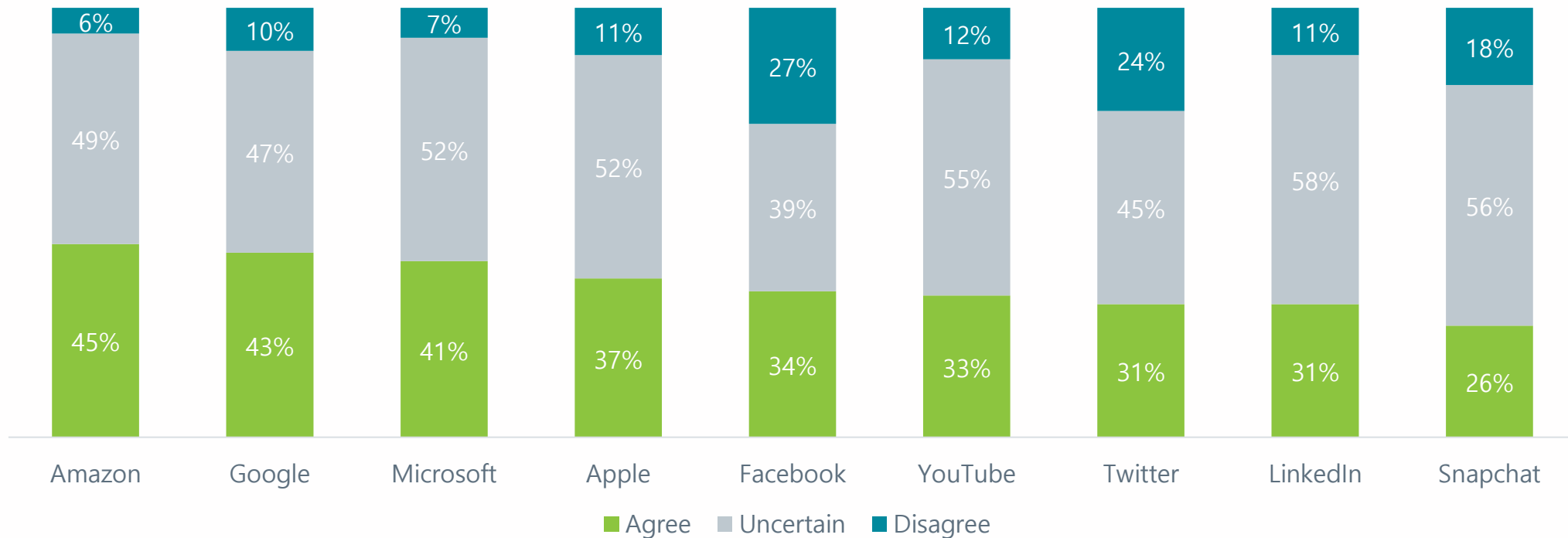
	Amazon	Google	Microsoft	Apple	Facebook	YouTube	Twitter	LinkedIn	Snapchat
Disagree	6%	10%	7%	11%	27%	12%	24%	11%	18%
Uncertain	49%	47%	52%	52%	39%	55%	45%	58%	56%
Agree	45%	43%	41%	37%	34%	33%	31%	31%	26%

■ Agree ■ Uncertain ■ Disagree

The public does not believe any tech company protects against election interference; a plurality disagree that Facebook and Twitter help to protect

Protects Against Election Interference

	Apple	Amazon	Google	Microsoft	Facebook	YouTube	LinkedIn	Twitter	Snapchat
Disagree	18%	11%	21%	13%	42%	21%	13%	32%	23%
Uncertain	52%	60%	51%	59%	34%	57%	65%	48%	58%
Agree	30%	29%	28%	28%	24%	22%	22%	20%	19%

