

## SUMMARY

Internet use in Hawai'i is ubiquitous and widespread, but to date, the voters of Hawai'i have mixed experiences with the state government online services. Therefore, they currently do not see great ease in using them.

However, by and large, Hawai'i voters would prefer to use the internet for accessing state services and would like to see the state government's internet services and infrastructure improved and expanded in order to make those state services more easily accessible. Voters also support streamlining government online services. Furthermore, they believe that spending tax money on these improvements is a good investment and will result in less waste of tax dollars in the future.

### **Internet use is widespread and ubiquitous in Hawai'i**

More than three quarters of Hawai'i voters (81%) report using the internet on most days to all days, including about one in three (35%) who describe themselves as "online nearly all the time." Younger voters (under 50 years old) are more likely than older voters (50-64 and 65 or older) to be hyperconnected, but even so, a much higher percentage of Hawai'i older voters are online frequently than not.

Importantly, these trends in internet use are common for both men and women, for those with or without a college degree, and generally across political party affiliations and ideologies, and at all annual household income levels (although at 50%, voters with a household income of \$100,000 or more – the highest income level in our survey – are the most likely to be online "nearly all the time").

### **Hawai'i voters are confident in their ability to use online platforms to access state agencies and services**

It is no surprise, given the level of internet use among Hawai'i voters, that two thirds of them (66%) are confident in their ability to use online platforms to access state agencies and services (i.e., they have high "technological self-efficacy").

As with internet use, younger voters (under 50 years old) are more likely than older voters (50-64 and 65 or older) to express confidence in their technical knowledge and ability. Even so, a large majority of voters 50-64 years of age (68%), and about half of those 65 or older (49%), say they have the knowledge and ability they need to conduct their interactions with state government using the internet. Younger Hawai'i voters overwhelmingly express confidence in their ability to do so (83%).

Similarly, more than half of Hawai'i voters without a college degree (54%) express confidence in their technological knowledge and abilities, but the number for those with a college degree is higher (79%). Relatedly, technological self-efficacy is lowest among

voters in the survey's lowest household income bracket, with about half of those (51%) making less than \$50,000 per year expressing technological confidence.

### **Hawai'i voters want to access state agencies and services online**

About half of Hawai'i voters (51%) would prefer to access state agencies and services on the internet rather than in person, while only 29% would prefer to access services in person.

Men (57%), younger voters (under 50 years old; 59%), those with a college degree (62%), and those in the highest income bracket (more than \$100,000; 74%) are more likely than their counterparts to express a preference for accessing state agencies and services online. However, it is important to note that among women, older voters (50-64 and 65 or older), those without a college degree, and those in lower income brackets, there is still a stronger preference to access agencies and services online than in person.

*Hawai'i voters generally are ready to interact more with their state government using the internet. So, what are the main challenges that are keeping this from happening?*

### **Hawai'i voters' experiences with state online services are not all positive**

Hawai'i voters provide mixed reports about their experiences accessing state agencies and services online. To begin with, about three in ten (29%) say they have *never* interacted with state government agencies or obtained state services online. But in all, two-thirds of Hawai'i voters (67% total) *have* interacted with state government agencies or obtained state services online. However, a plurality of those who have done so have done it only once or twice (22%) or 3-5 times (19%), while only about a quarter of Hawai'i voters (26%) have done so six or more times.

The 67% of Hawai'i voters who have used the internet to interact with state agencies or obtain state services have had mixed results. About a third (32%) report that they have generally had *good* experiences using the Hawai'i state government's online systems, compared with only 12% who report having generally bad experiences. But most (53%) fall somewhere in the middle, saying that their experiences have been a mix of both good and bad. This ambivalence is prevalent across most demographic groups.

Similarly, many Hawai'i voters have some difficulties accomplishing what they need when they access government agencies and services online. Only about one-third (35%) said they are generally able to accomplish what they need the first time they try, compared with a plurality (43%) who often must make multiple attempts. An additional 15% report that they are often *not* able to accomplish what they need using Hawai'i government online services. These difficulties are surprisingly consistent across

demographic groups, including age, although those with a college degree are somewhat more likely than those without one to report success on their first attempt. Voters' difficulties using the state's current systems could be a reason for some reluctance among voters for putting more money into these systems, and it also provides the backbone of a convincing argument for updating and improving the systems, as is seen in the next section.

### **Hawai'i voters value improving online infrastructure for state agencies and services**

In line with their experiences, more than half of Hawai'i voters (56%) say that online access to state agencies should be improved and expanded, while only 21% say that online access is currently adequate. And nearly two-thirds (64%) would prefer a system that is streamlined across government agencies and services to use a single username and password. Majorities or large pluralities across demographic groups hold these opinions.

