

How Americans' confidence in technology firms has dropped: evidence from the second wave of the American Institutional Confidence poll | Brookings

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As COVID-19 spread and pushed individuals to reorganize their lives around social distancing and personal safety, many people were forced to [rely more on technology](#). Working from home increased dramatically, and with it the need for steady internet access, virtual private networks (“VPN”s), and new platforms where colleagues, managers, and clients could communicate in lieu of face-to-face meetings. Children who were no longer able to attend school in-person used tablets and computers to learn remotely, and educators relied on novel digital resources to support those education efforts. Millions of Americans ordered their groceries from apps, borrowed e-books from their library, and shared holiday meals with relatives thousands of miles away over streaming video. Technology became a deeper and more integral part of people’s lives.

[...]

Source: [How Americans' confidence in technology firms has dropped: evidence from the second wave of the American Institutional Confidence poll](#)