■ Agree ■ Uncertain ■ Disagree
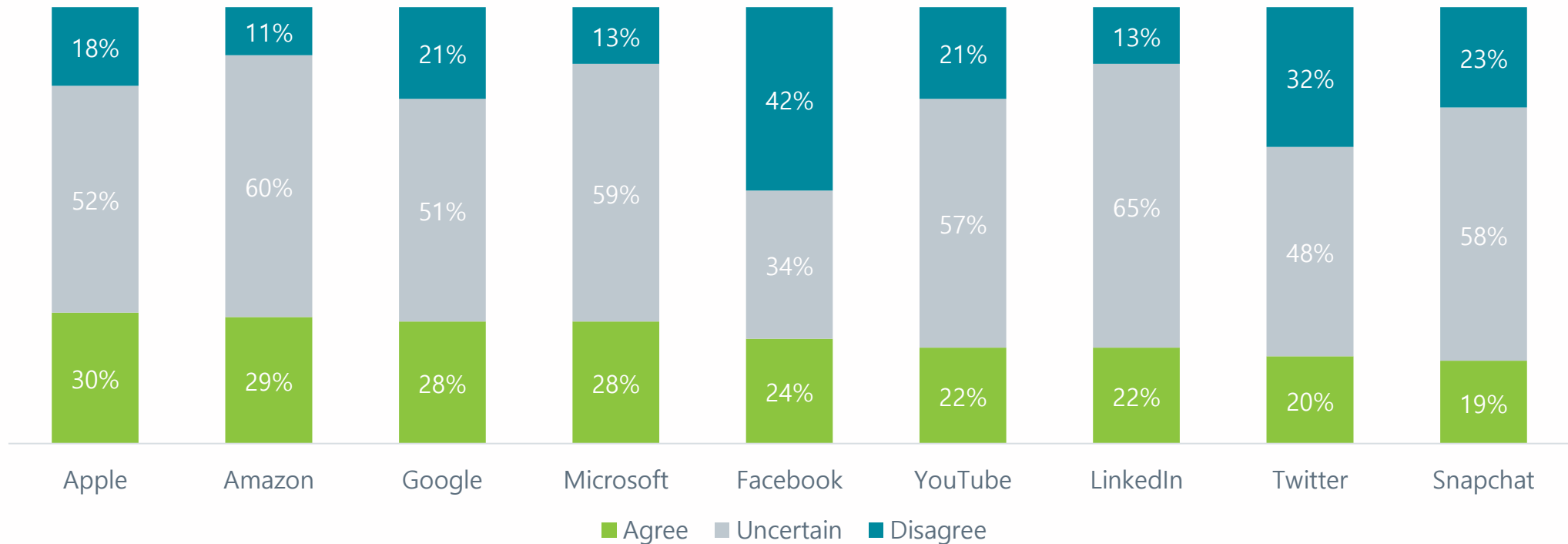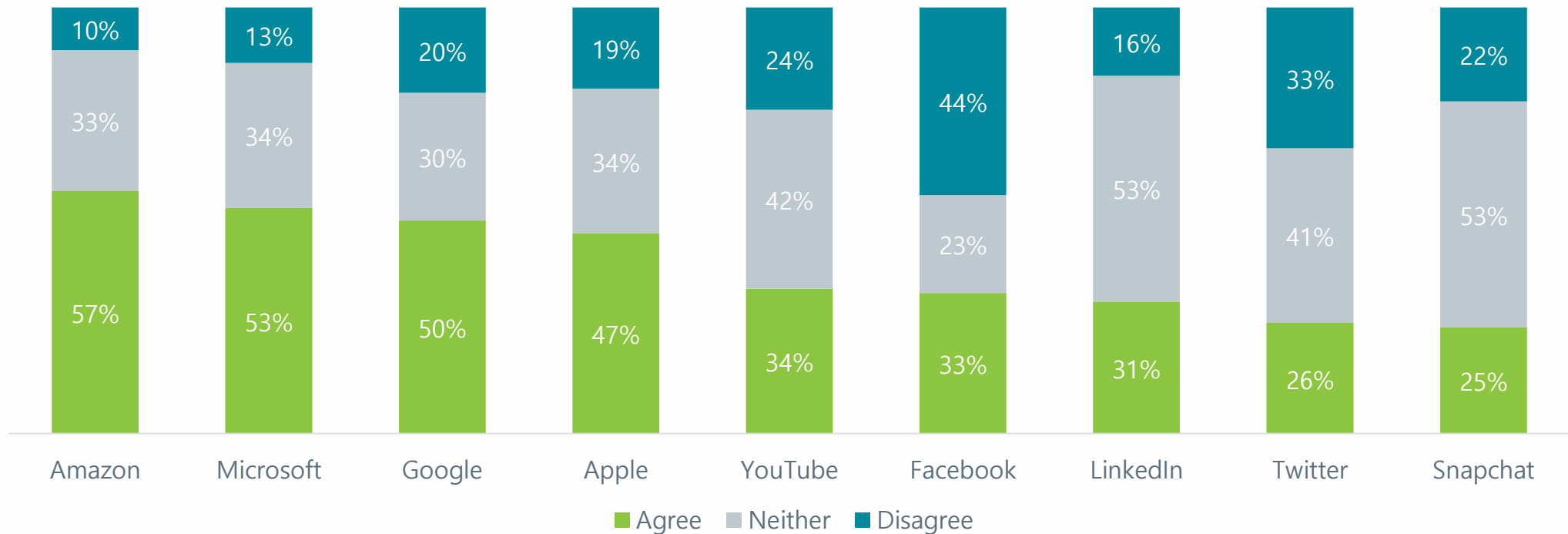
BASE: All respondents (n=576)
CE30C. Please indicate whether you agree or disagree with each of the following statements: Protects Against Election Interference (Shown: Top 2 Box, Strongly and somewhat agree; Bottom 2 Box, Strongly and somewhat disagree; Uncertain=Neither agree or disagree)

Consumers are split on whether tech companies care about privacy: Amazon and Microsoft viewed favorably; Facebook and Twitter viewed negatively

Cares about Privacy

	Amazon	Microsoft	Google	Apple	YouTube	Facebook	LinkedIn	Twitter	Snapchat
Disagree	10%	13%	20%	19%	24%	44%	16%	33%	22%
Neither	33%	34%	30%	34%	42%	23%	53%	41%	53%
Agree	57%	53%	50%	47%	34%	33%	31%	26%	25%

■ Agree   ■ Neither   ■ Disagree

The majority of consumers are uncertain whether tech companies protect their personal information; Amazon is the only exception

Protects my personal information

	Amazon	Microsoft	Google	Apple	YouTube	LinkedIn	Facebook	Twitter	Snapchat
Disagree	11%	14%	22%	20%	23%	13%	46%	30%	22%
Uncertain	34%	39%	34%	38%	47%	57%	25%	45%	55%
Agree	55%	47%	44%	42%	30%	30%	29%	25%	23%

■ Agree ■ Uncertain ■ Disagree

40

Majority of the U.S. public is uncertain whether tech companies pay their fair share of taxes

