Arbitration Survey

Bill McInturff – Partner
Jim Hobart – Partner
Methodology

- Public Opinion Strategies is pleased to present key findings from a national online survey of registered voters conducted March 7-11, 2019.
- N=1,000 registered voters
- Credibility interval of ±3.53%
Arbitration is viewed much more favorably than both class action and individual lawsuits.

Below is a list of different ways to resolve disputes between companies and consumers. Please indicate if your opinion of that way to resolve disputes between companies and consumers is very favorable, mostly favorable, half-and-half, mostly unfavorable, or very unfavorable.

Arbitration is viewed much more favorably than both class action and individual lawsuits.
Arbitration receives similar ratings from Republicans and Democrats.

**Arbitration Rating - by Party**

<table>
<thead>
<tr>
<th>Party</th>
<th>Total Favorable</th>
<th>Half &amp; Half</th>
<th>Total Unfavorable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Republicans (38%)</td>
<td>+36%</td>
<td>47%</td>
<td>28%</td>
</tr>
<tr>
<td>Independents (22%)</td>
<td>+24%</td>
<td>36%</td>
<td>36%</td>
</tr>
<tr>
<td>Democrats (40%)</td>
<td>+34%</td>
<td>44%</td>
<td>34%</td>
</tr>
</tbody>
</table>

Below is a list of different ways to resolve disputes between companies and consumers. Please indicate if your opinion of that way to resolve disputes between companies and consumers is very favorable, mostly favorable, half-and-half, mostly unfavorable, or very unfavorable.
Views of Consumer Arbitration
A clear majority of consumers are confident a dispute with a company would be resolved fairly.

Confidence that a Dispute Between You and a Company Would be Fairly Resolved

+22%

61%

18%
Very Confident

39%

8%
Not At All Confident

And, how confident are you that if you were in a dispute with a company the dispute would be resolved fairly?
This sentiment holds true across partisan lines.

And, how confident are you that if you were in a dispute with a company the dispute would be resolved fairly?

- Republicans (38%)
  - 59% Total Confident
  - 41% Total Not Confident
  - 18% Very Confident
  - 7% Not At All Confident

- Independents (22%)
  - 62% Total Confident
  - 38% Total Not Confident
  - 19% Very Confident
  - 6% Not At All Confident

- Democrats (40%)
  - 63% Total Confident
  - 37% Total Not Confident
  - 18% Very Confident
  - 9% Not At All Confident
Voters are favorable towards using arbitration to resolve disputes.

Some consumers have agreements with companies that include a way to resolve conflicts or issues, should they arise. These contracts will indicate that the company and the individual must go to arbitration in order to resolve the dispute.

Now, please indicate whether you feel very favorable, somewhat favorable, somewhat unfavorable, very unfavorable, or if you have no opinion one way or the other about the use of arbitration to resolve a dispute between a consumer and a company.
Voters are favorable towards using arbitration to resolve disputes. It has support across key sub-groups.

*Use of Arbitration to Resolve a Dispute Between a Consumer and a Company*

<table>
<thead>
<tr>
<th>By Key Sub-Groups</th>
<th>Fav.</th>
<th>Unfav.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men</td>
<td>71%</td>
<td>20%</td>
</tr>
<tr>
<td>Women</td>
<td>60%</td>
<td>22%</td>
</tr>
<tr>
<td>White</td>
<td>64%</td>
<td>22%</td>
</tr>
<tr>
<td>African American</td>
<td>69%</td>
<td>17%</td>
</tr>
<tr>
<td>Latino</td>
<td>69%</td>
<td>23%</td>
</tr>
<tr>
<td>Ages 18-34</td>
<td>63%</td>
<td>21%</td>
</tr>
<tr>
<td>Ages 35-54</td>
<td>66%</td>
<td>20%</td>
</tr>
<tr>
<td>Ages 55+</td>
<td>66%</td>
<td>22%</td>
</tr>
<tr>
<td>Less than College Degree</td>
<td>64%</td>
<td>20%</td>
</tr>
<tr>
<td>College Degree +</td>
<td>67%</td>
<td>22%</td>
</tr>
</tbody>
</table>

Now, please indicate whether you feel very favorable, somewhat favorable, somewhat unfavorable, very unfavorable, or if you have no opinion one way or the other about the use of arbitration to resolve a dispute between a consumer and a company.
There is a clear preference for resolving disputes by arbitration rather than by filing a lawsuit.

