

Public perceptions of crime – survey report

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Summary of findings

Background and methodology

- The Ministry of Justice (the Ministry) commissioned Colmar Brunton to undertake a survey to investigate public perceptions about crime and the criminal justice system. The survey is intended to provide a robust and nuanced measure of public opinion on crime and the criminal justice system.
- The survey was conducted online using a representative sample from Colmar Brunton's research panels.
- The questionnaire took 15 minutes to complete (on average).
- In total 2,001 New Zealanders were surveyed between 24 July and 15 August 2013. The maximum margin of error for a sample of 2,001 is +/-2.2% (at the 95% confidence level).

Contact with the criminal justice system

In total 83% of respondents have interacted with the criminal justice system in the past two years.

48% of those who have had contact with the criminal justice system in the past two years say their overall experience has been positive, 39% are neutral, and 9% are negative (with a further 4% saying that they 'don't know').

Information about crime

Main sources of information about crime

Respondents receive information about crime in New Zealand from a wide range of sources, the most common are:

- National television news broadcasts (86% say this is one of their main sources of information about crime).
- Online news sources (63%)
- National and provincial newspapers (63%)
- Radio news (56%)
- Current affairs television programmes (49%)
- Local newspapers (47%).

Perceived reliability of different sources of information about crime

Most respondents believe that key sources of information about crime are reliable. Almost 9 in 10 think that television news is a reliable source. A lower proportion (around 7 in 10) say that crime statistics are reliable. The proportions rating each source as either 'completely reliable' or 'somewhat reliable' are indicated below:

- Television news (87% say this source is either completely reliable or somewhat reliable).
- National and provincial newspapers (85%)
- Radio news (82%)
- Television documentaries (74%)
- Local newspapers (74%)
- Crime statistics (72%).

Perceived knowledge of crime and the criminal justice system

Respondents were asked how much they knew about various aspects of the criminal justice system and crime in New Zealand. For each aspect they could choose from one of five answers: 'know a lot', 'quite a lot', 'a little', 'nothing at all' or 'don't know'. Results to this question are described in this report as 'perceived knowledge' because answers are based upon respondents 'self-reporting' their own level of knowledge.

Most respondents say they only know 'a little' or 'nothing at all' about most aspects of the criminal justice system and crime in New Zealand. This ranges from as high as 87% who know a little or nothing at all about the parole system to 64% who know a little or nothing at all about NZ Police.

Respondents are more likely to say they know more about agencies that deal with the earlier stages of the criminal justice system. 35% say they know a lot, or quite a lot, about the police. 22% say they know a lot, or quite a lot, about the criminal court system. The equivalent proportion for fines and other monetary penalties is 21%.

On the other hand, only 16% say they know a lot, or quite a lot, about the bail system, the equivalent proportions are 15% for prisons and 11% for the parole system.

Around a third say they know 'a lot' or 'quite a lot' about the types of crime, and the volume of crime, occurring in New Zealand.

Respondents from higher income households, or those with University qualifications, tend to say they know more than other respondents.

Public perceptions about neighbourhood and national crime

Perceptions about neighbourhood crime

Over a third (35%) of respondents who have lived in their local neighbourhood for the past year say there is a crime problem in their local neighbourhood. 55% say there is not a crime problem and 11% do not know. The following groups are more likely to believe there is a crime problem in their local neighbourhood:

- Maori respondents (50%)
- Those with a household income up to \$30,000 (43%)
- Those who would struggle to pay an unexpected expense of \$500 (42%)
- Those living in Hamilton (48%)
- Those living in the Auckland region (40%).

Respondents were asked whether total neighbourhood crime had increased, decreased or stayed the same in the past year. The largest proportion, 41%, say that the total amount of neighbourhood crime has remained the same over the past year. 23% think that neighbourhood crime has increased, 12% think that neighbourhood crime has decreased, and a further 23% do not know.

26% think that crime committed by young people in their neighbourhood had increased in the past year, 21% think that burglary had increased, and only 12% think that violent crime in the neighbourhood had increased.

Perceptions about national crime

A large proportion, 60%, say that national crime has increased over the past year. 34% say it has stayed the same and 12% say it has decreased. 10% say they do not know.

Almost two-thirds think that, at a national level, violent crime and crime committed by young people has increased in the past year (66% and 65% respectively believe these two types of crime have increased). Just over half (54%) believe that burglary has increased at a national level.

The characteristics of those who believe total national crime has increased 'a lot' in the past year

26% of respondents believe that total national crime has increased 'a lot' in the past year. There are three stand-out characteristics that makes this group significantly different from norm:

1. They are more likely to be females aged 50+ (37% of those who believe crime is increasing a lot are females aged 50+ - compared with 22% of all respondents).
2. They are more likely to have no qualification or have a school certificate as their highest qualification (35% of those who believe crime is increasing a lot, compared to 23% of all respondents).
3. Non-city dwellers (55% of those who believe crime is increasing a lot say they live outside of cities – compared to 47% of all respondents).

This group has lower confidence in the effectiveness of the criminal justice system (19% of those who believe crime is increasing a lot have confidence in the system vs. 31% of all respondents).

Comparing perceptions about national crime and crime in the local neighbourhood

The proportion of respondents who think that total national crime has increased in the past year is much larger than the proportion of respondents who think that total crime in the *local neighbourhood* has increased in the past year (60% vs. 23%).

65% say that the amount of crime committed by young people at a national level has increased, compared with 26% at the neighbourhood level. The equivalent proportions for burglary are 54% and 21%. Views about the increase in violent crime show the largest gap between perceptions about national crime and perceptions about local neighbourhood crime. 66% say that violent crime has increased at a national level whereas only 12% say it has increased at the neighbourhood level.

Respondents are more likely to express a viewpoint on the change in national crime levels in the past year (only 10% say they 'do not know' how national crime has changed, whereas 23% say they 'do not know' how neighbourhood crime has changed).

Perceived causes of crime and reasons why people are in prison

The major causes of crime in New Zealand

Respondents were asked for their views on the major causes of crime in New Zealand today. Respondents could choose more than one answer. A high proportion say that drugs and alcohol are major causes of crime (88% and 78% respectively believe these to be major causes of crime). 73% say poor parenting is a major cause of crime, 66% say unemployment is a major cause, 58% say breakdown of family is a major cause, 57% say poverty is a major cause, and 51% say poor education and poor schooling is a cause.

Reasons why most of those current serving prison sentences are in prison

Respondents were asked to think about people currently serving prison sentences in New Zealand. Respondents were then asked "Do you think that most prisoners are there for violent and sex crimes, property crimes, or drug-related crimes?"

The Ministry of Justice estimate that approximately half of prisoners are in prison for assaults and intended harm, homicide, other threatening behaviour, and sexual offences. This makes 'violent and sex crimes' the most common reason that people are in prison (according to the 2011 Corrections Offenders Volume report). However, only 29% of respondents knew that violent and sex crimes was the reason that most people are in prison. 30% say that most are in prison for drug-related crimes, 18% say 'property crimes' and 23% do not know.

Trust and confidence in the criminal justice system

NZ Police

Respondents were asked how much they agreed or disagreed with various statements about NZ Police, the following proportions answered positively:

- Police are visible in my community (61% agree)
- Police use force appropriately (e.g., physical force, pepper spray, TASER) (59% agree)
- Police treat people with respect (57% agree)
- Police can be relied on to respond when called (52% agree)
- Police treat all ethnic groups fairly (46% agree)
- Police successfully prevent crime (37% agree).

However, it should be noted that most of those who do not agree are ambivalent (i.e. have a neutral viewpoint) rather than negative (i.e. disagreement levels are relatively low compared with other statements about the latter stages of the criminal justice system (i.e. criminal courts, prisons, and parole) in the survey).

Criminal courts

Respondents were asked how much they agreed or disagreed with various statements about criminal courts in New Zealand, the following proportions agreed:

- Offenders often get away without paying court fines (61% agree)
- Criminal court processes protect offenders' rights (54% agree)
- Criminal court processes treat victims with respect (28% agree)
- NZ's criminal court system is technologically up to date (14% agree)
- Criminal court processes are easy for the public to understand (14% agree)
- Bail decisions take appropriate account of public safety (12% agree)
- Criminal courts deal with cases without unnecessary delay (7% agree).

Despite the fact that over three-quarters admitted to knowing only a little, or nothing at all, about the criminal court system, most respondents are negative or ambivalent about New Zealand's criminal courts.

It should be noted that a relatively large proportion of respondents say 'don't know' to questions about courts (ranging from 14% for 'criminal court processes are easy for the public to understand' to 32% for 'NZ's criminal court system is technologically up to date').

The first statement in the bullet points above is not a positive finding, it suggests that most respondents do not have confidence in the Ministry's ability to collect and enforce fines.