And the appetite Hawai'i voters have for improving and expanding online access to state agencies is backed up by their support for using state taxes to pay for these improvements and a general sense that these improvements would be a good investment for the state to make. Specifically, a total of 60% of Hawai'i voters either strongly (35%) or somewhat (25%) support using state tax revenue to increase and upgrade the state government's infrastructure so the public can have better online access to state agencies and services, while only one-quarter (24%) oppose it either strongly (14%) or somewhat (10%). Although Democrats and liberals/progressives support using state tax revenue more than members of other political identity groups—even among those who identify as Republican, Independent, and/or conservative—more voters support using state tax revenue for this purpose than oppose it.

### **Hawai'i voters think improving online infrastructure for state agencies and services is a good investment**

Along with supporting increased infrastructure investment simply because voters prefer it for themselves individually, another driver of support is the belief that it would be a good, and ultimately cost-saving investment for the state government. Twice as many Hawai'i voters (51%) think upgrading the state government's internet infrastructure would lead to less government waste than think it would not (25%). And by an even wider 3-to-1 margin, Hawai'i voters think upgrading the state government's infrastructure would be a good investment (59%) rather than not being a good use of the state's money (20%).

Both opinions are held across most demographic groups measured in the poll, including Republicans and Independents by wide margins. Self-identified conservatives are the

one group who are more likely to think upgrading the state government's internet infrastructure will *not* lead to less government waste (45%) than think it *would* reduce government waste (38%). However, even conservatives are ultimately more likely to say that doing so would be a good investment (45%) than not a good investment (37%) for the state to make.

### **Do Hawai'i voters want to pay to improve state services' online infrastructure?**

One constant in public opinion about government spending on just about any type of project is voters' reluctance to pay for things once they consider that some of the money may come out of their own pockets. That held true in our survey for spending on increasing and upgrading the state government's internet infrastructure. When asked if they would be willing to pay a little more on their own taxes to fund the improvements, twice as many Hawai'i voters said they "would not" (58%) as said they "would" (24%). This split held across most demographic groups, including Democrats (46% "would not" vs. 37% "would"). The one exception was self-identified liberals/progressives—half (51%) said they would be willing to pay more on their own taxes to fund government internet infrastructure improvements while 39% said they would not. This reluctance points to an important challenge that would need to be overcome in order to move funding forward for a program that is otherwise very popular and widely supported.

## **CONCLUSIONS**

Hawai'i voters are internet savvy and ready to engage with state government agencies through online platforms. Although they have had mixed experiences to date that may currently prevent them from using the internet to access state agencies and services, they see value in improving their experience with these platforms by investing in Hawai'i's state government internet infrastructure. Voters believe that this can be accomplished by applying tax revenue to the task, and further that by doing so Hawai'i may save money in the long run while also improving their experiences.

### Q1) Online

About how often would you say you go online or use the internet – using any device including a computer, a tablet, or a smartphone – for things like email, social media, watching videos and news, etc.?

Never or hardly ever	11%
Once in a while, but not every day	5%
Most days or every day, for a little while	46%
Online nearly all the time	35%
Not sure	3%
<i>Total</i>	<i>100%</i>

### Q2) GovOnline

Now we have some questions about going online or using the internet **to interact with state government agencies or obtain state services** – things like applying for unemployment insurance or Covid benefits, using library services, or communicating with the department of human services.

First, about how many times have you used the internet to communicate with a state government agency or to apply for state services? Please provide your best estimate.

Never	29%
Once or twice	22%
3-5 times	19%
6-10 times	7%
More than 10 times	19%
Not sure	4%
<i>Total</i>	<i>100%</i>

**Q3) Experiences [Not asked of those who responded "Never" to Q2]**

Would you say your experiences using the Hawai'i state government's online systems have generally been good or bad, or a mix of both?

Good	32%
Bad	12%
Mix of both	53%
Not sure	3%
<i>Total</i>	<i>100%</i>

**Q4) Successful [Not asked of those who responded "Never" to Q2]**

When you access government agencies and services online, would you say that you ...

Are generally able to accomplish what you need on your <b>first</b> attempt	35%
Often have to try <b>multiple times</b> before you can accomplish what you need	43%
Are often <b>not</b> able to accomplish what you need	15%
Not sure	7%
<i>Total</i>	<i>100%</i>

**Q5) Adequate**

Do you think that the amount and quality of online access to state agencies that is currently available to the public is adequate, or would you like to see it improved and expanded?

It is adequate	21%
It should be improved and expanded	56%
It doesn't matter much to me either way	13%
Not sure	10%
<i>Total</i>	<i>100%</i>

### Q6) Self Efficacy

Generally speaking, do you feel that you have the technical knowledge and ability with online technology that you would need to comfortably and confidently interact with state government agencies and apply for state services using the internet?

Yes, I have the technical knowledge and ability that I would need	66%
No, I do not have the technical knowledge and ability that I would need	24%
Not sure	10%
<i>Total</i>	<i>100%</i>

### Q7) Choice

If and when you obtain state government services and interact with state government agencies, would you rather...?