Pays an Appropriate Amount Of Taxes

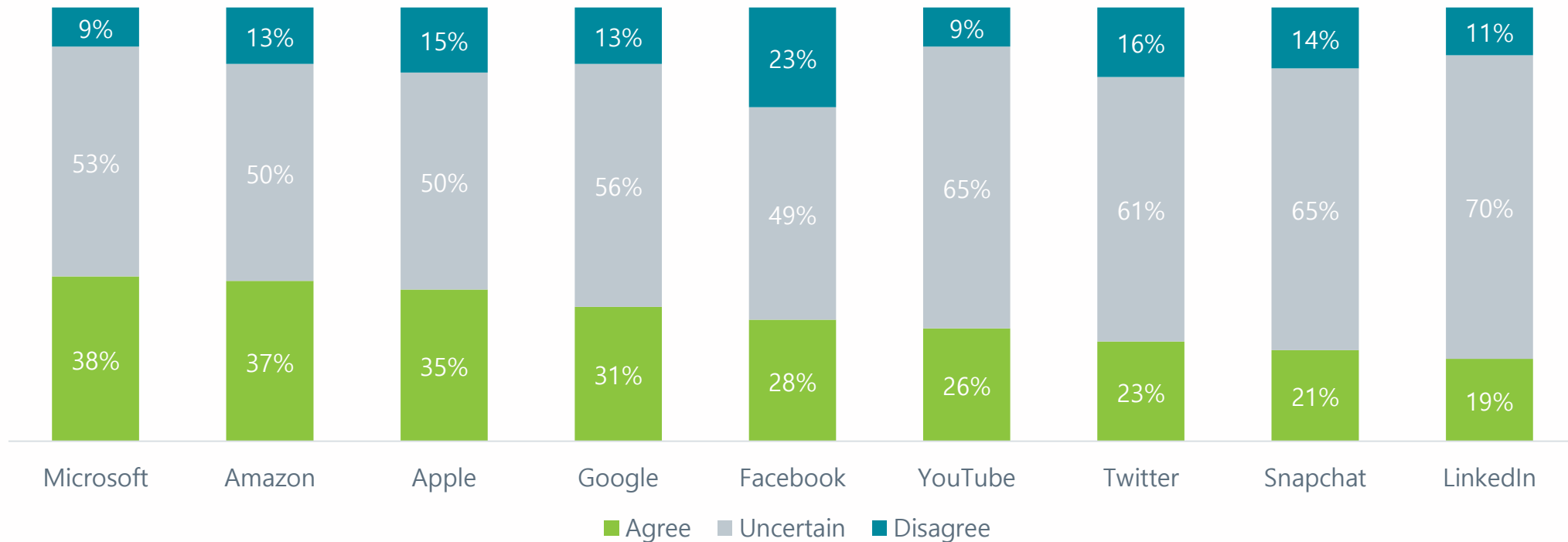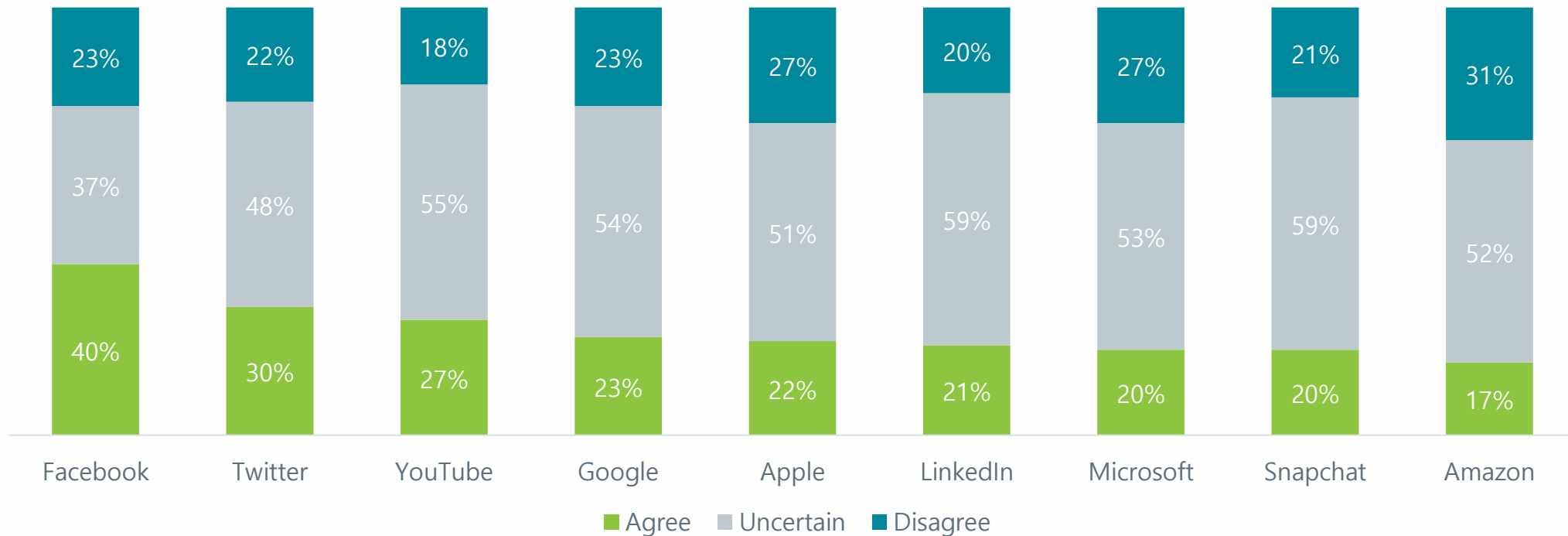|	Microsoft	Amazon	Apple	Google	Facebook	YouTube	Twitter	Snapchat	LinkedIn
Disagree	9%	13%	15%	13%	23%	9%	16%	14%	11%
Uncertain	53%	50%	50%	56%	49%	65%	61%	65%	70%
Agree	38%	37%	35%	31%	28%	26%	23%	21%	19%

■ Agree   ■ Uncertain   ■ Disagree

BASE: All respondents (n=576)
CE30C. Please indicate whether you agree or disagree with each of the following statements: Pays an Appropriate Amount Of Taxes (Shown: Top 2 Box, Strongly and somewhat agree; Bottom 2 Box, Strongly and somewhat disagree; Uncertain=Neither agree or disagree)

Plurality believe that Facebook, Twitter, YouTube disseminate fake news; evenly split on Google and largely uncertain about the role of the sector at large
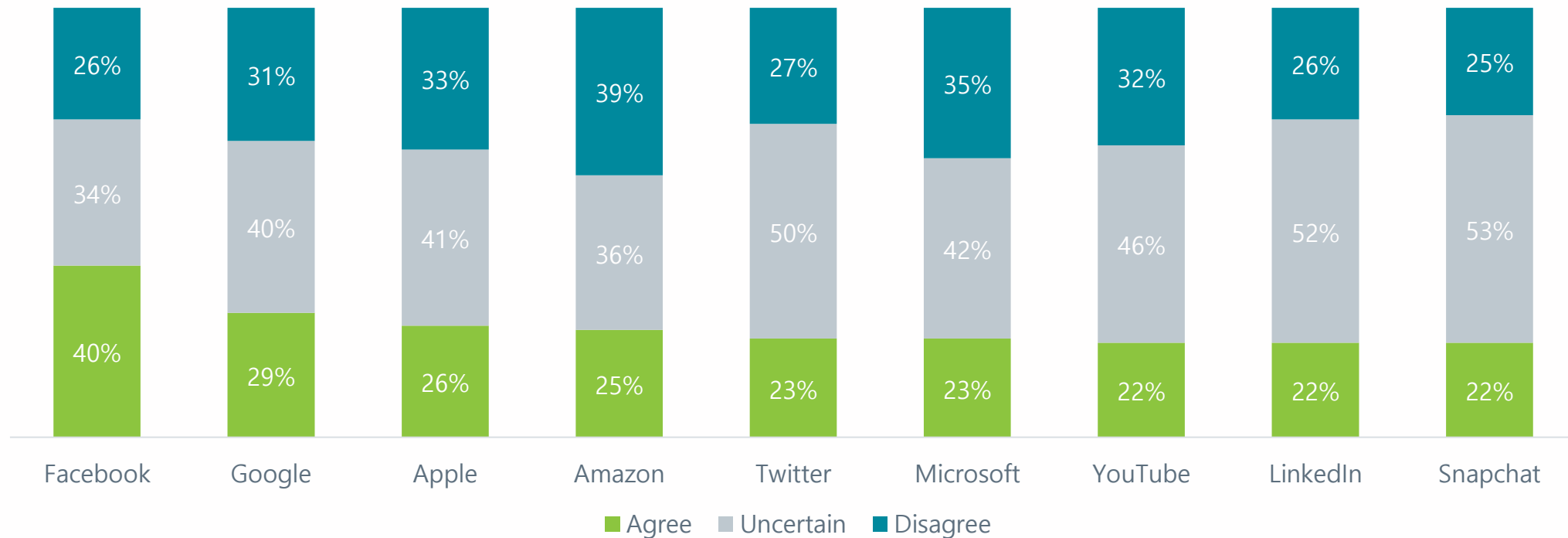
Disseminates Fake News

