

## Kiwis Count Trust & Confidence Survey – September 2023

### *Introduction screen*

This is a survey to understand how much you trust the **public service** in New Zealand, based on your experiences and perceptions.

*The public service is the central government agencies and the people who work in them. It covers any public services provided by central government, such as health, education, transport, and social assistance. It does not include elected officials (politicians), local government (councils), and judges.*

The survey will take around 5 minutes.

Your answers are confidential and you will not be identified in the results.

This survey is for the Te Kawa Mataaho Public Services Commission and is being conducted by Gravitas, an independent research company.

### *Demographics & Quotas (Quotas attached to QA/B/C/D)*

To ensure that the results from this survey represent the views of all New Zealanders, we have a few questions about you. The information will not be used to identify you in any way in the reporting.

QA. Are you

*Please select one only*

| Male | Female | Another Gender |
|------|--------|----------------|
| 1    | 2      | 3              |

QB. In which of the following age groups do you belong?

*Please select one only*

| Under 16 years    | 16-24 years | 25-34 years | 35-44 years | 45-54 years | 55-64 years | 65-74 years | 75+ years |
|-------------------|-------------|-------------|-------------|-------------|-------------|-------------|-----------|
| <i>Screen out</i> | 1           | 2           | 3           | 4           | 5           | 6           | 7         |

QC. Which ethnic group(s) do you belong to?

*Please select as many as apply*

|   |                             |
|---|-----------------------------|
| 1 | <i>New Zealand European</i> |
| 2 | <i>English</i>              |
| 3 | <i>Australian</i>           |
| 4 | <i>Dutch</i>                |
| 5 | <i>Other European</i>       |
| 7 | <i>Māori</i>                |

|    |  |
|----|--|
| 8  | <i>Samoan</i>                            |
| 9  | <i>Cook Islands Māori</i>                |
| 10 | <i>Tongan</i>                            |
| 11 | <i>Niuean</i>                            |
| 12 | <i>Tokelauan</i>                         |
| 13 | <i>Fijian</i>                            |
| 14 | <i>Other Pacific Peoples</i>             |
| 15 | <i>Filipino</i>                          |
| 16 | <i>Chinese</i>                           |
| 17 | <i>Indian</i>                            |
| 18 | <i>Japanese</i>                          |
| 19 | <i>Korean</i>                            |
| 20 | <i>Cambodian</i>                         |
| 21 | <i>Other Asian</i>                       |
| 22 | <i>Middle Eastern</i>                    |
| 23 | <i>Latin American</i>                    |
| 24 | <i>African</i>                           |
| 25 | Prefer not to answer - <i>screen out</i> |

QD. Which regional council area do you live in?

|    |  |    |                    |
|----|--|----|--------------------|
| 1  | Northland Region   | 9  | Wellington Region  |
| 2  | Auckland Region  | 10 | West Coast Region  |
| 3  | Waikato Region   | 11 | Canterbury Region  |
| 4  | Bay of Plenty Region                                       | 12 | Otago Region       |
| 5  | Gisborne Region  | 13 | Southland Region   |
| 6  | Hawkes Bay Region  | 14 | Tasman Region      |
| 7  | Taranaki Region  | 15 | Nelson Region      |
| 8  | Manawatu - Wanganui Region                                 | 16 | Marlborough Region |
|    |  |    |                    |
| 17 | Unsure ( <i>please type in your closest city or town</i> ) |    |                    |

QE. Which best describes your **household's** total annual income from all sources before tax or anything else is taken out?

*Please select one only*

|   |                |   |                      |
|---|----------------|---|----------------------|
| 1 | \$0/none       | 7 | \$50,001 - \$70,000  |
| 2 | \$1 - \$10,000 | 8 | \$70,001 - \$100,000 |

|   |                     |    |                       |
|---|---------------------|----|-----------------------|
| 3 | \$10,001 - \$20,000 | 9  | \$100,001 - \$150,000 |
| 4 | \$20,001 - \$30,000 | 10 | \$150,001 - \$200,000 |
| 5 | \$30,001 - \$40,000 | 11 | More than \$200,000   |
| 6 | \$40,001 - \$50,000 | 12 | Don't know            |

QF. Do you have a long-term disability (lasting 6 months or more) that stops you from doing everyday things other people can do?

*Please select one only*

|     |    |
|-----|----|
| Yes | No |
| 1   | 2  |

QG. What is your highest completed educational qualification?

*Please select one only*

|   |   |
|---|---|
| 1 | No qualification  |
| 2 | School level qualification (e.g. NCEA levels 1-3, school certificate, bursary)                      |
| 3 | A post-school certificate or diploma that does not require a degree, including trade qualifications |
| 4 | A degree or postgraduate qualification  |
| 5 | Other ( <i>please type in</i> ):  |

#### **Public services provided by central government**

Please think about government services you have used in the last 12 months, including facilities or places you have visited or people you have had contact with (in person, online, over the phone, by letter, or by email). This includes services provided or funded by **central government**.