Do so using the <b>internet</b> from your home or another location, even if that means you don't have a support person available to help you in person.	51%
Do so <b>in person</b> , at state government offices – such as the department of motor vehicles, the Department of Labor's claims office, or the Department of Health – even if that means that you need to travel there at certain hours and that you may need to wait in line.	29%
No opinion either way	12%
Not sure	8%
<i>Total</i>	<i>100%</i>

### Q8) Logins

Would you prefer it if you only needed one username and password that you would be able to use to access all Hawaii state agencies online, or do you prefer the state's current system where you may need to use different usernames and passwords for different state agencies?

I would prefer a new system with one username and password for all state agencies	64%
I prefer the current system with different usernames and passwords for state agencies	10%
It doesn't matter much to me either way	18%
Not sure	8%
<i>Total</i>	<i>100%</i>

### Q9) Services

How much would you support or oppose using state tax revenue to increase and upgrade the state government's internet infrastructure so the public can have better online access to state agencies and services?

Strongly support	35%		
Somewhat support	25%	<i>Total Support</i>	60%
Somewhat oppose	10%		
Strongly oppose	14%	<i>Total Oppose</i>	24%
Not sure	16%		
<i>Total</i>	<i>100%</i>		



### Q10) TaxSavings

Overall, do you think that upgrading the state government's internet infrastructure to provide better online access to agencies and services would lead to less government waste of your tax dollars, or do you not think so?

Upgrading the state government's internet infrastructure <b>would</b> lead to less government waste.	51%
Upgrading the state government's internet infrastructure <b>would not</b> lead to less government waste.	25%
Not sure	24%
<i>Total</i>	<i>100%</i>

### Q11) In Summary

Overall, do you think that increasing and upgrading the state government's internet infrastructure to provide better online access to agencies and services would be a good investment, or would not be a good use of the state's money?

Upgrading the state government's internet infrastructure <b>would be a good investment.</b>	59%
Upgrading the state government's internet infrastructure <b>would not be a good use of the state's money.</b>	20%
Not sure	21%
<i>Total</i>	<i>100%</i>

### Q12) Taxes

Would you be willing to pay a little more on your **own taxes** so the state can increase and upgrade its internet infrastructure to provide better online access to agencies and services, or not?

Yes	24%
No	58%
Not sure	18%
<i>Total</i>	<i>100%</i>

## CROSSTABS

### Q1) Online

About how often would you say you go online or use the internet – using any device including a computer, a tablet, or a smartphone – for things like email, social media, watching videos and news, etc.?

Never or hardly ever	11%
Once in a while, but not every day	5%
Most days or every day, for a little while	46%
Online nearly all the time	35%
Not sure	3%
<i>Total</i>	<i>100%</i>

	DGender	
	Male	Female
Never	9%	10%
Once in a while	3%	7%
Most days or every day	46%	48%
All the time	38%	33%
Not sure	4%	3%
	100%	100%

	DAge		
	18-49	50-64	65 or older
Never	5%	3%	20%
Once in a while	2%	7%	8%
Every day	45%	53%	45%
All the time	47%	35%	24%
Not sure	2%	2%	5%
	100%	100%	100%

	DEthnicity					
	Caucasian	Japanese	Filipino	Hawaiian/PI	Chinese	Other/Mixed
Never	4%	31%	25%	3%	10%	3%
Once in a while	3%	2%	14%	7%	11%	3%
Most days or every day	54%	42%	28%	35%	39%	57%
All the time	36%	21%	23%	53%	41%	36%
Not sure	2%	4%	11%	2%		1%
	100%	100%	100%	100%	100%	100%

	DCollegeDeg	
	College Degree	No college degree
Never	6%	15%
Once in a while	5%	5%
Most days or every day	49%	45%
All the time	40%	30%
Not sure	2%	5%
	100%	100%

	DParty		
	Democrat	Republican	Independent
Never	13%	11%	4%
Once in a while	4%	2%	7%
Most days or every day	40%	47%	56%
All the time	41%	37%	30%
Not sure	3%	3%	2%
	100%	100%	100%

	DPolitics		
	Liberal/Progressive	Moderate	Conservative
Never	13%	5%	8%
Once in a while	1%	3%	8%
Most days or every day	42%	51%	57%
All the time	44%	38%	27%
Not sure	0%	3%	0%
	100%	100%	100%

	DIIncome		
	Less than \$50,000	\$50,000-\$100,000	More than \$100,000
Never	23%	7%	1%
Once in a while	6%	4%	1%
Most days or every day	42%	52%	47%
All the time	28%	35%	50%
Not sure	1%	2%	2%
	100%	100%	100%

**Q2) GovOnline**

Now we have some questions about going online or using the internet **to interact with state government agencies or obtain state services** – things like applying for unemployment insurance or Covid benefits, using library services, or communicating with the department of human services.

First, about how many times have you used the internet to communicate with a state government agency or to apply for state services? Please provide your best estimate.

