

Report

Government Performance

January 2021

For comment please contact:
Ian Large, Executive Vice President
ilarge@Leger360.com
780-423-0708 Ext 4244
780-399-8904



DATE 2021-01-14

Leger

We know Canadians

METHODOLOGY

METHODOLOGY

Study Population

- Albertans, aged 18 and older.

Data Collection

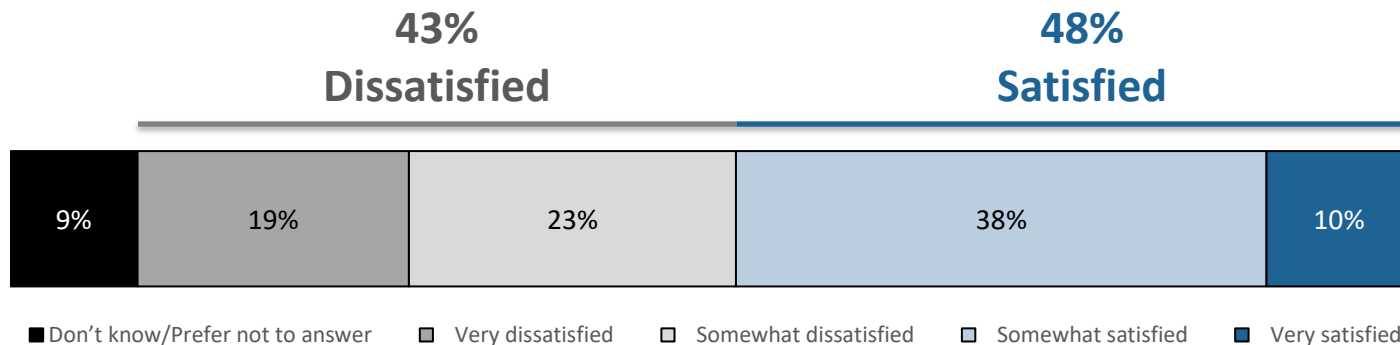
- A total of n=1,000 online surveys were conducted via Leger's LEO Panel, including:
 - n=320 in Edmonton CMA
 - n=330 in Calgary CMA
 - n = 350 in areas outside of Edmonton CMA or Calgary CMA – referred to as Other Albertans
- Interviews were conducted from January 8th to 10th, 2021.
- This web survey was conducted using computer-assisted Web interviewing (CAWI) technology.

Statistical Analysis

- As a non-random internet survey, a margin of error is not reported.
- If the data were collected through a random sample, the margin of error would be:
 - Albertans (n=1,000) $\pm 3.1\%$, 19 times out of 20.
 - Edmonton CMA (n=320) $\pm 5.5\%$, 19 times out of 20.
 - Calgary CMA (n=330) $\pm 5.4\%$, 19 times out of 20.
 - Other Albertans (n=350) $\pm 5.2\%$, 19 times out of 20.
- Using data from the 2016 Census, results were weighted according to age, gender, and region in order to ensure a representative sample of the population.
- The numbers presented have been rounded to the nearest whole number. However, raw values were used to calculate the sums presented and therefore may not correspond to the manual addition of these numbers.
- In this report, data in **red** characters indicate a significant lower proportion than that of other respondents at 95%/99% confidence. Conversely, data in **green** characters indicate a significantly higher proportion of than that of other respondents at 95%/99% confidence.

DETAILED RESULTS

Albertans are polarized in their satisfaction with the government's roll out of vaccines in Alberta thus far, with 48% indicating they are satisfied (somewhat/very) and 43% indicating they are dissatisfied (somewhat/very).

