

research
NEW ZEALAND

Public Sector Trust & Confidence
Special Report for ACC (January to March 2016)

27 April 2016

Confidential

Public Sector Trust & Confidence
Special Report for ACC (January to March 2016)

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PROJECT NUMBER # 4822



Results for January to March Quarter 2016



15% were **aware** of ACC on an unprompted basis

- ◆ Not significantly different to the previous Poll (October to December 2015).
 - ◆ The annualised result (based on the April 2015 to March 2016 results combined) is 16 percent.
 - ◆ Refer to Appendix B for full tabular results.
-



93% considered themselves to be reasonably **knowledgeable** about the Corporation

- ◆ A similar result to the previous Poll (92 percent in October to December 2015).
 - ◆ The annualised result is 90 percent.
 - ◆ Refer to Appendix B for full tabular results.
-



64% reported having **trust and confidence** in ACC

- ◆ An increase from the previous Poll (58 percent in October to December 2015), although not statistically significant.
 - ◆ The annualised result is 61 percent.
-



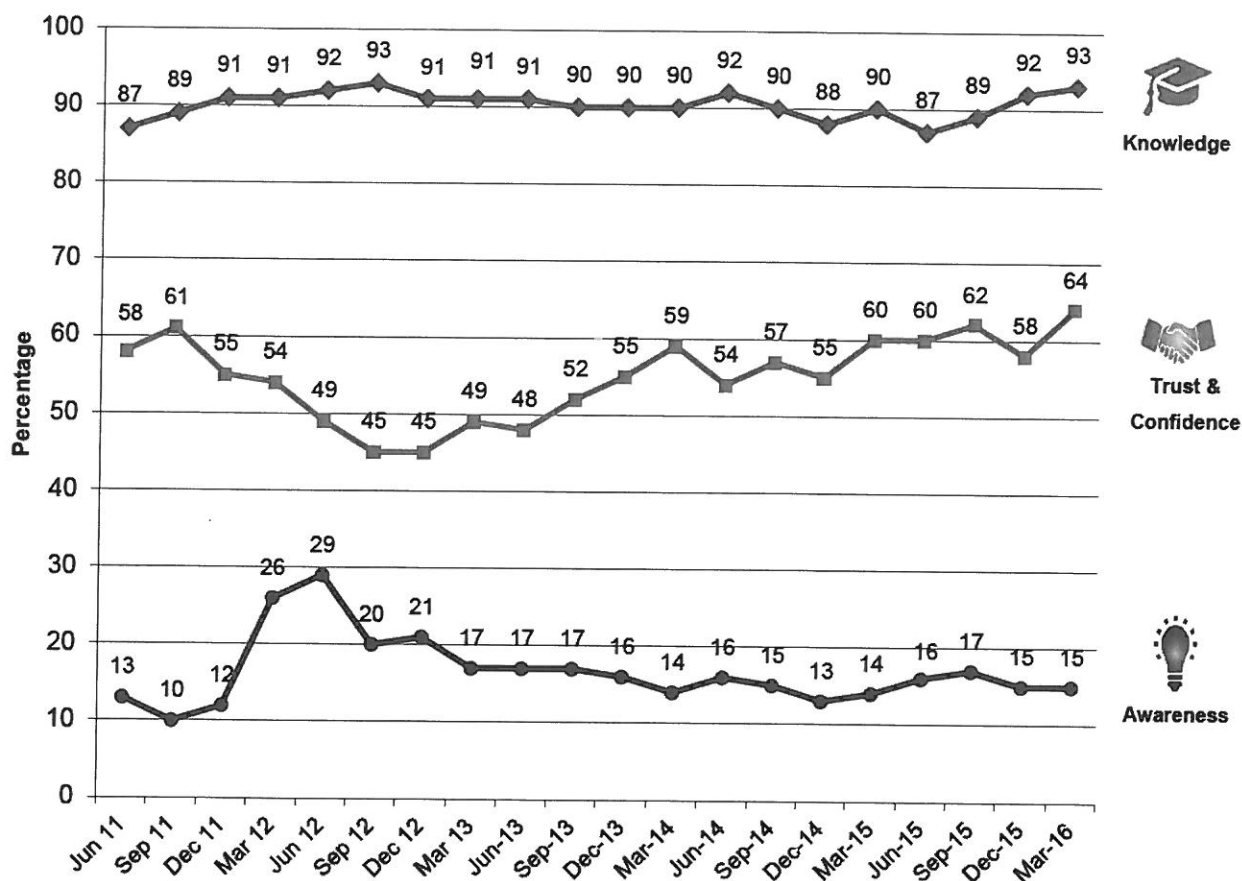
64% felt New Zealanders have trust and confidence in **government departments** in general

- ◆ 30 percent felt New Zealanders did **not** have trust and confidence in government departments in general.
- ◆ Two-thirds (67 percent) felt trust and confidence in the public sector is about **the same** now as it was 12 months ago.