	Facebook	Twitter	YouTube	Google	Apple	LinkedIn	Microsoft	Snapchat	Amazon
Disagree	23%	22%	18%	23%	27%	20%	27%	21%	31%
Uncertain	37%	48%	55%	54%	51%	59%	53%	59%	52%
Agree	40%	30%	27%	23%	22%	21%	20%	20%	17%

■ Agree ■ Uncertain ■ Disagree

A plurality of the public believes that Facebook is spying on them, and is largely undecided about the rest of the sector
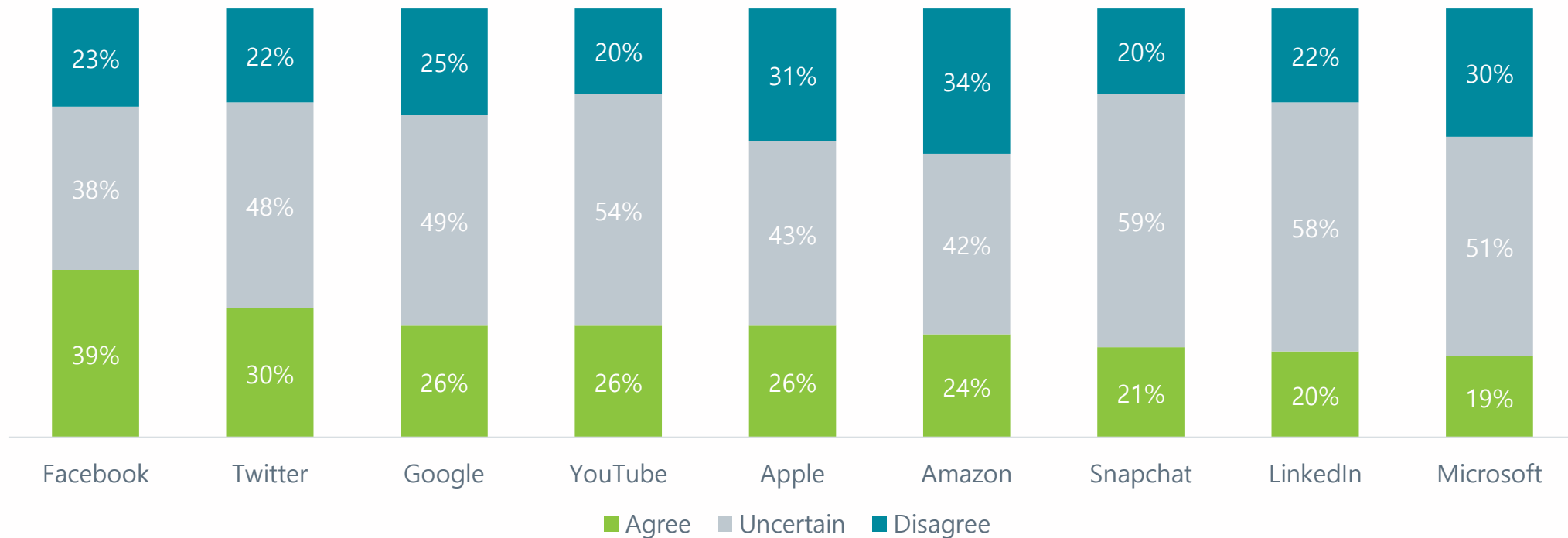
Is Spying on Me

	Facebook	Google	Apple	Amazon	Twitter	Microsoft	YouTube	LinkedIn	Snapchat
Disagree	26%	31%	33%	39%	27%	35%	32%	26%	25%
Uncertain	34%	40%	41%	36%	50%	42%	46%	52%	53%
Agree	40%	29%	26%	25%	23%	23%	22%	22%	22%

■ Agree ■ Uncertain ■ Disagree

Respondents are largely uncertain of whether the tech sector does a good job preventing terrorist networks to operate; a plurality disagree about Facebook

hix

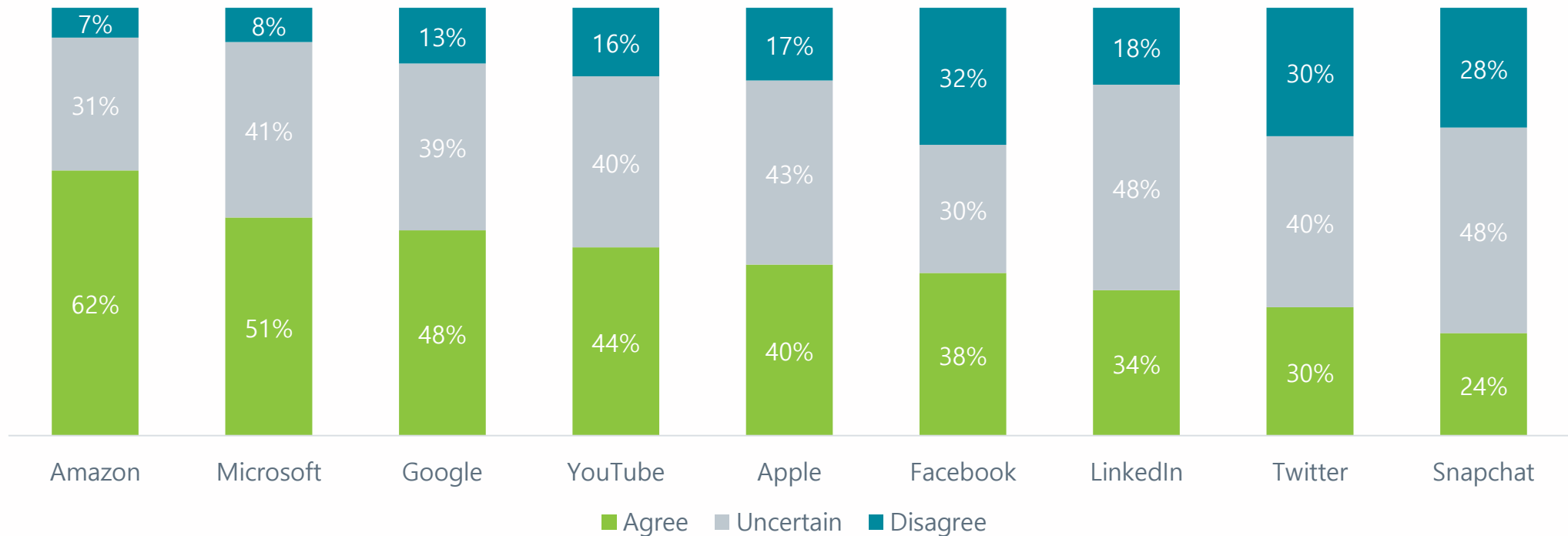## Allows Terrorist Networks Space to Operate