Prisons, community sentences and the parole system

Respondents were asked how much they agreed or disagreed with various statements about prisons, community sentences and the parole system, the following proportions agreed:

- Prisons keep the public safe by securely containing offenders (63% agree)
- Most people who appear before the Parole Board are initially turned down (16% agree)
- Prisons give offenders the help they need to stop offending (15% agree)
- People on community sentences are well managed (12% agree)
- The parole system can be relied upon to safely manage the release of offenders (9% agree)
- Prison successfully deters people who have been to prison from committing crime in future (5% agree)

Apart from the statement about prisons keeping the public safe by securely containing offenders, the trust and confidence measures for prisons, community sentences and the parole system are generally negative. However, there are particularly high proportions of respondents that say 'do not know' to some questions. For example, 44% do not know whether or not most people who appear before the Parole Board are initially turned down, and 26% do not know whether or not people on community sentences are well managed. Around 1 in 10 say 'don't know' to the other four statements in this section.

It is worth noting that despite the fact over eight in ten claim to only know a little, or nothing at all, about community sentences, prisons, and the parole system – respondents are generally negative in their views about these aspects of the criminal justice system. A similar finding exists for the criminal court system (i.e. low perceived knowledge but generally negative views).

Overall confidence in the effectiveness of the criminal justice system

Respondents were asked to think about all the different parts of the criminal justice system (the police, the courts, the prison, probation and parole systems), and rate how confident they were in the effectiveness of the criminal justice system as a whole.

In total 31% are either 'completely confident' or 'fairly confident' that the criminal justice system is effective. 43% are either 'not very confident' or 'not at all confident' that the criminal justice system is effective. A notable proportion, 24%, are neutral.

The following groups are **more likely** than average to be either 'completely confident' or 'fairly confident':

- Males (35%)
- Those aged 70+ (41%)
- Those with higher perceived knowledge of the criminal justice system (i.e. they know about 3 or more out of 10 different aspects of the criminal justice system and crime in New Zealand) (36%).
- Those who use newspapers as their most common source of information about crime (39% - compared to 29% of those who use TV and 33% of those who use radio as their most common source).
- Those with a University qualification (37%).
- Those who do *not think* there is a crime problem in their local neighbourhood (36%)

- Those who believe that national crime has decreased in the past year (50%)
- Those who had a positive experience during their contact with the criminal justice system over the past two years (42%).

The following groups are **less likely** than average to be either 'completely confident' or 'fairly confident':

- Females (28%)
- Maori respondents (21%)
- Those living in the Upper North Island (away from the main centres) (26%)
- Those who perceive they have no knowledge of the criminal justice system or crime in New Zealand (i.e. say they know about 0 aspects) (28%)
- Those who think there is a crime problem in their local neighbourhood (27%)
- Those who believe that crime in the local neighbourhood has increased in the past year (26%)
- Those who believe that national crime has increased in the past year (26%)
- Those who have been a victim of crime in the past two years (24%)
- Those who had a negative experience of their contact with the criminal justice system over the past two years (8%).

The experience of contact with the criminal justice system (over the past two years) has a major impact on overall confidence. If someone has had very positive contact in the past two years they are more likely to be confident (52% are confident in the system). At the other end of the scale, if someone has had very negative contact they are less likely to be confident (8% are confident). Age, Maori ethnicity and perceived knowledge of the criminal justice system are also important predictors of confidence in the criminal justice system.

What would increase confidence in the criminal justice system?

Respondents were asked for the single most important thing which would increase their confidence in the criminal justice system.

No one particular answer stands out from the rest. Answers include a mixture of preventative, punitive and rehabilitative responses. The most common answer is 'putting the interests of the victim at the heart of the system' (20%). The next most common answers relate to preventing crime (14%), bringing more offenders to justice (11%) and increasing the availability of rehabilitation programmes (such as drug and alcohol treatment) in the community (11%). This latter proportion is higher than the proportion that thought the availability of rehabilitation programmes *in prisons* would increase their confidence in the system (6%).

5% of respondents say that harsher punishment (mainly in the form of longer sentences) would increase their confidence in the system (this was not offered as an answer on the list – rather this was calculated by analysing the free-text answers from the other-specify option).

Further analysis examining the relationship between perceptions of crime and trust and confidence

Relationship between perceptions about crime and confidence in the criminal justice system

There is a link between perceptions about national crime increasing (in the past year) and confidence in the effectiveness of the criminal justice system:

- 50% of those who believe national crime is *decreasing* are confident in the effectiveness of the criminal justice system (compared to 31% of all respondents). And only 26% are *not* confident (compared to 43% of all respondents).
- Only 26% of those who believe national crime is *increasing* are confident in the effectiveness of the criminal justice system (compared to 31% of all respondents). And 52% are *not* confident (compared to 43% of all respondents).

Correlations between confidence in the criminal justice system and other measures of trust, confidence and perceptions of crime

Colmar Brunton undertook statistical analysis to investigate how all of the trust, confidence and perceptions-of-crime questions correlated with overall confidence in the effectiveness of the criminal justice system. The five largest correlations are indicated below, if there are negative perceptions about one of these particular variables, then there is also a tendency to have lower confidence in the criminal justice system overall (and vice-versa). However, it should be noted that these correlations are only moderate (ranging from 0.23 to 0.28) - none of the relationships exhibit *strong* correlations.

- Perception about the change in national crime levels in the past year (correlation of 0.28 with confidence in the criminal justice system).
- Police successfully prevent crime (correlation of 0.26)
- Perception about the change in violent crime at a national level (correlation of 0.25)
- Perception about the change in crime committed by young people at a national level (correlation of 0.23)
- Police can be relied upon to respond when called (correlation of 0.23)

There is *not* a strong link between perceptions about crime changes in the *local neighbourhood* and confidence in the criminal justice system.

So views on national crime trends (particularly trends in violent crime) and the views of the police in New Zealand (particularly their success at preventing crime and responding when called) are linked to overall confidence in the criminal justice system. Views on the courts and prisons, community sentences and parole do have some relationship with overall confidence, but the relationship is not strong enough to produce a 'moderate correlation' (and hence do not appear in the series of bullet points above).

Background and methodology

Background

The Ministry of Justice (the Ministry) commissioned Colmar Brunton to undertake a survey to investigate public perceptions about crime and the criminal justice system.

The survey is intended to provide a robust and nuanced measure of public opinion on crime and the criminal justice system.

The survey will enable a better understanding to emerge about the relationship (or not) between public perceptions of crime (at a neighbourhood level and at a national level) and confidence in the criminal justice system.

It will also provide insights into the relationship between the level and source of public knowledge about crime and the criminal justice system and confidence in the system.

Methodology

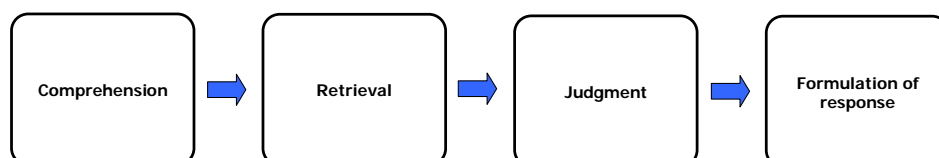
Questionnaire

A draft questionnaire for the survey was provided by the Ministry of Justice. The questionnaire covered:

- Sources of information about crime
- Knowledge of crime and the criminal justice system
- Perceptions about crime in the local neighbourhood and national crime
- Trust and confidence questions (regarding confidence in the criminal justice system)
- Demographics

The questionnaire was refined by conducting eight cognitive interviews with members of the public (participants were selected from a range of different age groups and different ethnic backgrounds).

Cognitive interviewing involves pre-testing the questionnaire in a qualitative setting – it is a useful process for testing the wording and order of questions. The diagram below illustrates the thought process a respondent goes through when answering a question. Problems with a question may arise at any of these stages.



During cognitive interviews, Colmar Brunton researchers explored each area by asking respondents to discuss how they arrived at their answers. Participants were asked to 'think aloud' as they completed the survey. Cognitive interviewing focused on the following four areas:

- Comprehension – did the respondent understand the question?
- Retrieval – could the respondent retrieve an answer?
- Judgement – what did the respondent include/exclude in their answer?
- Formulation of response – how did the respondent format their answer, and did it fit with the response options provided?

Revisions to question wording and response options were made as a result of the cognitive interviews. Please refer to Appendix D for a full copy of the final questionnaire used in survey fieldwork.

Sample source

An online survey was conducted using Colmar Brunton's research panel. Colmar Brunton have access to a research panel of 210,000 New Zealanders. Colmar Brunton follow ESOMAR guidance on panel quality and panel maintenance which includes the following principles:

- invalid email addresses/unsubscribes/repeat non-replies removed
- panellist satisfaction regularly monitored (taking action to maintain response rates)
- panellists cannot be invited to take part in the same client's surveys or tracking surveys
- maximum number of 18 invites per year (most receive less than this)
- panel demographic information is available to allow the identification of a broadly representative sample.