Time series for ACC

Figure 1: Awareness, knowledge and trust & confidence in ACC over time (based on the results to each individual quarter)

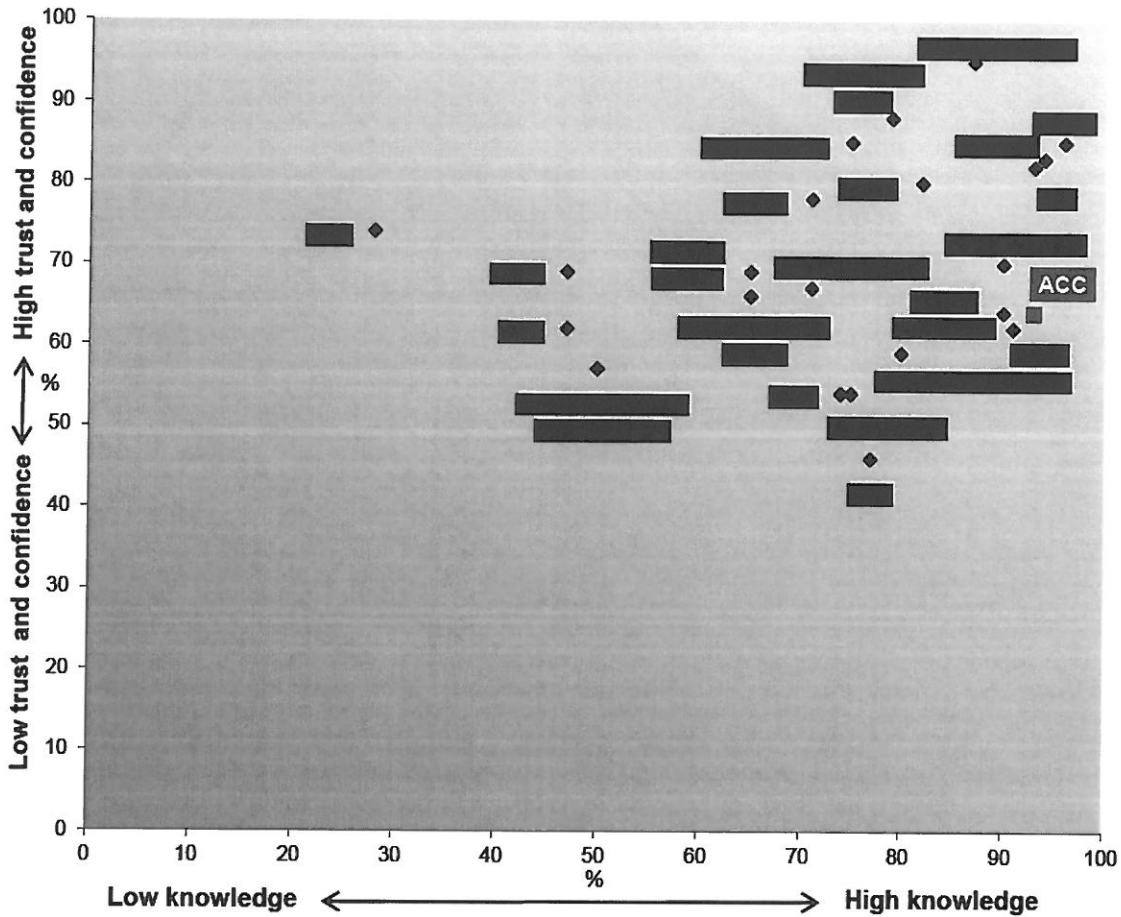


Source: Research New Zealand Public Sector Trust & Confidence Poll. Special Report for ACC (January to March 2016). Please note: Trust and Confidence ratings are for only those respondents who indicated that they knew at least "a reasonable amount" about what ACC does (for January to March 2016 this represents n=461).



ACC's comparative position

Figure 2: ACC's current position in regard to perceived knowledge and trust & confidence, in relation to other government departments and agencies (based on 12 month rolling average)



Source: Research New Zealand Public Sector Trust & Confidence Poll. Special Report ACC (January to March 2016). Please note: Confidence ratings include only those respondents who indicated that they knew at least "a reasonable amount" about what each public sector organisation does. In the case of ACC, this represents a sample size of n=1819 for the April 2015 to March 2016, and n=461 for the January to March 2016 measure.



