



# National Security Information Sharing and Transparency Public Opinion Research

*Final Report*

**Prepared for Public Safety and Emergency Preparedness Canada**

**Supplier: EKOS RESEARCH ASSOCIATES INC.**

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*Ce rapport est aussi disponible en français*

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**Prepared for Public Safety and Emergency Preparedness Canada**

**Supplier name:** EKOS RESEARCH ASSOCIATES INC.

**Date:** March 12, 2021

This public opinion research report presents the results of an online survey conducted by EKOS Research Associates Inc. on behalf of Public Safety and Emergency Preparedness Canada. The research study was conducted with 2,000 Canadians 18 or older between January 19 and February 2, 2021.

Cette publication est aussi disponible en français sous le titre : Recherche sur l'opinion publique sur l'échange d'informations sur la sécurité nationale et la transparence.

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# EXECUTIVE SUMMARY

## A. BACKGROUND AND OBJECTIVES

Since its creation in 2003, Public Safety and Emergency Preparedness Canada (PS) has provided leadership and ensured coordination across federal departments and agencies on national security information sharing and transparency efforts. These efforts serve PS' mandate to keep Canadians secure from threats such as crime and terrorism, and help fulfill its mission to build a safer and more resilient Canada for all. To achieve these goals, PS and its portfolio partners require the trust and confidence of Canadians.

In recent years, the Government of Canada ("Government") has implemented several reform initiatives, including the National Security Act (former Bill C-59), which established stronger accountability and transparency mechanisms while providing Canada's security and intelligence agencies with additional tools to keep pace with developments in the ever-evolving threat environment. PS continues to seek public opinion and input to further its mandate and mission and develop strategies to enhance trust in ongoing national security communications and transparency efforts.

The primary objective of the survey is to better understand Canadians' awareness, knowledge and attitudes surrounding the Government's national security information sharing and transparency frameworks. Specific research objectives include:

- to better understand the general public's level of knowledge and awareness of the Government's national security institutions and their activities, including domestic interagency cooperation to enhance national security;
- to better understand Canadians' awareness of national security issues, including the process and timing of sharing relevant information on national security with the public;
- to determine what type of information Canadians want, or feel they need to know about national security, including their expectations of what should be shared publicly, and any perceived information gaps;
- to assess Canadians' satisfaction with the Government's level of transparency surrounding national security activities, policies, communications and public engagement efforts;

- to assess the level of trust Canadians place in the Government's ability to adequately respond to threats and incidents and to ensure national security, while protecting Canadians' fundamental rights and freedoms; and,
- to inform activities that could be used to communicate with the Canadian public on the above-noted issues.

This research may also help to inform the design and implementation of future public awareness and outreach activities that seek to: improve transparency in areas of national security that matter most to Canadians; increase public trust in the Government's sharing of information on national security; and enhance public confidence in the Government's ability to maintain the safety and security of Canadians while protecting citizens privacy rights. It also serves as a baseline against which to measure future progress following the implementation of awareness and outreach activities.

## **B. METHODOLOGY**

### *Survey*

The primary survey features a sample of 2,000 Canadians, 18 years of age and older. The survey sample was randomly selected from a probability-based panel. The *Probit* panel, which is assembled using a random digit dial (RDD) process for sampling from a blended land-line cell-phone frame, provides full coverage of Canadians with telephone access. The distribution of the panel is meant to mirror the actual population in Canada (as defined by Statistics Canada). As such, our more than 100,000 member panel can be considered representative of the general public in Canada (meaning that the incidence of a given target population within our panel very closely resembles the public at large) and margins of error can be applied. Twenty percent of surveys were collected by trained, bilingual interviewers, while the rest were collected through online survey self-administration.

The survey was collected online and by telephone between January 19 and February 2, 2021 in both official languages. This followed testing to make sure public understanding was clear and consistent. The survey length averaged 15 minutes online and 20 minutes by telephone. The overall rate of participation was 26% (25% online and 33% by telephone). Details on the rate of participation can be found in Appendix A, and the full questionnaire is provided in Appendix B.

This randomly recruited probability sample carries with it a margin of error of +/-2.2%. The margin of error for most sub-groups is between 3.5% and 7.0%. Results are weighted to population proportions for region, age, gender, and education. Chi-square tests were used to

compare subgroups to the remaining sample (e.g., Ontario vs. the rest of Canada; 65 years old and over vs. the rest of Canada; women vs. men). Because of the random nature of the sampling, along with weighting along key dimension, the results can be extrapolated to the broader population of Canadians 18 years of age or older. Characteristics of the sample can be found in Appendix A.

### ***Parallel Survey***

A parallel survey was also conducted, through an open-source link circulated by PS with existing stakeholders who in turn shared within their networks. It relied on the same questionnaire as used to collect the general public sample, with slight modifications regarding sample characteristics collected and the additional comment box. The aim was to gather the views of privacy specialists, academics and other national security stakeholders. A total of 95 surveys were completed in this sample. Results of this parallel survey are presented alongside the results for the general public survey in relevant sections. There are too few cases, however, to segment results into further sub-groups. It should be noted that results of the open source link are illustrative in nature, and are only projectable to these 95 individuals, rather than to the broader population.

### ***Interviews***

Survey respondents were asked about their willingness to participate in a follow-up interview, conducted by phone, to further discuss their views about sharing and transparency related to information sharing on national security. Interview participants were selected based on survey responses, assigning potential participants into one of four groups: negative perception/attitudes about Government sharing of information/transparency; positive perceptions/attitudes; low self-rated knowledge about national security issues and information sharing, or high knowledge in this regard. This assignment was based on a count of all relevant questions where ratings of 1 or 2 were counted as low knowledge/negative perception or ratings of 4-5 were counted as high knowledge/ positive attitudes. Only respondents with the highest possible count in one of these areas were assigned to one of the four groups. Participants were then selected from these four sub-samples, attempting to select participants from a variety of regions and age segments, as well as fairly even proportion based on gender. All current or previous employees of the Government, or anyone participating in an interview or focus groups for Government public opinion research were excluded from participating.

A total of 21 interviews were conducted, each lasting 20 to 30 minutes. Participants were asked to describe their concerns with national security and sharing of personal information; whether

they feel well informed on issues of national security; and whether they feel the Government is transparent in explaining national security issues to Canadians, as well as their confidence in the Government's ability to respond on national security issues. Interview participants were provided with a \$50 incentive for their time. The interview guide can be found in Appendix C.

Results of the interviews are described in shaded text, along with anonymized, illustrative quotes. It should be noted that the results of the interviews are meant to be qualitative and directional in nature. These results should not be used to estimate a numeric proportions or number of individuals in the population who hold a particular opinion as they are not statistically projectable. That is, results should not be assumed to be representative of the experiences of the wider population of Canada. It is meant to simply add some illustrative experiences and perspectives. For this reason, terms such as "a few", "some", "many" and "most" are used to broadly indicate views, rather than using specific percentages.

## **C. KEY FINDINGS**

### ***Information Sharing***

Knowledge of Canadian laws on information sharing is relatively low, with 17% of Canadians rating themselves as knowledgeable about laws that protect personal information and 9% perceiving they are knowledgeable about Canadian laws for sharing information for national security. Four in ten specialists rated themselves as knowledgeable about laws protecting personal information and sharing of information.

Most Canadians have at least moderate confidence in how Canada shares information on national security; however, proportions that have confidence and those that lack confidence are fairly equal for most attributes. One in three Canadians indicate they are confident that the Government shares information responsibly in order to respond to national security threats. A similar proportion are confident that Canada has the tools it needs to share information in order to respond to national security threats; has the ability to effectively respond to national security threats; and that the Government protects the personal information it has in its possession about individual Canadians. One in four are confident that national security review and oversight bodies make the Government more responsible in sharing information to respond to national security threats; although more (one in three) are not confident in this.

Canadians also have a relatively low level of trust in the Government sharing information with other organizations, with just over one in three trusting the Government to lawfully share their personal information for national security reasons within the Government. Only about one in five



trust the Government to lawfully share their personal information with a foreign government or entity or a private or non-governmental organization. Trust is higher among specialists. Among interview participants, some suggested that as long as the Government is transparent in the sharing of personal information, they will continue to trust the Government's sharing of information for national security purposes.

Although one in three Canadians agree that the Government should have greater information sharing powers even if it affects their privacy rights, close to half disagree. Agreement is higher among specialists with half saying the Government should have greater powers. The majority of interview participants do not have concerns with the Government sharing personal information for national security purposes. For these participants, it is reasonable to share personal information, as long as it is done for ethical reasons with other trustworthy sources.

### ***Transparency in National Security***

Knowledge among Canadians regarding national security is low. Over half of Canadians surveyed state they are not knowledgeable about what Canada's national security department and agencies do. One in five Canadians perceive themselves to be knowledgeable about what national security threats and issues are facing Canada and Canadians.

Transparency related to national security is important to most Canadians surveyed. Four in five state it is important to them how departments and agencies respect Canadian laws, use their powers and are held accountable. Three in four say transparency is important regarding how national security issues impact Canadians and what the Government is doing to address those issues. Over nine in ten specialists in the parallel survey rated these two areas as important.

Most Canadians feel it is important that the Government provide information to Canadians about issues and threats related to national security areas. At the top of the list is the importance of providing information about pandemics and other health related security issues. Almost as many believe it is important to provide information about cyber, data and telecommunications security; food, water, environment/climate security issues; or foreign interference in democratic processes or institutions. A strong majority (over eight in ten) also rate it as important for the Government to provide information on terrorism and ideologically or religiously-motivated extremism; supply chain, resource shortages or infrastructure; safeguarding innovation or intellectual property, or research and technology. Border security, movement of people and goods was rated as important among just under eight in ten Canadians. Interview participants were concerned about a range of security issues, with some participants mentioning cybersecurity as their greatest concern, in part "because everything is digital and everything is

online now”, along with concern about the vulnerability of their personal information to cyberattacks.

When looking to know more about national security or looking for specific information related to a national security issue, two in three Canadians would most likely rely on Government websites or reports. About half of Canadians agree that publicly available Government information on national security is more trustworthy than information found elsewhere. Interview participants likewise indicated they would trust the information produced by the Government; however, some participants felt that they were not well informed about national security measures and that it is difficult to find information that can be trusted or that is not biased. Further, these participants perceived that the Government does not actively share information with Canadians about national security.

Two in three Canadians feel it is important that Canada’s national security departments and agencies reach out to various organizations, experts, groups or communities, external to government, to obtain their views on national security policies, programs and issues. A similar proportion believe it is important to proactively share information with news media. Over half state it is important for Canada to create opportunities for the Canadian public to share opinions on national security policies, programs and issues, and half think it is important to create interactive educational content online.

