



Kiwis Count Survey

Section A: Experiences of public services

A1 This survey is about your opinions of public services in New Zealand. By public services we mean **all services provided by local and central government**.

- A. We are only interested in those public services that you have used for yourself or on behalf of someone else for personal reasons, but not those you have used on behalf of your employer.
- B. Some of the services in the list may also be available from private organisations. We are only interested if you have used or had contact with that service from a public service or government organisation. You may have contacted the service or they may have contacted you.
- C. The survey is not about your opinion of politicians.

Please use a pen and mark your answer like this.

		<input checked="" type="checkbox"/> Please tick						
		No	Yes	Very poor				Very good
1	Question...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
2	Question...	<input type="checkbox"/>	<input checked="" type="checkbox"/>	1	2	③	4	5

A2 Please tick 'yes' if in the last 12 months you have personally used or had contact with a **public service organisation** about any of the following. Then rate the quality of the service provided.

In the last 12 months have you used or had contact about...?				If you ticked 'Yes': Please rate the quality of the service				
				Please circle one number in each row.				
		Please tick <input checked="" type="checkbox"/>						
		No	Yes	Very Poor				Very Good
01	Visited a national park	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
02	A hunting or fishing licence	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
03	National environmental issues or the Resource Management Act	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
04	Obtain, renewed, change or replaced a driver licence	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
05	Licensed or registered a vehicle	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
06	A state or state integrated (public) school that your child attends or may attend in the future	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
07	A university, polytechnic or wānanga about a course you are attending or may attend in the future	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
08	Employment or retraining opportunities	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
09	Applying for or receiving a student loan or student allowance	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
10	A kindergarten, day-care, crèche, preschool, home-based service, playcentre, Kōhanga Reo, Aoga Amata, Puna Reo or playgroup etc. that your child attends or may attend in the future	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
11	ERO (Education Review Office) school or early childhood reports	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
12	Received outpatient services from a public hospital (includes A & E)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
13	Stayed in a public hospital	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5

Continued...

If you ticked 'Yes':

Please rate the quality of the service?

Please circle **one** number in each row.

In the last 12 months have you used or had contact about.....?		Please tick <input checked="" type="checkbox"/>		Please rate the quality of the service?				
		No	Yes	Very Poor				Very Good
14	Obtaining family services or counselling	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
15	Used an 0800 number for health information	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
16	Visited a public library	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
17	Your local council about rubbish or recycling (excluding the actual collection of rubbish and recycling from your household each week)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
18	Your local council about property rates	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
19	Your local council about road maintenance	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
20	Your local council about a building permit	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
21	A passport	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
22	Registering a birth, death, marriage or civil union	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
23	The arrival process after landing at a New Zealand international airport from Australia	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
24	The arrival process after landing at a New Zealand international airport from anywhere except Australia	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
25	The Police (for a non-emergency situation)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
26	Paying fines or getting information about fines	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
27	Emergency services i.e. 111	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
28	A court, about a case you were involved with	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
29	The Community Services card	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
30	Accident compensation for injuries	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
31	Receiving a benefit such as Jobseeker Support, Sole Parent Support or a Supported Living Payment	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
32	A housing subsidy or accommodation supplement	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
33	A childcare subsidy	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
34	Living in a Housing New Zealand home	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
35	A rental property bond lodgement, refund or transfer	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
36	New Zealand Superannuation	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
37	Visited sorted.org.nz for information to help manage your personal finances or planning for retirement	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
38	Enquired about tax, receiving tax credits (such as Working for Families), student loan repayments or KiwiSaver	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
39	Contact with Statistics New Zealand for information or about taking part in a survey	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
40	Importing goods into New Zealand or customs duties	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
41	Registering a new company or filing an annual return for a registered company	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
42	Registered a business entity for tax purposes or filed a tax return	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5

Your most recent contact...