Table 1: Trust and confidence in government departments and agencies (based on a four Quarter rolling average)

And would you say you have full trust and confidence in ...?

| | 12 month rolling average | Jan-Mar 2016 | Oct - Dec 2015 | Jul - Sep 2015 | Apr - Jun 2015 |
|------------|-----------------------------|-----------------|-------------------|-------------------|-------------------|
| Base = | 2,003 | 502 | 500 | 501 | 500 |
| | % | % | % | % | % |
| [Redacted] | 96 | 95 | 95 | >94 | 98 |
| [Redacted] | 86 | 88 | 85 | 85 | 85 |
| [Redacted] | 84 | 85 | 85 | 83 | 84 |
| [Redacted] | 86 | 85 | 84 | 86 | 89 |
| [Redacted] | 83 | 83 | 84 | 81 | 83 |
| [Redacted] | 80 | 82 | 79 | 77 | 82 |
| [Redacted] | 80 | 80 | 81 | 79 | 79 |
| [Redacted] | 76 | 78 | 77 | 74 | 76 |
| [Redacted] | 71 | >74 | >67 | 73 | 70 |
| [Redacted] | 71 | 70 | 69 | 73 | 73 |
| [Redacted] | 65 | >69 | 62 | 66 | >63 |
| [Redacted] | 62 | >69 | 59 | 58 | >61 |
| [Redacted] | 66 | 67 | 65 | 64 | 70 |
| [Redacted] | 63 | 66 | 64 | 62 | >61 |
| [Redacted] | 63 | 64 | 59 | 65 | 64 |
| ACC | 61 | 64 | 58 | 62 | 60 |
| [Redacted] | 64 | 62 | 62 | 63 | >68 |
| [Redacted] | 62 | 62 | 59 | 61 | 64 |
| [Redacted] | 54 | >59 | 49 | >46 | 64 |
| [Redacted] | 55 | 57 | 52 | 58 | 56 |
| [Redacted] | 53 | 54 | 56 | 52 | 53 |
| [Redacted] | 54 | 54 | 50 | 51 | >43 |
| [Redacted] | 42 | >46 | 39 | >37 | 47 |

The base numbers shown are unweighted counts.
 > Denotes a statistically significant difference between the current results and that of the previous polls.
 Note: *Trust and confidence ratings include only those respondents who indicated that they knew at least "a reasonable amount" about what each public sector organisation does. In the case of ACC, this represents a sample size of n=1819 for the April 2015 to March 2016 period, and n=461 for the January to March 2016 measure.



Table 2 profiles those who reported having trust and confidence in ACC against those who did not.

Respondents who said they have trust and confidence in ACC were more likely to be have a younger age profile (26 percent were aged 18 to 34 years, compared with 11 percent of those who did not have trust and confidence).

There were no significant differences when measured by ethnicity, location or income.

Table 2: Profile of respondents who do and do not have trust and confidence in ACC

| | Base = | Total | Have trust and confidence in ACC | Do not have trust and confidence in ACC | Don't know/No knowledge of ACC* |
|----------------------------------|--------|-------|----------------------------------|---|---------------------------------|
| | | 502 | 279 | 172 | 51 |
| | | % | % | % | % |
| Gender | | | | | |
| Male | | 48 | 51 | 46 | 29 |
| Female | | 52 | 49 | 54 | 71 |
| Age | | | | | |
| 18-24 | | 10 | 14 | 4 | 4 |
| 25-34 | | 10 | 12 | 7 | 0 |
| 35-44 | | 27 | 29 | 26 | 19 |
| 45-54 | | 16 | 12 | 22 | 16 |
| 55-64 | | 19 | 17 | 19 | 28 |
| 65-74 | | 11 | 8 | 15 | 16 |
| 75 years and over | | 8 | 7 | 7 | 18 |
| Ethnicity | | | | | |
| New Zealand European (or Pakeha) | | 84 | 85 | 83 | 83 |
| Māori | | 9 | 7 | 11 | 12 |
| Pacific | | 2 | 1 | 2 | 3 |
| Asian | | 2 | 2 | 2 | 0 |
| Other | | 10 | 10 | 10 | 8 |
| Location | | | | | |
| Upper North Island | | 41 | 40 | 40 | 49 |
| Central/Lower North Island | | 27 | 30 | 20 | 34 |
| South Island | | 32 | 30 | 40 | 17 |
| Income | | | | | |
| Under \$40,000 | | 29 | 27 | 30 | 38 |
| 40,000 - \$79,999 | | 27 | 25 | 28 | 29 |
| \$80,000 plus | | 38 | 43 | 35 | 20 |
| Don't know/Refused | | 6 | 5 | 7 | 12 |

The base numbers shown are unweighted counts. Total may not sum to 100% due to rounding.