Q1A Please select all services you have used in the last 12 months (tick all that apply)

*Rotate order of services (except last write in response)*

|   | Service   | Yes |
|---|---|-----|
| 1 | <i>Licensed/got a rego for a vehicle</i>  |     |
| 2 | <i>Went through a New Zealand international airport (when arriving from outside NZ)</i>                 |     |
| 3 | <i>Filed a tax return or requested information about taxes</i>  |     |
| 4 | <i>Visited a national park</i>  |     |
| 5 | <i>Went to a public hospital for treatment (includes Accident and Emergency or outpatient services)</i> |     |
| 6 | <i>Taken a child in your care to see a doctor/GP</i>  |     |
| 7 | <i>Received Accident Compensation (ACC) for injuries</i>  |     |

|    | Service  | Yes |
|----|--|-----|
| 8  | Applied for or renewed a NZ passport   |     |
| 9  | Had contact with emergency services or the Police (including calling 111)  |     |
| 10 | Used or contacted a public school that a child in your care attends or may attend in the future  |     |
| 11 | Attended classes from a university, polytechnic or wānanga   |     |
| 12 | Made an application, payment or claim for child support, student loan repayments, KiwiSaver, or tax credits (e.g. Working for Families)                    |     |
| 13 | Applied for or received New Zealand Superannuation or used a SuperGold Card  |     |
| 14 | Applied for or used a Community Services card  |     |
| 15 | Used the 20 hours free early childhood education, or other early learning service for your child or children.  |     |
| 16 | Applied for or received a student loan or allowance  |     |
| 17 | Called an 0800 number for health information (e.g. Healthline, Quitline, Poisons Centre and the Immunisation Advice line)                                  |     |
| 18 | Applied for or received a benefit (e.g. Jobseeker Support, Sole Parent Support or a Supported Living Payment, housing subsidy or accommodation supplement) |     |
| 19 | Registered a birth, death, marriage or civil union   |     |
| 20 | Applied for a rental property bond lodgement, refund or transfer   |     |
| 21 | Applied for, or lived in a publicly subsidised house (e.g. a house owned by Kāinga Ora or a community housing provider)                                    |     |
| 22 | Received services through Whānau Ora   |     |
| 23 | Another service not listed here:<br>[Please describe]  |     |

If only one service is selected at Q1A as “yes” skip Q1B and use this service at Q2A

If no services are selected at Q1A as “yes” skip to Q3A

Show all services marked as “Yes” at Q1A, including any listed at #23 and ask

Q1B Which one of these services did you use or do **most recently**?

*Single response*

[show list of anything selected “yes” at Q1A]

**Q2A.** Thinking about when you [*insert most recent option from Q1A*].....

Overall, how much do you agree or disagree with the following statement about using this service.....**Overall, you can trust them to do what is right.**

*This should be based on your experience only.*

*Please select one only*

|                   |   |   |   |                |                |
|-------------------|---|---|---|----------------|----------------|
| Strongly disagree |   |   |   | Strongly agree | Not applicable |
| 1                 | 2 | 3 | 4 | 5              | N/A            |

*Perception of trust in the public sector (public sector brand).*

Q3A. Thinking about the public service overall, how much do you think they...

*The public service is the central government agencies and the people who work in them. It covers any public services provided by **central government**, such as health, education, transport, and social assistance. It does not include elected officials (politicians), local government (councils), and judges.*

*Rotate order*

- are open and transparent with information
- are generally honest
- treat people fairly
- treat people with respect
- understand my needs
- change services in response to feedback from the public
- are there when I need them
- admit responsibility when they make mistakes
- do their best to help New Zealanders
- work together with other government organisations to meet my needs

[scale from strongly disagree, disagree, neither agree nor disagree, agree, strongly agree, don't know]

Q3B. **Overall**, to what extent do you trust the **public service**?

*Please select one only*

|                          |   |   |   |                       |            |
|--------------------------|---|---|---|-----------------------|------------|
| Do not trust them at all |   |   |   | Trust them completely | Don't know |
| 1                        | 2 | 3 | 4 | 5                     | DK         |

Q3C. Please tell us why you gave the **public service** a trust score of [rating from Q3B] overall?

*OPTIONAL Text box – Please type in*

Q3D. Has anything happened recently to change your trust in the public service? What happened?

*OPTIONAL Text box – Please type in*

*Private sector trust*

We are also interested in your overall impression of non-government services. This includes companies and organisations that are not run by the government or councils, for example:

*Rotate order of examples*

- Banks or finance companies
- Insurance companies
- Internet and/or telephone service providers
- Credit card companies
- Electricity or gas companies

Q4. Overall, to what extent do you trust companies and organisations that offer non-government services?

This can be based on your experiences and what you know or what you have heard from family, friends or the media.

|                          |   |   |   |                       |            |
|--------------------------|---|---|---|-----------------------|------------|
| Do not trust them at all |   |   |   | Trust them completely | Don't know |
| 1                        | 2 | 3 | 4 | 5                     | DK         |

*Thank and close*

Thank you for your help with this survey. Your views are important to us.

We report results of this survey each quarter on our website: [Kiwis Count - Te Kawa Mataaho Public Service Commission](#)

Please click on the button below to save and submit your survey.