Sample management and weighting

A representative sample of New Zealanders were invited to take part in the survey. An initial sample representative by age, gender, location and ethnicity was drawn from Colmar Brunton's main consumer panel. Respondents were rewarded with FlyBuys points when they completed the survey.

Fieldwork was carefully monitored through fieldwork monitoring quotas to ensure that the final sample was broadly representative by age, gender, ethnicity and location. We also applied quotas by education to ensure that the sample was broadly representative by educational attainment (defined through a simple quota target which sought a representative spread of respondents with and without a University qualification). In addition, Colmar Brunton monitored the sample by household income to ensure that the final sample was representative by household income.

The following official data sources were used to set quotas and monitor fieldwork to ensure a representative sample:

- OECD Education at a Glance 2013 (to estimate the approximate proportion of the New Zealand public with a University qualification).
- Household Economic Survey (Income): Year ended 30 June 2012 (to monitor household income).
- Statistics New Zealand population estimates 30 June 2012 (to set quotas on age, gender, ethnicity and location).

During fieldwork two corrective actions were required to ensure that quota targets were met:

- Young men aged 18-24 were under-responding to the survey during the initial stages of fieldwork. Colmar Brunton addressed this by topping up the survey sample with an additional random selection of males aged 18-24 sourced from Colmar Brunton's specialist youth panel, called the 'YouSay Youth Panel'. These respondents were incentivised to take part by being entered into a prize draw to win vouchers that were appropriate for the age-category.
- The quota target on respondents with a University qualification was met towards the latter stages of fieldwork. Colmar Brunton addressed this by inserting a screening question in the first part of the questionnaire. For the latter stages of fieldwork, panellists without a University qualification qualified for the survey, whereas panellists who did have a University qualification did not qualify for the survey (but were entered into a prize draw).

Due to strict sample management final survey weights were only required for age-band within gender and the weighting required was minimal (individual weighting adjustments range from a minimum of 0.9 to a maximum of 1.2). The weighting specification used age and gender information given by respondents in the questionnaire. The following weighting targets were applied to the unweighted sample profile (these weighting targets are based upon Statistics New Zealand population estimates dated 30 June 2012).

Table 1: Weighting targets used

	18-24	25-49	50-69	70+
Males	7.1%	21.4%	14.5%	5.5%
Females	6.6%	22.8%	15.2%	6.9%

Detailed sample profiles are provided in Appendix A of this report.

Fieldwork

In total 2,001 New Zealanders were surveyed between 24 July and 15 August 2013. The maximum margin of error for a sample of 2,001 is +/-2.2% (at the 95% confidence level).

The questionnaire took 15 minutes to complete (on average).

The overall response rate was 33% (this is simply calculated as the number of completes divided by the number of emails sent out). This response rate is standard for an online panel survey with the general public involving a fifteen minute questionnaire.

Significance testing

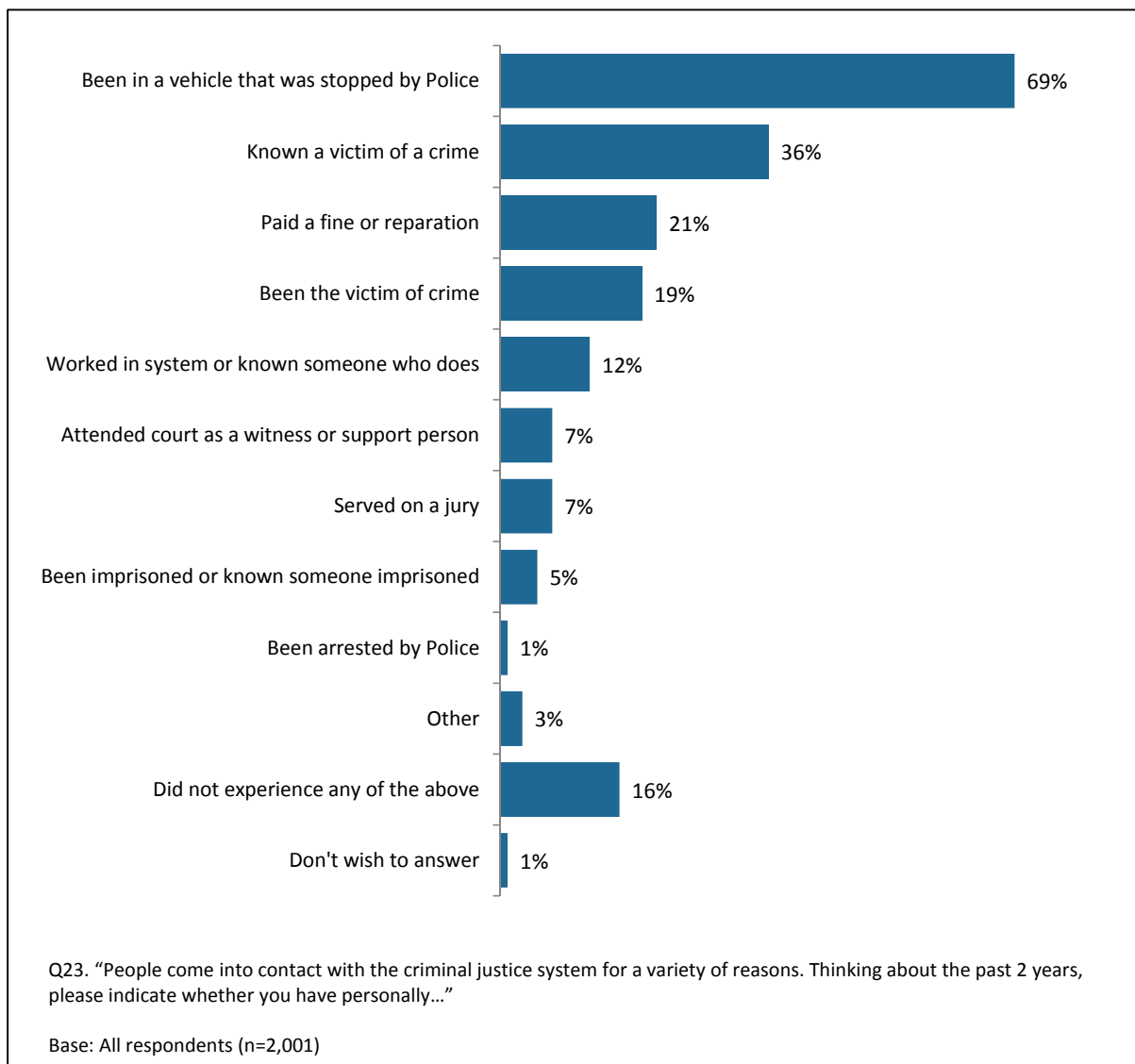
All reported differences between subgroups in the main report are statistically significant at the 95% confidence level unless otherwise stated. The following factors are reported on for statistical significance:

- Gender
- Age
- Ethnicity
- Household income
- Whether the respondent can pay an unexpected expense of \$500 (which is a simple proxy for financial hardship).
- Education (highest educational qualification obtained)
- Urban/rural location
- Regional location (Auckland, Wellington, Christchurch, etc).
- Whether the respondent believes crime in New Zealand is increasing or decreasing
- Contact with the criminal justice system in the past two years (or not) – and whether that contact is generally positive or negative.
- Perceived knowledge level. This was obtained via Question 3 which involved a self-reported knowledge question about ten different aspects of the criminal justice system and crime in New Zealand. The knowledge level was obtained by counting the number of statements where the respondent said they knew 'quite a lot' or 'a lot'. The maximum score is 10 (because there are 10 statements) and the minimum score is 0. For analysis purposes we combined the scores as follows (sometimes two or more of following categories are grouped together in the report when required for analysis) :
 - 0 (i.e. the respondent says they do not know about any aspects of the criminal justice system)
 - 1 or 2
 - 3 or 4
 - 5+ (i.e. the respondent says they know about five or more aspects).(Please refer to Appendix B for a table illustrating the size of each population group in the overall survey population).
- Most commonly used source of information about crime (such as television, radio, etc.) is also used in subgroup analysis of trust and confidence questions included in the survey.

Contact with the Criminal Justice System

Respondents were asked whether they had personally come into contact with the criminal justice system in the past two years. The results are illustrated in Figure 1.