* 'No knowledge of ACC' is based on respondents who said they did not have a reasonable understanding of what ACC does or gave a 'don't know' response to the perceived knowledge question and therefore were not asked to rate their trust and confidence in ACC.



64% felt New Zealanders have trust and confidence in government departments in general

All respondents were asked if they felt New Zealanders in general have trust and confidence in government departments, and in their local or regional councils. This is on the basis that opinions about the public sector per se might influence opinions about individual departments and agencies, and vice versa.

In order to ensure respondents were not confused or did not misunderstand what was meant by 'government departments', they were told that by this we meant 'the departments that provide public services such as those we have been talking about'.

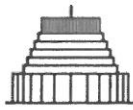
As shown in Table 3, 64 percent of respondents felt that New Zealanders do have trust and confidence in the public sector, while 30 percent did not. These results are not significantly different to the previous three Polls.

Table 3: Trust and confidence in government departments in general

Do you feel New Zealanders, in general, have trust and confidence in New Zealand's government departments?

| | 12 month rolling average | Jan-Mar 2016 | Oct - Dec 2015 | Jul - Sep 2015 | Apr - Jun 2015 |
|--------------------|--------------------------|--------------|----------------|----------------|----------------|
| Base = | 2,003 | 502 | 500 | 501 | 500 |
| | % | % | % | % | % |
| Yes | 62 | 64 | 62 | 59 | 64 |
| No | 31 | 30 | 33 | 31 | 30 |
| Don't know/Refused | 7 | 6 | 5 | 10 | 6 |
| Total | 100 | 100 | 100 | 100 | 100 |

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.



23% felt trust and confidence in government departments in general has become worse

Two-thirds (67 percent) of respondents felt that New Zealanders' level of trust and confidence in the public sector is about the same now as it was 12 months ago, while 23 percent felt it had become worse and five percent felt it had improved (Table 4).

These results are comparable to the previous Quarter.

Table 4: Perceptions of change in the extent to which New Zealanders have trust and confidence in government departments in general

Do you believe New Zealanders' trust and confidence in the New Zealand public sector is better, worse or about the same as it was 12 months ago?

| | 12 month rolling average | Jan-Mar 2016 | Oct - Dec 2015 | Jul - Sep 2015 | Apr - Jun 2015 |
|----------------|-----------------------------|-----------------|-------------------|-------------------|-------------------|
| Base = | 2,003 | 502 | 500 | 501 | 500 |
| | % | % | % | % | % |
| Better | 7 | 5 | 7 | 6 | 9 |
| Worse | 25 | 23 | 22 | 28 | 26 |
| About the same | 63 | 67 | 66 | 59 | 59 |
| Don't know | 6 | 5 | 5 | 7 | 6 |
| Total | 100 | 100 | 100 | 100 | 100 |

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.



50% felt New Zealanders do have trust and confidence in local government

Respondents were also asked if they felt New Zealanders have trust and confidence in local government (i.e. local or regional councils). One-half of all respondents (50 percent) felt New Zealanders **do** have trust and confidence in their local or regional councils, while 44 percent felt New Zealanders **do not**. These results are similar to those from the previous three Polls. (Table 5).

- ◆ Respondents who had positive views about the public sector per se were also more likely to feel that New Zealanders have trust and confidence in their local/regional council (58 percent, compared with 31 percent of respondents who felt New Zealanders do not have trust and confidence in the public sector) (Table 6).

Table 5: Trust and confidence in local or regional councils

Do you feel New Zealanders in general have trust and confidence in their local or regional council?

| | 12 month rolling average | Jan-Mar 2016 | Oct - Dec 2015 | Jul - Sep 2015 | Apr - Jun 2015 |
|--|--------------------------|--------------|----------------|----------------|----------------|
| Base = | 2,003 | 502 | 500 | 501 | 500 |
| | % | % | % | % | % |
| Yes, trust and confidence in local/regional councils | 49 | 50 | 48 | 47 | 51 |
| No trust and confidence in local/regional councils | 43 | 44 | 42 | 43 | 41 |
| Don't know | 9 | 6 | 10 | 10 | 8 |
| Total | 100 | 100 | 100 | 100 | 100 |

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.