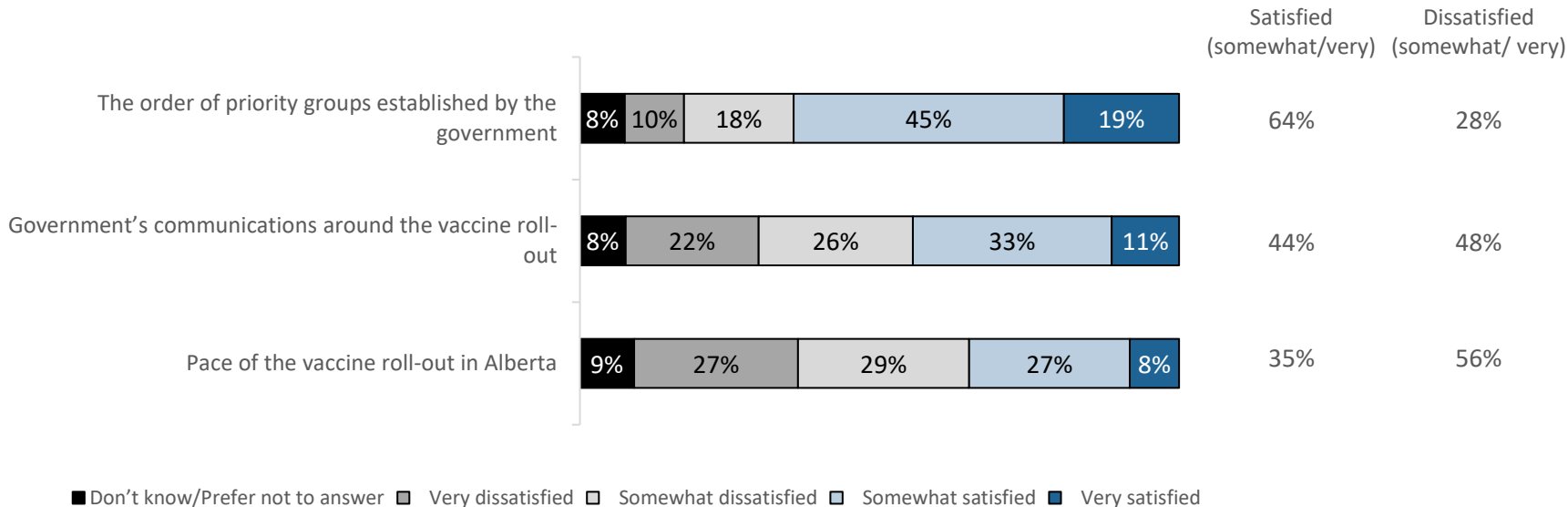


	Albertans (n=1,000)	REGION			GENDER		AGE				
		Cgy. CMA (n=330)	Edm. CMA (n=320)	Other AB (n=350)	Men (n=446)	Women (n=554)	18-34 (n=264)	35-44 (n=155)	45-54 (n=182)	55-64 (n=170)	65+ (n=229)
Satisfied (somewhat/very)	48%	52%	48%	44%	51%	45%	49%	50%	46%	48%	47%
Dissatisfied (somewhat/very)	43%	39%	47%	43%	42%	44%	41%	38%	47%	45%	45%

Base: Albertans (n=1,000)

Q1: As you may know, two COVID-19 Vaccines are being distributed in Alberta to some of the priority groups (e.g. health care workers in intensive care units, respiratory therapists and staff in long term care facilities) with plans to expand the distribution as more vaccine becomes available. Taking everything into account, how satisfied are you with the government's roll out of the vaccines in Alberta so far?

Nearly two-thirds of Albertans are satisfied (somewhat/very) with the order of priority groups established by the government. While less than half are satisfied with the government’s communication surrounding the vaccine roll-out, as well as the pace of the vaccine roll-out in Alberta.



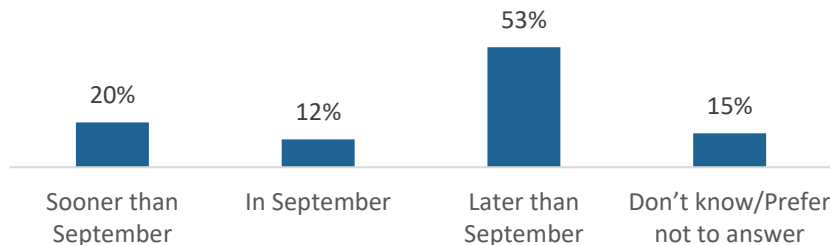
Demographic Breakdown

Calgarians are more likely to be satisfied with all aspects of the government's vaccine roll-out, compared to Edmontonians.