Figure 1: contact with the criminal justice system in the past two years



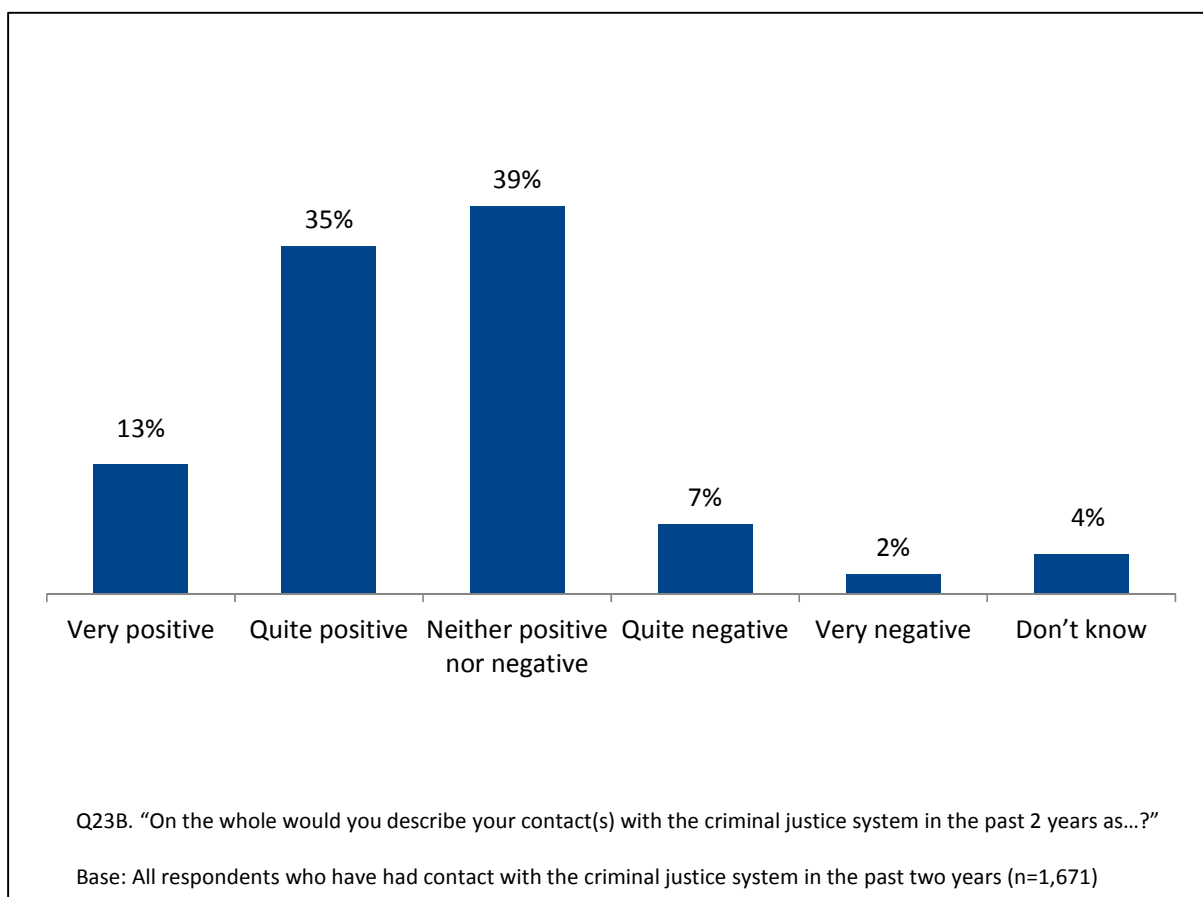
In total 83% of respondents have interacted with the criminal justice system in the past two years. The most common interaction (by far) is being in a vehicle stopped by the Police (respondents were given the examples of a traffic stop or alcohol check point). However, a notable proportion of respondents say they have been a victim, or known someone who was a victim (19% and 36% respectively – in total 43% of respondents gave either of these two answers and 11% answered that they were *both* a victim and knew a victim).

Among those who have had contact with the criminal justice system in the past two years, the average respondent selected 2.2 answers to this question. 36% of those who have had contact have had only one type of contact, 31% have had two, and 33% have had three or more different types of contact (up to a maximum of 9 different types of contact). Those who say they have had a wider range of contacts with the criminal justice system are more likely to view their contact with the criminal justice system negatively (please refer to the findings under Figure 2 below for details).

Whether someone has interacted with the criminal justice system in the past two years is used throughout this report in subgroup analysis. Given the relatively high proportion of respondents who have had contact, there are not many significant differences – although those who have not had contact tend to be slightly more negative about police being visible in the community and about prisons securely containing offenders (see the trust and confidence section later in the report for the exact results - found at pages 40 and 44).

Respondents who had contact with the criminal justice system were also asked whether their contact with the criminal justice system was positive or negative (overall). Results are illustrated in the figure below.

Figure 2: rating the experience of contact with the criminal justice system



In total 48% of those who have had contact with the criminal justice system in the past two years say their overall experience has been positive, 39% are neutral, and 9% are negative (with a further 4% saying that they 'don't know').

As discussed later on page 47, a positive experience of contact is associated with confidence in the effectiveness of the criminal justice system as a whole (and the opposite is true for those who say their contact with the criminal justice system has been negative).

Positive ratings largely come from those who have been stopped by the Police or those who work in the system (or know someone who works in the system).

The following groups are generally more negative about their contact with the criminal justice system (the results below should be compared against the average results for all respondents – which are 48% positive / 9% negative):

- Those with a wider range of contacts with the criminal justice system (only 12% of those who have had five or more different types of contact with the criminal justice system in the past two years are positive and 62% are negative, compared with 29% who are positive and 49% who are negative among those who have had two different types of contact, and 33% who are positive and 41% who are negative among those who have had only one type of contact).
- Those who have been a victim of a crime are less likely than average to be positive (41% are positive and 19% are negative). A similar finding exists for those who have known a crime victim (42% are positive and 12% are negative).
- Those who paid a fine or reparation are more likely than average to be negative (38% are positive and 12% are negative).
- Those who attended court as a witness or support person are more likely than average to be negative (40% are positive and 17% are negative).
- Those who have been imprisoned (or known someone imprisoned) are more likely than average to be negative (34% are positive and 18% are negative).

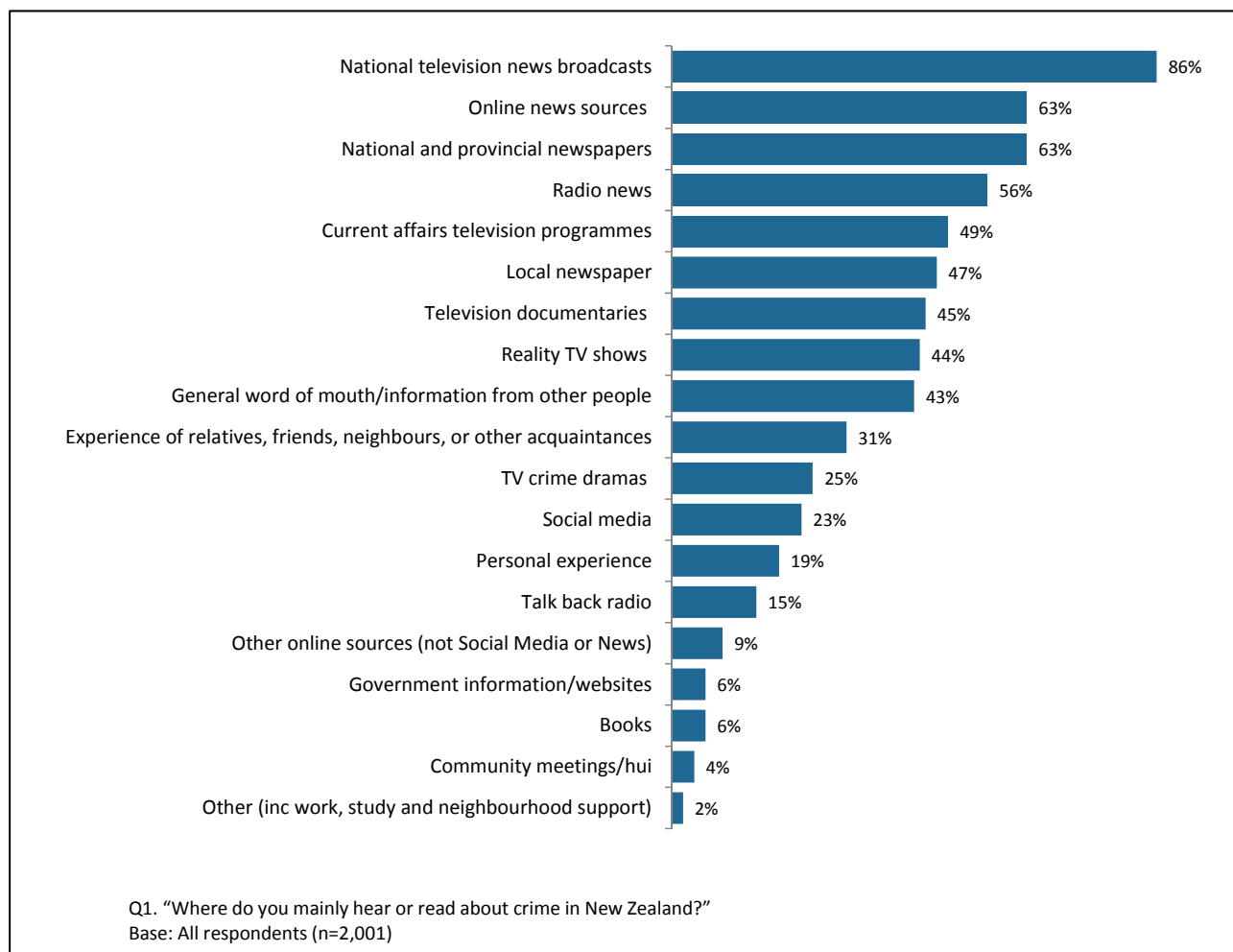
There are no statistically significant differences in the proportion of respondents rating their experience positively or negatively by demographic group.