	Facebook	Twitter	Google	YouTube	Apple	Amazon	Snapchat	LinkedIn	Microsoft
Disagree	23%	22%	25%	20%	31%	34%	20%	22%	30%
Uncertain	38%	48%	49%	54%	43%	42%	59%	58%	51%
Agree	39%	30%	26%	26%	26%	24%	21%	20%	19%

■ Agree   ■ Uncertain   ■ Disagree

44

Amazon and Microsoft are believed by a majority of consumers to be the most relatable tech companies
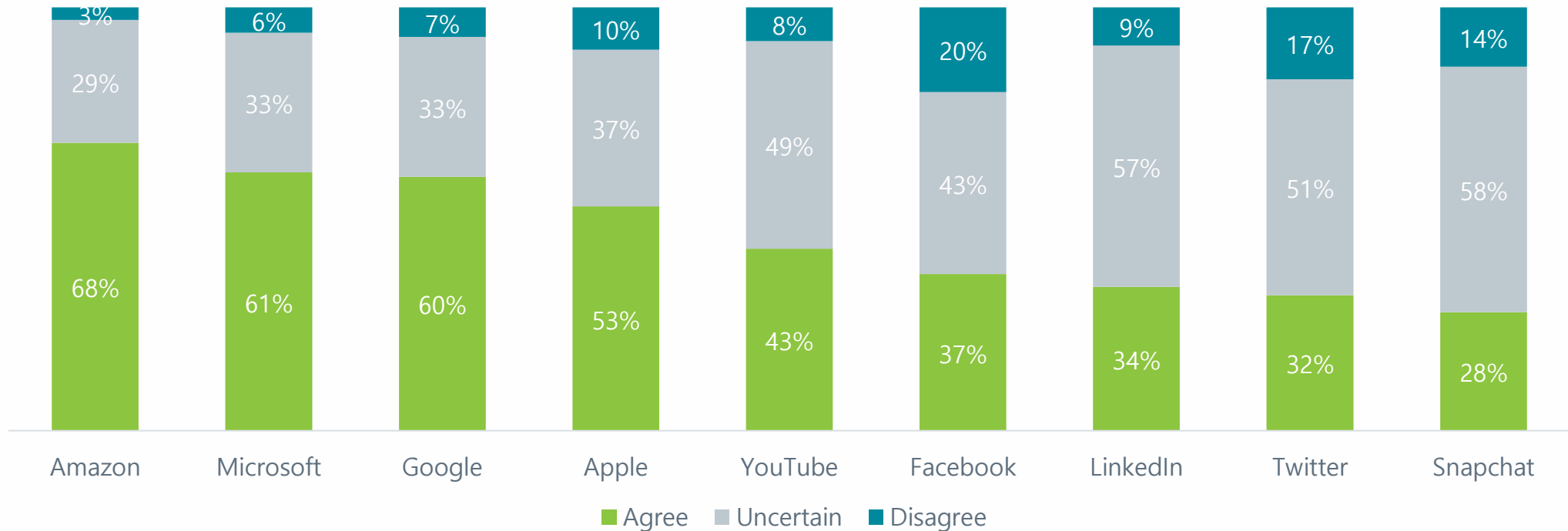
Relates to People Like Me

Company	Agree	Uncertain	Disagree
Amazon	62%	31%	7%
Microsoft	51%	41%	8%
Google	48%	39%	13%
YouTube	44%	40%	16%
Apple	40%	43%	17%
Facebook	38%	30%	32%
LinkedIn	34%	48%	18%
Twitter	30%	40%	30%
Snapchat	24%	48%	28%

■ Agree   ■ Uncertain   ■ Disagree

45

A majority of consumers believe Amazon, Microsoft, Google, and Apple make good products and services