Table 6: Trust and confidence in local or regional councils by trust and confidence in government departments in general

Do you feel New Zealanders in general have trust and confidence in their local or regional council?

| | Total | Feel NZ'ers do have trust and confidence in the public sector | Do not feel NZ'ers have trust and confidence in the public sector | Don't know/Refused |
|--|-------|---|---|--------------------|
| Base = | 502 | 320 | 147 | 35 |
| | % | % | % | % |
| Yes, trust and confidence in local/regional councils | 50 | 58 | 31 | 50 |
| No trust and confidence in local/regional councils | 44 | 36 | 64 | 31 |
| Don't know | 6 | 5 | 6 | 19 |
| Total | 100 | 100 | 100 | 100 |

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.



50% regarded their current personal financial situation as 'good/very good'

One-half of all respondents felt their personal financial situation was currently 'good/very good'. One-third provided a neutral rating, while 16 percent considered their current financial situation to be 'bad/very bad' (Table 7).

- ◆ Respondents' views on their personal financial situation clearly influences their views on the New Zealand economy in general. Sixty-four percent of respondents who felt their personal situation was 'bad/very bad' also felt the same way about the economy. Similarly, 63 percent of those who were happy with their personal situation, had a **positive** view of the economy.

Table 7: Personal financial situation

How would you rate your own financial situation at the moment?

| | Personal financial situation | State of NZ economy |
|--------------|------------------------------|---------------------|
| Base = | 502 | 502 |
| | % | % |
| Very bad | 3 | 6 |
| Bad | 13 | 28 |
| Neutral | 33 | 18 |
| Good | 38 | 40 |
| Very good | 12 | 5 |
| Don't know | 0 | 4 |
| Total | 100 | 100 |

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.

Table 8: Trust and confidence in the public sector by views on the state of New Zealand's economy

Would you say the New Zealand economy is in a good or bad state at the moment?

| | Total | Personal financial situation is 'bad/very bad' | Neutral view on personal financial situation | Personal financial situation is 'good/very good' | Don't know/Refused |
|----------------------------------|------------|--|--|--|--------------------|
| Base = | 502 | 75 | 151 | 272 | 4** |
| | % | % | % | % | % |
| NZ economy is in a bad state | 34 | 64 | 41 | 18 | 50 |
| NZ economy is in a neutral state | 18 | 21 | 18 | 16 | 25 |
| NZ economy is in a good state | 45 | 8 | 37 | 63 | 0 |
| Don't know | 4 | 7 | 4 | 2 | 25 |
| Total | 100 | 100 | 100 | 100 | 100 |

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.

**Caution, results are indicative due to low base number.



Respondents with a more positive view of their current financial situation also had a more positive outlook on the public sector. Three-quarters (74 percent) of those who were happy with their personal financial situation had trust and confidence in the public sector, compared with 36 percent of those who felt their current financial situation was 'bad/very bad' (Table 9).

- ◆ Although less pronounced, a similar pattern is noted with regard to respondents' views about the state of New Zealand's economy (74 percent of respondents who felt the economy was in a 'good/very good' state believed New Zealanders had trust and confidence in the public sector, compared with 52 percent of respondents who felt the economy was in a bad state) (Table 10).

Table 9: Trust and confidence in the public sector by views on their personal financial situation

Do you feel New Zealanders in general have trust and confidence in New Zealand's Government departments?

| | Total | Personal financial situation is 'bad/very bad' | Neutral view on personal financial situation | Personal financial situation is 'good/very good' | Don't know/Refused |
|--|-------|--|--|--|--------------------|
| Base = | 502 | 75 | 151 | 272 | 4** |
| | % | % | % | % | % |
| Yes, trust and confidence in the public sector | 64 | 36 | 64 | 74 | 50 |
| No trust and confidence in the public sector | 30 | 59 | 27 | 21 | 0 |
| Don't know | 6 | 5 | 9 | 4 | 50 |
| Total | 100 | 100 | 100 | 100 | 100 |

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

**Caution, results are indicative due to low base number.

Table 10: Trust and confidence in the public sector by views on the state of New Zealand's economy

Do you feel New Zealanders in general have trust and confidence in New Zealand's Government departments?

| | Total | Feel NZ economy is in a 'bad/very bad' state | Neutral view on NZ's economy | Feel NZ economy is in a 'good/very good' state | Don't know/Refused |
|--|-------|--|------------------------------|--|--------------------|
| Base = | 502 | 162 | 86 | 239 | 15** |
| | % | % | % | % | % |
| Yes, trust and confidence in the public sector | 64 | 52 | 61 | 74 | 68 |
| No trust and confidence in the public sector | 30 | 40 | 31 | 21 | 21 |
| Don't know | 6 | 7 | 8 | 5 | 10 |
| Total | 100 | 100 | 100 | 100 | 100 |

The base numbers shown are unweighted counts.

