



Final Report

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Public Perceptions of the New Zealand Court System and Processes

Ministry of Justice

Client Contact: ANGELA LEE
ACNielsen Contacts: IRENA BAYLISS AND JUDY OAKDEN
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Opinion Statement

ACNielsen certifies that the information contained in this report has been compiled in accordance with sound market research methods and principles, as well as proprietary methodologies developed by, or for, ACNielsen. ACNielsen believes that this report represents a fair, accurate and comprehensive analysis of the information collected, with all sampled information subject to normal statistical variance.

Background

In 1999 the Department for Courts provided ACNielsen with a series of eight statements relating to the New Zealand Court system and processes. In 2000 the Department for Courts added another statement. The Department for Courts requested that these statements be used (along with a five point rating scale) to assess the opinions of the New Zealand public of our court system and processes. An additional question was included in the February 2000 survey on whether respondents had been in a court building in the last two years and this was repeated in subsequent measures. Two new questions were also added in March 2003, to investigate the perceptions New Zealanders hold in relation to the payment of fines and reparation.

The objectives of this research are to investigate the perceptions New Zealanders hold of our court system and processes, and compare any changes since the previous measures in March 1999, February 2000, February 2001, February 2002, March 2003, March 2004, and March 2005.

Specific aims are to look at perceptions regarding:

- Availability of information about the courts
- Time frame for delivery of services
- Cost involved in using the courts
- The manner in which the court process treats people
- Provision of services to all New Zealanders
- The importance of the court system to the New Zealand democratic process
- How modern court systems and processes are seen to be
- Fair treatment of people within the court system
- The safety of people in or immediately around court buildings
- Whether people who have fines can get away with not paying them
- Whether most people ordered to pay reparation can get away without paying it.

And the behaviour:

- Whether people had been in a court building within the last two years.
-

Research Methodology

The statements for assessment were incorporated in ACNielsen's Omnibus survey. This surveys a random sample of 1,000 people aged 15 years and over, throughout New Zealand.

The omnibus was conducted using ACNielsen's CATI service (Computer Assisted Telephone Interviewing). The questionnaire was formatted on computer prior to interviewing. Interviewers then keyed responses to the survey directly into PCs as they conducted the telephone interview. Routing logic was pre-specified in order to ensure that interviewers followed the correct sequence.

Interviewers worked under full time supervision and the shift supervisor was equipped with both visual and audio monitoring facilities to ensure the highest possible standard of interviewing. Interviewing took place from 1st to the 8th of March 2006 and was conducted between 5pm and 9pm on weekdays and 10am and 8pm on weekends.

Telephone numbers were selected at random from a white pages listing supplied by Telecom. These numbers were issued to interviewers on screen, no answers and engaged numbers were automatically programmed to be reissued. Appointments could also be made and call backs scheduled for convenient times, enabling us to interview the hard to find respondents. At least three calls are made to each phone number before substitution. Respondents are randomly selected using the "next birthday" technique with only one person interviewed per household.

Executive Summary

Introduction

The results presented in this report and in the computer tables at the back of this report are weighted by age and sex, using the 2001 Census figures, to be representative of the New Zealand Population. The results were based on all respondents aged 15 years and over, and tables for both 15+ and 18+ are included in the Appendix.

This report is the eighth measure undertaken for the Department for Courts/Ministry of Justice by ACNielsen. Similar to the previous measures undertaken in March 1999, February 2000, February 2001, February 2002, March 2003, March 2004 and March 2005, respondents were asked to rate each of nine statements, seen in the summary graphs at the end of the Executive Summary section, on a five point scale; Agree Strongly, Agree, Neither Agree nor Disagree, Disagree, Disagree Strongly.

Respondents were asked an additional question from February 2000 as to whether they had been in a court building within the last two years.

Two new questions comprising statements relating to the payment of fines and reparation were added in March 2003 and have been included in research since this date.

Executive Summary, continued

Significant Changes and Trends

Comparing current results with 2005 reveals a **positive** change in attitudes in the following areas:

- Significantly fewer people agree or strongly agree that there is a lack of information about the services that the courts provide (68% in 2005 compared with 62% in 2006)
- Significantly fewer people disagree or strongly disagree that the courts provide services for all New Zealanders (17% in 2005 compared with 12% in 2006)
- Fewer people tend to disagree or strongly disagree that the court processes treat people with respect (20% in 2005 compared with 18% in 2006)

Comparing current results with 2005 results reveals a **negative** change in attitudes in the following areas:

- More people tend to agree or strongly agree that most people who have a fine can get away with not paying it (from 45% in 2005 to 48% in 2006)
-

Executive Summary, continued

No Significant Change or Trend

The areas where there have been no significant change in attitude since 2005 are:

- Courts provide services without unnecessary delay
 - Courts are an important part of democratic processes
 - Court processes are fair
 - New Zealand has modern court systems and processes
 - Most people who are order to pay reparation can get away with not paying it
 - Most people can't afford to take cases to court
 - People are not safe in or immediately around court buildings.
-

Areas of Relative Strength and Weakness in 2005

Looking just at the results for 2006, areas where New Zealanders have (relative to other aspects asked about) more **positive** attitudes about courts are:

- Courts are an important part of democratic processes (90% agree or strongly agree with this statement)
- Courts provide services for all New Zealanders (77% agree or strongly agree with this statement)
- New Zealand has modern court systems and processes (58% agree or strongly agree with this statement).

