



# Kiwis Count Survey

## Section A: Experiences of public services

A1

This survey is about **your opinions** of public services in New Zealand. Public services are **all services provided by local and central government**. The word “services” refers to all facilities or places you have used or visited as well as services where you dealt with people.

- 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 in those services you have used or had contact with from a **public service or government organisation**.
- C. You may have contacted the service or they may have contacted you.
- D. Where you use a service often and your experience varies, please respond with an **overall rating** for the service you receive.
- F. The survey is not about your opinion of politicians.
- G. You will have an opportunity later in the survey to explain what you have selected and why.

Please use a pen and mark your answer like this.

Please tick

Please circle one number in each row.

	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 ‘no’ or ‘yes’ to show if in the last 12 months you have personally used or had contact with a **public service organisation** about any of the following. For each you have ticked ‘yes’ to, please then rate the quality of the service provided.

**In the last 12 months have you ...**

Please tick

If ‘Yes’, rate the quality of the service

Please circle one number in each row.

	No	Yes	Very Poor					Very Good
<b>01</b> Education and Training Public Services Used or contacted a state or state integrated (public) school that a child in your care attends or may attend in the future	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
<b>02</b> Attended or contacted 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	
<b>03</b> Used public services for employment or retraining opportunities	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
<b>04</b> Applied for or received a student loan or allowance	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
<b>05</b> Used or contacted a kindergarten, day-care, crèche, preschool, home-based service, playcentre, Kōhanga Reo, Aoga Amata, Puna Reo or playgroup etc. that a child in your care attends or may attend in the future	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
<b>06</b> Used ERO (Education Review Office) school or early childhood reports for a child in your care	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
<b>07</b> Had a child in your care that has received special education services (e.g. early interventions services, speech and language support, resource teachers: learning and behaviour, vision and hearing)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	

Continued...

In the last 12 months have you ...

Please tick

If 'Yes', rate the quality of the service

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

<b>Transport Sector Public Services</b>		No	Yes	<b>Very Poor</b>					<b>Very Good</b>
08	Obtained, renewed, changed or replaced a driver licence	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
09	Licensed or registered a vehicle	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
10	Purchased a road user charge (e.g. diesel mileage or paying a road toll)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
<b>Public Health Services</b>		No	Yes	<b>Very Poor</b>					<b>Very Good</b>
11	Received outpatient services from a public hospital (includes Accident and Emergency)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
12	Stayed in a public hospital	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
13	Taken a child in your care to see a doctor/GP	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
14	Received help for mental health or substance abuse problems from a doctor or nurse at your local medical centre	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
15	Used an 0800 number for health information (e.g. services like Healthline, Quitline, depression, alcohol, drug and gambling helplines, the Poisons Centre and the Immunisation Advice line)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
<b>Local Government – Council Services</b>		No	Yes	<b>Very Poor</b>					<b>Very Good</b>
16	Visited a public library	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
17	Used a local council provided community facility (e.g. a swimming pool, community hall or local park)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
18	Had contact with your local council regarding property rates	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
19	Had contact with your local council regarding collection of your household rubbish/recycling	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
20	Made a noise complaint	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
21	Applied for a resource consent or made a submission on a notified resource consent application	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
22	Applied for, used or asked for information about a building permit	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
<b>Citizenship, Passports and Border Public Services</b>		No	Yes	<b>Very Poor</b>					<b>Very Good</b>
23	Registered a birth, death, marriage or civil union	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
24	Applied for or renewed a NZ passport	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
25	Been through the arrival process at a New Zealand international airport (when arriving from outside NZ)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	

Continued...

In the last 12 months have you ...

Please tick

If 'Yes', rate the quality of the service

Please circle one number in each row.