Now suppose you had to click "I Agree" or sign a contract with a company as a consumer. If you could choose the method by which any future disputes between you and the company would be resolved, which would you choose?

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arbitration</td>
<td>48%</td>
</tr>
<tr>
<td>Filing a Lawsuit</td>
<td>21%</td>
</tr>
<tr>
<td>No Strong Opinion</td>
<td>31%</td>
</tr>
</tbody>
</table>
Views of Arbitration Between You and Your Employer
Employed voters are quite confident that a dispute between them and their employer would be resolved fairly.

Confidence that a Dispute With Your Employer Would be Fairly Resolved

Asked if Employed by a Business (N=495)

How confident are you that if you were in a dispute with your employer the dispute would be resolved fairly?

+44%
They also have a favorable opinion towards using arbitration to resolve a dispute with their employer.

Some employers have agreements with their employees that include a way to resolve conflicts or issues, should they arise. These contracts will indicate that the employee and the employer must go to arbitration in order to resolve the dispute.

Now, please indicate whether you feel very favorable, somewhat favorable, somewhat unfavorable, very unfavorable, or if you have no opinion one way or the other about the use of arbitration to resolve a dispute between an employee and employer.
They also have a favorable opinion towards using arbitration to resolve a dispute with their employer, with majority support across key sub-groups.

*Use of Arbitration to Resolve a Dispute with Your Employer, Asked if Employed by a Business (N=495)*

Now, please indicate whether you feel very favorable, somewhat favorable, somewhat unfavorable, very unfavorable, or if you have no opinion one way or the other about the use of arbitration to resolve a dispute between an employee and employer.
By more than two to one, employees prefer using arbitration to settle a dispute with their employer.

Now suppose for a moment you had to sign a contract with your employer. If you could choose the method by which any future disputes would be resolved between you and your employer, which would you choose?

- Arbitration: 54%
- Filing a Lawsuit: 21%
- No Strong Opinion: 25%
Proposals to Change Arbitration
Voters do not support eliminating arbitration.

The U.S. Congress is considering proposals to prohibit arbitration agreements in contracts signed by consumers and employees with their employers. Which of the following best describes your opinion?

- Should not prohibit arbitration agreements: 50%
- Should prohibit both arbitration agreements: 16%
- Should prohibit only consumer arbitration agreements: 8%
- Should prohibit only arbitration agreements by employer: 11%
- No strong opinion: 15%

| Total Prohibit | 35% |
| Total Not Prohibit | 50% |
| No Strong Opinion | 15% |
Women are even more likely than men to support preserving arbitration.

The U.S. Congress is considering proposals to prohibit arbitration agreements in contracts signed by consumers and employees with their employers. Which of the following best describes your opinion?

- Congress should prohibit arbitration agreements in contracts signed by consumers and employees with their employers
  - Men: 20%
  - Women: 13%
- Congress should prohibit only consumer arbitration agreements
  - Men: 11%
  - Women: 6%
- Congress should prohibit only arbitration agreements between employees and their employers
  - Men: 13%
  - Women: 9%
- Congress should not prohibit arbitration agreements in contracts signed by consumers and employees with their employers
  - Men: 47%
  - Women: 52%
- No strong opinion
  - Men: 9%
  - Women: 20%

Women are even more likely than men to support preserving arbitration.
Bill McInturff  
bill@pos.org  
(703) 836-7655

Jim Hobart  
hobart@pos.org  
(703) 836-7655