In the last three years, about one in four Canadians have visited a Government website or read a Government public report related to national security. Some interview participants felt that the Government could do a better job of informing Canadians on national security matters, including making more information available and producing accessible and understandable information for the general public. Many participants indicate that the Government should reach out to Canadians with information on national security matters, what the government is doing, and where to find more information.

## **D. NOTE TO READERS**

Detailed findings are presented in the sections that follow. Overall results are presented in the main portion of the narrative and are typically supported by graphic or tabular presentation of results. Bulleted text is also used to point out any statistically and substantively significant differences between sub-groups of respondents. If differences are not noted in the report, it can be assumed that they are either not statistically significant<sup>1</sup> in their variation from the overall

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<sup>1</sup> Chi-square and standard t-tests were applied as applicable. Differences noted were significant at the 95% level.

result or that the difference was deemed to be substantively too small to be noteworthy. The programmed survey instrument can be found in Appendix A. Details of the methodology and sample characteristics can be found in Appendix B.

Results for the proportion of respondents in the sample who either said “don’t know” or did not provide a response may not be indicated in the graphic representation of the results in all cases, particularly where they are not sizable (e.g., 10% or less). Results may also not total to 100% due to rounding.

## **E. CONTRACT VALUE**

The contract value for the POR project is \$105,231.79 (including HST).

Supplier Name: EKOS Research Associates

PWGSC Contract Number: OD160-212976/001/CY

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To obtain more information on this study, please e-mail:  
ps.communications-communications.sp@canada.ca

## **F. POLITICAL NEUTRALITY CERTIFICATION**

I hereby certify as Senior Officer of EKOS Research Associates Inc. that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Communications Policy of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research. Specifically, the deliverables do not include information on electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leaders.

Signed by:



Susan Galley (Vice President)

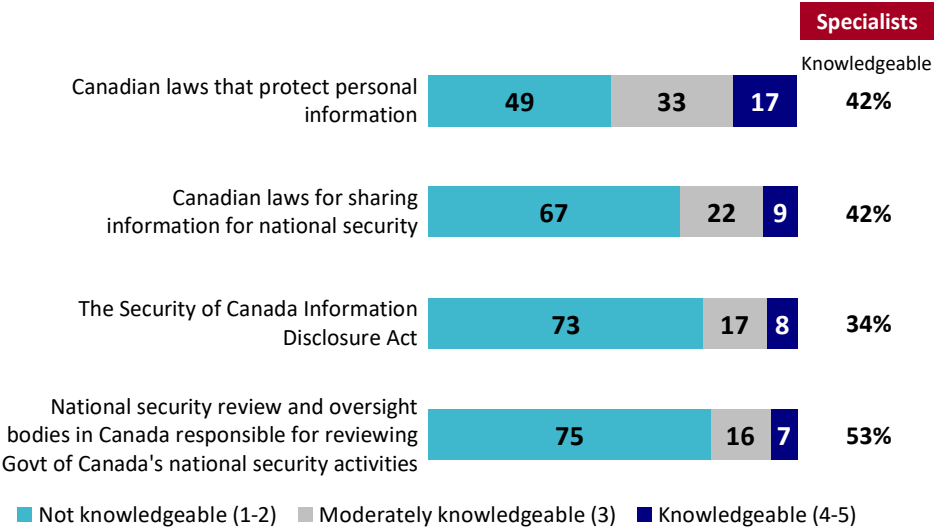
# DETAILED FINDINGS

## A. INFORMATION SHARING

### *Perceived Awareness of Canadian Laws on Information Sharing*

Among Canadians’ knowledge of Canadian laws on information sharing is relatively low. Only 17% rate themselves as knowledgeable about the laws that protect personal information. Fewer than one in ten describe themselves as knowledgeable about Canadian laws for sharing information for national security purposes (9%), the Security of Canada Information Disclosure Act (8%), and the national security review and oversight bodies responsible for reviewing the Government’s national security activities (7%), while 67% to 75% of Canadians say they know little about these.

**Chart 1: Self-Rated Knowledge of Canadian Laws on Information Sharing**



**Q1a-d.** How would you rate your knowledge about the following..?

**Base:** General public n=2000, n=95 among specialists responding to open link

Among the 95 specialists responding to the survey using the open link, knowledge is expectedly higher. Four in ten rated themselves as knowledgeable about laws about protecting personal information and sharing of information, and half said the same about oversight, although only one in three feel knowledgeable about the Security of Canada Information Disclosure Act.

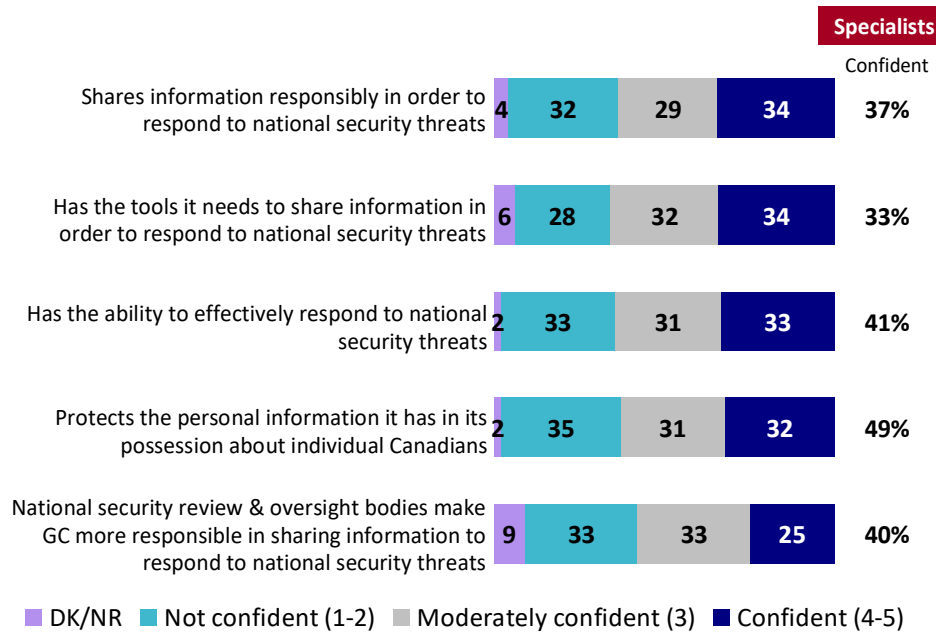
- Among the general public, women typically report lower knowledge than men. 71% of women reported low knowledge compared with 62% of men in terms sharing information; 52% of women vs. 46% of men say the same about protecting personal information.
- Canadians under 35 are also more apt to report themselves as having limited knowledge regarding laws that protect personal information (55%).
- Those in Quebec (along with French Canadians) are more apt than those in other regions to say they are knowledgeable about laws for protecting (22%) or sharing (14%) information. Knowledge is lowest in British Columbia (73% reported low knowledge related to sharing information).
- Those not born in Canada are somewhat more likely to rate their knowledge about laws for sharing information higher (13% compared to 8% of those born in Canada).

### ***Confidence in How Canada Shares Information***

The majority of Canadians have at least moderate confidence in how Canada shares information for national security purposes; however, proportions that have confidence and those that lack confidence are fairly equal for most attributes. One in three (34%) of Canadians indicate they are confident (4 or 5 on the scale) that the Government shares information responsibly in order to respond to national security threats. An additional 29% say they are moderately confident, yet 32% are not confident the Government shares information responsibly. About one in three Canadians are confident that Canada has the tools it needs to share information in order to respond to national security threats (34%), the ability to effectively respond to national security threats (33%), or that the Government protects the personal information it has in its possession about individual Canadians (32%). One in four (25%) are confident that national security review and oversight bodies make the Government more responsible in sharing information to respond to national security threats; although more (33%) are not confident in this.

Results are similar among specialists responding through the open link with regard to sharing information responsibly, having the necessary tools and the ability to respond effectively. Specialists are somewhat more positive than the general public, however, when it comes to protecting personal information and oversight they are more positive.

## Chart 2: Confidence in Information Sharing for National Security



**Q2a-e.** How confident are you that the Government/Canada's...?

**Base:** General public n=2000, n=95 among specialists responding to open link

- Men are less confident than women among the general public that the Government shares information responsibly (35% of men are not confident vs. 29% among women).
- Younger Canadians, under age 35, are more likely to be confident that the Government has the ability to effectively respond to national security threats (40%), has the tools to share information (40%), shares information responsibly (39%), and that security review and oversight bodies make the Government share more responsibly (30%). By contrast, those between the ages of 45 and 54 are the least confident (40%) about the government's protection of personal information, that it has the tools necessary to respond to threats (37%), that it shares information responsibly (38%), and that security review and oversight bodies make the Government share more responsibly (39%).
- Residents of Alberta are most apt to state that they are not confident in all five areas measured. This is also true of residents of British Columbia when it comes to having the tools to respond (33% are not confident), and among residents of the Prairies when it comes to sharing information responsibly and that security review and oversight bodies make the Government share more responsibly (42% and 40% respectively have low confidence). Those in Quebec are more likely to be confident that the Government shares information responsibly (44%) and that oversight and review bodies make the Government share more responsibly (34%).

- Those born outside of Canada are generally more confident across all areas (30% with regard to oversight and 39% to 43% in other areas).
- Individuals self-identifying as religious or having a disability are less confident than others when it comes to the review and oversight bodies that make the Government more responsible in sharing information (43% and 40% respectively indicating low confidence).

### **Interview Findings**

The majority of interview participants described a decline in their confidence in the Government's ability to respond to national security threats since the beginning of the COVID-19 pandemic. Some participants, particularly those with a negative view regarding the Government, said the Government's general handling of the COVID-19 pandemic (and perceived mishandling of mask guidance, CERB payments, communication, roll out of vaccinations) diminished their confidence in the Government's ability to respond to a national security threat. Other reasons for a decline in confidence related to a perceived decline in efficiency in the Government because of staff working remotely or in rotating shifts to access classified information; and general decline in economic condition (due to lockdowns), resulting in fewer resources dedicated to national security since the start of the pandemic.

A few participants described their confidence in Canada's ability to respond to national security threats as the same, primarily because there have been fewer individuals traveling, and they have not heard of any terrorist attacks or significant cyber attacks. A few said their attention has been drawn towards issues around the COVID-19 pandemic, or the US election during a portion of this time, and away from thinking about Canadian national security issues.