Total may not sum to 100% due to rounding.

**Caution, results are indicative due to low base number.



Table 11: Trust and confidence in government departments and agencies (based on current Quarter)

And would you say you have full trust and confidence in ...?

| | Base = | Total | Personal financial situation is 'bad/very bad' | Neutral view on personal financial situation | Personal financial situation is 'good/very good' | Don't know/Refused |
|----------------------|--------|-------|--|--|--|--------------------|
| | | 502 | 75 | 151 | 272 | 4** |
| | | % | % | % | % | % |
| ██████████ | | 95 | 96 | 94 | 96 | 100 |
| ██████████ | | 88 | 84 | 87 | 90 | 100 |
| ██████ | | 85 | 78 | 85 | 87 | 100 |
| ██████████ | | 85 | 84 | 83 | 86 | 0 |
| ██████ | | 83 | 88 | 76 | 86 | 100 |
| ██████████ | | 82 | 71 | 86 | 83 | 33 |
| ████████████████████ | | 80 | 69 | 84 | 82 | 0 |
| ██████ | | 78 | 83 | 77 | 78 | 100 |
| ████████████████████ | | 74 | 69 | 74 | 78 | 0 |
| ██████████ | | 70 | 57 | 71 | 73 | 66 |
| ██████████ | | 69 | 60 | 65 | 74 | 29 |
| ████████████████████ | | 69 | 51 | 62 | 78 | 100 |
| ██████████ | | 67 | 59 | 64 | 71 | 71 |
| ██████████ | | 66 | 45 | 64 | 73 | 29 |
| ACC | | 64 | 57 | 60 | 69 | 100 |
| ██████████ | | 64 | 56 | 64 | 66 | 0 |
| ████████████████████ | | 62 | 47 | 66 | 64 | 0 |
| ██████████ | | 62 | 54 | 63 | 63 | 33 |
| ████████████████████ | | 59 | 52 | 5 | 61 | 0 |
| ████████████████████ | | 57 | 50 | 61 | 56 | 0 |
| ██████████ | | 54 | 46 | 53 | 57 | 29 |
| ██████████ | | 54 | 47 | 53 | 56 | 43 |
| ████████████████████ | | 46 | 49 | 45 | 45 | 0 |

The base numbers shown are unweighted counts.

Note: *Trust and confidence ratings include only those respondents who indicated that they knew at least "a reasonable amount" about what each public sector organisation does. In the case of ACC, this represents a sample size of n=461 for the January to March 2016 measure.



Appendix A: Methodology

For this survey, a nationally representative sample of n=502 adult New Zealanders, 18 years of age and over, was interviewed between 17 March and 05 April 2016. The relevant section of the questionnaire is included in Appendix C. A profile of the respondents interviewed for this survey is included in Appendix D.

The data presented in this report has been weighted by gender and age to ensure that the results are truly representative of the New Zealand population. The weighting parameters were sourced from Statistics New Zealand and are based on the 2013 Census of Population and Dwellings.

Results based on the (weighted) total sample are subject to a maximum margin of error of +/- 5.0 percent (at the 95 percent confidence level)¹. This means, for example, that if 50 percent of respondents were aware of ACC, we could be 95 percent sure of getting the same result, plus or minus 5.0 percent, had we interviewed everyone in the population.

Higher margins of error apply in the case of sub-samples. For example, ACC's trust and confidence result for January to March 2016 is based on the sub-sample of n=461 respondents who felt 'reasonably knowledgeable' about ACC. The maximum margin of error associated with the sub-sample size of n=461 is +/- 5.2 percent.

¹ The margin of error is slightly higher than the conventional margin of error calculation as it takes into account the fact that the data has been weighted.



Appendix B: Awareness and knowledge results

Table 12: Levels of unprompted awareness of government departments and agencies (based on a four Quarter rolling average)

Can you tell me the names of all the government departments and agencies you are aware of? [Total mentioned]