	Albertans (n=1,000)	REGION			GENDER		AGE				
		Cgy. CMA (n=330)	Edm. CMA (n=320)	Other AB (n=350)	Men (n=446)	Women (n=554)	18-34 (n=264)	35-44 (n=155)	45-54 (n=182)	55-64 (n=170)	65+ (n=229)
Satisfied (somewhat/very)											
The order of priority groups established by the government	64%	69%	59%	65%	68%	61%	65%	64%	60%	68%	64%
Government's communications around the vaccine roll-out	44%	49%	41%	44%	47%	42%	42%	52%	44%	45%	42%
Pace of the vaccine roll-out in Alberta	35%	39%	30%	36%	35%	35%	36%	39%	37%	36%	25%
Dissatisfied (somewhat/very)											
Pace of the vaccine roll-out in Alberta	56%	54%	62%	51%	57%	55%	51%	53%	56%	58%	67%
Government's communications around the vaccine roll-out	48%	46%	51%	48%	47%	49%	47%	39%	52%	51%	53%
The order of priority groups established by the government	28%	27%	32%	25%	26%	31%	25%	26%	33%	29%	30%

% indicates a significantly higher proportion than the % in the same segment

The majority of Albertans indicate that they believe all Albertans will have the opportunity to receive a COVID-19 vaccine after September 2021.



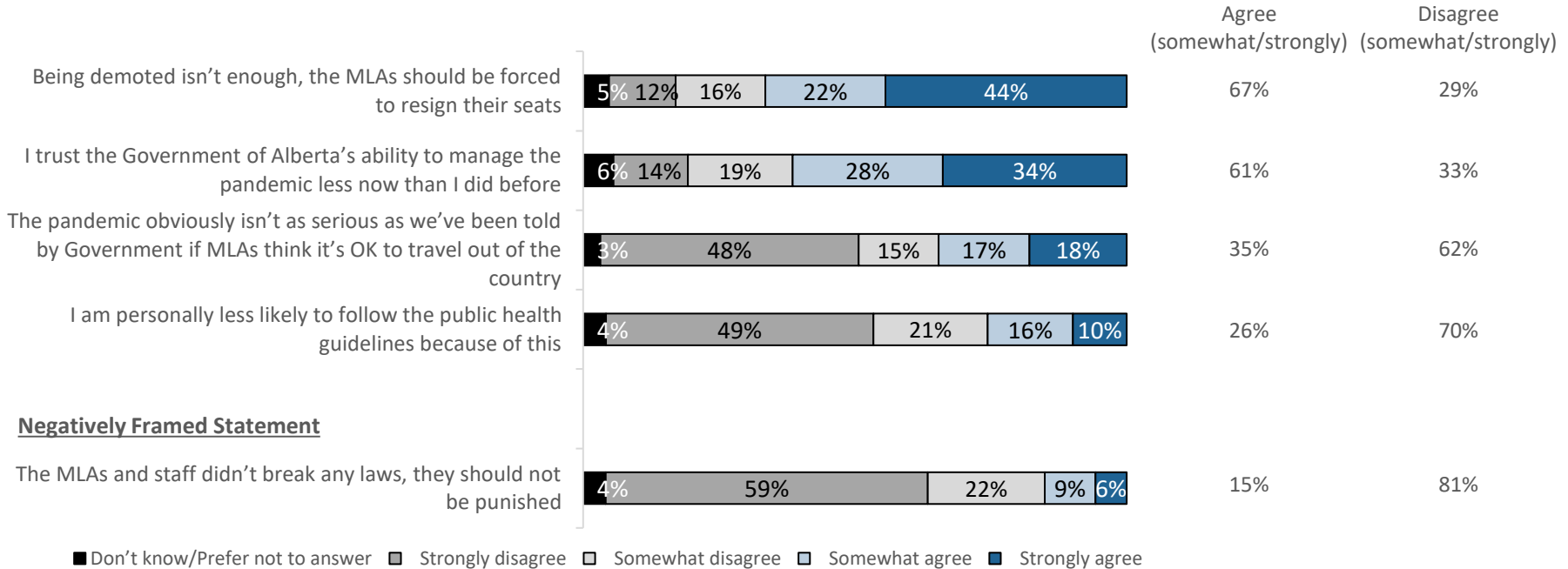
	Albertans (n=1,000)	REGION			GENDER		AGE				
		Cgy. CMA (n=330)	Edm. CMA (n=320)	Other AB (n=350)	Men (n=446)	Women (n=554)	18-34 (n=264)	35-44 (n=155)	45-54 (n=182)	55-64 (n=170)	65+ (n=229)
Sooner than September	20%	23%	21%	15%	23%	16%	20%	20%	15%	23%	21%
In September	12%	13%	9%	15%	13%	12%	14%	14%	11%	10%	12%
Later than September	53%	50%	59%	50%	52%	54%	58%	50%	57%	52%	44%
Don't know/Prefer not to answer	15%	14%	12%	19%	12%	18%	9%	16%	17%	15%	23%