"The pandemic for government departments has thrown a loop into how they can manage to work. [...]If you are remoting from home, there is less control on the information, and potential to be hacked." (Calgary)

"We have had a 6% drop in GDP and will continue. Dramatically dropped the ability of the country to meet any other threat." (Nova Scotia)

"Canada is a little lackadaisical. They need to have more backbone. For instance, the covid vaccine other countries don't want to work with us. We are known as a safe place but we are not respected right now." (Ontario)

"So much mixed messaging right from the beginning about how to protect one's self (don't wear a mask, no do wear a mask, not closing border (right away), etc). This does not instil confidence in Canada's ability to deal with security issues and keep Canadians safe." (Manitoba)

“No confidence. They have no common sense and they are never telling people like it is. They just don’t seem to be competent.” (Nova Scotia)

“They could be very transparent yet we would not know because it is not a subject that is covered.” (Quebec)

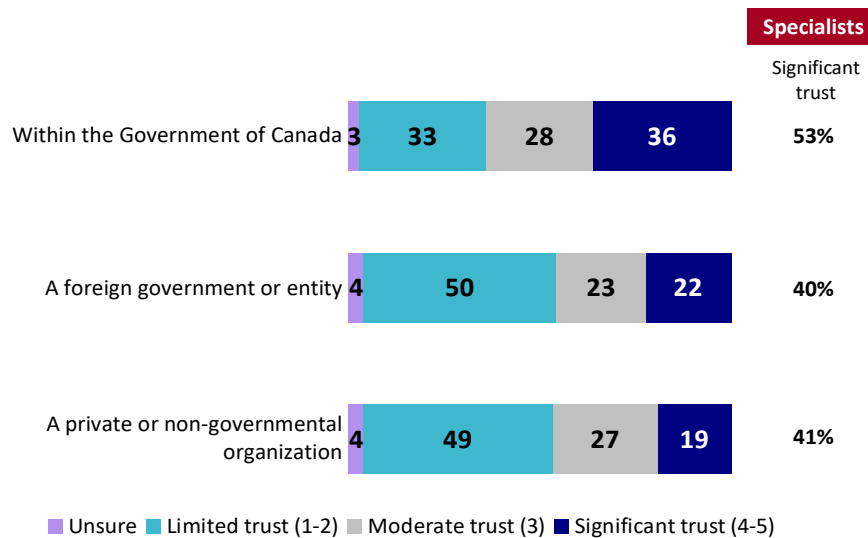
“The US was pretty much our safeguard. [...] And it is on the verge of imploding over there, they won’t do anything to help us. I have no confidence in our government and we don’t share the same priorities.” (Quebec)

### Trust in Government Information Sharing with Other Organizations

Canadians have a relatively low level of trust in the Government sharing information with other organizations. Just over one in three (36%) trust the Government to lawfully share their personal information for national security reasons within the Government. Only about one in five, however, trust the Government to lawfully share their personal information with a foreign government or entity (22%) or a private or non-governmental organization (19%).

Trust levels are higher among specialists responding through the open link, where four or five out of ten indicate significant trust in the Government sharing with other organizations.

**Chart 3: Trust in Sharing with Other Organizations**





**Q3a-c.** Rate your level of trust in the Government to lawfully share your personal information for national security reasons with...?

**Base:** General public n=2000, n=95 among specialists responding to open link

- Similar to patterns found in the general public’s confidence levels in information sharing, Canadian men indicated a lower level of confidence in the government to share information within the Government (36% low level), a foreign government or entity (55% low level) and a private or non-governmental organization (54% low level).
- Those under 35 have the highest level of trust when it comes to sharing information within the Government (44%), while those between 45 and 54 most often have a lower trust level (40%).
- Those in Alberta are less likely to trust the Government in sharing information with all organizations listed in the survey, as is also the case among residents of the Prairies when it comes to sharing within the Government (41% for Alberta, as well as Manitoba and Saskatchewan). Residents in Quebec are most likely to trust the Government in sharing information with other organizations. This is also true of residents of the Atlantic provinces when it comes to sharing outside of the Government.
- Canadians with a university education, along with those not born in Canada, are more likely to indicate they would trust sharing information with all organizations listed in the survey.

### **Interview Findings**

Most participants believe that personal information is likely shared among other government institutions in order to communicate among departments and verify identities.

Sharing information with foreign governments for national security purposes was seen by some participants as a way to help protect Canadians. These participants perceived that information would be shared to alert other countries about potential threats and to share information on persons of interest. Some participants believe information should be shared with other governments for the purposes of screening individuals entering or immigrating to Canada. A few stipulated that information is commonly shared among the “Five Eyes” (i.e. UK, US, Australia, New Zealand and Canada), illustrating to them that information is being shared with foreign governments.

Additionally, some participants said that as long as the Government is transparent in the sharing of personal information for national security purposes, then this is acceptable and a good practice by the Government.

“Sharing information responsibly allows us to address the issues at large and protect innocent Canadians.” (Manitoba)

“(I) would assume that it is only done when necessary. We don’t know the state of the security of other governments.” (Prince Edward Island)

“To identify people I think would be the thing; so they can be monitored or investigated or detained.” (British Columbia)

“I think at the end of the day it’s a necessary evil. We all have bad people within our borders. I think there is a certain amount of fact sharing that needs to transpire between the two agencies but the only information that should be changing hands are things that should be alarming and should be flagged.” (Nova Scotia)

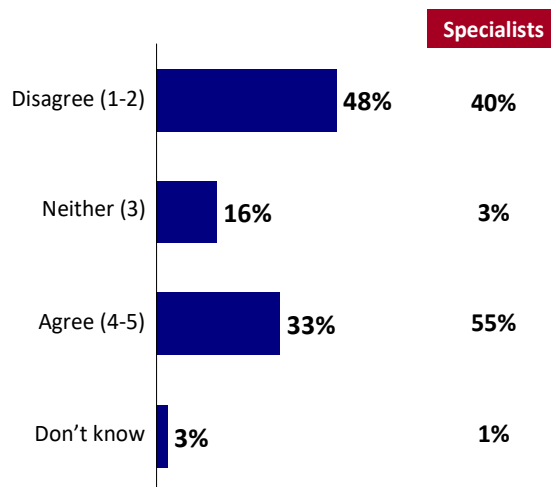
“As long as it is for essential or ethical purposes. If they go against ethics, I would be angry about it.” (Ontario)

“If there were information on a website about what issues are and when (they) share information, how and why, it would give me more confidence and trust.” (Manitoba)

### ***Views on Information Sharing Powers Balanced with the Right to Privacy***

Although one in three Canadians (33%) agree that the Government should have greater information sharing powers, even if it affects their privacy rights, close to half (48%) disagree. While agreement is higher among specialists, with half saying the Government should have greater powers, four in ten still disagree with increasing these powers.

**Chart 4: Information Sharing Powers vs. Right to Privacy**



**Q4.** I believe that the Government should have greater information sharing powers, even if it affects my privacy rights, to better address national security threats.

**Base:** General public n=2000, n=95 among specialists responding to open link

- Among the general public, women (37%) are more likely to agree that the Government should have greater information sharing powers. More than half of men (54%) disagree.
- Older Canadians (age 55+) are more often split between agreement and disagreement, but those 65 or older tend to lean more towards agreement. Younger Canadians (44 and under) are twice more likely to disagree than agree (53% to 56% disagree vs. 24% who agree).
- Agreement is higher among those with a high school education (37%), whereas only 28% of those with a university level of education agree.
- Individuals identifying as a visible minority are more apt to agree (39%) than other Canadians.

### **Interview Findings**

Most participants do not have concerns with the Government sharing personal information for national security purposes. For these participants, it is reasonable to share personal information, as long as it is done for ethical reasons, and with other trustworthy organizations. They feel that as long as a person has nothing to hide, they should not feel worried about the sharing of personal information. Further, a few participants noted that there is considerable information gathered on individuals through non-government sources, such as social media, security cameras, financial sector, or telecommunications companies.

Some participants expressed concern with the Government sharing information because that information may then be intercepted or that they generally lose “control” of their information. A few participants were concerned about individuals within the Government accessing personal information for non-official purposes.

“I know there are people out there who do have an issue sharing information, but in my opinion I really can’t see why unless they are doing something wrong.” (Ontario)

“It is justified to share information about someone if they are a threat.” (Manitoba)

“I would be 100% willing, if the Government needs any personal information about me – all citizens should agree to it.” (Nunavut)

“For national security, when it comes to personal information, you have to be careful of what you give [because it could be intercepted and used nefariously]”. (Ontario)

“I’m sure it happens and it needs to, to protect. The question is, how competent and trustworthy is the government at doing this? Yes, I imagine there are rules, but I don’t know what they are or how they are applied, or if there is anyone watching this, or if rules are being applied as suits them.”

(Manitoba)

“Absolutely concerned by this. Once the information is shared, we don’t control it anymore. What does it change to share it? Instead of helping to protect us, it is the contrary.” (Quebec)

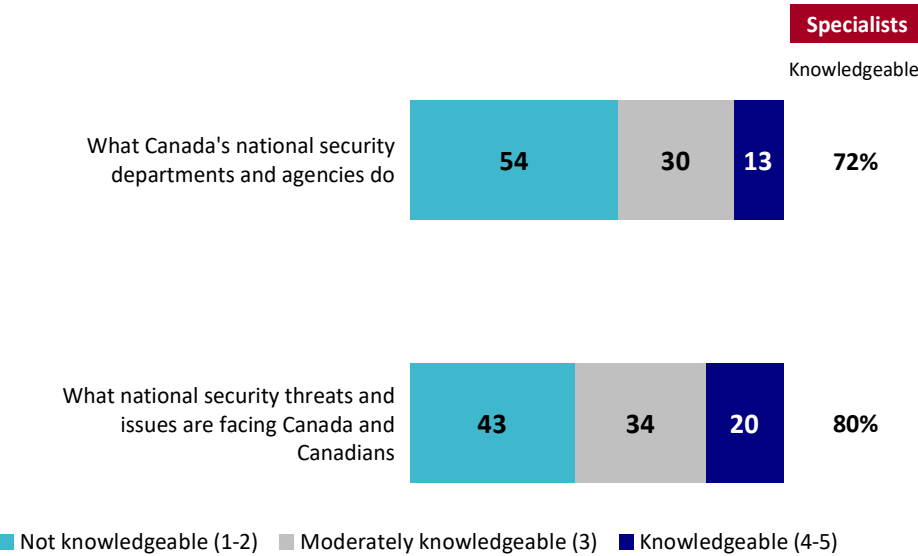
“I think there is some information that’s come out in the last year or two that Canada will allow the US border services access to Canadians files. I think that is wrong.” (Nova Scotia)

# B. TRANSPARENCY IN NATIONAL SECURITY

## Knowledge of national security information

Only a small minority of Canadians believe they have a good understanding of what Canada’s national security departments and agencies do, and what the threats facing Canada are. Only 13% rate themselves as knowledgeable about what national security departments and agencies do, while more than half (54%) describe themselves as having limited knowledge. Although one in five (20%) say they are knowledgeable about the national security issues facing Canada, twice as many (43%) describe their knowledge as limited.