<b>Justice and Emergency Public Services</b>		<b>No</b>	<b>Yes</b>	<b>Very Poor</b>					<b>Very Good</b>
26	Used emergency services by calling 111	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
27	Had contact with the Police (excluding calling 111)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
28	Paid or got information about fines or reparations	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
<b>Social Assistance and Housing Public Services</b>		<b>No</b>	<b>Yes</b>	<b>Very Poor</b>					<b>Very Good</b>
29	Applied for and/or used a Community Services card	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
30	Applied for and/or received Accident Compensation (ACC) for injuries	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
31	Applied for and/or received a benefit (e.g. Jobseeker Support, Sole Parent Support or a Supported Living Payment)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
32	Applied for and/or received an accommodation supplement	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
33	Applied for and/or received a housing subsidy	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
34	Applied for, or lived in a publically subsidised house (e.g. a house owned by Housing NZ or a community housing provider or a local council)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
35	Applied for a rental property bond lodgement, refund or transfer	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
36	Applied for and/or received New Zealand Superannuation	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
37	Used a Gold Card	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
<b>Taxation and Information Public Services</b>		<b>No</b>	<b>Yes</b>	<b>Very Poor</b>					<b>Very Good</b>
38	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	
39	Requested information or made an application, payment or claim for child support, student loan repayments, KiwiSaver, or tax credits (e.g. Working for Families)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
40	Requested information about personal tax and/or filed a personal tax return (includes filing via an agent)	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
41	Contacted Statistics New Zealand for information or about taking part in a survey	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
<b>Environment, Culture and Recreation Public Services</b>		<b>No</b>	<b>Yes</b>	<b>Very Poor</b>					<b>Very Good</b>
42	Visited a national park	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
43	Applied for or had contact about a hunting or fishing licence	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	
44	Visited a public museum or art gallery	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5	

A3

**Your most recent contact...**

Please still think about your use of public services (those you ticked “yes” to in Question A2 above). This may include visiting a location or facility, contacting someone by telephone, using the internet or any other method. You may have contacted them or they may have contacted you.

If you have not used or had contact with any services at A2 please tick here  and go to **Question A10**

In the last 12 months, which **one service** have you used or had contact about **most recently**?

A. Write the number of the service from **Question A2**:

B. Write the name of the service as it appears at Question A2:

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A4

Now think about all of the contact you have had with the service that you selected at Question A3, including when 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 ways you had contact in the last 12 months.	B - Please tick ONE most recent contact.	
Visited an office, branch or location or received a visit (and dealt with a person)	<input type="checkbox"/>	<input type="checkbox"/>	If you ticked any of these, answer <b>A5</b> (then skip to A7)
Sent or received a letter	<input type="checkbox"/>	<input type="checkbox"/>	
Sent or received an email	<input type="checkbox"/>	<input type="checkbox"/>	
Rang or received a call on the telephone	<input type="checkbox"/>	<input type="checkbox"/>	
Used a website or app to look for information about public services	<input type="checkbox"/>	<input type="checkbox"/>	If you ticked any of these, answer <b>A6</b> (then continue to A7)
Used social media to get information or to give feedback (e.g. Facebook or twitter)	<input type="checkbox"/>	<input type="checkbox"/>	
Used a website or app to undertake a transaction with a public service (including using a kiosk or Customs Smartgate - the machine you put your passport into).	<input type="checkbox"/>	<input type="checkbox"/>	
None of these	<input type="checkbox"/>	<input type="checkbox"/>	Skip to <b>A7</b>

Note: You will be given an opportunity to comment on the other services you have used or the ratings you have given at the end of this section.

A5

**Visits, letters, emails or calls...**

If you **did not tick** visited an office, branch or location or received a visit; sent a letter or email; or rang or received a call on the telephone at **Question A4 B** please tick here  and go to **Question A6**

Thinking about your **most recent** service contact, how much do you agree or disagree with the following statements about using this service... Please circle **one** number in each row

	Strongly disagree				Strongly agree	Not applicable
Staff were competent	1	2	3	4	5	n/a
Staff kept their promises – 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
Staff went the extra mile to help you get what you needed	1	2	3	4	5	n/a

A6

**Websites, apps, or social media...**

If you **did not tick** used a website or app to look for information or to undertake a transaction; or used social media at **Question A4 B** please tick here  and go to **Question A7**

Thinking about your **most recent** service contact, how much do you agree or disagree with the following statements about using this service ... Please circle **one** number in each row

	Strongly disagree				Strongly agree	Not applicable
The layout was clear	1	2	3	4	5	n/a
When you got to the site it was easy to find what you were 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 were satisfied with the accessibility of the site or digital service	1	2	3	4	5	n/a

A7

Still thinking about your **most recent** service contact (the one you listed at A4 B), how much do you agree or disagree with the following statements about using this service ... Please circle **one** number in each row

	Strongly disagree				Strongly agree	Not applicable
The service or facility met your expectations	1	2	3	4	5	n/a
The service is an example of good value for tax dollars spent	1	2	3	4	5	n/a
You were satisfied with the amount of time it took to do what you wanted to do	1	2	3	4	5	n/a
You got 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

A8

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

Very dissatisfied					Very satisfied
1	2	3	4	5	

A9

Thinking again about the public services you have used or had contact about in the last 12 months (those you ticked “yes” to in Question A2), which **one service** would you say was the **most important to you?**

If your most important service was also your most recent service please tick here  and go to **Question A10**

A. Write the number of the service from **Question A2:**

B. Write the name of the service as it appears at Question A2:

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**Any other more important use or contact with public services?**

A10

Was there another public service you have used in the last 12 months that was **not** on the list of services at question A2, which was more important to you than the service you just selected?