% indicates a significantly higher proportion than the % in the same segment

Base: Albertans (n=1,000)

Q3. The government has said that everyone in Alberta who wants a COVID-19 vaccine should be able to receive it by September. Do you think everyone in Alberta will have the chance to get a COVID-19 vaccine...

The majority of Albertans agree that the MLAs found to have traveled outside of Canada over the holidays should be forced to resign their seats and/or be punished for their actions. The majority of Albertans also cite having less trust in the Government’s ability to manage the pandemic as a result of the situation.



Base: Albertans (n=1,000)

Q4. It has recently been reported that several Government of Alberta MLAs and senior political staff were found to have traveled outside of Canada over the holidays. The Premier has demoted or accepted the resignations from all the MLAs and staff involved. With this in mind, how much do you agree or disagree with the following statements?

Demographic Breakdown

Agreement with all statement regarding the international travel of Government political staff and MLAs over the holidays generally decreases with age.

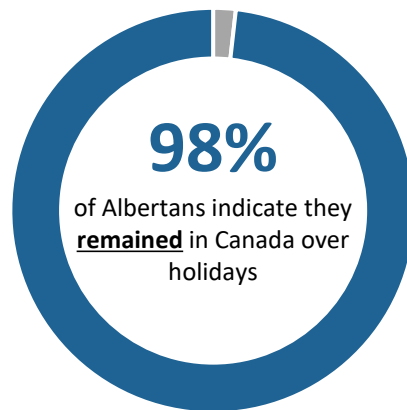
	Albertans (n=1,000)	REGION			GENDER		AGE				
		Cgy. CMA (n=330)	Edm. CMA (n=320)	Other AB (n=350)	Men (n=446)	Women (n=554)	18-34 (n=264)	35-44 (n=155)	45-54 (n=182)	55-64 (n=170)	65+ (n=229)
Agree (somewhat/strongly)											
Being demoted isn't enough, the MLAs should be forced to resign their seats	67%	64%	70%	65%	62%	71%	66%	72%	65%	65%	64%
I trust the Government of Alberta's ability to manage the pandemic less now than I did before	61%	64%	62%	58%	60%	62%	62%	67%	58%	61%	57%
The pandemic obviously isn't as serious as we've been told by Government if MLAs think it's OK to travel out of the country	35%	35%	31%	37%	36%	33%	41%	37%	33%	29%	26%
I am personally less likely to follow the public health guidelines because of this	26%	28%	23%	25%	27%	24%	32%	28%	22%	24%	14%
The MLAs and staff didn't break any laws, they should not be punished	15%	19%	11%	15%	19%	11%	18%	15%	11%	16%	12%
Negatively Framed Statement											
Disagree (somewhat/strongly)											
The MLAs and staff didn't break any laws, they should not be punished	81%	78%	84%	81%	76%	85%	77%	78%	87%	80%	87%

% indicates a significantly higher proportion than the % in the same segment

Base: Albertans

Q4. It has recently been reported that several Government of Alberta MLAs and senior political staff were found to have traveled outside of Canada over the holidays. The Premier has demoted or accepted the resignations from all the MLAs and staff involved. With this in mind, how much do you agree or disagree with the following statements?