hix
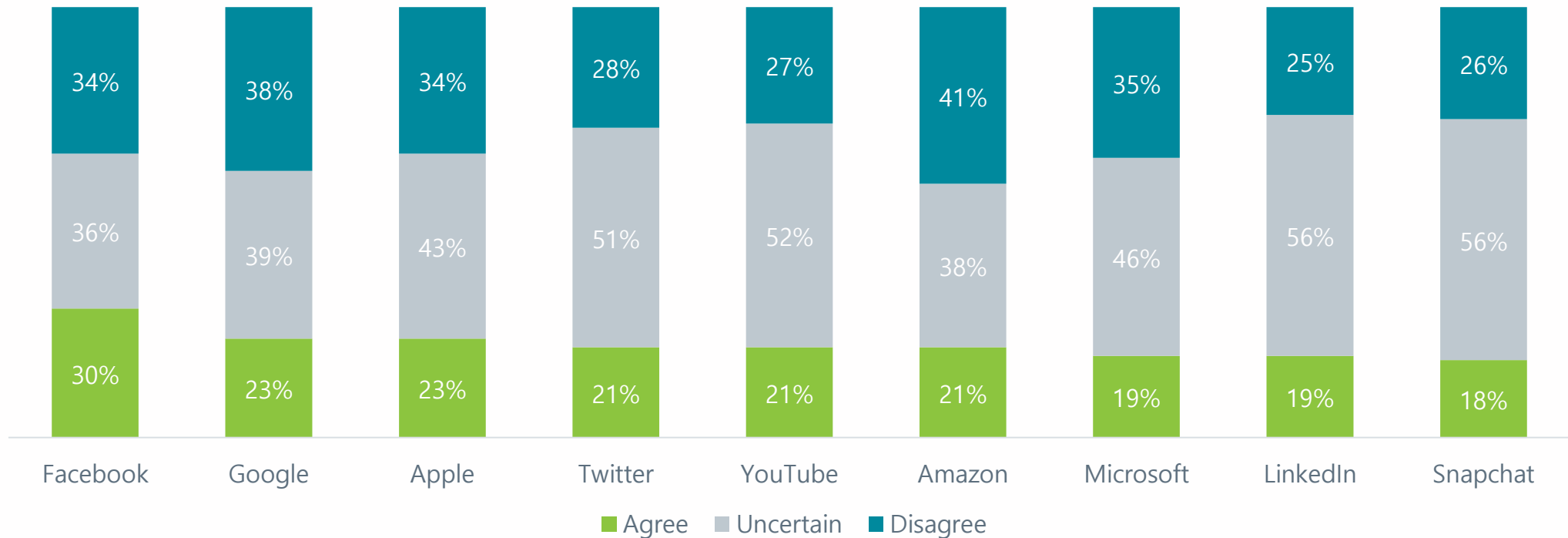
Makes Good Products or Services

	Amazon	Microsoft	Google	Apple	YouTube	Facebook	LinkedIn	Twitter	Snapchat
Disagree	3%	6%	7%	10%	8%	20%	9%	17%	14%
Uncertain	29%	33%	33%	37%	49%	43%	57%	51%	58%
Agree	68%	61%	60%	53%	43%	37%	34%	32%	28%

■ Agree   ■ Uncertain   ■ Disagree

46

People are uncertain on whether tech companies discriminate against certain ideologies; Facebook gets blamed more among its peers

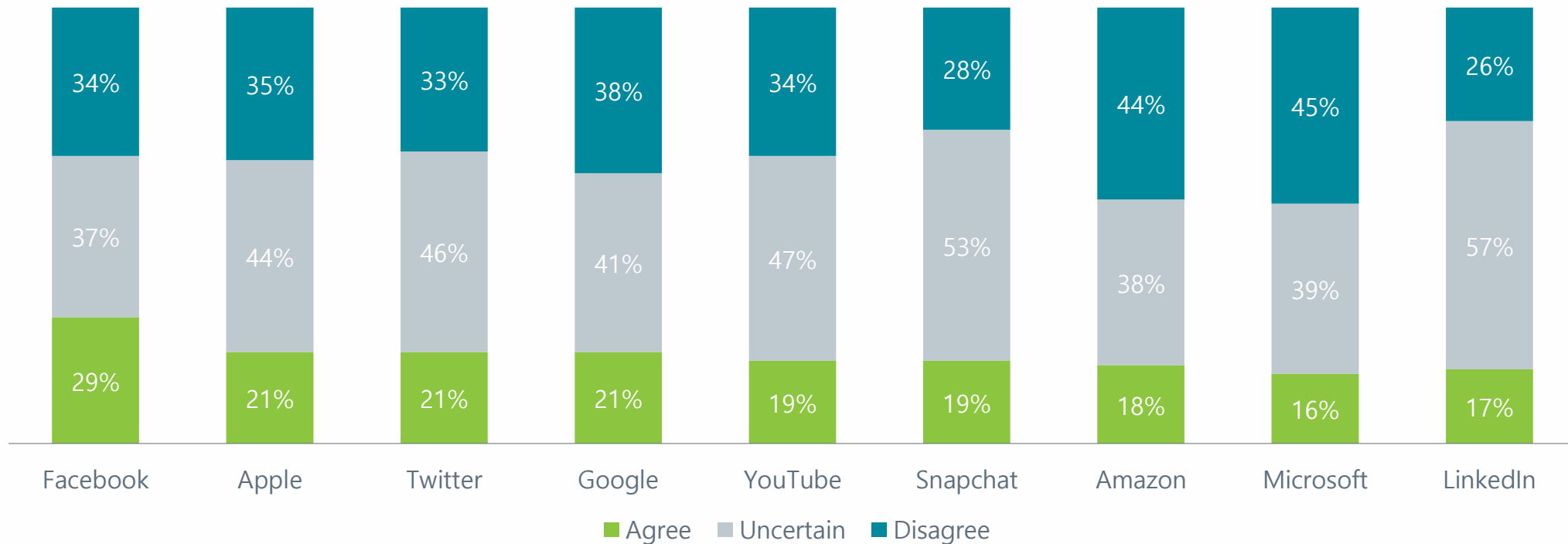## Discriminates Against People of a Certain Ideology

	Facebook	Google	Apple	Twitter	YouTube	Amazon	Microsoft	LinkedIn	Snapchat
Disagree	34%	38%	34%	28%	27%	41%	35%	25%	26%
Uncertain	36%	39%	43%	51%	52%	38%	46%	56%	56%
Agree	30%	23%	23%	21%	21%	21%	19%	19%	18%