The areas highlighted above, may be thought of as areas of relative strength.

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Executive Summary, continued

Areas where New Zealanders have (relatively) more **negative** attitudes about courts (these may be thought of as areas of relative weakness) are:

- Most people can't afford to take cases to court (70% agree or strongly agree with this statement)
- There is a lack of information about the services that courts provide (62% agree or strongly agree with this statement)
- Courts provide services without unnecessary delay (59% disagree or disagree strongly).

Attitudes in relation to the payment of fines are more negative with 48% agreeing or strongly agreeing that people can get away with not paying fines, compared with 41% disagreeing or strongly disagreeing with this statement.

Executive Summary, continued

Been in court building within the last two years

Between 2000 and 2006, there appears slightly fewer New Zealanders who report being in a court building within the last two years (from 33% in 2000 to 27% in 2006).

The opinions of courts and court processes amongst those who have been in a court building in the past two years differed slightly from those who have not experienced courts in this timeframe. In particular, those with experience had slightly more positive perceptions in relation to:

- Amount of information: 21% disagree (strongly disagree/disagree) there is a lack of information about the services that the courts provide (compared with 17% without the experience)
- Affordability: 18% disagree (strongly disagree/disagree) that most people can't afford to take cases to court (compared to 14% without experience)

Those with experience also had slightly more negative perceptions in relation to:

- Respect: 26% disagree (strongly disagree/disagree) that court processes treat people with respect (compared with 15% without the experience)
 - Fairness of court processes: 29% disagree (strongly disagree/disagree) that court processes are fair (compared with 22% without the experience)
-

Main Findings

Following is a breakdown of each statement by: age, gender, whether or not respondents have been in a court building in the last 2 years and region.

In the text, we have concentrated on highlighting statistically significant differences evident among these sub-groups.

These and other demographic breakdowns are contained in the computer tables at the back of the report. Please note that the computer tables have small sample sizes in some demographic groups.

Due to rounding, agreement rating percentages may vary slightly from the added percentages of “Total Agree” (% of “Agree strongly” plus % of “Agree”).

Main Findings, continued

“Courts are an important part of democratic processes”

As shown on the chart “Rating of Court Systems and Processes”¹ Overall, 90% of respondents agree or strongly agree that “courts are an important part of democratic processes”, and nearly half (46%) agree strongly

Males and females are almost equally likely to be strongly of the opinion that courts are an important part of the democratic process (48% versus 45%).

Those aged 15-17 years are least likely to strongly agree with this statement (25%).

Detailed results by category are shown in the following tables:

Table One: Courts are an important part of democratic processes

	Sex		Age						
	Male	Female	15-17	18-24	25-34	35-44	45-54	55-64	65+
	N=								
	481	519	75	65	141	178	196	156	189
	%	%	%	%	%	%	%	%	%
Agree strongly	48	45	25	38	56	47	47	59	39
Agree	43	44	49	51	34	44	43	35	54
Neither	2	3	4	1	3	3	3	2	0
Disagree	3	3	5	7	1	2	5	1	2
Disagree Strongly	1	1	2	0	0	1	2	3	1
Don't Know	3	4	15	3	6	2	0	1	4

	Been in a court building		Region			
	Yes	No	Auckland	North	Central	South
	N=					
	261	738	287	232	231	250
	%	%	%	%	%	%
Agree strongly	50	45	47	47	43	47
Agree	40	45	41	44	46	44
Neither	4	2	3	2	3	3
Disagree	1	3	2	2	3	4
Disagree Strongly	2	1	1	1	1	1
Don't Know	3	4	5	4	4	2

¹ This refers to the accompanying PowerPoint presentation entitled “Omnibus 06 - Cumulative reports”. For this section please refer to page one, chart one

Main Findings, continued

“Most people can’t afford to take cases to court”

As shown on the chart “Rating of Court Systems and Processes”², 70% of respondents agree (agree and strongly agree) that “most people can’t afford to take cases to court”. Some 15% disagree or strongly disagree with this statement.

There has been slight change in the proportion of those who strongly disagree with this statement compared with 2005 (15% to 17%), a return to the levels seen in 2003 and year’s prior.