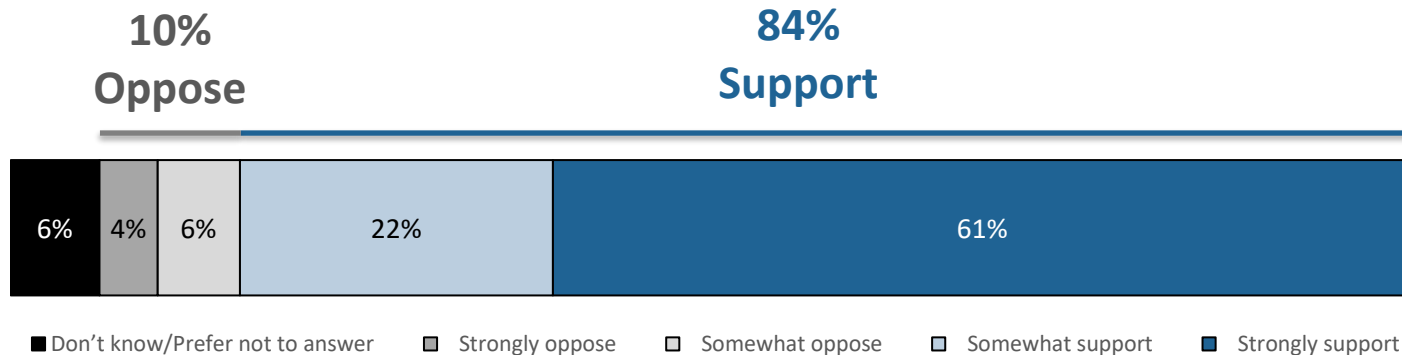
Nearly all Albertans remained within Canada over the holidays.



	Albertans (n=1,000)	REGION			GENDER		AGE				
		Cgy. CMA (n=330)	Edm. CMA (n=320)	Other AB (n=350)	Men (n=446)	Women (n=554)	18-34 (n=264)	35-44 (n=155)	45-54 (n=182)	55-64 (n=170)	65+ (n=229)
Yes	2%	2%	2%	1%	2%	1%	3%	2%	1%	<1%	1%
No	98%	98%	98%	99%	98%	99%	97%	98%	99%	100%	99%

% indicates a significantly higher proportion than the % in the same segment

The vast majority of Albertans support the idea of keeping parks and recreation areas open. Support is stronger among older Albertans (55 years of age and older).



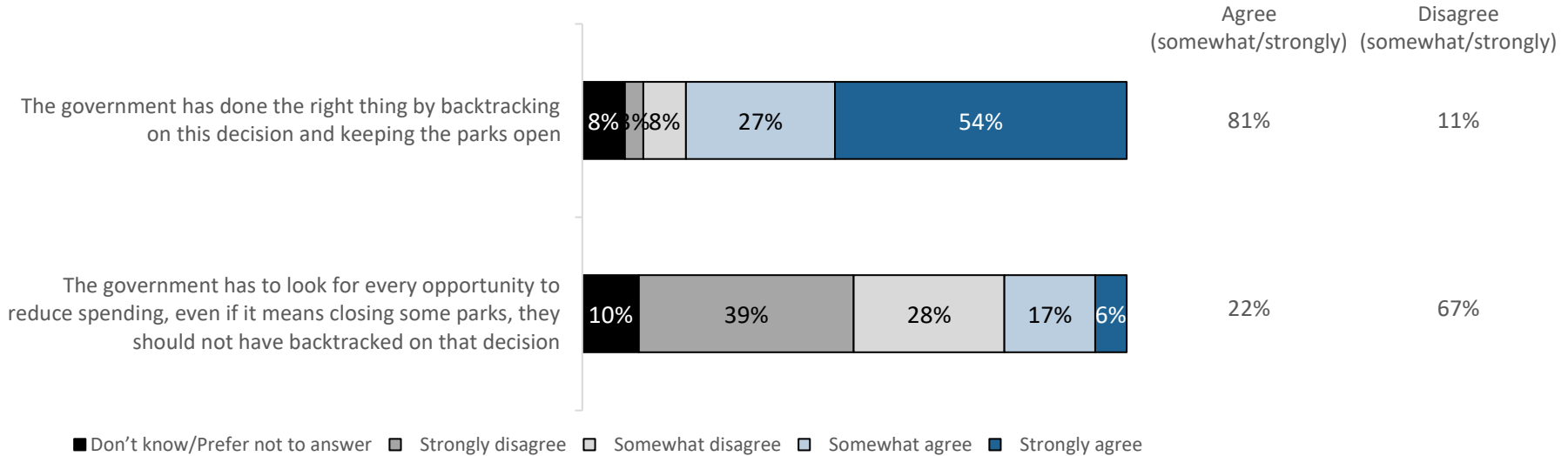
	Albertans (n=1,000)	REGION			GENDER		AGE				
		Cgy. CMA (n=330)	Edm. CMA (n=320)	Other AB (n=350)	Men (n=446)	Women (n=554)	18-34 (n=264)	35-44 (n=155)	45-54 (n=182)	55-64 (n=170)	65+ (n=229)
Support (somewhat/strongly)	84%	86%	81%	83%	83%	84%	78%	80%	84%	92%	89%
Oppose (somewhat/strongly)	10%	9%	13%	9%	10%	10%	14%	12%	10%	4%	5%