**Chart 5: Self-Rated Knowledge Regarding National Security**



**QT1A-T1B.** How would you rate your knowledge about the following...?

**Base:** General public n=2000, n=95 among specialists responding to open link

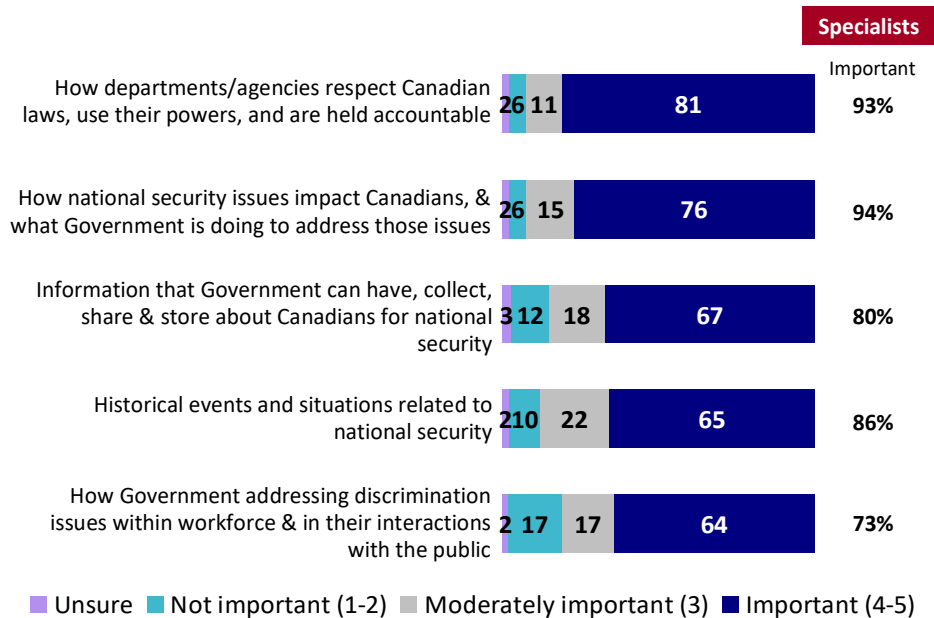
- Those in Quebec are more apt to say they are knowledgeable in both what departments and agencies do, although the proportion is still not high (17%) and what national security threats face Canada (24%). Residents of British Columbia, however, are most likely to rate their knowledge as low in regards to what departments or agencies do (61% low level), and Atlantic residents most often rate themselves with limited knowledge regarding issues faced (54%).
- People with a disability are also more likely than others to rate themselves with limited knowledge of what departments and agencies do (61% low).

- Individuals born outside the country are somewhat more likely than others to rate themselves as knowledgeable about what departments and agencies do, although the proportion is still not high (19%).

### ***Importance of Transparency on Certain Areas of Concern***

Canadians place a high importance on transparency of information in national security. Four in five (81%) Canadians believe it is important for the Government to provide information on how departments and agencies respect Canadian laws, use their powers and are held accountable; only 6% feel it is not important. Three in four (76%) place importance on transparency regarding how national security issues impact Canadians and what the Government is doing to address those issues. Roughly two in three feel it is important to make information available, including: that the Government can have, collect share and store information about Canadians for national security (67%), on historical events and situations related to national security (65%), or on how the Government is addressing discrimination issues within the workforce and their interactions with the public (64%). The importance of these areas is even more likely to be emphasized among the 95 specialists responding through the open link, although, marginally less so with regard to addressing discrimination issues in the workforce and in interactions with the public.

## Chart 6: Importance of Transparency on National Security Information



**QT2a-e.** How important is it for the Government to make the following information available to the public...?

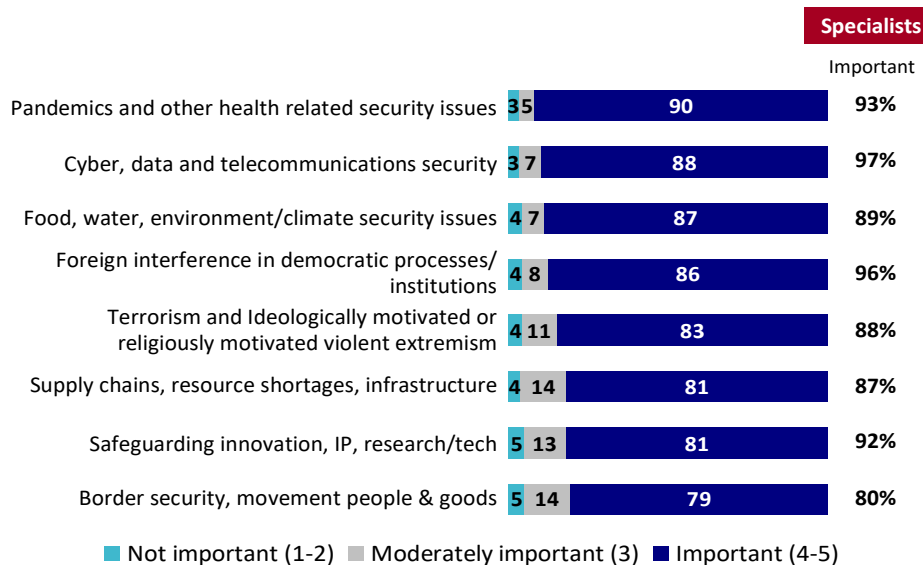
**Base:** General public n=2000, n=95 among specialists responding to open link

- Women are more likely than men in the general public to say it is important that information is available about how national security issues impact Canadians (80%), and how national security departments are addressing discrimination issues (71%).
- Older Canadians (over 65) are more apt to say it is important that information is available about how national security departments are addressing discrimination issues (70%). Younger Canadians (under 35) are more likely to say it is important that the Government make available information on material that federal departments and agencies can have (73%).
- Those with a university education are more likely to indicate it is important that information is available about how national security departments respect Canadian laws (86%), are addressing discrimination issues (69%), or information that federal departments and agencies can have (73%).
- Those who identify as a visible minority are more likely to feel it is important that information is available on how national security departments are addressing discrimination issues (71%).

## Importance of Providing Information about Various Threats

Most Canadians feel it is important that the Government provide information to Canadians about issues and threats related to national security areas. Perhaps not surprisingly, nine in ten (90%) say it is important to provide information about pandemics and other health related security issues. Almost as many believe it is important to provide information about cyber, data and telecommunications security (88%), food, water, environment/climate security issues (87%), or foreign interference in democratic processes or institutions (86%). Just over eight in ten also view it as important for the Government to provide information on terrorism and ideologically motivated or religiously motivated extremism (83%), supply chain, resource shortages or infrastructure (81%), and safeguarding innovation, intellectual property, or research and technology (81%). Border security, movement of people and goods was rated as important among 79% of Canadians. Results are very similar among the specialists responding through the parallel survey, although results were even higher than the general public in areas related to cyber security, foreign interference and safeguarding intellectual property.

**Chart 7: Importance of Information on Various Threats**



**QT3a-h.** How important is it that the Government provide information to Canadians about issues and threats related to the following national security areas?

**Base:** General public n=2000, n=95 among specialists responding to open link



- Among the general public, women are somewhat more likely than men to feel it is important to provide information about the environment and climate (91%), and pandemics and other health security issues (92%) and border security (82%).
- Canadians 65 or older, and in some cases, 55 or older, are more likely than their younger counterparts to say it is important to provide information about most aspects: border security (91%), cyber and telecommunications security (92%), supply chain shortages (88%), safeguarding innovation (90%), foreign interference in Canada’s democratic process (91%), environment or climate (93%), or pandemics and other health issues (94%). Those under 35 are least likely to see most of these as important.
- Atlantic residents are less apt to see information on cyber security issues as important compared with other Canadians (82%). Residents of Manitoba and Saskatchewan are less apt to see the importance of information on supply chains (76%), or threats to food, water and environment (83%), with the latter also rated as less important in Alberta, but most apt to be important in Quebec (92%). Ontario residents are more likely than others across the country to rate information on foreign interference as important (89%), while this is least apt to be valued in Quebec (79%).
- Those who identify as a visible minority are less likely to say providing information is important in many areas: terrorism and ideologically motivated or religiously motivated violent extremism (79%), border security (73%), cyber and telecommunications security (83%), supply chain shortages (76%), and safeguarding innovation (75%).

### **Interview Findings**

Interview participants were asked what national security matter concerns them the most. Some participants cited cybersecurity as their greatest concern, in part “because everything is digital and everything is online now”. For one participant rating themselves with high knowledge of security matters, the threat to Canadian corporations is most concerning because of the perceived vulnerability of Canadian corporate property and economic losses resulting from cyber threats. A few participants expressed greater concern about the vulnerability of their personal information to cyberattacks, related to identity theft or fraudulent purchases, or datamining.

A few participants noted the importance of sharing information on threats to the democratic process by foreign actors, mentioning cyber threats and Russian interference in the United States election as examples.

Some participants, particularly those expressing negative views in the survey about security matters, raised concerns about potential foreign influence on Canadians. Examples provided included China's increasing power and lack of diplomacy in terms of holding two Canadians without proper legal proceedings. Canada is perceived by these participants to look weak and vulnerable on the world stage because of foreign interference. A few participants also voiced concerns about Canada's reliance on foreign entities for manufacturing items, such as electronics with potential tracking technology, or vaccine production.

A few spoke of the need for stronger borders in Canada and greater awareness of the safety risk of individuals coming into the country.

A few participants expressed concerns about decreasing personal freedoms of Canadians, such as restrictions and lockdowns as measures to control the COVID-19 pandemic, or new gun laws that expand the types of weapons that are banned for personal use.

A few participants described concerns about political extremism within Canada and the threat of violence or changes away from being a tolerant society.