The next few questions are about the public service you have used **most recently** in the last 12 months. This can include a service where the contact was by telephone, in person, using the internet, or any other method. You may have contacted the service or they may have contacted you.

A3 Thinking about the public services you have used in the last 12 months (those you ticked “yes” to in Question A2), which **one** have you used or had contact with **most recently**?

a. Write the number of the service from **Question A2** here

b. And please write the name of the service as it appears at Question A2, below:

If you answered “no” to all of Question A2 then please tick here

and go to **Question A10**.

A4 Now thinking about all of the types of contact you have had with the particular service that you identified at Question A3. This can be where you have contacted them or they have contacted you.

A. In **column A** please tick ALL methods of contact you had in the last 12 months, **AND**

B. In **column B** please tick the MOST RECENT way in which you had contact

A – Please tick ALL the contact methods you had in the last 12 months.

B - Please tick the ONE most recent method.

Visited an office or location	<input type="checkbox"/> 1	<input type="checkbox"/> 1	Go to Question A5
Received a visit	<input type="checkbox"/> 2	<input type="checkbox"/> 2	
Sent a letter	<input type="checkbox"/> 3	<input type="checkbox"/> 3	
Received a letter	<input type="checkbox"/> 4	<input type="checkbox"/> 4	
Sent a fax	<input type="checkbox"/> 5	<input type="checkbox"/> 5	
Received a fax	<input type="checkbox"/> 6	<input type="checkbox"/> 6	
Sent an email	<input type="checkbox"/> 7	<input type="checkbox"/> 7	
Received an email	<input type="checkbox"/> 8	<input type="checkbox"/> 8	
Called on the telephone	<input type="checkbox"/> 9	<input type="checkbox"/> 9	Go to Question A6
Received a call on the telephone	<input type="checkbox"/> 10	<input type="checkbox"/> 10	Go to Question A7
Visited a website looking for information about public services	<input type="checkbox"/> 11	<input type="checkbox"/> 11	Go to Question A7
Visited a website for transactions or dealings with public services (including: ordering something, applying for something, booking or paying for something online)	<input type="checkbox"/> 12	<input type="checkbox"/> 12	Go to Question A8

A5

Please answer A5 if you selected **visited an office or location or received a visit, or sent or received a letter fax or email** as the **most recent method** at QA4B. Otherwise please skip to A6.

Thinking about your **most recent** service contact, indicate your level of agreement or disagreement related to using this service on this occasion.

*Please circle **one** number in each row.*

If the statement does not apply to your last service contact, circle 'not applicable' (n/a).

	Strongly disagree				Strongly agree	Not applicable
The service experience met your expectations	1	2	3	4	5	n/a
Staff were competent	1	2	3	4	5	n/a
Staff kept their promises – that is, they did what they said they would do	1	2	3	4	5	n/a
You were treated fairly	1	2	3	4	5	n/a
You feel your individual circumstances were taken into account	1	2	3	4	5	n/a
It's an example of good value for tax dollars spent	1	2	3	4	5	n/a
Staff went the extra mile to help you get what you needed	1	2	3	4	5	n/a
Overall, you can trust them to do what is right	1	2	3	4	5	n/a

If you've answered QA5 now please go to QA9

A6

Please answer A6 if you selected **telephone** as the **most recent method** at QA4B. Otherwise please skip to A7.

Thinking about your **most recent** service contact, indicate your level of agreement or disagreement related to using this service on this occasion.

*Please circle **one** number in each row.*

If the statement does not apply to your last service contact, circle 'not applicable' (n/a).

	Strongly disagree				Strongly agree	Not applicable
Overall, you have confidence that their staff do a good job	1	2	3	4	5	n/a
The service experience met your expectations	1	2	3	4	5	n/a
You got accurate information	1	2	3	4	5	n/a
The amount of time it took to get the overall service was reasonable	1	2	3	4	5	n/a
I got what I needed using the telephone	1	2	3	4	5	n/a
Staff went the extra mile to help you get what you needed	1	2	3	4	5	n/a
Overall, you can trust them to do what is right	1	2	3	4	5	n/a

If you've answered QA6 now please go to QA9

A7

Please answer A7 if you selected **visited a website looking for information** about public services as the **most recent method** at QA4B. Otherwise please skip to A8

Thinking about your most recent service contact, indicate your level of agreement or disagreement related to using this service on this occasion.