% indicates a significantly higher proportion than the % in the same segment

Base: Albertans (n=1,000)

Q6. As you may know, the Government of Alberta announced in February 2020 they were going close or "delist" as many as 175 provincial parks and recreation areas. However, in December the Government reversed the decision and announced it would not be closing or delisting any of these parks and recreation areas after all. The Government has said that "all will remain open and accessible to Albertans". How much do you support or oppose this idea of keeping the parks and recreation areas open?

The majority of Albertans agree that the government has made the right decision by keeping parks open, regardless of the reduced spending that would have come as a result.



Base: Albertans (n=1,000)

Q7. How much do you agree or disagree with the following statements about the Government reversing its original decision to close or delist some parks and recreation areas in Alberta?

Demographic Breakdown

Older Albertans (55 years of age and older) are generally more likely to agree that the government has made the right decision by keeping parks open, regardless of the reduced spending that would have come as a result.

	Albertans (n=1,000)	REGION			GENDER		AGE				
		Cgy. CMA (n=330)	Edm. CMA (n=320)	Other AB (n=350)	Men (n=446)	Women (n=554)	18-34 (n=264)	35-44 (n=155)	45-54 (n=182)	55-64 (n=170)	65+ (n=229)
Agree (somewhat/strongly)											
The government has done the right thing by backtracking on this decision and keeping the parks open	81%	81%	80%	82%	79%	83%	80%	72%	80%	88%	88%
The government has to look for every opportunity to reduce spending, even if it means closing some parks, they should not have backtracked on that decision	22%	29%	20%	18%	27%	18%	23%	27%	21%	16%	24%
Disagree (somewhat/strongly)											
The government has done the right thing by backtracking on this decision and keeping the parks open	11%	12%	12%	10%	13%	10%	14%	17%	9%	7%	6%
The government has to look for every opportunity to reduce spending, even if it means closing some parks, they should not have backtracked on that decision	67%	62%	71%	68%	63%	71%	66%	58%	66%	78%	70%

% indicates a significantly higher proportion than the % in the same segment

Base: Albertans (n=1,000)

Q7. How much do you agree or disagree with the following statements about the Government reversing its original decision to close or delist some parks and recreation areas in Alberta?