■ Agree ■ Uncertain ■ Disagree

47

Respondents are uncertain on whether tech companies threaten personal freedom, with Amazon and Microsoft being the exception
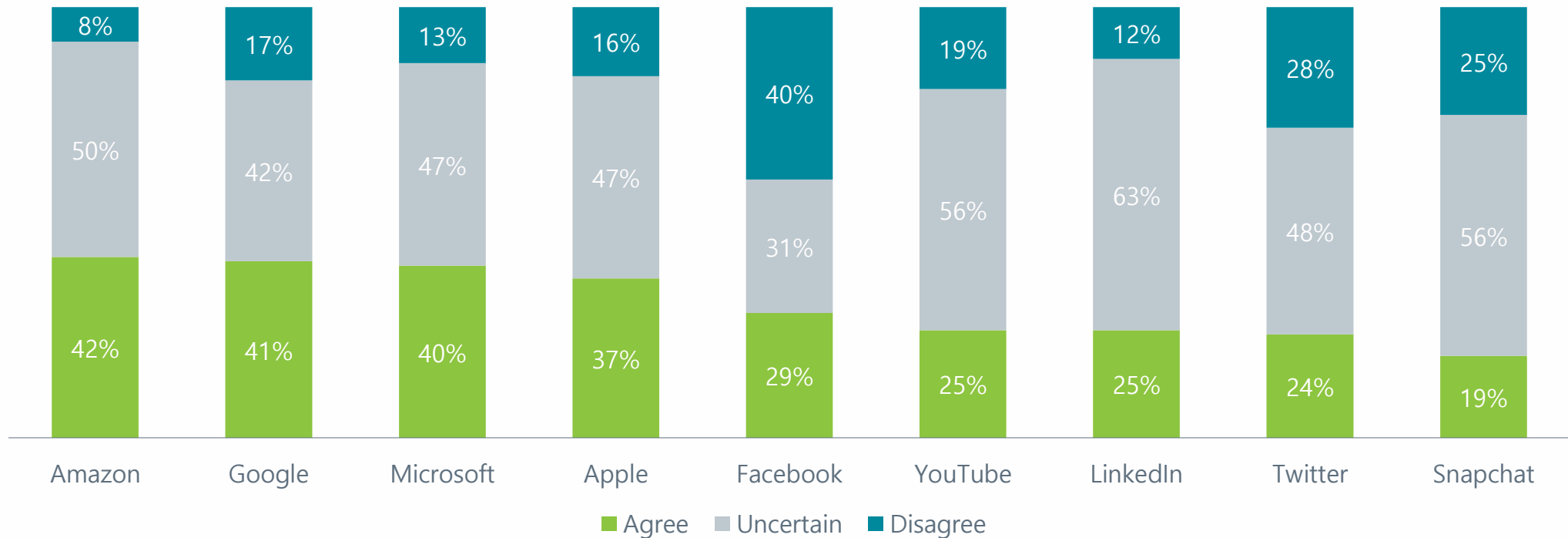
Threatens Personal Freedom

	Facebook	Apple	Twitter	Google	YouTube	Snapchat	Amazon	Microsoft	LinkedIn
Disagree	34%	35%	33%	38%	34%	28%	44%	45%	26%
Uncertain	37%	44%	46%	41%	47%	53%	38%	39%	57%
Agree	29%	21%	21%	21%	19%	19%	18%	16%	17%

■ Agree ■ Uncertain ■ Disagree

Consumers are more confident in personal technology companies safeguarding against predatory behavior than they are of social media

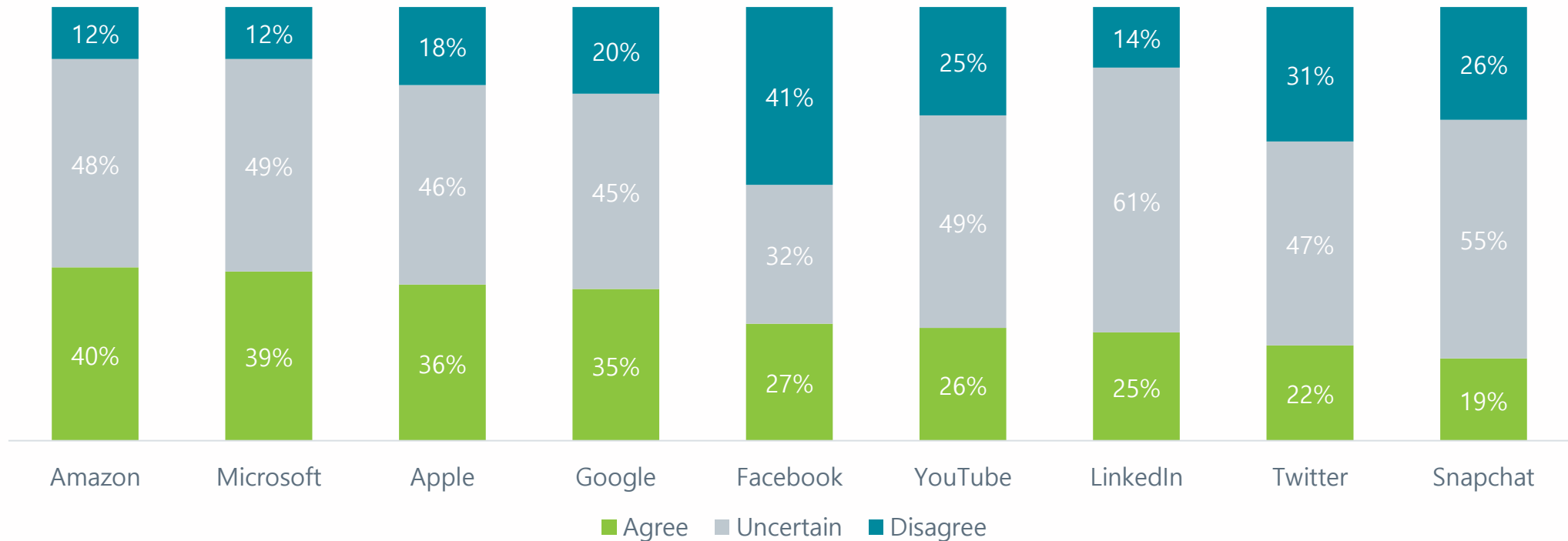## Safeguards Against Predatory Behavior

	Amazon	Google	Microsoft	Apple	Facebook	YouTube	LinkedIn	Twitter	Snapchat
Disagree	8%	17%	13%	16%	40%	19%	12%	28%	25%
Uncertain	50%	42%	47%	47%	31%	56%	63%	48%	56%
Agree	42%	41%	40%	37%	29%	25%	25%	24%	19%