| | 12 month rolling average | Jan-Mar 2016 | Oct - Dec 2015 | Jul - Sep 2015 | Apr - Jun 2015 |
|------------|--------------------------|--------------|----------------|----------------|----------------|
| Base = | 2,003 | 502 | 500 | 501 | 500 |
| | % | % | % | % | % |
| [Redacted] | 47 | 50 | 48 | 47 | >42 |
| [Redacted] | 41 | 41 | 41 | 37 | 39 |
| [Redacted] | 30 | 30 | 29 | >27 | >34 |
| [Redacted] | 27 | >30 | 23 | 25 | >30 |
| [Redacted] | 22 | 21 | 23 | 24 | 22 |
| [Redacted] | 16 | 16 | 16 | 16 | 15 |
| ACC | 16 | 15 | 15 | 17 | 16 |
| [Redacted] | 14 | 15 | 14 | 13 | >12 |
| [Redacted] | 13 | 15 | 14 | 12 | 12 |
| [Redacted] | 15 | 14 | 16 | >18 | 11 |
| [Redacted] | 8 | 12 | 8 | 7 | 7 |
| [Redacted] | 10 | 10 | 9 | 11 | 9 |
| [Redacted] | 8 | 8 | 8 | 10 | 7 |
| [Redacted] | 8 | 8 | 6 | 8 | >11 |
| [Redacted] | 7 | 5 | 9 | 7 | 6 |
| [Redacted] | 6 | 5 | 5 | 6 | 6 |
| [Redacted] | 3 | 5 | 3 | 3 | 1 |
| [Redacted] | 3 | 5 | 3 | 2 | 3 |
| [Redacted] | 2 | 3 | 2 | 2 | 1 |
| [Redacted] | 1 | 2 | 1 | 0 | 2 |
| [Redacted] | 1 | 1 | 1 | 1 | 2 |
| [Redacted] | 1 | 1 | 1 | 1 | 1 |
| [Redacted] | 1 | 1 | 1 | 0 | 1 |

The base numbers shown are unweighted counts.

> Denotes a statistically significant difference between the current results and that of the previous poll.

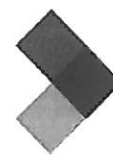


Table 13: Levels of perceived knowledge of government departments and agencies (based on a four quarter rolling average).

I'm now going to read a list of government departments and agencies. For each, please tell me whether you feel you know a reasonable amount about what they do.

| | 12 month rolling average | Jan-Mar 2016 | Oct - Dec 2015 | Jul - Sep 2015 | Apr - Jun 2015 |
|------------|-----------------------------|-----------------|-------------------|-------------------|-------------------|
| Base = | 2,003 | 502 | 500 | 501 | 500 |
| | % | % | % | % | % |
| [Redacted] | 95 | 96 | 96 | 95 | 94 |
| [Redacted] | 91 | 94 | 91 | 90 | 89 |
| [Redacted] | 92 | 93 | 94 | 92 | 88 |
| ACC | 90 | 93 | 92 | 89 | 87 |
| [Redacted] | 88 | >91 | 86 | >90 | 84 |
| [Redacted] | 88 | 90 | 89 | 87 | 85 |
| [Redacted] | 86 | 90 | 87 | 83 | 85 |
| [Redacted] | 88 | 87 | 90 | >90 | 84 |
| [Redacted] | 81 | 82 | 84 | 82 | 77 |
| [Redacted] | 76 | 80 | 77 | >77 | 69 |
| [Redacted] | 76 | 79 | 79 | >78 | 70 |
| [Redacted] | 77 | 77 | 81 | >79 | 70 |
| [Redacted] | 73 | 75 | 72 | 75 | 69 |
| [Redacted] | 68 | >75 | 68 | 64 | 64 |
| [Redacted] | 69 | >74 | 67 | 68 | 67 |
| [Redacted] | 70 | 71 | 74 | 70 | 67 |
| [Redacted] | 67 | 71 | 66 | 69 | 62 |
| [Redacted] | 60 | >65 | 58 | 60 | 58 |
| [Redacted] | 57 | >65 | 58 | 53 | 53 |
| [Redacted] | 48 | 50 | 51 | 48 | 44 |
| [Redacted] | 46 | 47 | 50 | 44 | 44 |
| [Redacted] | 40 | >47 | 39 | 38 | 35 |
| [Redacted] | 25 | 28 | 25 | 21 | 26 |

The base numbers shown are unweighted counts.

> Denotes a statistically significant difference between the current results and that of the previous polls.



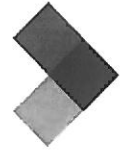
Appendix C: Questionnaire

Now I'd now like to ask you some questions about government departments and agencies. You may not have had any direct dealings with them. It's your opinions and views that we're most interested in.