Those who are more likely than the average to perceive “most people can’t afford to take cases to the courts” are:

- People aged between 55 and 64 years (78% agree or strongly agree)
- People with a lower household income (79% of those with a household income of less than \$20,000 agree or strongly agree and 80% of those with a household income of \$20,000 to \$40,000 agree or strongly agree).

Those who are less likely than the average to perceive “most people can’t afford to take cases to the courts” are:

- Those aged 15-34 years (61% agree or strongly agree) and
- People with a high household income (63% of those with a household income of more than \$100,000 agree or strongly agree).
- In addition to the above two group, those who have visited a court building in the last two years are more likely to disagree or strongly disagree (18%) that most people can’t afford to take cases to court (compared to 14% without experience)

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² This refers to the accompanying PowerPoint presentation entitled “Omnibus 06 - Cumulative reports” .For this section please refer to page one, chart two.

Main Findings, continued

Detailed results by category are shown in the following tables:

Table Two: Most people can't afford to take cases to court

	Sex		Age						
	Male	Female	15-17	18-24	25-34	35-44	45-54	55-64	65+
	N=	N=	N=	N=	N=	N=	N=	N=	N=
	481	519	75	65	141	178	196	156	189
	%	%	%	%	%	%	%	%	%
Agree strongly	21	21	18	15	23	21	23	24	18
Agree	52	46	40	51	38	52	48	54	58
Neither	8	10	18	7	13	9	8	7	6
Disagree	12	15	14	18	19	10	15	8	10
Disagree Strongly	2	1	1	0	2	3	2	2	1
Don't Know	5	7	10	9	6	6	4	5	8

	Been in a court building		Region			
	Yes	No	Auckland	North	Central	South
	N=	N=	N=	N=	N=	N=
	261	738	287	232	231	250
	%	%	%	%	%	%
Agree strongly	26	19	23	19	22	18
Agree	45	51	46	53	45	51
Neither	7	10	6	9	13	10
Disagree	15	12	16	10	12	14
Disagree Strongly	2	1	3	2	0	0
Don't Know	4	7	5	7	7	7

Main Findings, continued

“There is a lack of information about the services that the courts provide”

As shown on the chart “Rating of Court Systems and Processes (continued)”³, 62% of respondents agree or strongly agree “there is a lack of information about the services that the courts provide”. Some 18% disagree or strongly disagree with this statement.

There has been a significant decrease compared with 2005 (from 68% to 62%) in the proportion that **strongly agree/agree** there is a lack of information.

Males are more likely (67% agree or strongly agree) to perceive there is a lack of information than females (58% agree or strongly agree). This is a turnaround on figures for last year where females were more likely to perceive a lack of information than males (72% cf. 64%)

Those aged 65 years and older are less likely than average to agree or strongly agree (56%) that there is a lack of information.

Those who have visited a court building in the last two years are also more likely to disagree or strongly disagree (21%) that there is a lack of information about the services that the courts provide (compared with 17% without the experience)

Detailed results by category are shown in the following tables:

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³ This refers to the accompanying PowerPoint presentation entitled “Omnibus 06 - Cumulative reports”. For this section please refer to page two, chart three

Main Findings, continued

Table Three: There is a lack of information about the services that the courts provide

	Sex		Age						
	Male	Female	15-17	18-24	25-34	35-44	45-54	55-64	65+
N=	481	519	75	65	141	178	196	156	189
	%	%	%	%	%	%	%	%	%
Agree strongly	13	14	9	15	13	13	20	14	11
Agree	53	43	47	49	44	54	46	52	45
Neither	8	11	14	16	10	9	11	7	3
Disagree	16	15	17	14	17	16	14	13	18
Disagree Strongly	2	3	2	1	4	2	1	2	4
Don't Know	8	14	11	6	13	6	9	11	19

	Been in a court building		Region			
	Yes	No	Auckland	North	Central	South
N=	261	738	287	232	231	250
	%	%	%	%	%	%
Agree strongly	16	13	18	17	13	8
Agree	49	48	46	45	48	53
Neither	8	9	5	8	13	13
Disagree	16	16	15	15	15	17
Disagree Strongly	5	1	5	1	2	1
Don't Know	7	12	12	13	9	9

Main Findings, continued

“Courts provide services for all New Zealanders” As shown on the chart “Rating of Court Systems and Processes (continued)”⁴, 77% of respondents agree or strongly agree “courts provide services for all New Zealanders”. 12% disagree or strongly disagree.

People from Auckland are less likely than those in other main centres to agree (69% agree or strongly agree) that courts provide services for all New Zealanders. Those based in Central North Island are slightly more likely than respondents from the other main centres to agree (84% agree or strongly agree)

Pacific Island peoples are more likely to agree (84% agree or strongly agree) compared with NZ Europeans (77% agree or strongly agree).