“Cyber safety. Because it seems there are more and more attacks.” (Quebec)

“I would say personal information leaked or hacked or something like that.” (Ontario)

“The last few years there seemed to be too much of a focus on international matters and these groups [right wing extremists] can go unnoticed because they are local and seem harmless because they discuss free expression.” (Alberta)

“Freedom is the most important I can think of for a nation state. That's in danger due to lockdowns.” (Nova Scotia)

“Rather difficult to prioritize them. They are all intertwined. The biggest threat we have is the threat to our democracy and the charter of rights and freedom.” (Manitoba)

“China is communist country and has most power (military, economy, nuclear, in every way) of the world and hates Canada now.” (Ontario)

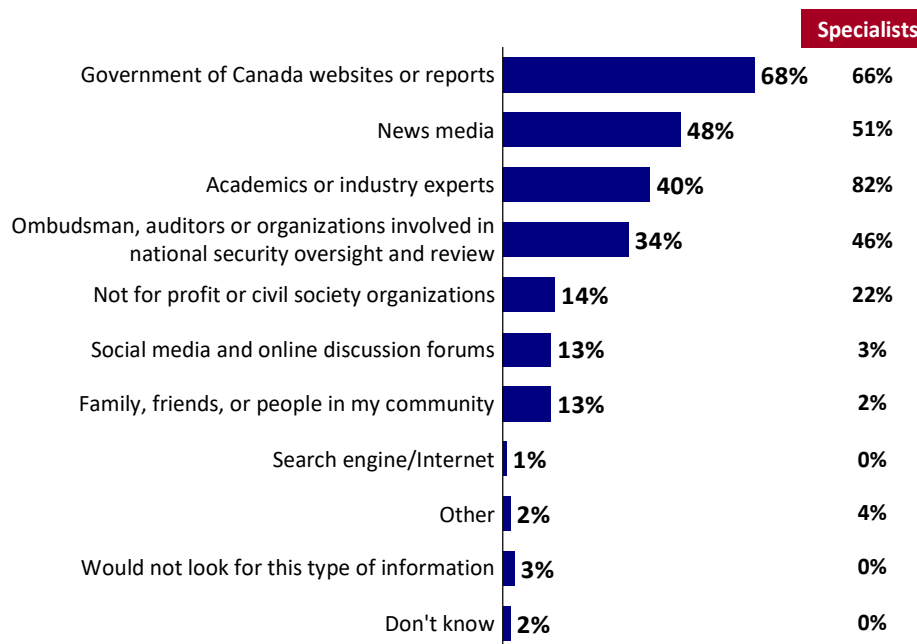
“If you don't do this (background checks) properly for a period of time, maybe 10 years, or 20 or 30 years, probably it's like a weed. It will spread very fast, very hard, deep rooted and very difficult to find where it started, and very difficult to eradicate. I'm afraid we are sowing the seeds of homegrown terrorism at some level.” (Nunavut)

## Preferred Sources for Information on National Security

When looking to know more about national security, or looking for specific information related to a national security issue, the majority of Canadians (68%) would most likely rely on Government websites or reports. Nearly half said they would rely on the news media (48%), and four in ten would turn to academics or industry experts (40%). About one in three (34%) would turn to ombudsmen, auditors, or organizations involved in national security oversight and review. Considerably fewer would turn to not-for-profit or civil society organizations (14%), social media and online forum discussions (13%), or friends, family and people in their community (13%).

Preferred sources are largely similar among specialists, although academic or industry experts are expectedly more often seen as good sources, while social media and family and friends are not.

**Chart 8: Preferred Sources of Information**



**QT4.** If you wanted to know more about national security or were looking for specific information related to a national security issue, which of the following sources would you be most likely to rely on?

**Base:** General public n=2000, n=95 among specialists responding to open link

- Women (72%) are more likely than men (65%) in the general public to rely on Government sources.
- Younger Canadians (under 35) are more likely than their counterparts to rely on Government sources (75%), academics or industry experts (49%), not for profit or civil society organizations (19%), or friends and family (17%). Canadians over 65 are more likely than those who are younger to identify news media (54%) or ombudsmen, auditors, or organizations involved in oversight and review (46%).
- Regionally, those in Quebec are somewhat more likely than other Canadians to cite news media (52%), and fewer than the national average would rely on Government websites or reports (63%). Albertans are more apt to say academics or industry experts (49%) than other Canadians.
- Canadians with a university education are more likely to cite Government sources (74%), news media (57%), academics or experts (54%), or not for profit or civil society organizations (19%).
- Those with higher income are more likely than others to go to Government websites or reports (71% - 74%), and to cite academics or industry experts (53%). Canadians with household incomes under \$40,000 are more likely than those with higher income to rely on friends and family (17%).
- Those who identify as a visible minority are more likely than the general population to rely on news media (56%) or social media (21%). Indigenous respondents are more apt to say they would rely on friends and family (22%) as a source of information compared with other Canadians.

### **Interview Findings**

Interview participants who identified themselves in the survey as being well informed on national security matters described a number of sources of information in the interview. These participants said they are personally interested in national security and often do extensive reading to support this interest. Sources of information varied for these participants, who explained that seeking out varying perspectives and origins of information (government sources, news sources, magazines, subject area NGOs) helps them to garner an informed perspective.

Participants expressing positive views in the survey about matters said that they feel at least moderately informed on national security topics. These participants, along with those identifying themselves as having limited knowledge, tended to say that they follow the news, and pay attention to what other people are talking about, but do not specifically seek out information.

Most participants expressing negative views in the survey about national security felt that they were not well informed about national security measures and that it is difficult to find information that you can trust or is not biased. Further, these participants said that the Government does not actively share information with Canadians about national security.

“Moderately informed, I try to keep up to date. Probably better informed than some, but not an expert. I do seek out information. Go to government websites such as CSE, CSIS. Amnesty International. Things NATO is working on.” (Alberta)

“[seeks many sources to stay informed] I hold a minor degree in Military History. It’s kind of my hobby.” (Nova Scotia)

“Well informed. News media. Social media. It is engrained in me to keep an eye on developments.” (Manitoba)

“I used to be more engaged and informed. But it hasn’t been a top priority because of other interests and priorities.” (Prince Edward Island)

“I think we’re as informed as the government wants us to be.” (Nova Scotia)

“I feel as informed as they are going to let us know. I think that the government does give us enough, but there is more going on.” (Ontario)

“Not really informed, mostly because I feel like we are being fed a bunch of BS. We’re in the dark, and not kept well informed.” (Manitoba)

“I feel like even if I wanted to, there is little information available on the subject”. (Quebec)

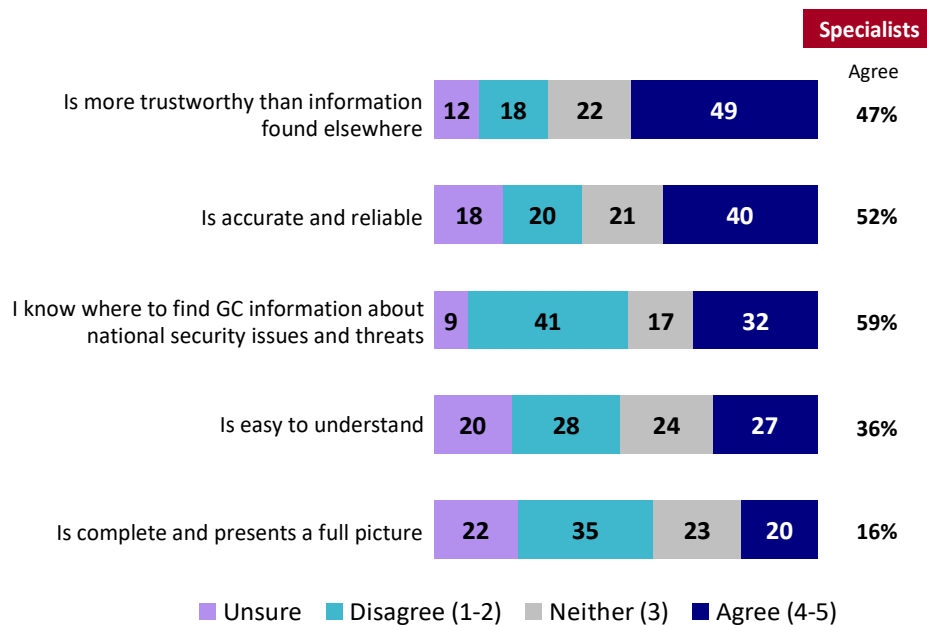
“I’ve never done a lot of research on it so I would say I have general knowledge.”

## Perceptions about Government Information on National Security

About half (49%) of Canadians agree that publicly available Government information on national security is more trustworthy than information found elsewhere. Four in ten (40%) agree that publicly available Government information is accurate and reliable. One in three (32%) agree that they know where to find Government information about national security issues and threats, although four in ten (41%) disagree. Just over one in four (27%) agree that the information on national security is easy to understand. One in five (20%) agree that publicly available information from the Government on national security is complete and presents a full picture, although 35% disagree.

Results are similar among specialists although they are more likely to agree that they can find information, and that it is reliable and easy to understand.

**Chart 9: Perceptions Regarding National Security Information**



**QT5a-e.** To what extent would you say that you agree or disagree with the following statements about publicly available Government information on national security?

**Base:** General public n=2000, n=95 among specialists responding to open link

- Canadian men are more likely than women to disagree that Government information is complete and presents a full picture (39% disagree) or is accurate or reliable (23% disagree).
- Younger Canadians are more apt to agree that Government information on national security is more trustworthy than information found elsewhere (54%), is accurate and reliable (52%), they know where to find Government information (42%), and that the information is easy to understand (32%). Individuals between the ages of 35 and 44 are least likely to say they know where to find information (47% said they do not).
- Confidence in finding information is highest among the university-educated (37%), as is agreement that the information is more trustworthy than other sources (54%), as well as accurate and reliable (46%).
- Regionally, those in Alberta (39%) and Ontario (36%) are more likely to agree they know where to find information. Those in Atlantic Canada are more apt to agree that information is complete and presents a full picture (29%) and is more trustworthy than information found elsewhere (57%). Residents of Alberta are more likely to disagree that Government information on national security is complete and presents a full picture (49% disagree), is easy to understand (41% disagree), accurate and reliable (31% disagree), or more trustworthy than information found elsewhere (26% disagree).
- Those who identify as a visible minority are more likely to agree that information is more trustworthy than information found elsewhere (61%), is accurate and reliable (55%), they know where to find information (40%), that information is easy to understand (36%), or presents a complete and full picture (30%). A similar pattern exists among those born outside of Canada.

## **Interview Findings**

Most participants believe that the Government is not fully transparent about national security issues with Canadians. Those expressing negative views in the survey tended to say that the Government is not being open or truthful about national security matters. However, many participants said it is reasonable to expect that the Government would not provide information on some national security issues that may harm an ongoing operation. Most participants believe it is important for the Government to share information on national security with the public, particularly on issues involving an active threat to Canadians, along with information on how Canadians can protect themselves. Further, information on former national security issues should also be made public, according to some participants.