Never	29%
Once or twice	22%
3-5 times	19%
6-10 times	7%
More than 10 times	19%
Not sure	4%
<i>Total</i>	<i>100%</i>

	DGender	
	Male	Female
Never	28%	27%
Once or twice	24%	21%
3-5 times	18%	21%
6-10 times	5%	9%
More than 10 times	20%	19%
Not sure	5%	4%
	100%	100%

	DAge		
	18-49	50-64	65 or older
Never	15%	27%	43%
Once or twice	21%	20%	24%
3-5 times	24%	19%	14%
6-10 times	6%	10%	6%
More than 10	27%	23%	11%
Not sure	8%	1%	3%
	100%	100%	100%

	DEthnicity					
	Caucasian	Japanese	Filipino	Hawaiian/PI	Chinese	Other/Mixed
Never	19%	52%	44%	24%	34%	21%
Once or twice	23%	21%	25%	22%	32%	19%
3-5 times	23%	18%	15%	15%	21%	18%
6-10 times	7%	5%	3%	11%	10%	6%
More than 10 times	26%	2%	2%	23%	4%	32%
Not sure	2%	2%	11%	6%		5%
	100%	100%	100%	100%	100%	100%

	DCollegeDeg	
	College Degree	No college degree
Never	23%	34%
Once or twice	24%	20%
3-5 times	19%	18%
6-10 times	9%	5%
More than 10	23%	16%
Not sure	1%	8%
	100%	100%

	DParty		
	Democrat	Republican	Independent
Never	29%	33%	19%
Once or twice	20%	22%	30%
3-5 times	22%	15%	21%
6-10 times	8%	7%	4%
More than 10 times	19%	19%	22%
Not sure	2%	4%	4%
	100%	100%	100%

	DPolitics		
	Liberal/Progressive	Moderate	Conservative
Never	22%	22%	26%
Once or twice	14%	26%	28%
3-5 times	27%	19%	20%
6-10 times	7%	9%	8%
More than 10 times	28%	20%	15%
Not sure	2%	4%	4%
	100%	100%	100%

	DIncome		
	Less than \$50,000	\$50,000-\$100,000	More than \$100,000
Never	37%	26%	12%
Once or twice	21%	23%	26%
3-5 times	16%	19%	30%
6-10 times	9%	9%	8%
More than 10 times	16%	18%	22%
Not sure	1%	5%	3%
	100%	100%	100%

**Q3) Experiences [Not asked of those who responded "Never" to Q2]**

Would you say your experiences using the Hawai'i state government's online systems have generally been good or bad, or a mix of both?

Good	32%
Bad	12%
Mix of both	53%
Not sure	3%
<i>Total</i>	<i>100%</i>

	DGender	
	Male	Female
Good	28%	36%
Bad	12%	11%
Mix of both	58%	51%
Not sure	3%	2%
	100%	100%

	DAge		
	18-49	50-64	65 or older
Good	27%	30%	40%
Bad	12%	15%	12%
Equal mix	60%	52%	44%
Not sure	2%	3%	5%
	100%	100%	100%

	DEthnicity					
	Caucasian	Japanese	Filipino	Hawaiian/PI	Chinese	Other/Mixed
Good	37%	30%	28%	31%	53%	23%
Bad	9%	13%	7%	9%	6%	23%
Mix of both	52%	50%	59%	59%	41%	51%
Not sure	2%	7%	7%	2%		3%
	100%	100%	100%	100%	100%	100%

	DCollegeDeg	
	College Degree	No college degree
Good	33%	30%
Bad	14%	11%
Mix of both	50%	57%
Not sure	3%	2%
	100%	100%

	DParty		
	Democrat	Republican	Independent
Good	36%	34%	25%
Bad	5%	18%	22%
Mix of both	57%	46%	50%
Not sure	3%	2%	3%
	100%	100%	100%

	DPolitics		
	Liberal/Progressive	Moderate	Conservative
Good	37%	29%	29%
Bad	9%	13%	17%
Mix of both	50%	56%	53%
Not sure	5%	2%	2%
	100%	100%	100%

	DIncome		
	Less than \$50,000	\$50,000-\$100,000	More than \$100,000
Good	35%	36%	23%
Bad	4%	13%	12%
Mix of both	61%	47%	64%
Not sure	0%	4%	2%
	100%	100%	100%



**Q4) Successful [Not asked of those who responded "Never" to Q2]**

When you access government agencies and services online, would you say that you ...