Those aged 15 to 17 years of age (69% agree or strongly agree) are slightly less likely to disagree with is statement.

Detailed results by category are shown in the following tables:

Table Four: Courts provide services for all New Zealanders

	Sex		Age						
	Male	Female	15-17	18-24	25-34	35-44	45-54	55-64	65+
N=	481	519	75	65	141	178	196	156	189
	%	%	%	%	%	%	%	%	%
Agree strongly	11	11	15	9	14	7	12	17	8
Agree	64	67	54	70	58	73	66	62	70
Neither	6	6	10	5	7	5	5	6	5
Disagree	12	9	15	12	12	11	9	9	10
Disagree Strongly	2	1	0	1	2	2	4	2	1
Don't Know	5	5	6	4	8	2	5	5	6

	Been in a court building		Region			
	Yes	No	Auckland	North	Central	South
N=	261	738	287	232	231	250
	%	%	%	%	%	%
Agree strongly	11	11	9	12	16	9
Agree	65	66	60	69	68	67
Neither	6	6	8	5	3	6
Disagree	10	10	14	9	8	10
Disagree Strongly	1	2	4	1	1	1
Don't Know	6	5	5	5	4	7

⁴ This refers to the accompanying PowerPoint presentation entitled “Omnibus 06 - Cumulative reports”. For this section please refer to page two, chart four

Main Findings, continued

“New Zealand has modern court systems and processes”

As shown on the chart “Rating of Court Systems and Processes (continued)”⁵, 58% of respondents agree (agree or strongly agree) “New Zealand has modern court systems and processes”, while 14% disagree or strongly disagree with this statement.

There is no significant difference between the 2006 result and the 2005 result for this statement.

Those who tend to have a more positive view in relation to this statement are:

- Those aged 65 years or older (65% agree or strongly agree)
- Those living in Christchurch (69% agree or strongly agree) compared with those living in the other main centres (Auckland 60%, Wellington 60%).
- Those who state the main income earners occupation as “retired” (69% agree or strongly agree)
- Those who have not visited a court building in the last two years (60% agree or strongly agree) compared with those who have (53% agree or strongly agree)

Those who have significantly lower than average levels of agreement (agree or strongly agree) include those in the North (50%) and those who state the main income earners occupation as “home duties” (44%) or Technical/Skilled (50%).

People who are more likely than the average to disagree with this statement are:

- Those aged 45-54 years (21% disagree or strongly disagree)
- Those who have been in a court building in the last two years (21% disagree or strongly disagree)

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⁵ This refers to the accompanying PowerPoint presentation entitled “Omnibus 06 - Cumulative reports”. For this section please refer to page three, chart five

Main Findings, continued

Detailed results by category are shown in the following tables:

Table Five: New Zealand has modern court systems and processes

	Sex		Age						
	Male	Female	15-17	18-24	25-34	35-44	45-54	55-64	65+
N=	481	519	75	65	141	178	196	156	189
	%	%	%	%	%	%	%	%	%
Agree strongly	8	6	5	14	7	6	5	10	3
Agree	52	51	49	50	46	53	47	53	62
Neither	11	14	11	12	16	14	11	12	8
Disagree	13	12	7	10	11	16	18	9	11
Disagree Strongly	2	1	0	0	2	1	3	2	1
Don't Know	13	17	27	14	18	9	16	13	15

	Been in a court building		Region			
	Yes	No	Auckland	North	Central	South
N=	261	738	287	232	231	250
	%	%	%	%	%	%
Agree strongly	6	7	6	6	8	8
Agree	47	53	54	44	51	56
Neither	14	12	12	14	12	13
Disagree	20	10	11	16	11	12
Disagree Strongly	1	2	2	1	1	2
Don't Know	13	16	15	20	17	10

Main Findings, continued

“Court processes treat people with respect”

As shown on the chart “Rating of Court Systems and Processes (continued)”⁶, 57% of respondents agree or strongly agree “court processes treat people with respect”, while 18% disagree or strongly disagree with this statement, a decrease compared to 2005 (20% disagree or strongly disagree).