*Please circle **one** number in each row.*

If the statement does not apply to your last service contact, circle 'not applicable' (n/a).

	Strongly disagree				Strongly agree	Not applicable
The service experience met your expectations	1	2	3	4	5	n/a
I was satisfied with the time it took to do what I wanted to do	1	2	3	4	5	n/a
It was easy to find my way around the site	1	2	3	4	5	n/a
It's an example of good value for tax dollars spent	1	2	3	4	5	n/a
The lay-out was clear	1	2	3	4	5	n/a
Overall, you can trust them to do what is right	1	2	3	4	5	n/a

If you've answered QA7 now please go to QA9

A8

Please answer A8 if you selected **visited a website for transactions or dealings** with public services as the **most recent method** at QA4B.

Thinking about your most recent service contact, indicate your level of agreement or disagreement related to using this service on this occasion.

*Please circle **one** number in each row.*

If the statement does not apply to your last service contact, circle 'not applicable' (n/a).

	Strongly disagree				Strongly agree	Not applicable
The service experience met your expectations	1	2	3	4	5	n/a
Overall, I was satisfied with the accessibility of the website	1	2	3	4	5	n/a
It's an example of good value for tax dollars spent	1	2	3	4	5	n/a
When I got to the site it was easy to find what I was looking for	1	2	3	4	5	n/a
The process was straightforward and easy to understand	1	2	3	4	5	n/a
Overall, you can trust them to do what is right	1	2	3	4	5	n/a

A9

Still thinking about your most recent service contact, how satisfied or dissatisfied were you with this service experience overall?

Please circle one number only.

Very dissatisfied					Very satisfied
1	2	3	4	5	

A10

Thinking now about **all** the times you have personally used or had contact with a public service in New Zealand in the last 12 months, which, if any, of the following happened to you?

(This can include any contact listed in QA2 or any other contact you have had with a public service.)

Please read through each situation and tick 'yes' or 'no' to show if each one applies to you.

	Please tick <input checked="" type="checkbox"/>	
	No	Yes
A situation where you have had to provide the same information to several different government agencies	<input type="checkbox"/>	<input type="checkbox"/>
A government agency making you provide too much information to prove who you are	<input type="checkbox"/>	<input type="checkbox"/>
A government agency appearing not to have kept information you have provided them with in the past	<input type="checkbox"/>	<input type="checkbox"/>
A situation where you wanted to complete a whole transaction with a government agency online, but were unable to do so	<input type="checkbox"/>	<input type="checkbox"/>
Finding out that you had missed out on getting something from government because you did not know it was available	<input type="checkbox"/>	<input type="checkbox"/>
A government agency not seeming to understand the effect their decisions and/or requests would have on you	<input type="checkbox"/>	<input type="checkbox"/>
A government agency that seemed to be looking for a reason to turn down your requests, rather than truly considering your request on merit	<input type="checkbox"/>	<input type="checkbox"/>
A government agency failing to treat you with proper respect and/or empathy	<input type="checkbox"/>	<input type="checkbox"/>
Finding out that you could have avoided being penalised or fined if you had better information about what you had to do	<input type="checkbox"/>	<input type="checkbox"/>
Different government agencies or staff in a single government agency providing you with conflicting information	<input type="checkbox"/>	<input type="checkbox"/>
A situation where you had to approach several different government agencies before finding the one who could actually deal with your enquiry	<input type="checkbox"/>	<input type="checkbox"/>
A problem with one government agency which could have been solved if they had communicated with another government agency	<input type="checkbox"/>	<input type="checkbox"/>

Your views on public services...