Are generally able to accomplish what you need on your <b>first</b> attempt	35%
Often have to try <b>multiple times</b> before you can accomplish what you need	43%
Are often <b>not</b> able to accomplish what you need	15%
Not sure	7%
<i>Total</i>	<i>100%</i>

	DGender	
	Male	Female
First try	38%	34%
Multiple attempts	35%	49%
Not able	17%	12%
Not sure	10%	4%
	100%	100%

*Note that 43% of 65+ say they have "never" done this, and those 43% did not receive this question. That probably explains why the 65+ group say they have had the most success using the systems.*

	DAge		
	18-49	50-64	65 or older
First try	34%	34%	38%
Multiple attempts	47%	37%	41%
Not able	10%	23%	17%
Not sure	8%	6%	4%
	100%	100%	100%

	DEthnicity					
	Caucasian	Japanese	Filipino	Hawaiian/PI	Chinese	Other/Mixed
First try	42%	25%	26%	45%	36%	28%
Multiple attempts	36%	58%	49%	41%	58%	44%
Not able	16%	11%	14%	12%	6%	18%
Not sure	7%	6%	12%	2%		9%
	100%	100%	100%	100%	100%	100%

	DCollegeDeg	
	College Degree	No college degree
First try	41%	29%
Multiple attempts	40%	47%
Not able	15%	15%
Not sure	5%	9%
	100%	100%

	DParty		
	Democrat	Republican	Independent
First try	47%	23%	28%
Multiple attempts	40%	50%	45%
Not able	10%	18%	18%
Not sure	4%	9%	9%
	100%	100%	100%

	DPolitics		
	Liberal/Progressive	Moderate	Conservative
First try	53%	34%	21%
Multiple attempts	32%	49%	49%
Not able	8%	10%	25%
Not sure	8%	7%	6%
	100%	100%	100%

	DIncome		
	Less than \$50,000	\$50,000-\$100,000	More than \$100,000
First try	27%	41%	29%
Multiple attempts	55%	40%	49%
Not able	15%	13%	13%
Not sure	3%	6%	10%
	100%	100%	100%

**Q5) Adequate**

Do you think that the amount and quality of online access to state agencies that is currently available to the public is adequate, or would you like to see it improved and expanded?

It is adequate	21%
It should be improved and expanded	56%
It doesn't matter much to me either way	13%
Not sure	10%
<i>Total</i>	<i>100%</i>

	DGender	
	Male	Female
Adequate	22%	21%
Improve/Expand	62%	53%
Doesn't matter	10%	16%
Not sure	6%	11%
	100%	100%

	DAge		
	18-49	50-64	65 or older
Adequate	19%	20%	23%
Needs improvement	61%	64%	48%
Doesn't matter	10%	11%	18%
Not sure	10%	6%	11%
	100%	100%	100%

	DEthnicity					
	Caucasian	Japanese	Filipino	Hawaiian/PI	Chinese	Other/Mixed
Adequate	27%	32%	9%	25%	19%	9%
Improve/Expand	57%	45%	52%	58%	45%	67%
Doesn't matter	13%	16%	19%	8%	20%	11%
Not sure	4%	7%	20%	9%	17%	13%
	100%	100%	100%	100%	100%	100%

	DCollegeDeg	
	College Degree	No college degree
Adequate	22%	20%
Improve/Expand	61%	52%
Doesn't matter	11%	15%
Not sure	6%	13%
	100%	100%

	DParty		
	Democrat	Republican	Independent
Adequate	22%	27%	18%
Improve/Expand	61%	46%	61%
Doesn't matter	11%	17%	14%
Not sure	6%	11%	8%
	100%	100%	100%

	DPolitics		
	Liberal/Progressive	Moderate	Conservative
Adequate	24%	17%	27%
Improve/Expand	65%	63%	52%
Doesn't matter	8%	11%	12%
Not sure	3%	9%	9%
	100%	100%	100%

	DIncome		
	Less than \$50,000	\$50,000-\$100,000	More than \$100,000
Adequate	24%	28%	15%
Improve/Expand	52%	55%	72%
Doesn't matter	18%	10%	7%
Not sure	6%	7%	6%
	100%	100%	100%

**Q6) Self Efficacy**

Generally speaking, do you feel that you have the technical knowledge and ability with online technology that you would need to comfortably and confidently interact with state government agencies and apply for state services using the internet?

Yes, I have the technical knowledge and ability that I would need	66%
No, I do not have the technical knowledge and ability that I would need	24%
Not sure	10%
<i>Total</i>	<i>100%</i>

	DGender	
	Male	Female
Yes	72%	64%
No	19%	26%
Not sure	9%	11%
	100%	100%

	DAge		
	18-49	50-64	65 or older
Yes	83%	68%	49%
No	10%	14%	40%
Not sure	7%	18%	11%
	100%	100%	100%

	DEthnicity					
	Caucasian	Japanese	Filipino	Hawaiian/PI	Chinese	Other/Mixed
Yes	77%	52%	39%	73%	63%	71%
No	14%	41%	39%	18%	26%	18%
Not sure	9%	7%	22%	9%	11%	11%
	100%	100%	100%	100%	100%	100%

	DCollegeDeg College Degree	No college degree
Yes	79%	54%
No	14%	33%
Not sure	7%	13%
	100%	100%

	DParty Democrat	Republican	Independent
Yes	70%	62%	72%
No	24%	21%	18%
Not sure	6%	18%	10%
	100%	100%	100%

	DPolitics Liberal/Progressive	Moderate	Conservative
Yes	78%	68%	67%
No	15%	24%	19%
Not sure	7%	8%	14%
	100%	100%	100%

	DIncome Less than \$50,000	\$50,000- \$100,000	More than \$100,000
Yes	51%	75%	85%
No	34%	20%	6%
Not sure	15%	6%	9%
	100%	100%	100%

**Q7) Choice**

If and when you obtain state government services and interact with state government agencies, would you rather...?