Those who have more positive views in relation to this statement are:

- People aged 15 to 17 (65% agree or strongly agree)
- Asian people (72% agree or strongly agree), and Maori (64% agree or strongly agree)

Those who tend to have more negative views in relation to this statement compared with the average are:

- Those aged 25-34 years (23% disagree or strongly disagree) and those aged 45-54 (24% disagree or strongly disagree)
- Those living in high income households (24% of those in households with an income 60,000 to 80,000 and 27% of households with an income 80,000 to 100,000 disagree or strongly disagree).
- Those who have visited a court building in the last two years (26% strongly disagree/disagree that court processes treat people with respect compared with 15% without the experience)

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⁶ This refers to the accompanying PowerPoint presentation entitled “Omnibus 06 - Cumulative reports”. For this section please refer to page three, chart six

Main Findings, continued

Detailed results by category are shown in the following tables:

Table Six: Court processes treat people with respect

	Sex		Age						
	Male	Female	15-17	18-24	25-34	35-44	45-54	55-64	65+
N=	481	519	75	65	141	178	196	156	189
	%	%	%	%	%	%	%	%	%
Agree strongly	6	4	9	9	3	6	5	5	3
Agree	56	48	56	54	50	50	46	53	58
Neither	12	17	13	10	15	23	18	11	8
Disagree	13	15	4	15	18	11	18	18	11
Disagree Strongly	4	3	0	5	5	2	6	3	1
Don't Know	8	13	18	7	9	9	7	10	18

	Been in a court building		Region			
	Yes	No	Auckland	North	Central	South
N=	261	738	287	232	231	250
	%	%	%	%	%	%
Agree strongly	8	4	5	5	6	5
Agree	45	54	44	56	50	58
Neither	15	15	16	14	14	14
Disagree	19	13	18	13	12	13
Disagree Strongly	7	2	4	2	6	2
Don't Know	6	12	14	9	11	8

Main Findings, continued

“Court processes are fair”

As shown on the chart “Rating of Court Systems and Processes (continued)”⁷, 56% of respondents agree (strongly agree or agree) “court processes are fair”, while 23% disagree or strongly disagree.

There is no significant variation in this area compared with the 2005 result.

Males (66% agree or strongly agree) have more positive views compared with females (47% agree or strongly agree).

Those aged 15 to 17 years tend to have more positive views in relation to this statement compared with the average (66% agree or strongly agree).

Those based in Christchurch (68% agree or strongly agree) have more positive views that court processes are fair compared with respondents from the other main centres (Auckland 58% agree or strongly agree, Wellington 55% agree or strongly agree).

Those who have visited a court building in the last two years (29% strongly disagree/disagree) have more negative views that court processes are fair compared with respondents who have not visited a court building in the last two years (22% without the experience).

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⁷ This refers to the accompanying PowerPoint presentation entitled “Omnibus 06 - Cumulative reports” .For this section please refer to page four, chart seven

Main Findings, continued

Detailed results by category are shown in the following tables:

Table Seven: Court processes are fair

	Sex		Age						
	Male	Female	15-17	18-24	25-34	35-44	45-54	55-64	65+
N=	481	519	75	65	141	178	196	156	189
	%	%	%	%	%	%	%	%	%
Agree strongly	9	6	5	5	6	6	7	14	10
Agree	57	41	61	51	48	54	44	43	44
Neither	11	16	13	13	14	9	17	12	16
Disagree	14	23	5	21	18	23	19	20	16
Disagree Strongly	6	4	5	4	4	3	10	6	3
Don't Know	4	10	11	5	10	5	2	5	10

	Been in a court building		Region			
	Yes	No	Auckland	North	Central	South
N=	261	738	287	232	231	250
	%	%	%	%	%	%
Agree strongly	8	8	7	8	7	9
Agree	46	49	51	47	46	48
Neither	14	13	11	15	10	18
Disagree	23	17	16	20	21	17
Disagree Strongly	6	4	7	3	6	3
Don't Know	4	8	7	6	10	4

Main Findings, continued

“Courts provide services without unnecessary delay”

As shown on the chart “Rating of Court Systems and Processes (continued)”⁸, 19% of respondents agree (strongly agree or agree) “courts provide services without unnecessary delay” while 59% disagree or strongly disagree.

The proportion agreeing “courts provide services without unnecessary delay” has remained relatively unchanged over the 7 years, with no change at all on the 2005 figure.

Males (21%) are slightly more likely than females (17%) to agree or strongly agree with this statement.

There is variation in perceptions of service provision in a timely manner between differing age groups with those aged 15-17 and those aged 35-44 years being more likely than average to agree (26% agree or strongly agree compared with 19% on average)

Those living in the Central region (14%) are less likely than those in the rest of New Zealand to agree with this statement (Auckland 22%, North 20% and South 19%).