Information about crime

Main sources of information about crime in New Zealand

Respondents were asked where they mainly read or heard about crime in New Zealand. Respondents were given examples for each media source, such as: *Current affairs television programmes (e.g., Campbell Live, Sunday, Inside NZ; Te Karere)*. Respondents could select more than one answer to the question. Figure 3 below shows the summary of responses.

Figure 3: Main sources of information about crime



Respondents get their information about crime from a wide range of sources. On average each respondent mentioned six sources of information.

Almost 9 in 10 say national television news is one of their main sources of information about crime in New Zealand. Almost two-thirds say that that online news is a main source of information about crime, and the same proportion say newspapers are a main source. Radio news is the fourth most common source of information (just over half say radio is one of their main sources).

Not many respondents use government information, books or community meetings as sources of information about crime.

The questionnaire contained an instruction to respondents that if they read a national or provincial newspaper online (such as NZ Herald online) then this counted towards *reading a national or provincial newspaper*. Other alternative response options were provided for online sources (including 'online news sources such as Stuff', 'Social Media such as Facebook, Twitter and YouTube', and 'other online sources'). However, it should be noted that respondents may not be able to distinguish differences between 'Online news, such as Stuff' and 'a national/provincial newspaper online' because both sources often share identical news stories (via the Fairfax Media network). Therefore, there will be some overlap between the proportion saying they use online sources and the proportion saying they use newspapers.

There are some significant differences in the main sources of information used by different demographic subgroups (please refer to Table 2 overleaf for details). Generally speaking, age is the main determinant of information sources used. Older respondents tend to hear or read about crime across a wider range of sources including television, newspapers and radio, whereas younger respondents tend to read about crime online.

Table 2: Significant differences in main sources of information by demographic group

	Groups significantly more likely than average to use this information source:	Groups significantly less likely than average to use this information source:
<p>National television news broadcasts</p> <p>(average of 86% use this source)</p>	<ul style="list-style-type: none"> ▪ Those with a school certificate as their highest qualification (92%). ▪ Those aged 50-69 (90%), and those aged 70+ (92%). ▪ Pacific respondents (98%) ▪ Those who believe that crime in New Zealand is increasing (88%). 	<ul style="list-style-type: none"> ▪ University graduates (79%). ▪ Those aged under 25 (79%). ▪ Asian respondents (78%) ▪ Those living in the Wellington region (80%).
<p>Online news sources</p> <p>(average of 63% use this source)</p>	<ul style="list-style-type: none"> ▪ Those aged under 25 (75%) or aged 25-49 (72%). ▪ Those with household incomes of \$50,000-\$150,000 (68%) or over \$150,000 (77%). ▪ University graduates (71%). 	<ul style="list-style-type: none"> ▪ Those aged 50-69 (56%), and those aged 70+ (37%). ▪ Those with a household income under \$50,000 (55%). ▪ Other Upper North Island (away from main centres) – 53%. ▪ Those with no qualifications or a school certificate as their highest qualification (51%).
<p>National and provincial newspapers</p> <p>(average of 63% use this source)</p>	<ul style="list-style-type: none"> ▪ Those aged 50-69 (67%), and those aged 70+ (69%). ▪ Respondents living in Auckland, Wellington or Christchurch (70%, 80%, and 71% respectively). ▪ University graduates (68%). 	<ul style="list-style-type: none"> ▪ Those aged under 25 (57%) or aged 25-49 (60%). ▪ Respondents living away from main centres (53% of 'other' Upper North Island, 51% for 'other' Lower North Island, and 50% for 'other' South Island).
<p>Radio news</p> <p>(average of 56% use this source)</p>	<ul style="list-style-type: none"> ▪ Pacific respondents (70%). ▪ Those aged 50-69 (65%), and those aged 70+ (62%). 	<ul style="list-style-type: none"> ▪ Those aged under 25 (38%).
<p>Current affairs television programmes</p> <p>(average of 49% use this source)</p>	<ul style="list-style-type: none"> ▪ Those aged 50-69 (57%), and those aged 70+ (59%). ▪ Pacific respondents (71%) ▪ Those who believe that crime in New Zealand is increasing (53%). 	<ul style="list-style-type: none"> ▪ Those aged under 25 (38%), and those aged 25-49 (45%).
<p>Local newspapers</p> <p>(average of 47% use this source)</p>	<ul style="list-style-type: none"> ▪ Those with a household income under \$50,000 (53%). ▪ Those aged 70+ (61%). ▪ Respondents living away from main centres (57% of 'other' Upper North Island, 54% for 'other' Lower North Island, and 63% for 'other' South Island). 	<ul style="list-style-type: none"> ▪ Those with a household income of over \$150,000 (32%). ▪ Those aged under 25 (34%). ▪ Respondents living in 'cities' (42%).
<p>Television documentaries</p> <p>(average of 45% use this source)</p>	<ul style="list-style-type: none"> ▪ Those aged 50-69 (54%), and those aged 70+ (55%). ▪ Those with a school certificate as their highest qualification (54%). ▪ Maori respondents (54%). ▪ Pacific respondents (62%). ▪ Those who believe that crime in New Zealand is increasing (50%). 	<ul style="list-style-type: none"> ▪ Those aged under 25 (31%) or aged 25-49 (41%). ▪ Asian respondents (33%). ▪ University graduates (39%).
<p>Reality TV shows</p> <p>(average of 44% use this source)</p>	<ul style="list-style-type: none"> ▪ Those with a school certificate as their highest qualification (58%). ▪ Maori respondents (55%). ▪ Pacific respondents (63%). ▪ Those who would struggle to pay an unexpected expense of \$500 (50%). ▪ Those who believe that crime in New Zealand is increasing (48%). 	<ul style="list-style-type: none"> ▪ University graduates (33%).

General word of mouth (average of 43% use this source)	<ul style="list-style-type: none"> ▪ Those aged under 25 (54%). ▪ Maori respondents (51%). 	<ul style="list-style-type: none"> ▪ Those with a household income of over \$150,000 (31%). ▪ Those who have not had any contact with the criminal justice system in the past 2 years (32%).
Experience of relatives, friends, neighbours, or other acquaintances (average of 31% use this source)	<ul style="list-style-type: none"> ▪ Maori respondents (42%). ▪ Asian respondents (45%). ▪ Those who would struggle to pay an unexpected expense of \$500 (39%). 	<ul style="list-style-type: none"> ▪ Those aged 70+ (25%). ▪ Those who have not had any contact with the criminal justice system in the past 2 years (20%).
TV crime dramas (average of 25% use this source)	<ul style="list-style-type: none"> ▪ Maori respondents (33%). ▪ Pacific respondents (47%). 	No significant differences by demographic group.
Social media sources (average of 23% use this source)	<ul style="list-style-type: none"> ▪ Those aged under 25 (47%) or aged 25-49 (28%). ▪ Asian respondents (36%). ▪ Those who would struggle to pay an unexpected expense of \$500 (34%). 	<ul style="list-style-type: none"> ▪ Those aged 50-69 (13%), and those aged 70+ (4%). ▪ Those living in rural areas (17%). ▪ Those with a school certificate as their highest qualification (17%).
Talk back radio (average of 15% use this source)	<ul style="list-style-type: none"> ▪ Pacific respondents (28%). ▪ Those aged 50-69 (18%), and those aged 70+ (20%). ▪ Those living in Auckland (22%). ▪ Those with a technical or trade qualification as their highest qualification (21%). 	<ul style="list-style-type: none"> ▪ Those aged under 25 (7%).
Government information/websites (average of 6% use this source)	<ul style="list-style-type: none"> ▪ Those with a household income of \$150,000 or higher (11%) ▪ Those living in Wellington (12%). 	No significant differences by demographic group.

The only significant difference for use of ‘community meetings/hui’ is that Maori respondents are more likely to use this source (9% vs. 4% for all respondents). There are no significant differences for ‘personal experience’, ‘other online sources’, or ‘books’.

Respondents were also asked where they heard or read about crime *most often*. Figure 4 overleaf shows the responses to this question by type of media (i.e. ‘newspapers’, ‘radio’, ‘online’ or ‘television’). Some of the perceptions of crime, and trust and confidence questions are influenced by the type of media where respondents see or hear about crime most often – significant differences are described elsewhere in the report (referred to as ‘the most common source of information about crime’ used by the respondent).