A11 Overall, thinking about all the different kinds of **public services provided by government**, please indicate your level of agreement or disagreement with each of these statements.

There is no right or wrong answer, it's just your opinions that we're interested in.

Please circle **one** number for each statement.

	Strongly disagree				Strongly agree
Public services have a more difficult task than the private sector	1	2	3	4	5
I find the quality of service provided by public services to be higher than the private sector	1	2	3	4	5
I expect public services to provide a higher level of service quality than the private sector	1	2	3	4	5

A12 Overall, to what extent do you **trust** the public service?

Again it is your overall impressions we are interested in from what you know or have heard from family, friends or the media.

Please circle **one** number only.

Do not trust them at all					Trust them completely
1	2	3	4	5	

A13 Thinking now about the **privacy of your personal information when dealing with public services**, please indicate your level of agreement or disagreement with each of these statements.

There is no right or wrong answer, it's just your opinions that we're interested in.

Please circle **one** number for each statement.

	Strongly disagree				Strongly agree	Don't know
I am satisfied that any personal information I provide to government agencies is properly protected	1	2	3	4	5	6
Government agencies are doing a better job at keeping personal information safe than they were 12 months ago	1	2	3	4	5	6

Section B: Experiences of non-government services

B1 Tell us which of these non-government services you have personally used or had contact with in the last 12 months and then rate the quality of service provided for each you tick 'yes' for.

We are only interested in those non-government services that you have used for yourself or on behalf of someone else for personal reasons, but not those you have used on behalf of your employer

In the last 12 months, have you used or had contact with.....?	Please tick <input checked="" type="checkbox"/>		If Yes: How would you rate the quality of the service?				
	No	Yes	Very poor		Very good		
A bank or finance company	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
An insurance company	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
An internet service provider	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
A postal or courier company	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
A telephone company	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
A credit card company	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
An electricity or gas company	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5

*Please circle **one** number in each row.*

B2 Thinking now about all the different kinds of services provided by the private sector (including any of the services above and any other non-government services)

Overall, to what extent do you **trust** the private sector?

Again it is your overall impressions we are interested in from what you know or have heard from family, friends or the media.

*Please circle **one** number in each row.*

Do not trust them at all				Trust them completely
1	2	3	4	5

Section C: Government and the digital environment

C1

How easy is it for you to complete your transactions with **government** in a digital environment?

A digital environment includes any transactions done online, over the internet, on a smart phone, at a kiosk or using a Customs "SmartGate"

*Please circle **one** number only.*

Very difficult					Very easy	Don't know / Have not done a digital transaction
1	2	3	4	5	6	

Go to Question C4

C2

Thinking about the **last time** you transacted with government in a digital environment, please indicate your level of agreement or disagreement with the following statements.

*Please circle **one** number in each row.*

	Strongly disagree				Strongly agree
The process was smooth and efficient	1	2	3	4	5
I had to contact too many different places* to complete the transaction	1	2	3	4	5

**By different places we mean methods (such as online as well as telephoning or visiting an office to speak to someone, sending mail or email) or different agencies / departments.*

C3

The next time you need to do this transaction, would you do it online (as opposed to visiting an office or over the phone etc)?

*Please circle **one** number in each row.*

Yes, I would do it online again	1
No, I would prefer to do it a different way	2
I won't be needing to do this transaction again	3
Don't know / unsure	4

C4

For each of the services listed below please select the statement that best describes whether you have used it in the past 12 months.

Then rate how easy each service was to use.

Note: If you have used a service both online and in some other way, please tick the most recent method used.