“(It’s important) to keep the citizens informed; for general knowledge and some security knowing the government is doing something to help their citizens.” (Ontario)

“It’s hard to be transparent without giving away everything that happened. Declassify some stuff that doesn’t need to be so highly classified.” (Alberta)

“Make it clear to the people what they are sharing and what they can’t share. If the people are clear on that they won’t feel the government is hiding.” (Nunavut)

“Not at all [transparent], but it’s extremely important to inform public. It builds trust and confidence and avoids rampant speculation.” (Manitoba)

“Yes, it’s important to share information with Canadians, but the government is not honest about anything.” (Ontario)

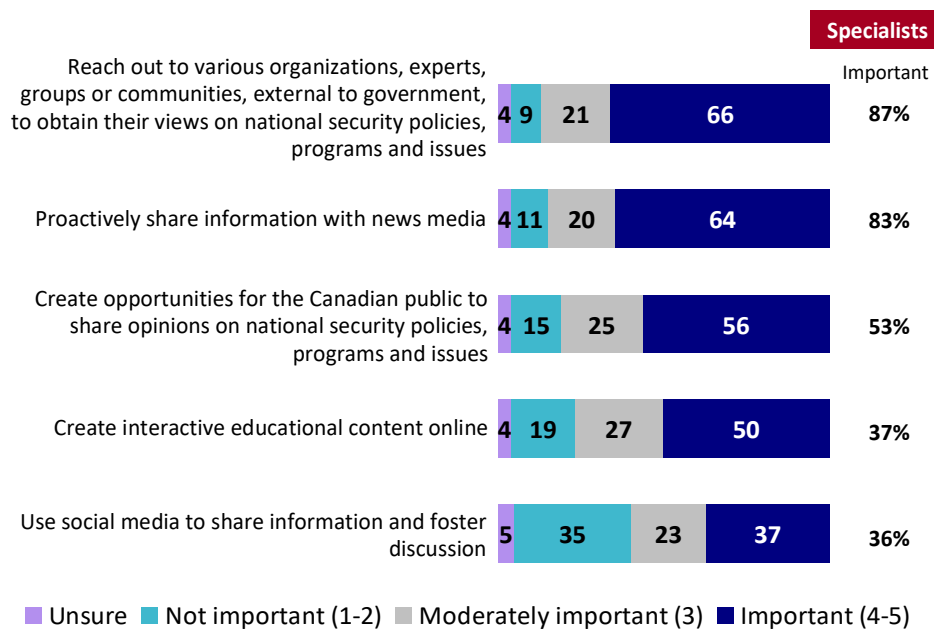


## Methods of Engagement with Public on National Security Issues

Two in three (66%) Canadians feel it is important that Canada’s national security departments and agencies reach out to various organizations, experts, groups or communities, external to Government, to obtain their views on national security policies, programs and issues. Nearly the same proportion (64%) believe it is important for national security departments and agencies to proactively share information with news media. Over half (56%) feel it is important for Canada to create opportunities for the Canadian public to share opinions on national security policies, programs and issues, and 50% think it is important to create interactive educational content online. Equal proportions feel it is important to use social media to share information and foster discussion (37%), and is not important to do so (35%).

Specialists are comparatively more likely to see engagement with organizations, experts, groups or communities external to Government as an important way of communicating with the public, as is also the case with proactively sharing information with the media. They are less positive than other Canadians about interactive educational content as a method of engagement.

**Chart 10: Importance of Methods of Public Engagement**



**QT6a-e.** How important is it for Canada's national security department and agencies to do each of the following to better engage with Canadians on national security issues?

**Base:** General public n=2000, n=95 among specialists responding to open link

- Women in the general public are more likely than men to say it is important to proactively share information with news media (67%) or create interactive content online (54%). Men tend to find social media to be less important than women do.
- Older Canadians are more likely to say it is important to reach out to various organizations (72%), create opportunities for the public to share opinions (63%), or create interactive educational content online (55%). Younger Canadians are more likely to say it is important to proactively share information with news media (69%) or use social media to share information and foster discussion (45%), but least likely to value interactive educational content online (24%).
- Regionally, those in Quebec are more likely to say it is important to reach out to various organizations (74%), proactively share information with news media (70%), as well as create opportunities for the public to share opinions (63%) or create interactive educational content online (59%) or use social media (41%). Those in Western provinces and the Territories are least likely to say it is important to use social media (40% to 43% say it is not important), along with sharing information with news media, although to a lesser degree (16% to 20% finding this unimportant).
- The university educated are more likely to place importance on consulting organizations, experts, groups and communities outside of Government (72%) and sharing information through news media (70%). They are typically less apt to place importance on engagement through social media (38% rating it low), or creating opportunities for interactive educational content online (23% low) or public consultation with Canadians (19% rating this low).
- Those who identify as a visible minority are more apt to say it is important to reach out to various organizations (74%), create interactive educational content online (61%), or use social media (50%).

## **Interview Findings**

Interview participants describing themselves in the survey as knowledgeable feel that the Government could do a better job of informing Canadians on national security matters, through making more information available and producing accessible and understandable information for the general population. Many participants said the Government should reach out (more) to Canadians with information on national security matters, what the Government is doing, and where to find more information through accessible sources such as social media or YouTube ads, or on a Government website. Generally, participants said that they would trust information, or at least would expect to find more information, about national security on Government websites. For many, this should be promoted and advertised to make Canadians more aware of the importance of national security and where to inform themselves more about this.

“It would be good to have information put out for Canadians to find out about, mostly likely on a GC website, but also through media to make ppl aware of it/promote it.” (Alberta)

“...average Canadians, they don’t really know where to look. People tend to stay within social media, that might be an opportunity for the GoC to get information out. Reports should also be made in layman’s terms. They are produced in the official languages of Canada, but should think about producing them in other languages for accessibility.” (Alberta)

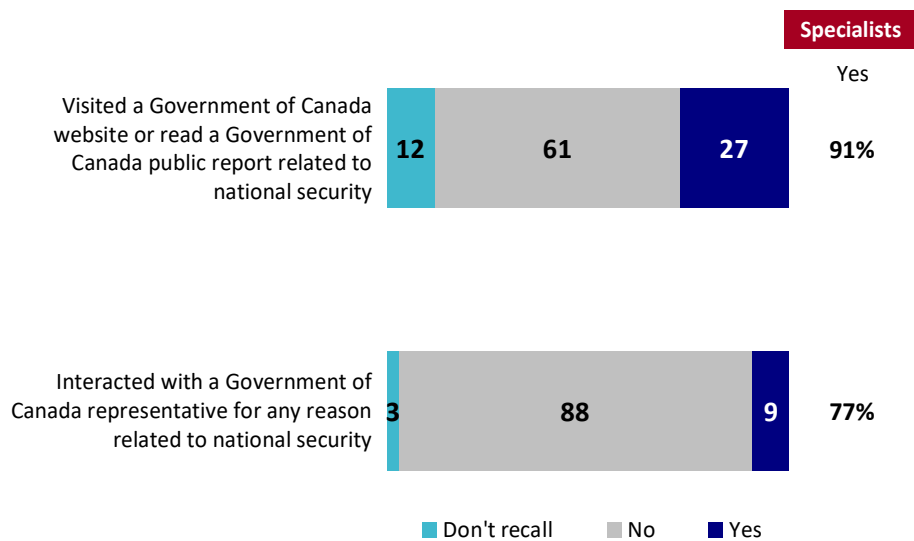
“I guess just [press releases to the media] about it. That’s how I get my information so it would work for me anyway.” (British Columbia)

“They could do more advertising about it, you know, on general media; radio, television, they could have internet ads on Youtube and things like that.” (Ontario)

## Involvement in Information on National Security

In the last three years, just over one in four (27%) Canadians have visited a Government website or read a Government public report related to national security. Just under one in ten (9%) have ever interacted with a Government representative for any reason related to national security. As may be expected, the specialists responding to the survey through the parallel survey stated that they had visited a Government website on this topic, and seven out of ten of them have interacted with a Government representative.

**Chart 11: Canadians' Involvement with Information on National Security**



**QT7.** In the last 3 years, have you visited a Government website or read a Government public report related to national security?

**QT8.** Have you ever interacted with a Government representative for any reason related to national security?

**Base:** General public n=2000, n=95 among specialists responding to open link

- Canadian men are more likely than women to have both looked for information (31% vs. 23%) and interacted with a representative (12% vs. 6%) for national security reasons.
- Younger Canadians (40%) are more likely to have visited a website or read a public report related to national security. Those over age 55 are least likely to have done so.
- Residents in Quebec are less likely to have visited a website or read a public report (69% did not). Those in Ontario are more likely to indicate they have interacted with a Government representative (12%).
- Those with a high school education (21%) or low income (under \$40,000, 23%) are less likely to have visited a website or read a public report.

- Those who identify as a visible minority are more likely to have visited a website or read a public report (38%).  
Among the 9% of Canadians reporting interaction with a Government representative, positive interactions were described 64% of the time. Following are some key themes in the description of these experiences:
  - Roughly 1 in 3 described staff using words such as polite, respectful or courteous, attentive, and pleasant.
  - Approximately 1 in 5 described staff as professional, knowledgeable, or competent,
  - About 1 in 5 said that information was clear, well-explained, and straightforward, or staff were honest, responsive, and conscientious.
  - Close to 1 in 5 simply attributed the positive experience to having obtained the desired outcome (e.g., found / provided information they).
- Fewer than 1 in 9 (18%, or 33 of the 185 individuals reporting an interaction) described a negative experience in this interaction. Reasons included not being able to obtain the information they were looking for (i.e., missing or irrelevant information), experiencing perceived racism or discrimination, or not being able to access or being denied assistance.

# APPENDICES

## A. METHODOLOGICAL DETAILS

### *Survey*

The survey questionnaire was developed cooperatively between the EKOS research team and the Project Authority. The average time it took respondents to complete the survey was 15 minutes online and 20 minutes by telephone. The survey was pre-tested with 54 respondents (34 in English, 20 in French), including 34 collected online and 20 by telephone. Since no significant changes were made these cases were retained in the final sample.

Respondents to the online survey were 18 years of age and older and were randomly selected. The sample included all provinces and territories, and the survey was administered in English and French, as well as with an accessible link for those using a mobile phone or screen reading technology. The survey sample relied on an EKOS' *Probit* panel, which is assembled using a random digit dial process for sampling from a blended land-line cell-phone frame and provides full coverage of Canadians with telephone access. The distribution of the recruitment of participant's process is meant to mirror the actual population in Canada (as defined by Statistics Canada). As such, our more than 100,000-member panel can be considered representative of the general public in Canada (meaning that the incidence of a given target population within our panel very closely resembles the public at large) and margins of error can be applied. All households/individuals in the *Probit* panel are contacted by telephone and the nature of the panel is explained in greater detail (as are EKOS' privacy policies) and demographic information is collected. At this time, the online/off-line as well as landline/cell phone status is ascertained to determine the method of completing surveys (i.e., online, telephone, or mail). This variable of 'type of telephone service' (cell phone only, landline only or both) collected at the time of screening is used to determine cell phone only sample. As with any random digit dialing sample, *Probit* panel cases are considered to be a probability-based sample.