■ Agree   ■ Uncertain   ■ Disagree

49

Majority are uncertain whether the tech sector provides adequate safeguards for their children
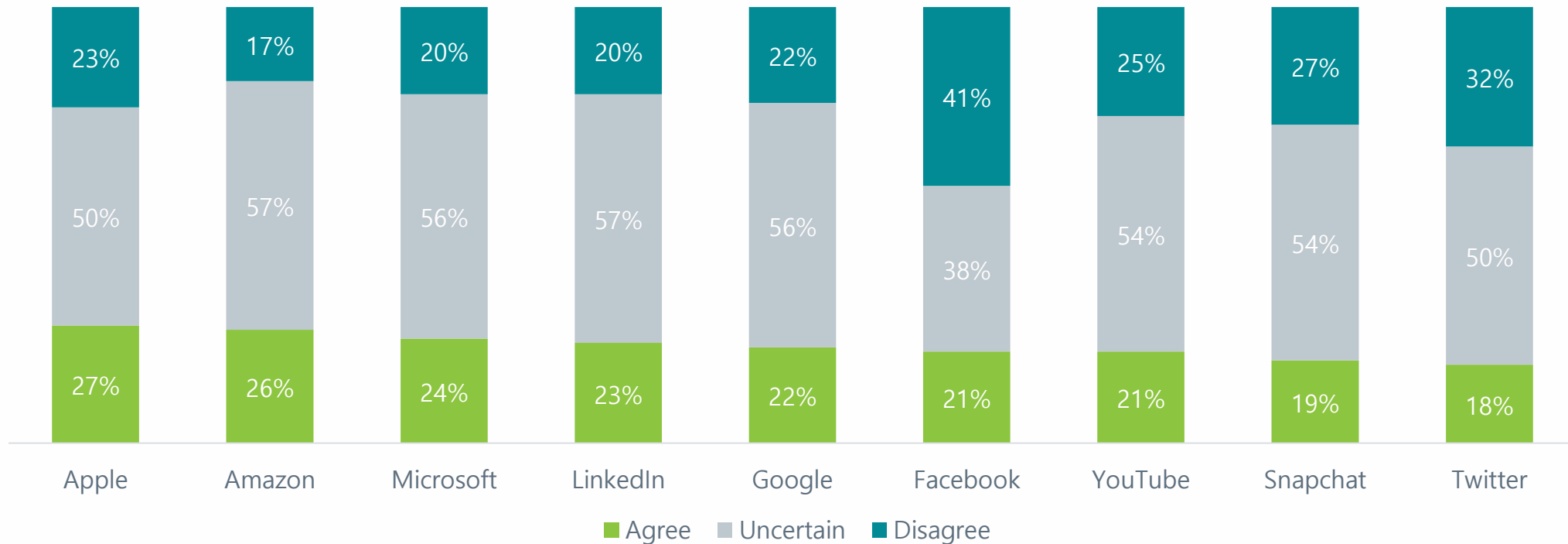
Has Adequate Safeguards for Children

	Amazon	Microsoft	Apple	Google	Facebook	YouTube	LinkedIn	Twitter	Snapchat
Disagree	12%	12%	18%	20%	41%	25%	14%	31%	26%
Uncertain	48%	49%	46%	45%	32%	49%	61%	47%	55%
Agree	40%	39%	36%	35%	27%	26%	25%	22%	19%

■ Agree ■ Uncertain ■ Disagree

Majority do <u>not</u> believe tech companies are improving their mental health
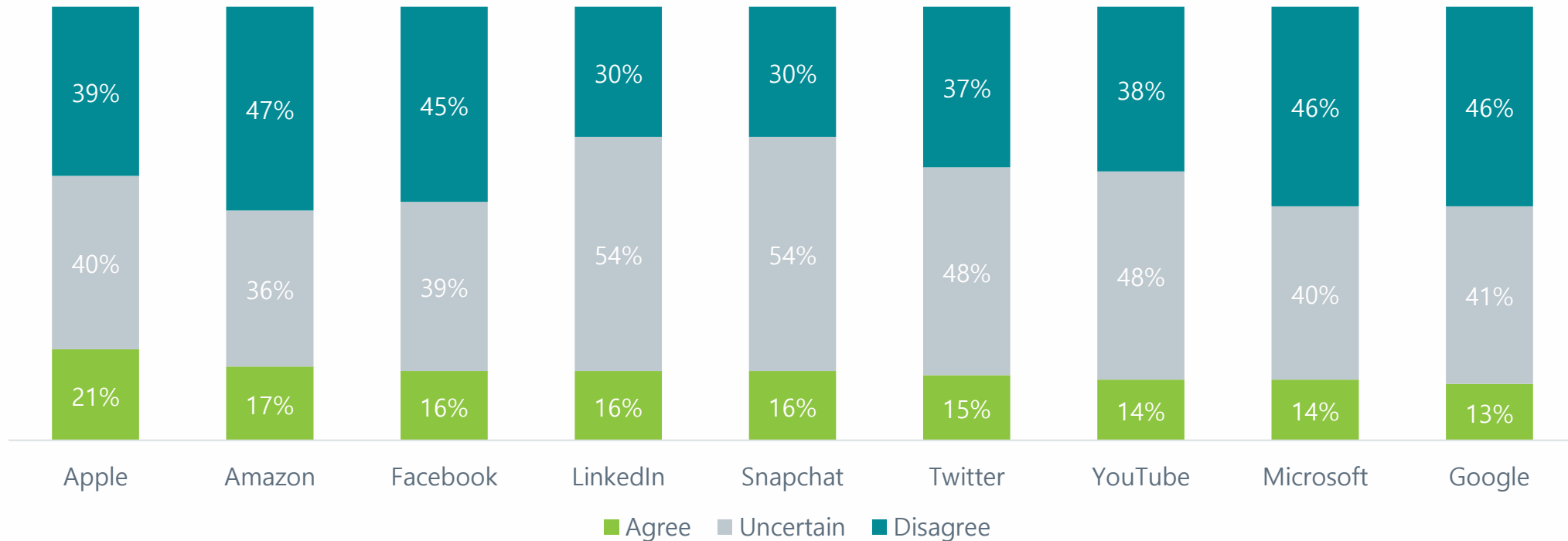
Improves Users' Mental Health

	Apple	Amazon	Microsoft	LinkedIn	Google	Facebook	YouTube	Snapchat	Twitter
Disagree	23%	17%	20%	20%	22%	41%	25%	27%	32%
Uncertain	50%	57%	56%	57%	56%	38%	54%	54%	50%
Agree	27%	26%	24%	23%	22%	21%	21%	19%	18%

■ Agree   ■ Uncertain   ■ Disagree

An overwhelming majority of respondents do <u>not</u> believe that tech companies discriminate against people with disabilities

hix

Discriminates Against People with Disabilities

	Apple	Amazon	Facebook	LinkedIn	Snapchat	Twitter	YouTube	Microsoft	Google
Disagree	39%	47%	45%	30%	30%	37%	38%	46%	46%
Uncertain	40%	36%	39%	54%	54%	48%	48%	40%	41%
Agree	21%	17%	16%	16%	16%	15%	14%	14%	13%

■ Agree ■ Uncertain ■ Disagree