



American Experiences Survey:

A Nationally Representative Multi-Mode Survey

July 2021 Omnibus Results – Economy Section

Overview of Methodology

Each month, Consumer Reports fields the American Experiences Survey (AES) to track consumer attitudes and behaviors over time. July results are based on interviews conducted from July 12-21, 2021. This document includes the section of the omnibus survey on economy reopening and inflation.

The survey was administered by NORC at the University of Chicago through its AmeriSpeak® Panel to a nationally representative sample. Interviews were conducted in English and in Spanish, and were administered both online and by phone. In total NORC collected 2,184 interviews, 2,057 by web mode and 127 by phone mode. Final data are weighted by age, gender, race/Hispanic ethnicity, housing tenure, telephone status, education, and Census Division to be proportionally representative of the US adult population.

The margin of error for results based on the total sample is +/-2.93 percentage points at the 95% confidence level. Smaller subgroups will have larger error margins, and only those subgroups for which there are at least 100 unweighted cases are included.

TOPLINE RESULTS

The questions presented below were shown to respondents in this order unless otherwise noted. Where appropriate, question verbiage, response answer choices, or direction of scales were randomized or rotated and those instances are noted below.

Note that the July omnibus contained four blocks of questions. Respondents saw the first three blocks in a random order (holiday shopping, economy, and customer service), followed by a block on concern about COVID-19.

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ECONOMY REOPENING AND INFLATION

ECONOMYINTRO. [TEXT SHOWN TO RESPONDENTS.]

Across the country, states and local areas have lifted many of the restrictions that were put in place to minimize the spread of COVID-19. This section is about how these reopenings are impacting consumers.

ECONOMY1. [SELECT ALL THAT APPLY. RANDOMIZE ITEMS, KEEPING BOTH "PRICES" ITEMS TOGETHER, BOTH "SHORTAGES" ITEMS TOGETHER, AND BOTH "DELAYS" ITEMS TOGETHER. "HAVE NOT EXPERIENCED ANY" ALWAYS SHOWN LAST.]

Which, if any, of the following have you experienced in the past <u>three months</u> ?	
Respondents selected ALL that apply.	
	Total
	%
SUBNET: Higher than expected prices for products, services, or home purchase/rentals	74
Higher than expected prices for <u>products</u>	68
<u>Product</u> shortages (that is, you were unable to find an item you were looking for because it was out of stock)	60
<u>Product</u> delays (that is, you were told a product you wanted to buy was going to take longer than expected to arrive)	58
Higher than expected prices for <u>services</u>	38
<u>Service</u> delays (that is, you were told there would be a longer than expected wait time to get a service you were interested in)	33
<u>Service</u> shortages (that is, you were unable to get or use a service you were interested in because it was unavailable)	25
Higher than expected home purchase or rental prices	22
Higher than expected interest rates	7
I have not experienced any of these in the past 3 months	10
Base: All respondents	2,184

ECONOMY2. [SHOW IF "HIGHER PRICES FOR PRODUCTS" SELECTED IN ECONOMY1. RESPONSE OPTIONS "EVERYDAY ITEMS" AND "BIG TICKET PURCHASES" ROTATED, WITH VERBIAGE IN QUESTION STEM ALSO ROTATED TO MATCH RESPONSE CHOICE ORDER. "BOTH" AND "NEITHER" ALWAYS SHOWN LAST IN THAT ORDER.]

<p>You mentioned that you have seen <u>higher</u> than expected prices for <u>products</u> recently.</p> <p>Have you noticed inflation on everyday items (such as groceries or gas), on big ticket purchases (such as electronics or large home appliances), or both?</p>	
	Total
	%
Both	51
Everyday items	43
Big ticket purchases	3
Neither - the higher than expected prices on products I've seen are in another category	3
Base: Respondents who have experienced higher than expected prices for products	1,525

ECONOMY3.

<p>In the past <u>three months</u>, have you put on hold, reconsidered, or decided against a major purchase or other large expense because of inflation, product or service shortages, or delays?</p>	
	Total
	%
Yes	47
No	53
Base: All respondents	2,179

ECONOMY4. [SHOW IF ECONOMY3 = "YES". SELECT ALL THAT APPLY. RANDOMIZE ITEMS. "OTHER" ALWAYS SHOWN LAST.]

In the past <u>three months</u> , which of the following have you put on hold, reconsidered, or not done because of inflation, product or service shortages, or delays?		
Respondents selected ALL that apply.	Total	Of All Respondents
	%	%
Having home improvements or remodeling done	51	24
Buying a major appliance (such as a washing machine or dishwasher)	30	14
Having a medical or dental procedure	27	13
Buying/leasing a car or vehicle	26	12
Making a major purchase of something other than a car/vehicle or buying a home	24	11
Buying a home	20	10
Moving out of a friend's or family member's home	5	3
Starting a business	5	3
Having a wedding or other large event	5	2
Other	4	2
Base: Respondents who have put on hold, reconsidered, or decided against a major purchase or large expense	1,044	2,184

Note: The question was only asked of those who responded "Yes" in Economy3, and results using this base are shown in the first column above. For reporting purposes, an additional column has been added in this table using all respondents as the base.

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