A total of 2,000 cases were completed in the sample collected between January 19 and February 2, 2021. The associated margin of error is up to plus or minus 2.2%, at a .95 confidence interval (i.e., 19 times out of 20).

Survey data collection adhered to the Government standard for public opinion research as well as all applicable industry standards. EKOS informed respondents of their rights under the Privacy Act and the Access to Information Act and ensured that those rights were protected throughout the research process. This included: informing respondents of the purpose of the research; identifying both the sponsoring department and the research supplier; informing respondents

that their participation in the study is voluntary, and that the information provided would be administered according to the requirements of the Privacy Act.

Once the survey data was collected, each database was reviewed for data quality. Coding was also completed. Survey results were weighted based on Statistics Canada data according to age, gender, education and region to ensure the sample was representative of the general public aged 18 years and older.

Data tables were created for each survey to isolate results for major subgroups to be used in the analysis (e.g., results for each age segment, gender, and region).

### **Response Rates and Non-Response Bias**

The response rate for the survey was 26% (25% in the sample collected online and 33% in the sample collected by telephone), using a formula developed by the Marketing Research Intelligence Agency in conjunction with the Government. Online a total of 6,721 invitations were sent by email, of which 33 were returned as undeliverable, for a resulting valid sample of 6,639. A total of 1,630 valid cases were completed and combined with another 12 respondents who were screened out of the survey as ineligible, as the responding numerator in the calculation of the response rate of 24.7%. By telephone, 1,266 cases were attempted, of which 134 were found to be invalid, resulting in a valid remaining sample of 1,132. Of these 370 were completed by telephone and 7 were found to be out of scope (under 18), for a resulting response rate of 33.3%.

	<b>Online</b>	<b>Telephone</b>
Total Invited	6,721	1,266
Invalid	33	134
Total valid	6,639	1,132
Responding Units	1,642	377
Response Rate (R/(U+IS+R))	24.7%	33.3%

A comparison of the unweighted sample with 2016 Census figures from Statistics Canada suggests that there are similar sources of systematic sample bias in the survey, following patterns typically found in most general public surveys. There is a more educated sample in the survey than found in the population with 32% reporting university degrees, compared with 23% in the population. There is also an under representation of women (45% compared with 51% in the population), and among Canadians born outside of Canada in each survey (15% in the survey versus 22%). As previously described, each sample was weighted by age, gender, education, and region.

## Sample Characteristics

Following are the characteristics of the 2000-cases sample of the general public, collected through the Probit panel. All results are based on weighted data with the exception of those characteristics used in the development of the weight.

**Table 1: Sample Characteristics**

	<b>TOTAL</b>
<i>Gender (unweighted)</i>	<i>n=2000</i>
Male	55%
Female	45%
Other	0%
<i>Age (unweighted)</i>	<i>n=2000</i>
Under 35	23%
35 to 44	16%
45 to 54	19%
55 to 64	20%
65 or older	23%
<i>Region (unweighted)</i>	<i>n=2000</i>
British Columbia	14%
Alberta	11%
Saskatchewan & Manitoba	3%
Ontario	38%
Quebec	23%
Atlantic	2%
<i>Highest level of schooling completed (unweighted)</i>	<i>n=2000</i>
High school diploma, equivalent or less	26%
Registered apprenticeship, trades college or CEGEP certificate or diploma	42%
University (Bachelor's / Post-graduation) degree	32%
I prefer not to say	1%
<i>Total household income last year before taxes</i>	<i>n=2000</i>
Under \$40,000	20%
\$40,000 to just under \$60,000	14%
\$60,000 to just under \$80,000	14%
\$80,000 to just under \$100,000	12%
\$100,000 to just under \$150,000	16%



	<b>TOTAL</b>
\$150,000 or above	11%
I prefer not to say	11%
<i>Were you born in Canada?</i>	<i>n=2000</i>
Yes	86%
No	14%
<i>Year of immigration or move to Canada</i>	<i>n=293</i>
2010 or later	16%
2000-2009	18%
1980-1999	28%
1960-1979	27%
1959 or before	6%
Don't know	1%
I prefer not to say	4%
<i>Equity Groups</i>	<i>n=2000</i>
A member of a visible minority or racialized community (i.e., non-Caucasian)	13%
A person with a disability (long-term or recurring impairment such as vision, hearing, mobility, learning, developmental, memory or mental health-related that limits daily activities)	12%
A member of a religious or faith-based minority group	6%
Indigenous (First nations, Métis or Inuit)	3%
None of the above	68%
Don't know	1%
I prefer not to say	3%
<i>Language spoken at home</i>	<i>n=2000</i>
English	79%
French	22%
Other	5%
I prefer not to say	1%

## B. SURVEY QUESTIONNAIRE

### WINTRO

#### *Web Intro*

Thank you for taking the time to complete this survey dealing with some important issues on the public's awareness, understanding, and perception related to national security issues.

For the purposes of this survey, "national security" refers to the protection of Canada's territory, government, economy, people and interests. This can include issues related to economic-based threats, terrorism and violent extremism, espionage, cybersecurity and threats to Canada's democracy.

This survey is being conducted on behalf of the Government of Canada. Your participation is voluntary and your responses will be kept entirely confidential. The survey takes 15 minutes to complete. It is being conducted by EKOS Research, and administered according to the requirements of the Privacy Act. Results will not be reported on an individual basis, but rolled into groups of 20 or more to preserve confidentiality. To view our privacy policy, click the Privacy Policy link below. The survey is registered with the Research Verification Service of the Canadian Insights Research Council (CIRC).

If you leave the survey before completing it, you can return to the survey URL later, and you will be returned to the page where you left off. Your answers up to that point in the survey will be saved.

If you have any questions about how to complete the survey, please call EKOS at 1-866-211-8881 or email us at [online@ekos.com](mailto:online@ekos.com). Thank you in advance for your participation.

### PINTRO

#### *Phone Intro*

Hello, my name is ... and I'm calling from EKOS Research Associates. May I speak with \_\_\_\_\_?

We are conducting a survey dealing with some important issues on the public's awareness, understanding, and perception related to national security issues. For the purposes of this survey, "national security" refers to the protection of Canada's territory, government, economy, people and interests. This can include issues related to economic-based threats, terrorism and violent extremism, espionage, cybersecurity and threats to Canada's democracy.

This survey is being conducted on behalf of the Government of Canada. Your participation is voluntary and your responses will be kept entirely confidential. The survey takes 15 minutes to complete. It is being conducted by EKOS Research, and administered according to the requirements of the Privacy Act. Results will not be reported on an individual basis, but rolled into groups of 20 or more to preserve confidentiality. The survey is registered with the Research Verification Service of the Canadian Insights Research Council (CIRC). May I begin?

**PRIV**

This call may be recorded for quality control or training purposes.

**QAGE**

In what year were you born?

Year:	77
2003 or more recent	98
I prefer not to say	99

**QAGE1**

May we place your age into one of the following general age categories?

Under 18 years	98
18-24 years	1
25-34 years	2
35-44 years	3
45-54 years	4
55-64 years	5
65 years or older	6
I prefer not to say	99

**QGENDR**

Are you...

Male	1
Female	2
Prefer to self-describe:	77
I prefer not to say	99

**QPOSTC**

What are the first three characters of your postal code?

77	77
I prefer not to say	99

**QREGION**

In which province or territory do you live?

British Columbia	1
Alberta	2
Saskatchewan	3
Manitoba	4
Ontario	5
Quebec	6
New Brunswick	7
Nova Scotia	8
Prince Edward Island	9
Newfoundland and Labrador	10
Yukon	11
NorthWest Territories	12
Nunavut	13
I prefer not to say	99

## **PRET1**

The Government of Canada's departments and agencies share information with each other in order to identify, understand and respond to national security threats. Your input will help the government better understand the public's views on information sharing and national security. In this section of the survey, you will be asked about your familiarity and confidence in the Government of Canada's processes for sharing information for national security purposes.

How would you rate your knowledge about the following:

### **T1A**

What Canada's national security departments and agencies do	
Not at all knowledgeable 1	1
Slightly knowledgeable 2	2
Moderately knowledgeable 3	3
Quite knowledgeable 4	4
Very knowledgeable 5	5
Unsure	98
I prefer not to say	99

### **T1B**

What national security threats and issues are facing Canada and Canadians	
Not at all knowledgeable 1	1
Slightly knowledgeable 2	2
Moderately knowledgeable 3	3
Quite knowledgeable 4	4
Very knowledgeable 5	5
Unsure	98
I prefer not to say	99

### **Q1A**

Canadian laws for sharing information for national security.	
Not at all knowledgeable 1	1
Slightly knowledgeable 2	2
Moderately knowledgeable 3	3
Quite knowledgeable 4	4
Very knowledgeable 5	5
Unsure	98
I prefer not to say	99

### **Q1B**

Canadian laws that protect personal information.	
Not at all knowledgeable 1	1
Slightly knowledgeable 2	2
Moderately knowledgeable 3	3
Quite knowledgeable 4	4
Very knowledgeable 5	5
Unsure	98
I prefer not to say	99

## Q1C

*The Security of Canada Information Disclosure Act.* (This act facilitates the disclosure of information between government institutions in order to protect Canada against national security threats).

Not at all knowledgeable 1	1
Slightly knowledgeable 2	2
Moderately knowledgeable 3	3
Quite knowledgeable 4	4
Very knowledgeable 5	5
Unsure	98
I prefer not to say	99

## Q1D

National security review and oversight bodies in Canada responsible for reviewing Government of Canada's national security activities (e.g. the National Security and Intelligence Review Agency or the National Security and Intelligence Committee of Parliamentarians).

Not at all knowledgeable 1	1
Slightly knowledgeable 2	2
Moderately knowledgeable 3	3
Quite knowledgeable 4	4
Very knowledgeable 5	5
Unsure	98
I prefer not to say	99

## PREQ2

How confident are you that:

### Q2A

The Government of Canada has the ability to effectively respond to national security threats (e.g. terrorism, espionage, foreign interference, etc.).

Not at all confident 1	1
Slightly confident 2	2
Moderately confident 3	3
Quite confident 4	4
Very confident 5	5
Don't know	98
I prefer not to say	99

### Q2B

The Government of Canada protects the personal information it has in its possession about individual Canadians.

Not at all confident 1	1
Slightly confident 2	2
Moderately confident 3	3
Quite confident 4	4
Very confident 5	5
Don't know	98
I prefer not to say	99

### Q2C

The Government of Canada has the tools it needs to share information in order to respond to national security threats.