Figure 4: Most common media format used by respondents (to find out information about crime

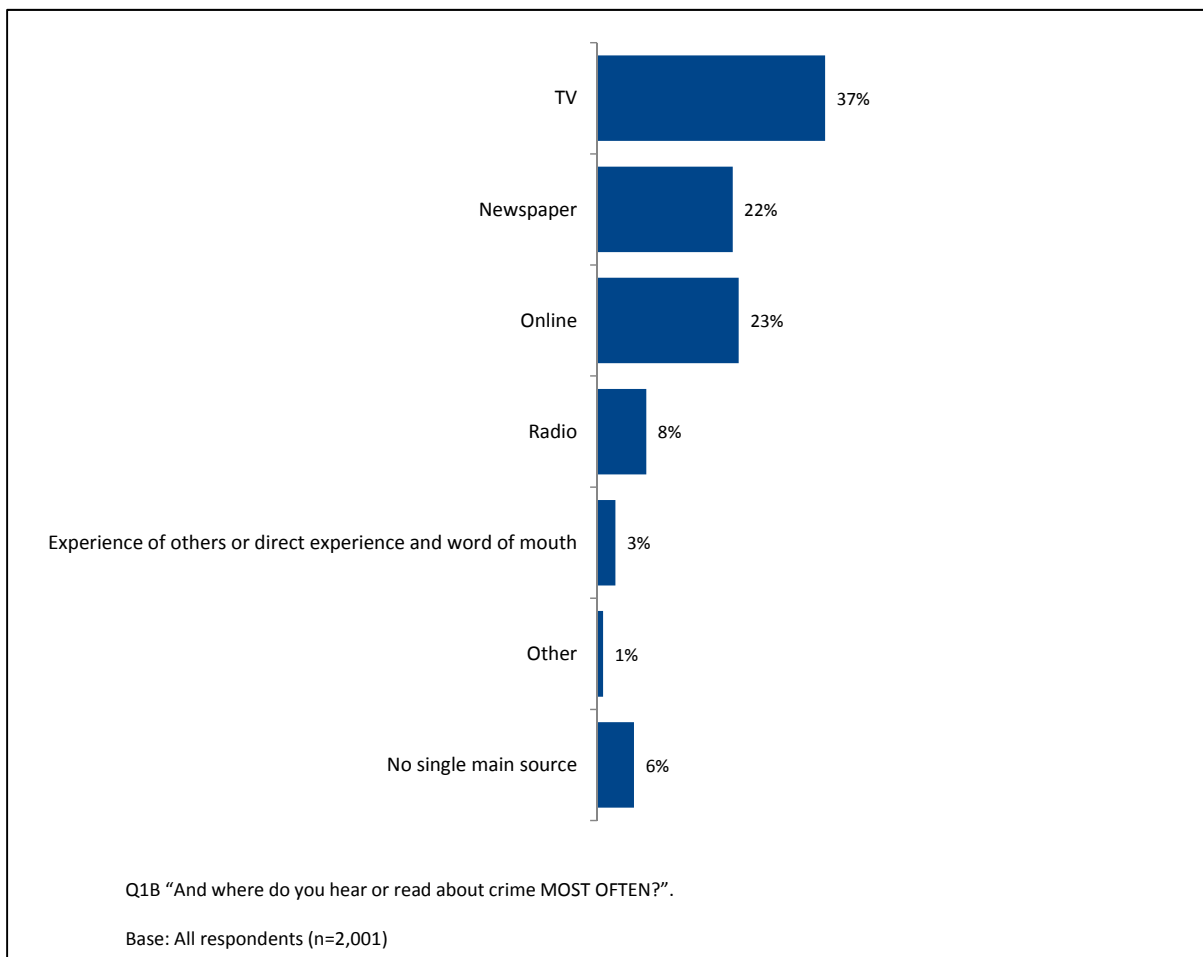


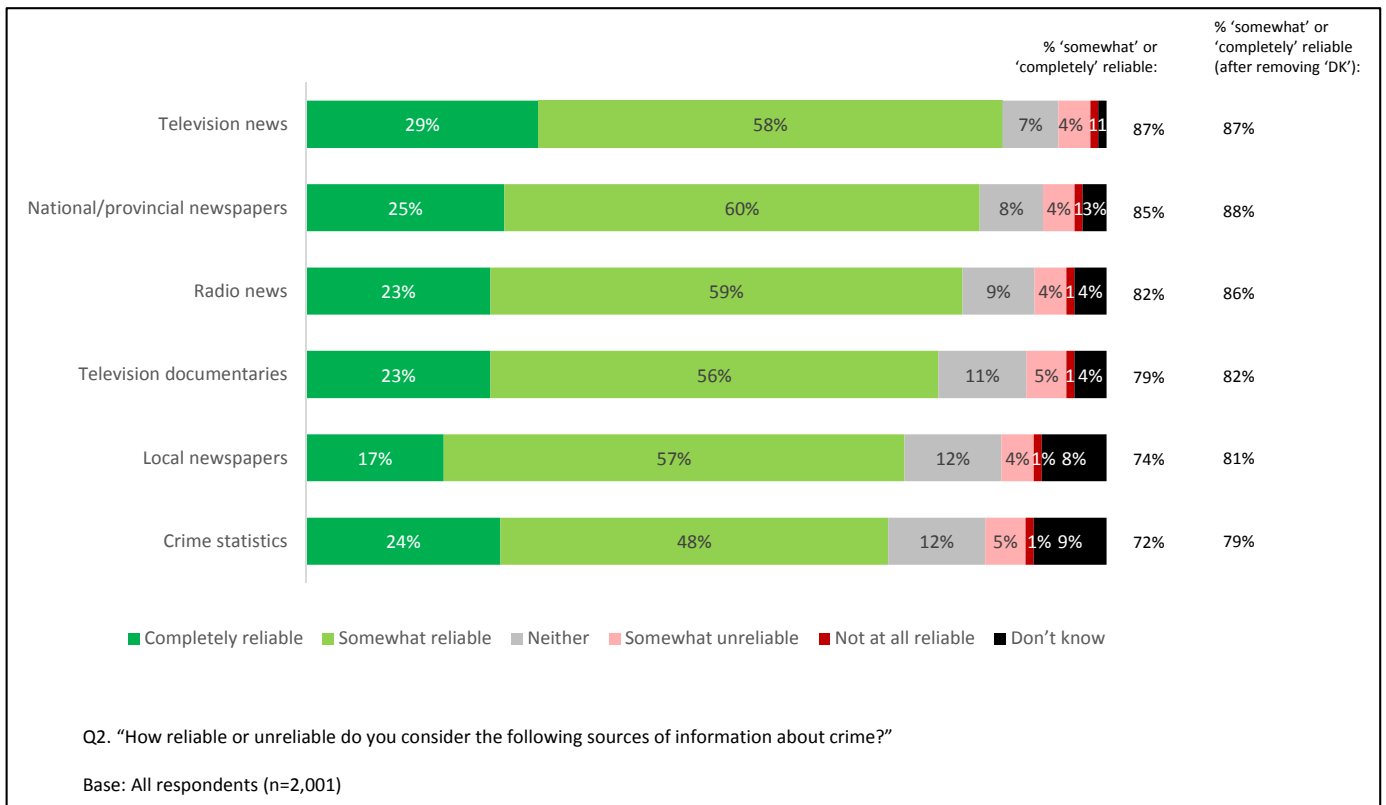
Figure 4 shows that television is the most commonly used channel, closely followed by newspaper and online sources. Less than one in ten say radio is their most common source of information about crime.

Perceived reliability of different sources of information about crime

Respondents were asked about the reliability of six different information sources (regardless of whether or not they used them).

The results are shown in Figure 5.

Figure 5: Reliability of information sources



Most information sources are viewed as reliable (although respondents are more likely to say sources are 'somewhat reliable' rather than 'completely reliable').

Almost nine in ten say that television news is reliable (either 'somewhat' or 'completely reliable'). The proportion rating crime statistics as reliable is lower (at just over seven in ten). Even when the findings are re-calculated by removing those who say 'don't know' (i.e. focusing analysis on those who *do know and provide an answer*) – crime statistics still rate lower than any other information source.

Those with University qualifications are more likely to say that crime statistics are reliable - 77% compared with 65% of those with a school qualification or no qualification. (There are no other significant variations in how different groups rate the reliability of crime statistics).