Do so using the <b>internet</b> from your home or another location, even if that means you don't have a support person available to help you in person.	51%
Do so <b>in person</b> , at state government offices – such as the department of motor vehicles, the Department of Labor's claims office, or the Department of Health – even if that means that you need to travel there at certain hours and that you may need to wait in line.	29%
No opinion either way	12%
Not sure	8%
<i>Total</i>	<i>100%</i>

	DGender	
	Male	Female
Online	57%	49%
In person	24%	33%
No opinion	12%	11%
Not sure	7%	7%
	100%	100%

	DAge		
	18-49	50-64	65 or older
Online	59%	49%	44%
In person	23%	29%	36%
No opinion	10%	16%	11%
Not sure	8%	6%	9%
	100%	100%	100%

	DEthnicity					
	Caucasian	Japanese	Filipino	Hawaiian/PI	Chinese	Other/Mixed
Online	59%	48%	28%	72%	47%	41%
In person	24%	31%	42%	21%	19%	36%
No opinion	9%	11%	15%	5%	10%	18%
Not sure	7%	10%	15%	3%	24%	6%
	100%	100%	100%	100%	100%	100%

	DCollegeDeg	
	College Degree	No college degree
Online	62%	40%
In person	24%	35%
No opinion	9%	14%
Not sure	5%	11%
	100%	100%

	DParty		
	Democrat	Republican	Independent
Online	61%	54%	42%
In person	27%	23%	33%
No opinion	8%	13%	15%
Not sure	3%	10%	10%
	100%	100%	100%

	DPolitics		
	Liberal/Progressive	Moderate	Conservative
Online	66%	59%	45%
In person	23%	25%	35%
No opinion	6%	10%	14%
Not sure	6%	6%	6%
	100%	100%	100%



	DIncome		
	Less than \$50,000	\$50,000-\$100,000	More than \$100,000
Online	51%	54%	74%
In person	34%	31%	13%
No opinion	8%	10%	9%
Not sure	7%	5%	3%
	100%	100%	100%

**Q8) Logins**

Would you prefer it if you only needed one username and password that you would be able to use to access all Hawaii state agencies online, or do you prefer the state's current system where you may need to use different usernames and passwords for different state agencies?

I would prefer a new system with one username and password for all state agencies	64%
I prefer the current system with different usernames and passwords for state agencies	10%
It doesn't matter much to me either way	18%
Not sure	8%
<i>Total</i>	<i>100%</i>

	DGender	
	Male	Female
Single login	66%	65%
Different logins	9%	10%
Doesn't matter	19%	19%
Not sure	6%	6%
	100%	100%

	DAge		
	18-49	50-64	65 or older
Single login	63%	69%	63%
Different logins	10%	10%	10%
Doesn't matter	22%	14%	17%
Not sure	5%	8%	10%
	100%	100%	100%

	DEthnicity					
	Caucasian	Japanese	Filipino	Hawaiian/PI	Chinese	Other/Mixed
Single login	67%	57%	46%	82%	76%	58%
Different logins	13%	10%	10%	6%	4%	11%
Doesn't matter	17%	27%	23%	11%	4%	20%
Not sure	3%	6%	22%	2%	16%	11%
	100%	100%	100%	100%	100%	100%

	DCollegeDeg	
	College Degree	No college degree
Single login	71%	57%
Different logins	9%	10%
Doesn't matter	16%	21%
Not sure	4%	12%
	100%	100%

	DParty		
	Democrat	Republican	Independent
Single login	72%	62%	58%
Different logins	9%	16%	8%
Doesn't matter	13%	14%	28%
Not sure	6%	8%	6%
	100%	100%	100%

	DPolitics		
	Liberal/Progressive	Moderate	Conservative
Single login	76%	63%	64%
Different logins	11%	11%	11%
Doesn't matter	12%	22%	18%
Not sure	1%	5%	7%
	100%	100%	100%

	DIncome		
	Less than \$50,000	\$50,000-\$100,000	More than \$100,000
Single login	63%	71%	69%
Different logins	11%	9%	6%
Doesn't matter	19%	15%	21%
Not sure	7%	5%	5%
	100%	100%	100%

**Q9) Services**

How much would you support or oppose using state tax revenue to increase and upgrade the state government's internet infrastructure so the public can have better online access to state agencies and services?