RESPONDENT PROFILE

RESPONDENT PROFILE

	Total (n=1,000)	Calgary (n=330)	Edmonton (n=320)	Other (n=350)
City				
Calgary	34%	100%	-	-
Edmonton	33%	-	100%	-
Other regions of Alberta	33%	-	-	100%
Gender				
Male	50%	50%	50%	50%
Female	50%	50%	50%	50%
Age				
18-24	10%	13%	13%	5%
25-34	22%	20%	20%	25%
35-44	19%	20%	18%	17%
45-54	18%	18%	17%	18%
55-64	16%	15%	15%	17%
65+	16%	14%	16%	18%
Children in Household				
NET YES	31%	33%	30%	29%
Yes: 12 years of age and older only	7%	7%	6%	6%
Yes: 12 years of age and older and younger than 12 years old	6%	8%	6%	4%
Yes: younger than 12 years old only	18%	18%	18%	18%
No children under 18 years old at all in the household	69%	66%	70%	71%
I prefer not to answer	<1%	1%	-	-

RESPONDENT PROFILE

	Total (n=1,000)	Calgary (n=330)	Edmonton (n=320)	Other (n=350)
Occupation				
RETIRED (Pre-retired or annuitant)	19%	17%	19%	20%
PROFESSIONALS (Archeologist, architect, artist, lawyer, banker, biologist, chemist, accountant, consultant, foreman, etc.)	16%	18%	15%	15%
OFFICE WORKER (Cashier, office clerk, accounting clerk, secretary, etc.)	10%	10%	11%	7%
UNEMPLOYED (Unemployment, welfare, etc.)	8%	8%	10%	6%
MANAGERS/ADMINISTRATORS/OWNERS (Director, editor, entrepreneur, executive, manager, businessperson, politician, etc.)	8%	9%	8%	6%
SKILLED, SEMI-SKILLED WORKERS (Bricklayer, truck driver, electrician, machine operator, mechanic, painter, plumber, etc.)	8%	7%	6%	10%
PERSONNEL SPECIALIZED IN SERVICES (Security agent, taxi driver, hairdresser, cook, clergy member, military force member, etc.)	5%	5%	5%	6%
STUDENT (Full-time or whose studies take up most of his/her time)	5%	7%	6%	2%
HOMEMAKER	5%	4%	5%	6%
MANUAL WORKERS (Farmer, packer, day labourer, miner, fisherman, forest worker, etc.)	4%	5%	3%	6%
PERSONNEL SPECIALIZED IN SALES (Insurance agent, salesperson, salesclerk, real estate agent, real estate broker, sales, etc.)	4%	5%	2%	6%
SCIENCE AND TECHNOLOGIES WORKERS (Computer operator, programmer-analyst, technician, audio-technician, lab technician, etc.)	4%	4%	4%	3%
Other	4%	2%	5%	5%
I prefer not to answer	1%	1%	1%	1%

RESPONDENT PROFILE

	Total (n=1,000)	Calgary (n=330)	Edmonton (n=320)	Other (n=350)
Income				
\$19,999 or less	4%	3%	4%	4%
Between \$20,000 and \$39,999	12%	7%	12%	17%
Between \$40,000 and \$59,999	13%	13%	13%	13%
Between \$60,000 and \$79,999	13%	14%	14%	11%
Between \$80,000 and \$99,999	14%	18%	13%	12%
\$100,000 or more	32%	32%	30%	33%
I prefer not to answer	12%	12%	14%	10%
Home Ownership				
Own	71%	75%	70%	67%
Rent	26%	23%	26%	30%
I prefer not to answer	2%	2%	3%	2%
Relationship Status				
Single	26%	31%	29%	17%
Married	54%	51%	53%	58%
Common law	9%	8%	7%	12%
Divorced	6%	6%	6%	5%
Widowed	2%	1%	3%	3%
Separated	3%	2%	2%	4%
I prefer not to answer	<1%	1%	-	<1%