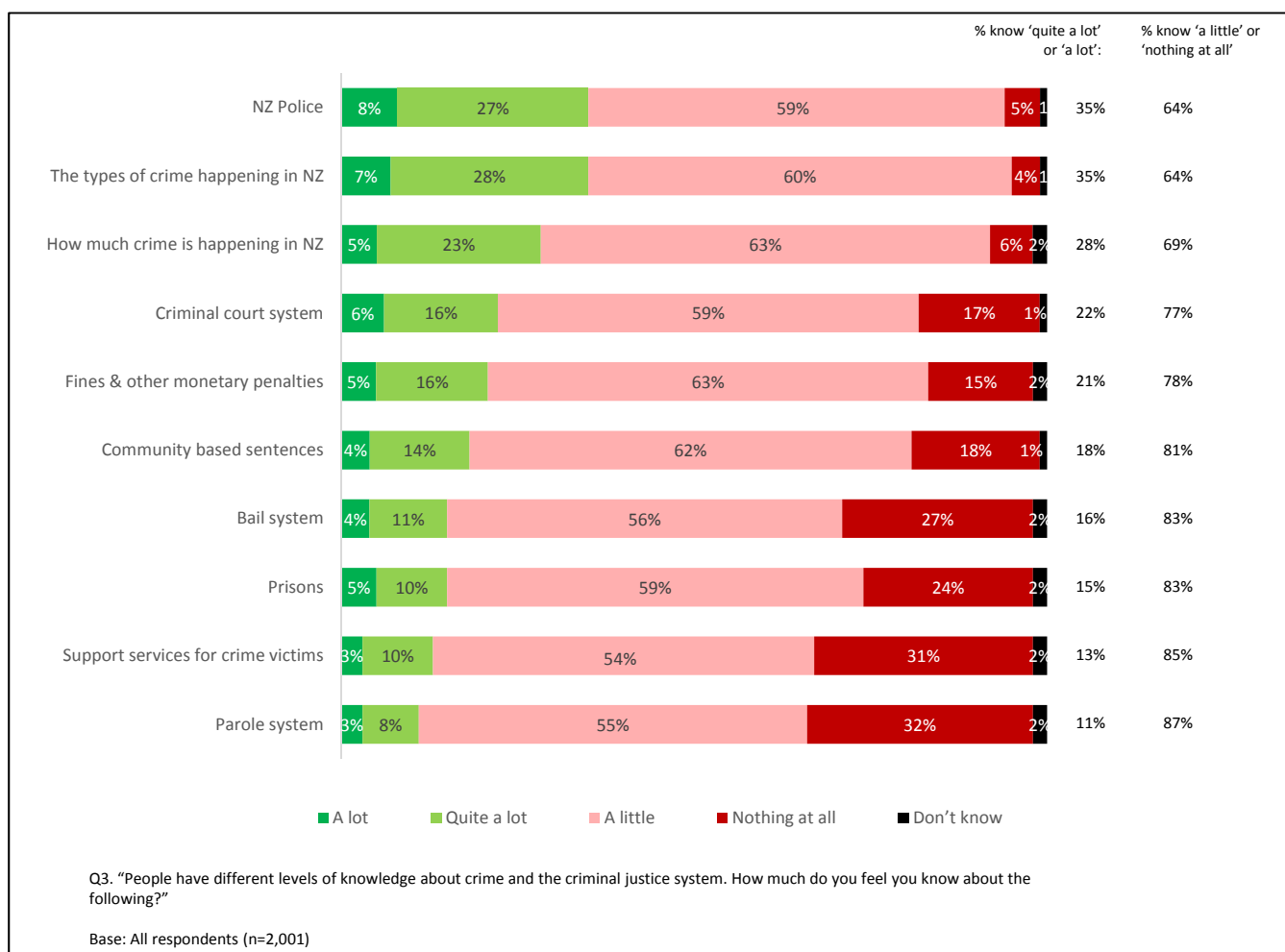
Not surprisingly there is a link between 'use' and perceived 'reliability'. For example, 90% of those who say radio news is their most common source of information about crime, rate radio news as reliable (compared to 82% of all respondents). This finding applies to each of the information sources investigated.

Perceived knowledge about crime and the criminal justice system

Respondents were asked how much they knew about various aspects of the criminal justice system and crime in New Zealand. This was a straightforward self-reported knowledge question (with the response categories: 'know a lot', 'know quite a lot', 'know a little', and 'know nothing at all').

The results are shown in Figure 6 overleaf.

Figure 6: Knowledge about different aspects of crime and the criminal justice system



Most respondents say they only know ‘a little’ or ‘nothing at all’ about most aspects of the criminal justice system and crime in New Zealand. This ranges from as high as 87% who know a little or nothing at all about the parole system to 64% who know a little or nothing at all about NZ Police.

Respondents are more likely to say they know more about agencies that deal with the earlier stages of the criminal justice system. 35% say they know a lot, or quite a lot, about the police. 22% say they know a lot, or quite a lot, about the criminal court system. The equivalent proportion for fines and other monetary penalties is 21%.

On the other hand, only 16% say they know a lot, or quite a lot, about the bail system, the equivalent proportions are 15% for prisons and 11% for the parole system.

Around a third say they know about the types of crime, and the volume of crime, occurring in New Zealand.

Generally speaking respondents from higher income households, or those with University qualifications, know more than others. In addition, males tend to say they know more than females.

Table 3 overleaf outlines the significant differences in knowledge for each aspect of crime and the criminal justice system.

Table 3: Significant differences in perceived knowledge by demographic group

	Groups significantly more likely than average to say they know ‘a lot’ or ‘quite a lot’:	Groups significantly less likely than average to say they know ‘a lot’ or ‘quite a lot’:
<p>NZ Police</p> <p>(average of 35% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Males (41%) ▪ Those with a household income of over \$150,000 (45%). 	<ul style="list-style-type: none"> ▪ Other European ethnicity (24%) ▪ Females (30%) ▪ Those aged 25-49 (31%) ▪ Those who have not encountered the criminal justice system in the past 2 years (28%).
<p>Types of crime happening</p> <p>(average of 35% know ‘a lot’ or ‘quite a lot’)</p>	No significant differences by demographic group.	<ul style="list-style-type: none"> ▪ Those aged 25-49 (31%) ▪ Those who have not encountered the criminal justice system in the past 2 years (27%).
<p>How much crime is happening</p> <p>(average of 28% know ‘a lot’ or ‘quite a lot’)</p>	No significant differences by demographic group.	<ul style="list-style-type: none"> ▪ Those aged 25-49 (25%) ▪ Those who have not encountered the criminal justice system in the past 2 years (23%).
<p>Criminal court system</p> <p>(average of 22% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Those with a household income of over \$150,000 (34%) ▪ Those living in the Wellington region (30%) ▪ Those with a University qualification (29%). 	<ul style="list-style-type: none"> ▪ Those who have not encountered the criminal justice system in the past 2 years (16%).
<p>Fines & monetary penalties</p> <p>(average of 21% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Maori respondents (27%) ▪ Those aged 18-24 (28%). 	<ul style="list-style-type: none"> ▪ Those aged 70+ (15%) ▪ Those who have not encountered the criminal justice system in the past 2 years (12%).
<p>Community based sentences</p> <p>(average of 18% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Maori respondents (24%). 	<ul style="list-style-type: none"> ▪ Those who have not encountered the criminal justice system in the past 2 years (11%).
<p>Prisons</p> <p>(average of 15% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Those with a household income of over \$150,000 (22%) ▪ Those with a University qualification (18%). 	<ul style="list-style-type: none"> ▪ Those who have not encountered the criminal justice system in the past 2 years (10%).
<p>Bail system</p> <p>(average of 15% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Males (18%). ▪ Those aged 18-24 (20%). ▪ Those with a University qualification (25%). 	<ul style="list-style-type: none"> ▪ Females (13%)
<p>Support services for victims</p> <p>(average of 13% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Maori respondents (21%) ▪ Pacific respondents (23%) 	<ul style="list-style-type: none"> ▪ Those who have not encountered the criminal justice system in the past 2 years (7%).
<p>Parole system</p> <p>(average of 11% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Those with a household income of over \$150,000 (21%) 	No significant differences by demographic group.

We counted the number of times a respondent gave an answer of 'a lot' or 'quite a lot' to these questions and created four different 'perceived knowledge groups' (please refer to page 15 in the methodology section of the report for details of how these groups were created). The size of each group is illustrated in a table in Appendix B.

The four knowledge groups are used in subgroup analysis throughout this report. (It should be noted that the knowledge level is only based on self-reported knowledge, we did not include any 'knowledge tests' to determine someone's level of knowledge).