Strongly support	35%		
Somewhat support	25%	<i>Total Support</i>	60%
Somewhat oppose	10%		
Strongly oppose	14%	<i>Total Oppose</i>	24%
Not sure	16%		
<i>Total</i>	100%		

	DGender	
	Male	Female
Strongly support	43%	30%
Somewhat support	24%	28%
Somewhat oppose	10%	10%
Strongly oppose	11%	14%
Not sure	12%	18%
	100%	100%

	DAge		
	18-49	50-64	65 or older
Strongly support	33%	27%	42%
Somewhat support	20%	38%	25%
Somewhat oppose	12%	8%	8%
Strongly oppose	20%	17%	6%
Not sure	14%	10%	19%
	100%	100%	100%

	DEthnicity					
	Caucasian	Japanese	Filipino	Hawaiian/PI	Chinese	Other/Mixed
Strongly support	38%	42%	33%	45%	25%	25%
Somewhat support	26%	18%	17%	33%	35%	27%
Somewhat oppose	12%	11%	11%	6%	12%	8%
Strongly oppose	16%	9%	14%	7%		21%
Not sure	9%	21%	25%	10%	28%	19%
	100%	100%	100%	100%	100%	100%

	DCollegeDeg	
	College Degree	No college degree
Strongly support	42%	29%
Somewhat support	26%	25%
Somewhat oppose	10%	10%
Strongly oppose	14%	13%
Not sure	9%	23%
	100%	100%

	DParty		
	Democrat	Republican	Independent
Strongly support	47%	33%	25%
Somewhat support	29%	23%	24%
Somewhat oppose	6%	7%	13%
Strongly oppose	6%	22%	23%
Not sure	13%	15%	15%
	100%	100%	100%

	DPolitics		
	Liberal/Progressive	Moderate	Conservative
Strongly support	58%	40%	25%
Somewhat support	28%	29%	21%
Somewhat oppose	5%	7%	12%
Strongly oppose	4%	11%	31%
Not sure	4%	13%	12%
	100%	100%	100%

	DIncome		
	Less than \$50,000	\$50,000-\$100,000	More than \$100,000
Strongly support	33%	40%	44%
Somewhat support	31%	30%	24%
Somewhat oppose	9%	11%	7%
Strongly oppose	8%	12%	17%
Not sure	20%	7%	9%
	100%	100%	100%

### Q10) TaxSavings

Overall, do you think that upgrading the state government's internet infrastructure to provide better online access to agencies and services would lead to less government waste of your tax dollars, or do you not think so?

Upgrading the state government's internet infrastructure <b>would</b> lead to less government waste.	51%
Upgrading the state government's internet infrastructure <b>would not</b> lead to less government waste.	25%
Not sure	24%
<i>Total</i>	<i>100%</i>

	DGender	
	Male	Female
Less waste	58%	48%
Not less waste	25%	25%
Not sure	17%	27%
	100%	100%

	DAge		
	18-49	50-64	65 or older
Less waste	50%	50%	53%
Not less waste	32%	30%	17%
Not sure	18%	21%	31%
	100%	100%	100%

	DEthnicity					
	Caucasian	Japanese	Filipino	Hawaiian/PI	Chinese	Other/Mixed
Less waste	56%	47%	45%	64%	48%	45%
Not less waste	29%	27%	15%	17%	15%	32%
Not sure	16%	27%	41%	18%	37%	24%
	100%	100%	100%	100%	100%	100%

	DCollegeDeg College Degree	No college degree
Less waste	55%	47%
Not less waste	30%	20%
Not sure	15%	33%
	100%	100%

	DParty		
	Democrat	Republican	Independent
Less waste	58%	48%	47%
Not less waste	19%	28%	33%
Not sure	23%	24%	21%
	100%	100%	100%

	DPolitics		
	Liberal/Progressive	Moderate	Conservative
Less waste	66%	58%	38%
Not less waste	19%	13%	45%
Not sure	15%	29%	17%
	100%	100%	100%

	DIncome		
	Less than \$50,000	\$50,000- \$100,000	More than \$100,000
Less waste	52%	62%	55%
Not less waste	25%	18%	34%
Not sure	24%	21%	11%
	100%	100%	100%

**Q11) In Summary**

Overall, do you think that increasing and upgrading the state government's internet infrastructure to provide better online access to agencies and services would be a good investment, or would not be a good use of the state's money?

Upgrading the state government's internet infrastructure <b>would be a good investment.</b>	59%
Upgrading the state government's internet infrastructure <b>would not be a good use of the state's money.</b>	20%
Not sure	21%
<i>Total</i>	<i>100%</i>

	DGender	
	Male	Female
Good investment	68%	57%
Not a good investment	17%	18%
Not sure	14%	25%
	100%	100%

	DAge		
	18-49	50-64	65 or older
Good investment	60%	61%	59%
Waste of money	23%	21%	16%
Not sure	17%	17%	26%
	100%	100%	100%

	DEthnicity					
	Caucasian	Japanese	Filipino	Hawaiian/PI	Chinese	Other/Mixed
Good investment	66%	56%	43%	71%	75%	52%
Not a good investment	21%	20%	17%	13%	11%	25%
Not sure	13%	25%	40%	16%	15%	23%
	100%	100%	100%	100%	100%	100%