First of all, can you tell me the names of all the government departments and agencies you are aware of? **Code first mentioned**

Any others? **Code many**

| | First mentioned | Others mentioned |
|------------|-----------------|------------------|
| ACC | 1 | 1 |
| [REDACTED] | 2 | 2 |
| [REDACTED] | 3 | 3 |
| [REDACTED] | 4 | 4 |
| [REDACTED] | 5 | 5 |
| [REDACTED] | 6 | 6 |
| [REDACTED] | 7 | 7 |
| [REDACTED] | 8 | 8 |
| [REDACTED] | 9 | 9 |
| [REDACTED] | 10 | 10 |
| [REDACTED] | 11 | 11 |
| [REDACTED] | 12 | 12 |
| [REDACTED] | 13 | 13 |
| [REDACTED] | 14 | 14 |
| [REDACTED] | 15 | 15 |
| [REDACTED] | 23 | 23 |
| [REDACTED] | 16 | 16 |
| [REDACTED] | 17 | 17 |
| [REDACTED] | 18 | 18 |
| [REDACTED] | 19 | 19 |
| [REDACTED] | 20 | 20 |
| [REDACTED] | 21 | 21 |
| [REDACTED] | 22 | 22 |
| [REDACTED] | 96 | 96 |
| Don't know | 98 | 98; E |
| None | 97 | 97; E |



Do you feel New Zealanders in general, have trust and confidence in the New Zealand's government departments? **If necessary:** By this we mean the departments that provide public services such as those we have been talking about.

- 1Yes
- 2No
- 98 ...Don't know

Do you believe New Zealanders trust and confidence in the New Zealand public sector is better, worse or about the same as it was 12 months ago?

- 1Better
- 2Worse
- 3About the same
- 98 ...Don't know

Do you feel New Zealanders in general, have trust and confidence in their local or regional council?

- 1Yes
- 2No
- 98 ...Don't know

On a slightly different topic, in your personal opinion, would you say the New Zealand economy is in a good or bad state at the moment?

Probe Is that very [good/bad] or just [good/bad]?

- 1Very bad
- 2Bad
- 3Neutral
- 4Good
- 5Very good
- 98 ...Don't know
- 99 ...Refused

And how would you rate your own financial situation at the moment? Would you say it was.. **Read**

- 1Very bad
- 2Bad
- 3Neutral
- 4Good
- 5Very good
- 98 ...Don't know **Do not read**
- 99 ...Refused **Do not read**



Appendix D: Respondent profile

The following tables profile the sample that was interviewed for this survey. It is important to note that the weighting procedure referred to earlier in this report corrects for any demographic imbalances. Results quoted in this report are based on the weighted, not the unweighted sample.

Table 14: Gender

| | Weighted Total | Unweighted Total |
|--------|-------------------|---------------------|
| Base = | 502 | 502 |
| | % | % |
| Male | 48 | 48 |
| Female | 52 | 52 |

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.

Table 15: Age

| | Weighted Total | Unweighted Total |
|----------|-------------------|---------------------|
| Base = | 502 | 502 |
| | % | % |
| 18 to 24 | 10 | 5 |
| 25 to 34 | 10 | 5 |
| 35 to 44 | 27 | 16 |
| 45 to 54 | 16 | 19 |
| 55 to 64 | 19 | 23 |
| 65-74 | 11 | 19 |
| 75+ | 8 | 13 |

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.

Table 16: Ethnicity

| | Weighted Total | Unweighted Total |
|-------------|-------------------|---------------------|
| Base = | 502 | 502 |
| | % | % |
| NZ European | 84 | 84 |
| Maori | 9 | 7 |
| Pacific | 2 | 2 |
| Asian | 2 | 1 |
| Other | 9 | 10 |

The base numbers shown are unweighted counts.
Total may not exceed 100% due multiple responses.

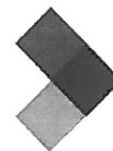


Table 17: Income

| | Weighted Total | Unweighted Total |
|--------------------|-------------------|---------------------|
| Base = | 502 | 502 |
| | % | % |
| Under \$40,000 | 29 | 30 |
| 40,000 - \$79,999 | 27 | 26 |
| \$80,000 plus | 38 | 37 |
| Don't know/refused | 6 | 7 |

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.

Table 18: Location

| | Weighted Total | Unweighted Total |
|----------------------|-------------------|---------------------|
| Base = | 502 | 502 |
| | % | % |
| Northland | 6 | 6 |
| Auckland | 20 | 20 |
| Waikato | 8 | 9 |
| Bay of Plenty | 6 | 6 |
| Gisborne | 1 | 1 |
| Hawkes Bay | 6 | 6 |
| Taranaki | 3 | 3 |
| Manawatu-Wanganui | 5 | 5 |
| Wellington-Wairarapa | 13 | 14 |
| Tasman | 2 | 2 |
| Nelson | 1 | 2 |
| Marlborough | 1 | 1 |
| West Coast | 2 | 2 |
| Canterbury | 15 | 14 |
| Otago | 7 | 7 |
| Southland | 4 | 3 |

The base numbers shown are unweighted counts.
Total may not sum to 100% due to rounding.