New Zealand Europeans (17%) are less likely to agree with this statement than individuals from other ethnicities (Maori 28%, Pacific Islanders 38%, Asian 33%)

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⁸ This refers to the accompanying PowerPoint presentation entitled “Omnibus 06 - Cumulative reports” .For this section please refer to page four, chart eight

Main Findings, continued

Detailed results by category are shown in the following tables:

Table Eight: Courts provide services without unnecessary delay

	Sex		Age						
	Male	Female	15-17	18-24	25-34	35-44	45-54	55-64	65+
N=	481	519	75	65	141	178	196	156	189
	%	%	%	%	%	%	%	%	%
Agree strongly	2	2	2	4	1	0	1	2	3
Agree	19	16	24	12	19	26	11	14	14
Neither	10	9	11	15	8	10	10	8	6
Disagree	43	43	27	51	45	39	46	43	43
Disagree Strongly	15	17	8	9	13	15	21	21	20
Don't Know	11	14	27	9	14	9	10	12	14

	Been in a court building		Region			
	Yes	No	Auckland	North	Central	South
N=	261	738	287	232	231	250
	%	%	%	%	%	%
Agree strongly	3	2	2	3	2	1
Agree	19	17	20	17	13	18
Neither	7	10	7	10	10	11
Disagree	47	41	40	45	45	43
Disagree Strongly	18	15	20	15	13	15
Don't Know	6	15	11	9	17	13

Main Findings, continued

“People are not safe in or immediately around court buildings”

As shown on the chart “Rating of Court Systems and Processes (continued)”⁹, 26% of respondents agree (strongly agree or agree) “people are not safe in or immediately around court buildings”, while 52% disagree or strongly disagree.

Those who have a slightly more positive attitude towards this are:

- People 18-24 years old (17% agreeing or strongly agreeing) compared with the average (26% agreeing or strongly agreeing).
- People living in the Central region (21% agreeing or strongly agreeing) compared with people living in North (30%) or South regions (27% agreeing or strongly agreeing)
- People of Asian ethnicity (21% agreeing or strongly agreeing) compared with the average (26% agreeing or strongly agreeing).

Those who have slightly less positive attitudes towards this are:

- Maori (37% agree or strongly agree) and Pacific peoples (45% agree or strongly agree)
- Households with incomes \$60,000 or less (32% agree or strongly agree)

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⁹ This refers to the accompanying PowerPoint presentation entitled “Omnibus 06 - Cumulative reports”. For this section please refer to page five, chart nine

Main Findings, continued

Detailed results by category are shown in the following tables:

Table Nine: People are not safe in or immediately around court buildings

N=	Sex		Age						
	Male	Female	15-17	18-24	25-34	35-44	45-54	55-64	65+
	%	%	%	%	%	%	%	%	%
Agree strongly	6	4	3	5	4	9	5	3	3
Agree	20	22	21	13	25	23	21	22	22
Neither	10	13	10	17	9	16	12	8	9
Disagree	47	42	45	47	49	42	45	44	40
Disagree Strongly	8	6	9	8	6	5	10	6	7
Don't Know	9	12	12	10	7	6	8	16	19

N=	Been in a court building		Region			
	Yes	No	Auckland	North	Central	South
	%	%	%	%	%	%
Agree strongly	6	4	4	7	6	3
Agree	26	19	22	23	16	24
Neither	10	12	9	12	13	13
Disagree	46	44	47	38	49	45
Disagree Strongly	5	8	8	7	9	4
Don't Know	6	12	10	13	8	11

Main Findings, continued

Experience of Courts in Last 2 Years Respondents were asked, “*Have you been in a court building within the last two years?*” As shown on the chart¹⁰, almost three in ten respondents (27%) say they have been in a court building within the last two years, while seven in ten (72%) say they have not.

While this result is similar to the 2004 result, this continues a downward trend in the proportion of New Zealanders indicating they have been in court buildings in the last two years (from 33% in 2000 to 27% in 2006).

Those who are less likely than the average to have been to a court building in the last two years are:

- Those 65 years old or over (84% have not) and those aged 15-17 (85% have not)
- Retired people (83% have not)
- Single person households (81% have not).
- Those with a household income of \$20,000 or less (85% have not).

Detailed results by category are shown in the following tables:

Table Ten: Experience of Courts in the Last Two years

	Sex		Age						
	Male	Female	15-17	18-24	25-34	35-44	45-54	55-64	65+
N=	481	519	75	65	141	178	196	156	189
	%	%	%	%	%	%	%	%	%
Yes	28	27	15	24	33	32	35	27	16
No	72	73	85	73	67	68	65	73	84
Don't know	1	0	0	3	0	0	0	0	0

	Region			
	Auckland	North	Central	South
N=	287	232	231	250
	%	%	%	%
Yes	25	32	28	25
No	75	68	72	73
Don't know	0	0	0	1

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¹⁰ This refers to the accompanying PowerPoint presentation entitled “Omnibus 06 - Cumulative reports”. For this section please refer to pages six to eight, charts ten to twelve

Main Findings, continued

Those with experience of being in a court building in the past two years have slightly differing opinions relating to courts and court processes than those who have not experienced courts in this timeframe. In particular, those with experience had slightly more positive perceptions in relation to:

- Amount of information: 21% disagree (strongly disagree/disagree) there is a lack of information about the services that the courts provide (compared with 17% without the experience)
- Affordability: 18% disagree (strongly disagree/disagree) that most people can't afford to take cases to court (compared to 14% without experience)

Those with experience also had slightly more negative perceptions in relation to:

- Respect: 26% disagree (strongly disagree/disagree) that court processes treat people with respect (compared with 15% without the experience)
- Fairness of court processes: 29% disagree (strongly disagree/disagree) that court processes are fair (compared with 22% without the experience)
- Modern: 53% agree (strongly agree or agree) that New Zealand has modern court systems and processes (compared with 60% without experience)

Main Findings, continued

“Most people who are ordered to pay reparation can get away with not paying it”

A new question was added in March 2003, to investigate the perceptions New Zealanders hold in relation to the payment of reparation.

As shown on the chart “Rating of Fines and Reparation”¹¹, 54% of respondents agree or strongly agree “most people who are ordered to pay reparation can get away with not paying it”, while 27% disagree (disagree or strongly disagree) with the statement.

There is no significant difference between the 2006 result and the 2005 result for this statement.

Reinforcing last year’s findings, there seems to be a positive relationship between age and likelihood to agree with this statement. Mirroring this relationship, retired people are more likely (63%) than the average to agree with this statement.

People living in provincial (57%) or small town/rural areas (64%) are more likely to agree or strongly agree with this statement than people living in metropolitan areas (47%).

	Sex		Age						
	Male	Female	15-17	18-24	25-34	35-44	45-54	55-64	65+
	N=	N=	N=	N=	N=	N=	N=	N=	N=
	481	519	75	65	141	178	196	156	189
	%	%	%	%	%	%	%	%	%
Agree strongly	20	17	4	8	14	23	25	24	22
Agree	39	33	26	33	31	36	38	41	40
Neither	7	8	7	8	9	7	12	4	6
Disagree	22	21	38	29	28	19	14	16	18
Disagree Strongly	5	6	10	7	6	6	3	7	2
Don’t Know	8	14	16	14	12	8	9	8	13

	Been in a court building		Region			
	Yes	No	Auckland	North	Central	South
	N=	N=	N=	N=	N=	N=
	265	731	287	231	232	250
	%	%	%	%	%	%
Agree strongly	24	17	13	27	19	18
Agree	28	38	38	34	32	38
Neither	8	8	6	10	9	6
Disagree	23	22	24	14	25	23
Disagree Strongly	7	4	7	3	7	4
Don’t Know	11	11	12	12	8	11

¹¹ This refers to the accompanying PowerPoint presentation entitled “Omnibus 06 - Cumulative reports”. For this section please refer to page nine, chart thirteen.

Main Findings, continued

“Most people who have a fine can get away with not paying it”

A new question was added in March 2003, to investigate the perceptions New Zealanders hold in relation to the payment of fines.

As shown on the chart “Rating of Fines and Reparation”¹², 48% of respondents agree or strongly agree “most people who have a fine can get away with not paying it”, while 41% disagree or strongly disagree with the statement.

This result is slightly different to the 2005 result, and more comparable to the 2004 result.

There is a positive relationship between age and likelihood to agree with this statement. Mirroring this age relationship, those who are more likely to agree with this statement are:

- Older couples without children (57%)
- Retired people (Main income earner, 56%; Personal occupation, 54%)

	Sex		Age						
	Male	Female	15-17	18-24	25-34	35-44	45-54	55-64	65+
N=	481	519	75	65	141	178	196	156	189
	%	%	%	%	%	%	%	%	%
Agree strongly	15	16	4	3	13	20	20	19	21
Agree	35	31	20	34	31	32	32	42	33
Neither	6	5	3	3	3	6	7	5	7
Disagree	33	34	53	52	40	29	27	22	24
Disagree Strongly	7	9	19	8	9	9	6	6	3
Don't Know	4	6	0	0	4	4	7	6	12

	Been in a court building		Region			
	Yes	No	Auckland	North	Central	South
N=	265	731	287	231	232	250
	%	%	%	%	%	%
Agree strongly	18	15	13	19	15	17
Agree	30	34	32	32	33	34
Neither	6	5	3	11	4	4
Disagree	30	34	37	26	36	32
Disagree Strongly	11	6	9	6	9	7
Don't Know	4	6	6	7	3	5

¹² This refers to the accompanying PowerPoint presentation entitled “Omnibus 06 - Cumulative reports”. For this section please refer to page nine, chart fourteen

Appendix I - Response Rate

	Number
Total Phone numbers issued	7670
Total Not Eligible (e.g. fax/business, non working number)	2413
Total eligibility not established (e.g. language barrier, no answer)	900
Total Eligible	4355
Refused Interview	2502
Refused Selected person	419
Unavailable during survey period	434
Expected eligible from eligibility not established	579
Total Completed Interviews	1000

Eligibility Rate = 64%

Response Rate = 20%

Appendix II – Questionnaire

“Now for some questions about Courts.