RESPONDENT PROFILE

	Total (n=1,000)	Calgary (n=330)	Edmonton (n=320)	Other (n=350)
Ethnic Origin				
Caucasian (white)	77%	69%	76%	88%
Chinese	5%	9%	5%	0%
South Asian (Indian, Bangladeshi, Pakistani, Sri Lankan, etc.)	3%	4%	4%	2%
Other	3%	4%	3%	2%
Filipino	2%	3%	2%	2%
Arabic (Middle East, North Africa)	2%	1%	3%	1%
Aboriginal/ First Nations	2%	1%	2%	2%
Black (African, African-American, etc.)	1%	2%	1%	<1%
Southeast Asian (Vietnamese, Cambodian, Malaysian, etc.)	1%	2%	1%	-
Latin American (Mexican, Chilean, Costa Rican, etc.)	1%	1%	1%	<1%
Korean	1%	<1%	1%	-
Japanese	1%	1%	-	<1%
West Asian (Iranian, Afghan, etc.)	<1%	1%	1%	<1%
I prefer not to answer	2%	2%	1%	3%
Born in Canada				
Yes	82%	79%	80%	87%
No	17%	20%	19%	12%
I don't know	<1%	-	<1%	-
I prefer not to answer	<1%	<1%	-	1%

RESPONDENT PROFILE

	Total (n=1,000)	Calgary (n=330)	Edmonton (n=320)	Other (n=350)
Length of Time in Canada*	(n=174)	(n=69)	(n=62)	(n=43)
Less than 1 year	1%	-	2%	-
1 year to less than 5 years	10%	8%	7%	21%
5 years to less than 11 years	19%	23%	15%	20%
11 years to less than 21 years	24%	22%	33%	13%
21 years and more	46%	48%	43%	47%
Parents Born in Canada				
Yes, both parents were born in Canada	63%	55%	61%	73%
Yes, one parent was born in Canada	12%	12%	11%	12%
No	26%	32%	28%	16%
Member of a Visible Minority				
Yes	18%	26%	17%	10%
No	76%	69%	77%	83%
I don't know	4%	3%	4%	6%
I prefer not to answer	2%	2%	2%	1%
Area of Residence				
Urban area	43%	44%	56%	30%
Suburban area	36%	48%	36%	24%
Rural area	19%	6%	7%	44%
I don't know / I prefer not to answer	2%	2%	1%	2%

*Base: Those born outside of Canada

RESPONDENT PROFILE

	Total (n=1,000)	Calgary (n=330)	Edmonton (n=320)	Other (n=350)
Level of Education				
Elementary (7 years or less)	<1%	-	-	1%
High school, general or vocational (8 to 12 years)	23%	21%	21%	27%
College (pre-university, technical training, certificate, accreditation or advanced diploma (13-15 years))	29%	24%	28%	35%
University certificates and diplomas	8%	10%	5%	8%
University Bachelor (including classical studies)	27%	33%	30%	18%
University Master's degree	10%	10%	13%	8%
University Doctorate (PhD)	2%	2%	2%	2%
I prefer not to answer	1%	-	1%	2%
First Language Learned				
French	4%	4%	4%	4%
English	78%	74%	76%	86%
Other	5%	6%	5%	4%
French and other	<1%	1%	1%	-
English and other	9%	12%	10%	4%
Other and other	1%	1%	2%	<1%
English and French	2%	3%	3%	2%
I prefer not to answer	<1%	<1%	-	<1%

OUR SERVICES

- **Leger**
Marketing research and polling
- **Leger Metrics**
Real-time VOC satisfaction measurement
- **Leger Analytics**
Data modeling and analysis
- **Legerweb**
Panel management
- **Leger Communities**
Online community management
- **Leger Digital**
Digital strategy and user experience
- **International Research**
Worldwide Independent Network (WIN)

600

EMPLOYEES



185

CONSULTANTS



8

OFFICES

CALGARY | EDMONTON | MONTREAL | PHILADELPHIA
QUEBEC CITY | TORONTO | VANCOUVER | WINNIPEG

OUR CREDENTIALS



Leger is a member of the [Canadian Research Insights Council \(CRIC\)](#), the industry association for the market/survey/insights research industry.



Leger is a member of [ESOMAR](#) (European Society for Opinion and Market Research), the global association of opinion polls and marketing research professionals. As such, Leger is committed to applying the [international ICC/ESOMAR](#) code of Market, Opinion and Social Research and Data Analytics.



Leger is also a member of the [Insights Association](#), the American Association of Marketing Research Analytics.

Leger

We know Canadians



leger360.com



@leger360



/LegerCanada



/company/leger360



@leger360