		In the last 12 months have you...?			<i>If used:</i> How easy was it?				
		I have not done this	I have done this online	I have done this but not online	<i>Please circle <u>one</u> number in each row</i>				
					Very Difficult				Very Easy
1	Made a booking with Department of Conservation (such as DoC hut)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
2	Renewed a passport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
3	Applied for an IRD number, filed an individual tax return or paid tax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
4	Applied for financial assistance from Studylink, Work and Income or Senior Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
5	Paid a Police fine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
6	Paid for a vehicle licence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
7	Been through New Zealand Customs (online refers to using a SmartGate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5

Section D: Tell us about yourself

D1 Are you?

- Female 1
 Male 2

D2 In which of the following age groups do you belong?

- Less than 18 years 1
 18-19 years 2
 20-24 years 3
 25-29 years 4
 30-34 years 5
 35-39 years 6
 40-44 years 7
 45-49 years 8
 50-54 years 9
 55-59 years 10
 60-64 years 11
 65+ years 12

D3 What is your total annual **personal** income from all sources, before tax or anything else is taken out?

- \$0/none 1
 \$1 - \$5,000 2
 \$5,001 - \$10,000 3
 \$10,001 - \$15,000 4
 \$15,001 - \$20,000 5
 \$20,001 - \$25,000 6
 \$25,001 - \$30,000 7
 \$30,001 - \$35,000 8
 \$35,001 - \$40,000 9
 \$40,001 - \$50,000 10
 \$50,001 - \$70,000 11
 \$70,001 - \$100,000 12
 More than \$100,000 13

D4 Which best describes your **household's** total annual income before tax?

- \$0/none 1
 \$1 - \$5,000 2
 \$5,001 - \$10,000 3
 \$10,001 - \$15,000 4
 \$15,001 - \$20,000 5
 \$20,001 - \$25,000 6
 \$25,001 - \$30,000 7
 \$30,001 - \$35,000 8
 \$35,001 - \$40,000 9
 \$40,001 - \$50,000 10
 \$50,001 - \$70,000 11
 \$70,001 - \$100,000 12
 \$100,001 - \$150,000 13
 \$150,001 - \$200,000 14
 More than \$200,000 15

D5 What is your highest completed educational qualification?

- No qualification 1
 School Certificate or NCEA level 1 2
 Sixth Form Certificate, University Entrance or NCEA level 2 3
 Bursary, Scholarship, NCEA level 3 or 4 4
 A Trade Qualification 5
 A certificate or diploma that does not require a degree 6
 A degree or postgraduate qualification 7
 Other (please specify):

D6

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

Yes	<input type="checkbox"/>	1
No	<input type="checkbox"/>	2

D7

Which ethnic group(s) do you belong to?

Please tick
all that apply

New Zealand European	<input type="checkbox"/>	1
Māori	<input type="checkbox"/>	2
Samoan	<input type="checkbox"/>	3
Cook Islands Māori	<input type="checkbox"/>	4
Tongan	<input type="checkbox"/>	5
Niuean	<input type="checkbox"/>	6
Chinese	<input type="checkbox"/>	7
Indian	<input type="checkbox"/>	8
Other (please specify): e.g. Dutch, Japanese, Tokelauan		
<hr/>		
<hr/>		

D8

From time to time, the State Services Commission undertakes other research projects. Would you be willing for us to contact you in the future to see if you are interested in taking part in such research for the State Services?

Yes	<input type="checkbox"/>	1	Please provide your contact details below
No	<input type="checkbox"/>	2	Thanks for your participation

Please provide your contact details, so that we are able to contact you

Name _____

Phone number _____

Email _____

**Thank you very much for your time and effort.
Your views are important to us.**

**PLEASE CHECK THAT YOU HAVE COMPLETED ALL PAGES OF THE
QUESTIONNAIRE.**

**Please put the completed questionnaire in the Freepost envelope provided
and post it to:**

**Freepost Gravitas
Kiwis Count Survey
PO Box 3802
Shortland Street
Auckland.**

**If you have any questions please contact Gravitas
during office hours on 0508 737327 toll free or email kiwiscount@gravitas.co.nz.**

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NEW ZEALANDERS'
EXPERIENCE
RESEARCH PROGRAMME