I am going to read some statements about courts in general, using the following scale, Agree Strongly, Agree, Neither Agree nor Disagree, Disagree, Disagree Strongly, please tell me how strongly you agree or disagree with each statement.”

(DO NOT READ OUT DON'T KNOW)

READ OUT

	<i>Agree Strongly</i>	<i>Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree</i>	<i>Disagree Strongly</i>	<i>Don't Know</i>
Courts provide services for all New Zealanders	5	4	3	2	1	9
Courts provide services without unnecessary delay	5	4	3	2	1	9
Court processes treat people with respect	5	4	3	2	1	9
There is a lack of information about the services that the courts provide	5	4	3	2	1	9
Courts are an important part of democratic processes	5	4	3	2	1	9
Court processes are fair	5	4	3	2	1	9
Most people can't afford to take cases to court	5	4	3	2	1	9
New Zealand has modern court systems and processes	5	4	3	2	1	9
People are not safe in or immediately around court buildings	5	4	3	2	1	9

Continued on Next Page

Appendix II – Questionnaire, continued

“And now a couple of questions about the payment of fines and reparation.

How strongly do you agree or disagree with the statement...”

(DO NOT READ OUT DON'T KNOW)

READ OUT IN ROTATED ORDER

	<i>Agree Strongly</i>	<i>Agree</i>	<i>Neither Agree nor Disagree</i>	<i>Disagree</i>	<i>Disagree Strongly</i>	<i>Don't Know</i>
Most people who have a fine can get away with not paying it	5	4	3	2	1	9
Most people who are ordered to pay reparation can get away with not paying it (reparation is compensation the Court has ordered offenders to pay to victims)	5	4	3	2	1	9

	Yes	No	Don't Know
Have you been in a court building within the last two years?	1	2	9

Appendix III – Margin of Error Guide

Any result based on sampling is subject to sampling errors. The table below shows the margin of error that can be expected for different sample sizes, at the 95% confidence level. Based on a 'simple random sample'. For practical reasons, however, a simple random sample is rarely achieved. Thus, the table below should only be used as a guide as it probably underestimates the margins of error found in this survey. To get a more accurate assessment of the sampling error found in this survey a 'design factor' would need to be calculated for the particular way this survey sample was constructed. This could then be used to multiply the margins of error reported below to their true level.

On a sample of 1,000 interviews the likely maximum extent of sampling error can be estimated at 3.1% at the 95% level of confidence. That is, there are 95 chances out of 100 that any given result based on a total sample of 1,000 will be correct within a margin of 3.1% in either direction. If, for example, a particular answer is around 5% of a sample of 1000 this margin decreases to 1.4%.

It should be noted that when a large population is being sampled and the sample result is being projected, then the sample error is magnified also. In such cases, a typical sampling error many run into several thousands when expressed as a projection, even though, expressed as a percentage it may be quite small.

**Margin of Error Table
(95% Confidence Level Percentages Given A Particular Answer)**

SAMPLE SIZE	A PARTICULAR ANSWER EXPRESSED AS A PERCENTAGE OF THE SAMPLE SIZE									
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%
50	6.0	8.3	9.9	11.1	12.0	12.7	13.2	13.6	13.8	13.9
100	4.3	5.9	7.0	7.8	8.5	9.0	9.3	9.6	9.8	9.8
150	3.5	4.8	5.7	6.4	7.0	7.4	7.6	7.8	8.0	8.0
200	3.0	4.2	5.0	5.6	6.0	6.4	6.6	6.8	6.9	6.9
250	2.7	3.7	4.4	5.0	5.4	5.7	5.9	6.1	6.2	6.2
300	2.5	3.4	4.0	4.5	4.9	5.2	5.4	5.6	5.6	5.7
400	2.1	2.9	3.5	3.9	4.2	4.5	4.7	4.8	4.9	4.9
500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4
600	1.7	2.4	2.9	3.2	3.5	3.7	3.8	3.9	4.0	4.0
700	1.6	2.2	2.6	3.0	3.2	3.4	3.5	3.6	3.7	3.7
800	1.5	2.1	2.5	2.8	3.0	3.2	3.3	3.4	3.4	3.5
900	1.4	2.0	2.3	2.6	2.8	3.0	3.1	3.2	3.3	3.3
1000	1.4	1.9	2.2	2.5	2.7	2.8	3.0	3.0	3.1	3.1

The table above shows the margin of error that can be expected, for different sub-sample sizes, at the 95% confidence level.

For example, if a particular answer is around 15% of a sub-sample of 500, 95 times out of the 100 the actual figure will be within 3.1 percentage points of the given figure.