	DCollegeDeg	
	College Degree	No college degree
Good investment	69%	50%
Not a good investment	19%	20%
Not sure	12%	30%
	100%	100%

	DParty		
	Democrat	Republican	Independent
Good investment	73%	50%	56%
Not a good investment	11%	29%	25%
Not sure	16%	21%	19%
	100%	100%	100%

	DPolitics		
	Liberal/Progressive	Moderate	Conservative
Good investment	81%	70%	45%
Not a good investment	8%	11%	37%
Not sure	11%	20%	18%
	100%	100%	100%

	DIncome		
	Less than \$50,000	\$50,000-\$100,000	More than \$100,000
Good investment	60%	68%	71%
Not a good investment	16%	17%	20%
Not sure	24%	15%	9%
	100%	100%	100%

**Q12) Taxes**

Would you be willing to pay a little more on your **own taxes** so the state can increase and upgrade its internet infrastructure to provide better online access to agencies and services, or not?

Yes	24%
No	58%
Not sure	18%
<i>Total</i>	<i>100%</i>

	DGender	
	Male	Female
Would	30%	19%
Would not	52%	64%
Not sure	18%	17%
	100%	100%

	DAge		
	18-49	50-64	65 or older
Would	23%	23%	26%
Would not	61%	65%	51%
Not sure	16%	12%	23%
	100%	100%	100%

	DEthnicity					
	Caucasian	Japanese	Filipino	Hawaiian/PI	Chinese	Other/Mixed
Would	35%	27%	10%	28%	15%	13%
Would not	51%	53%	53%	63%	46%	71%
Not sure	14%	20%	37%	9%	39%	16%
	100%	100%	100%	100%	100%	100%

	DCollegeDeg College Degree	No college degree
Would	30%	18%
Would not	56%	60%
Not sure	15%	22%
	100%	100%

	DParty Democrat	Republican	Independent
Would	37%	14%	15%
Would not	46%	74%	67%
Not sure	18%	12%	19%
	100%	100%	100%

	DPolitics Liberal/Progressive	Moderate	Conservative
Would	51%	24%	9%
Would not	39%	58%	78%
Not sure	10%	18%	13%
	100%	100%	100%

	DIncome Less than \$50,000	\$50,000- \$100,000	More than \$100,000
Would	27%	27%	31%
Would not	56%	59%	55%
Not sure	17%	14%	14%
	100%	100%	100%

### Demographics (Weighted)

#### Gender

Male	47%
Female	53%
<i>Total</i>	<i>100%</i>

#### Age Group

Under 50	40%
50-64	20%
65 or older	40%
<i>Total</i>	<i>100%</i>

#### Ancestry/Ethnicity/Race

Caucasian	29%
Japanese	17%
Filipino	10%
Native Hawaiian/Pacific Islander	16%
Chinese	4%
Other/Mixed Heritage	23%
<i>Total</i>	<i>100%</i>

#### College Degree

Yes	50%
No	50%
<i>Total</i>	<i>100%</i>

**Party Identification**

Democrat	47%
Republican	18%
Independent	28%
Other/Not sure	8%
<i>Total</i>	<i>100%</i>

**Political Ideology**

Liberal/Progressive	25%
Moderate	29%
Conservative	23%
Other/Not sure	23%
<i>Total</i>	<i>100%</i>

**Household Income**

Less than \$50,000	19%
\$50,000-\$100,000	33%
More than \$100,000	23%
Prefer not to answer	25%
<i>Total</i>	<i>100%</i>

## About the Poll

Transform Hawai'i Government surveyed a random sample of 719 registered voters statewide. Surveys were fielded from September 26 – October 7, 2021, using a combination of interactive voice response technology (touch-tone polling) and a survey administered online. Both the touch-tone and online version of the poll were conducted using random, probability-based sampling of registered voters in Hawai'i. The touch-tone version was conducted by contacting landline telephones. The online version was conducted by texting cellphones and linking poll participants to an online survey optimized for smartphones. Questions in the telephone and online versions of the survey were nearly identical, other than differences necessitated by the different platforms. Poll results were weighted to achieve a 50%/50% split between landlines and text-to-online.

Results were also balanced for gender, age, ancestry/ethnicity/race, and education (college degree attainment) to match the demographic parameters of registered voters statewide.

The overall margin of error is +/- 3.7 percentage points. Other sources of error, such as imperfect response rates and design effect (the effect of weighting results based on demographics) are also common in public opinion research and may affect the results. The adjusted margin of error, accounting for the design effect is +/- 4.4 percentage points. The margin of error for any cross-tabulated result is larger than the margin of error of the corresponding topline result.

Some columns may sum to totals slightly higher or lower than 100% due to rounding.

The poll was conducted by Transform Hawai'i Government working with MRG Research, a public opinion research organization specializing in issues and candidate polling, message testing, and persuasive communications. Twitter: [@MRG\\_Research](https://twitter.com/MRG_Research)