Not at all confident 1	1
Slightly confident 2	2
Moderately confident 3	3

Quite confident 4	4
Very confident 5	5
Don't know	98
I prefer not to say	99

## Q2D

The Government of Canada shares information responsibly in order to respond to national security threats (that is, only shares information when it is reasonably necessary).

Not at all confident 1	1
Slightly confident 2	2
Moderately confident 3	3
Quite confident 4	4
Very confident 5	5
Don't know	98
I prefer not to say	99

## Q2E

Canada's national security review and oversight bodies make the Government of Canada more responsible in sharing information to respond to national security threats.

Not at all confident 1	1
Slightly confident 2	2
Moderately confident 3	3
Quite confident 4	4
Very confident 5	5
Don't know	98
I prefer not to say	99

## PREQ3

Rate your level of trust in the Government of Canada to lawfully share your personal information for national security reasons with:

### Q3A

Within the Government of Canada.

No trust at all 1	1
A slight level of trust 2	2
A moderate level of trust 3	3
Quite a level of trust 4	4
A very high level of trust 5	5
Unsure	98
I prefer not to say	99

### Q3B

A private or non-governmental organization.

No trust at all 1	1
A slight level of trust 2	2
A moderate level of trust 3	3
Quite a level of trust 4	4
A very high level of trust 5	5
Unsure	98
I prefer not to say	99

### Q3C

A foreign government or entity.	
No trust at all 1	1
A slight level of trust 2	2
A moderate level of trust 3	3
Quite a level of trust 4	4
A very high level of trust 5	5
Unsure	98
I prefer not to say	99

### Q4

To what extent would you say you agree or disagree with the statement: I believe that the Government of Canada should have greater information sharing powers, even if it affects my privacy rights, to better address national security threats.

Strongly disagree 1	1
Mildly disagree 2	2
Neither agree nor disagree 3	3
Mildly agree 4	4
Strongly agree 5	5
Don't know	98
I prefer not to say	99

### PRET2

In this section of the survey, we are asking you questions to help the Government of Canada better understand your expectations and information needs related to national security issues and transparency. Your input will help shape the Government of Canada's efforts to make more national security information available publicly.

How important is it for the Government of Canada to make the following information available to the public:

#### T2A

How Canada's national security departments and agencies are addressing discrimination issues within their workforce and in their interactions with the public

Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

#### T2B

How national security issues impact Canadians, and what the Government of Canada is doing to address those issues

Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

## **T2C**

How Canada's national security departments and agencies respect Canadian laws, how they use their powers, and how they are held accountable

Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

## **T2D**

Historical events and situations related to national security

Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

## **T2E**

Information that federal departments and agencies can have, collect, share and store about Canadians for national security reasons

Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

## **PRET3**

How important is it that the Government of Canada provide information to Canadians about issues and threats related to the following national security areas?

### **T3A**

Terrorism and Ideologically or religiously motivated violent extremism

Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

### **T3B**

Border security and the movement of people and goods

Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5



Unsure	98
I prefer not to say	99

### **T3C**

Cyber, data and telecommunications security	
Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

### **T3D**

Supply chains, resources shortages and critical infrastructure	
Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

### **T3E**

Safeguarding Canadian innovation, intellectual property, research and technology	
Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

### **T3F**

Foreign interference in Canada's democratic processes and institutions	
Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

### **T3G**

Food, water and other environment or climate related security issues	
Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

### **T3H**

Pandemics and other health related security issues	
Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

### **T4 [1,3]**

If you wanted to know more about national security or were looking for specific information related to a national security issue, which of the following sources would you be most likely to rely on?

Select up to 3	
News media	1
Social media and online discussion forums	2
Government of Canada websites or reports	3
Family, friends, or people in my community	4
Academics or industry experts	5
Not for profit or civil society organizations	6
Ombudsman, auditors or organizations involved in national security oversight and review	7
Other (specify)	77
Would not look for this type of information	98
Don't know	99

### **PRET5**

To what extent would you say that you agree or disagree with the following statements:

#### **T5A**

I know where to find Government of Canada information about national security issues and threats.

Completely disagree 1	1
Partly disagree 2	2
Neither agree nor disagree 3	3
Partly agree 4	4
Completely agree 5	5
Unsure	98
I prefer not to say	99

#### **T5B**

Publicly available Government of Canada information on national security is easy to understand.

Completely disagree 1	1
Partly disagree 2	2
Neither agree nor disagree 3	3
Partly agree 4	4
Completely agree 5	5
Unsure	98
I prefer not to say	99

## **T5C**

Publicly available Government of Canada information on national security is accurate and reliable.

Completely disagree 1	1
Partly disagree 2	2
Neither agree nor disagree 3	3
Partly agree 4	4
Completely agree 5	5
Unsure	98
I prefer not to say	99

## **T5D**

Publicly available Government of Canada information on national security is complete and presents a full picture.

Completely disagree 1	1
Partly disagree 2	2
Neither agree nor disagree 3	3
Partly agree 4	4
Completely agree 5	5
Unsure	98
I prefer not to say	99

## **T5E**

Publicly available Government of Canada information on national security is more trustworthy than information found elsewhere.

Completely disagree 1	1
Partly disagree 2	2
Neither agree nor disagree 3	3
Partly agree 4	4
Completely agree 5	5
Unsure	98
I prefer not to say	99

## **PRET6**

How important is it for Canada's national security departments and agencies to do each of the following to better engage with Canadians on national security issues?

### **T6A**

Create opportunities for the Canadian public to share opinions on national security policies, programs and issues.

Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

### **T6B**

Reach out to various organizations, experts, groups or communities, external to government, to obtain their views on national security policies, programs and issues.

Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5

Unsure	98
I prefer not to say	99

### **T6C**

Create interactive educational content online.	
Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

### **T6D**

Proactively share information with news media	
Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

### **T6E**

Use social media to share information and foster discussion	
Not at all important 1	1
Slightly important 2	2
Moderately important 3	3
Quite important 4	4
Very important 5	5
Unsure	98
I prefer not to say	99

### **T7**

In the last 3 years, have you visited a Government of Canada website or read a Government of Canada public report related to national security?

Yes	1
No	2
Don't recall	99

### **T8**

Have you ever interacted with a Government of Canada representative for any reason related to national security?

Yes	1
No	2
Don't recall	99

**T8B**

From what you recall, was this experience negative or positive, and why?

Positive (describe)	1
Negative (describe)	2
Don't recall	98
I prefer not to say	99

**QEDUC**

These last few questions will be used for statistical purposes only.

What is the highest level of schooling that you have completed?

Less than a high school diploma or equivalent	1
High school diploma or equivalent	2
Registered apprenticeship or other trades certificate or diploma	3
College, CEGEP or other non-university certificate or diploma	4
University certificate or diploma below bachelor's level	5
Bachelor's degree	6
Post-graduate degree above bachelor's level	7
I prefer not to say	99

**QINC**

Which of the following categories best describes your total household income last year before taxes from all sources for all household members?

Under \$20,000	1
\$20,000 to just under \$40,000	2
\$40,000 to just under \$60,000	3
\$60,000 to just under \$80,000	4
\$80,000 to just under \$100,000	5
\$100,000 to just under \$150,000	6
\$150,000 or above	7
I prefer not to say	99

**QBORN**

Were you born in Canada?

Yes	1
No	2
Don't know	98
I prefer not to say	99

**QBORNB**

In what year did you first immigrate or move to Canada?

Year:	77
Don't know	98
I prefer not to say	99

## **QMINOR [1,5]**

Do you consider yourself to be any of the following?

Select all that apply

A member of a visible minority or racialized community (i.e., non-Caucasian)	1
Indigenous (First nations, Métis or Inuit)	2
A person with a disability (long-term or recurring impairment such as vision, hearing, mobility, learning, developmental, memory or mental health-related that limits daily activities)	3
A member of a religious or faith-based minority group	4
None of the above	97
Don't know	98
I prefer not to say	99

## **QLANG [1,3]**

What language do you speak most often at home?

Select all that apply

English	1
French	2
Other (specify)	77
I prefer not to say	99

## **QCONSENT**

We are conducting a series of 20 to 30 minute interviews to further discuss information needs and where Canadians look for information about national security, as well as views about information sharing and transparency of information when it comes to national security. It does not require that you have any specific knowledge. We are offering a \$50 incentive for participation in this added component. Would you be interested in possibly participating in one of these follow-up interviews?

Yes	1
No	2
Name:	1
Email:	1
Telephone:	1
Ext.	1

## **THNK**

Those are all the questions we have for you. Thank you very much for taking the time to complete this survey, it is greatly appreciated. Your answers have been saved and you may now close your browser window.

## C. INTERVIEW GUIDE

The Government of Canada has commissioned EKOS Research to gather information on the public's awareness, understanding, and perception of national security issues. This research will help guide federal government initiatives that seek to: improve national security transparency in the areas that matter most to Canadians; increase public trust in the government's sharing of information on national security, both between federal agencies and with the public; and enhance public confidence in the government's ability to maintain the safety and security of Canada while protecting the rights and freedoms of Canadians.

As part of this study, EKOS is conducting a number of one-on-one interviews with Canadians. The interview is expected to last about 20 to 30 minutes. Participation is voluntary and your confidentiality will be respected. No information that might directly or indirectly reveal your identity will be released or published without your specific consent to the disclosure. The interview will, however, be recorded to allow the interviewer to prepare summary notes from the interview. The recording will be destroyed once the project has been completed.

First I just want to ensure that you are not currently, nor have in the past worked for the Government of Canada (confirm).

### TRANSPARENCY IN NATIONAL SECURITY

For the purposes of this discussion, "national security" refers to the protection of Canada's territory, government, economy, people and interests. This can include issues related to economic-based threats, terrorism and violent extremism, espionage, cybersecurity and threats to Canada's democracy.

1. What national security matter concerns you the most? Why?
2. Do you feel you are well-informed on national security matters? Why or why not?
  - a. Where do you get most of your information?
  - b. Have you ever sought out information or does it come to you? In what way?
  - c. What could the Government of Canada do to better inform you of national security matters?

3. Do you think that the Government of Canada is transparent in explaining national security issues to Canadians? Why or why not?
  - a. Is it important that the Government of Canada shares national security information with the public? Why?
  - b. Are there some areas of national security that you would expect more or less information? Which areas and why?

## INFORMATION SHARING

4. Do you have concerns with the Government of Canada sharing personal information for national security? Why?
5. Why do you think the Government of Canada shares personal information with other government institutions and/or foreign governments for national security purposes?
6. Has your confidence in the Government of Canada's ability to respond to national security threats increased, decreased or stayed the same since the beginning of the COVID-19 pandemic?
  - a. Why is this? Can you provide some examples?

## CONCLUSION

7. Do you have any other thoughts on the Government of Canada's approach to national security transparency and/or information sharing, including ways in which they could be improved?

***Thank you for your participation***