No Yes

If yes above, Please write down what that service was....  
Please write in

**Any comments about the public services you have used or accessed?**

A11

Do you have any comment/s about your reasons for giving the ratings you have given so far, or any comments about how you accessed services and how this impacted on you?

No Yes

If yes above, specify which service you are referring to and provide as much detail as possible.  
Please write in

Service(s) code from Question A2:	
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## Your views on public services...

A12

How satisfied or dissatisfied are you with the quality of services provided by the following sectors overall?

*This includes all public sector services in this category, not just those listed at question A2. If you have not used any services from the sector, rate your overall perception of the sector.*

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

	Very dissatisfied				Very satisfied	Don't know
Education and training public services overall	1	2	3	4	5	DK
Transport sector public services overall	1	2	3	4	5	DK
Public health services overall	1	2	3	4	5	DK
Local government (council) services overall	1	2	3	4	5	DK
Citizenship, passport and border public services overall	1	2	3	4	5	DK
Justice & emergency public services overall	1	2	3	4	5	DK
Social assistance and housing public services overall	1	2	3	4	5	DK
Taxation and information public services overall	1	2	3	4	5	DK
Environment, culture and recreation public services overall	1	2	3	4	5	DK

A13

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

*This 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*

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

A14

Thinking now about **the privacy of your personal information when dealing with public services**, how much do you disagree or agree with the following?

*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	DK
Government agencies are doing a better job at keeping personal information safe than they were 12 months ago	1	2	3	4	5	DK



**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 non-government services that you have used yourself or on behalf of someone else for personal reasons, not those you have used on behalf of your employer.*

**In the last 12 months have you used or had contact with...**

Please tick

No Yes

*If you ticked 'Yes':  
Please rate the quality of the service  
Please circle one number in each row.*

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 and/or telephone service provider	<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

**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, this 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*

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” (i.e. the machine you put your passport into at the airport).*

Please circle **one** number

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

**C2** 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 ...**

	Please tick <input checked="" type="checkbox"/>			If used: How easy was it? Please circle <b>one</b> number in each row.				
	I have <b>not</b> done this	I have done this <b>online</b>	I have done this but <b>not online</b>	Very Difficult				Very Easy
Made a booking with Department of Conservation (e.g. a DoC hut)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Renewed a passport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
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
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
Paid a Police fine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
Paid for a vehicle licence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1	2	3	4	5
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

Male

D2

In which of the following age groups do you belong?

Less than 25 years

25-34 years

35-44 years

45-54 years

55-64 years

65-74 years

75 years and over

D3

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

\$0/none

\$1 - \$10,000

\$10,001 - \$20,000

\$20,001 - \$30,000

\$30,001 - \$40,000

\$40,001 - \$50,000

\$50,001 - \$70,000

\$70,001 - \$100,000

\$100,001 - \$150,000

\$150,001 - \$200,000

More than \$200,000

D4

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

Yes

No

D5

What is your highest completed educational qualification?

No qualification

School level qualification (e.g. NCEA levels 1-3, school certificate, bursary)

A post-school certificate or diploma that does not require a degree, including trade qualifications

A degree or postgraduate qualification

Other (please specify):

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D6

Which ethnic group(s) do you belong to?

Please tick ***all that apply***

New Zealand European

Māori

Samoan

Cook Islands Māori

Tongan

Niuean

Chinese

Indian

Other (please specify): e.g. Dutch, Japanese, Tokelauan

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D7

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

Please provide your contact details below

No

Thanks for your participation

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

Name

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Phone number

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Email

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### Any Final Comments?

No

Yes

D8

Do you have any additional comment/s about the survey, the services we have asked about or your ratings, or do you want to provide any further explanation you feel we need to know about?

*If yes above, Please write down your comments in as much detail as possible.....*

*Please write in*

**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](mailto:kiwiscount@gravitas.co.nz).

gravitas

NEW ZEALANDERS'  
EXPERIENCE  
RESEARCH PROGRAMME