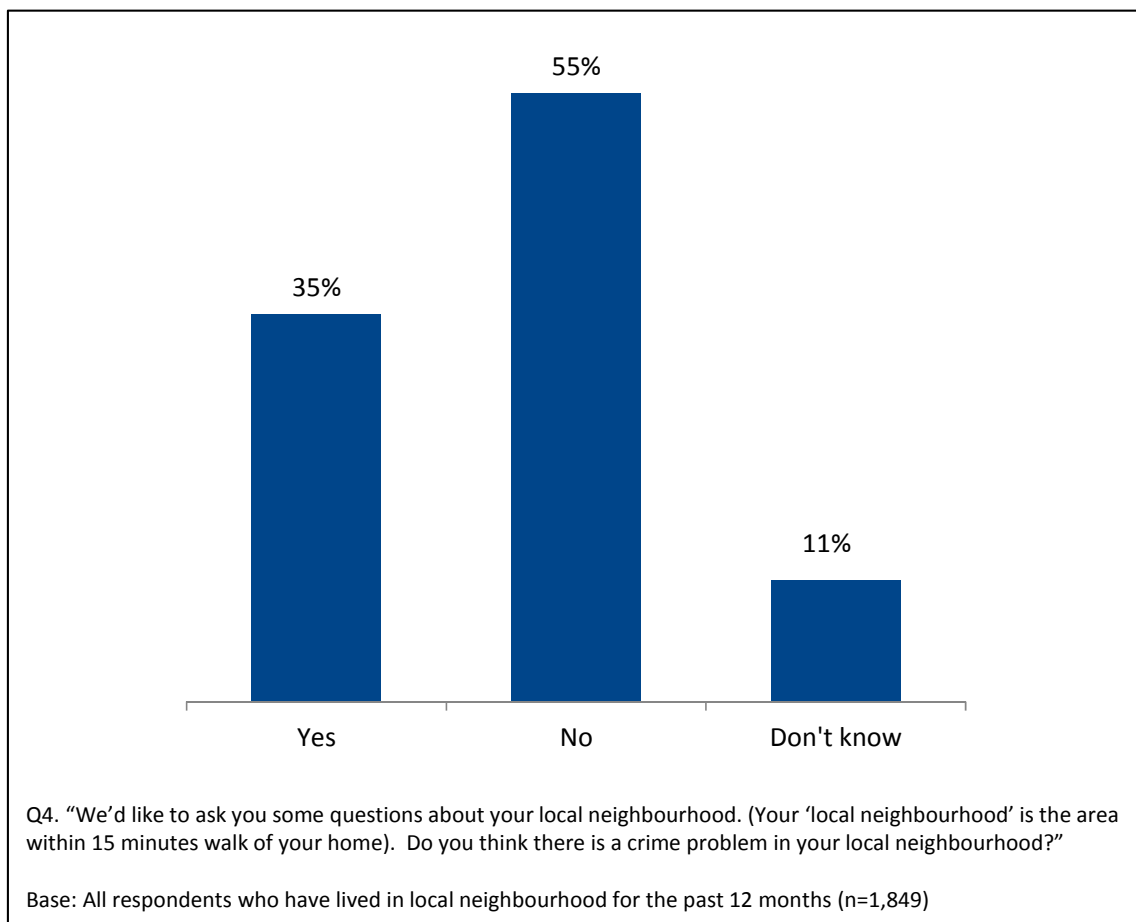
In some places in the report we merge together two of the four knowledge groups when required for analysis (normally this is done to enlarge the sample sizes of knowledge categories in order to increase the robustness of subgroup analysis).

Public perceptions about crime in the local neighbourhood and crime at a national level

Crime problem in local neighbourhood

Respondents were asked whether they thought there was a crime problem in their local neighbourhood. ('Local neighbourhood' was defined as the area within 15 minutes' walk of their home). 7% of respondents have not lived in their local neighbourhood for the past twelve months – these respondents were removed from the analysis of this question. The results are illustrated in Figure 7 below.

Figure 7: Perceptions about a crime problem in the local neighbourhood



In total 35% of respondents who have lived in their local neighbourhood for the past twelve months say there is a crime problem in their local neighbourhood. 55% say there is not a crime problem, and 11% do not know.

The following groups are more likely than average to believe there is a crime problem in their neighbourhood:

- Maori respondents (50%)
- Those with a household income up to \$30,000 (43%)
- Those who would struggle to pay an unexpected expense of \$500 (42%)
- Those living in Hamilton (48%)
- Those living in the Auckland region (40%)
- Those who say ‘word of mouth’ or ‘direct experience’ is their most commonly used source of information about crime (47%).

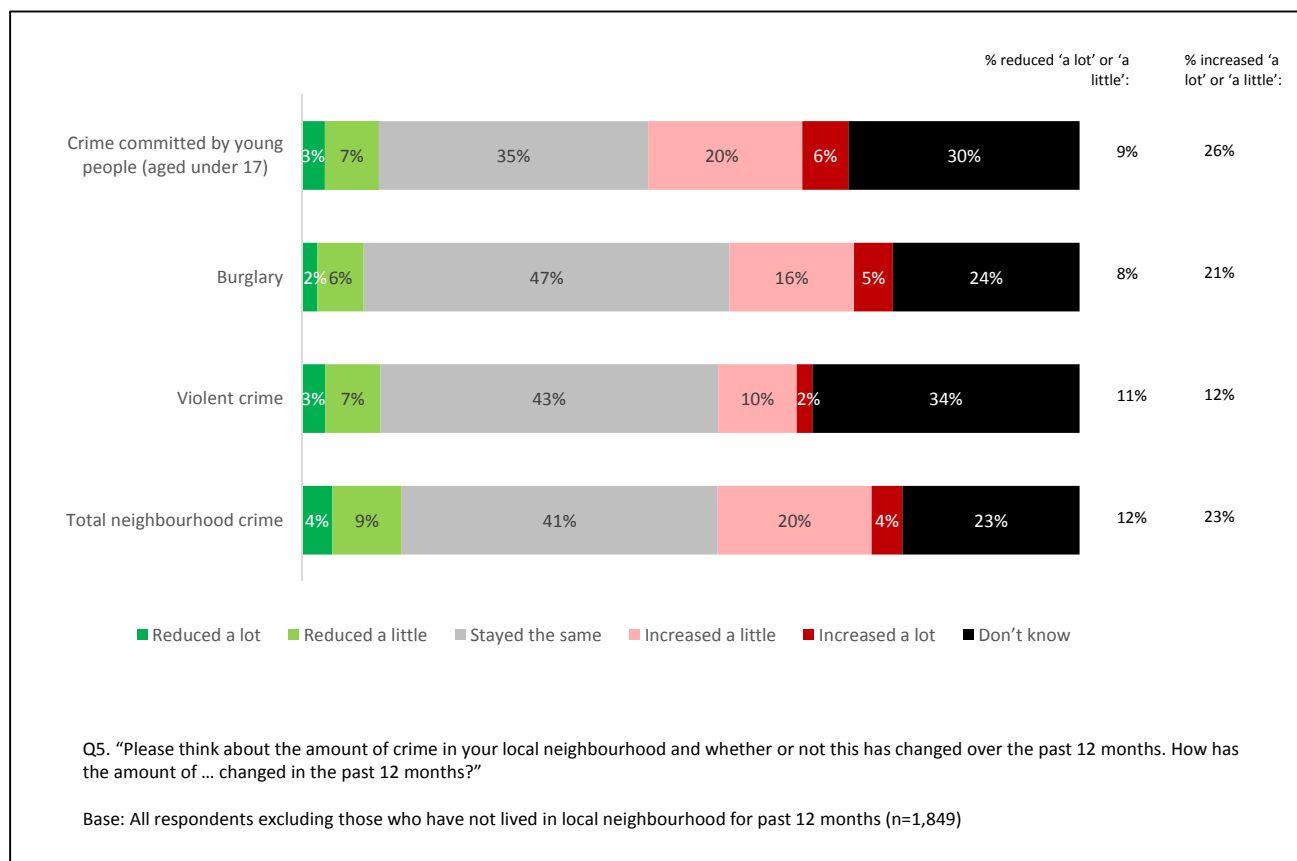
It should be noted that those living in the Wellington region are less likely to say there is a crime problem (27%), as are those living in the South Island outside of Christchurch and Dunedin (25%).

Those living in rural areas are less likely to say there is a problem (21%, compared with 36% of those living in cities and 37% of those living in towns).

Perceptions about the change in local neighbourhood crime over the past year

Respondents who had lived in their local neighbourhood area for the past year were asked whether they felt crime in their local neighbourhood has increased, decreased, or stayed the same over the past year (they were asked about total levels of neighbourhood crime, as well as violent crime, burglary, and crime committed by young people aged under 17). Results are illustrated in Figure 8 below.

Figure 8: Perceptions about crime increasing or reducing in the local neighbourhood



The largest proportion of respondents, 41%, say that the total amount of crime in the local neighbourhood has remained the same over the past year. 23% think that neighbourhood crime has increased, 12% think that neighbourhood crime has decreased, and a further 23% do not know.

It should be noted that more respondents think that crime in the local neighbourhood is increasing rather than decreasing (23% say it has increased and 12% say it has decreased).

26% think that crime committed by young people locally had increased in the past year, 21% think that burglary had increased, and only 12% think that violent crime in the neighbourhood had increased.

Those who say that local newspapers are their most common source of information about crime are more likely to say that burglary and violent crime has reduced in the past year (15% and 19% respectively, compared to 8% and 11% among all respondents).

Whereas those who say their most common source of information about crime is either word or mouth, their own experience, or the experience of others, are more likely to say that burglary, violent crime, and crime by young people in the local neighbourhood has increased (34%, 22%, and 41% respectively, compared to 21%, 12% and 26% among all respondents).

The following groups are more likely to believe that total neighbourhood crime has increased:

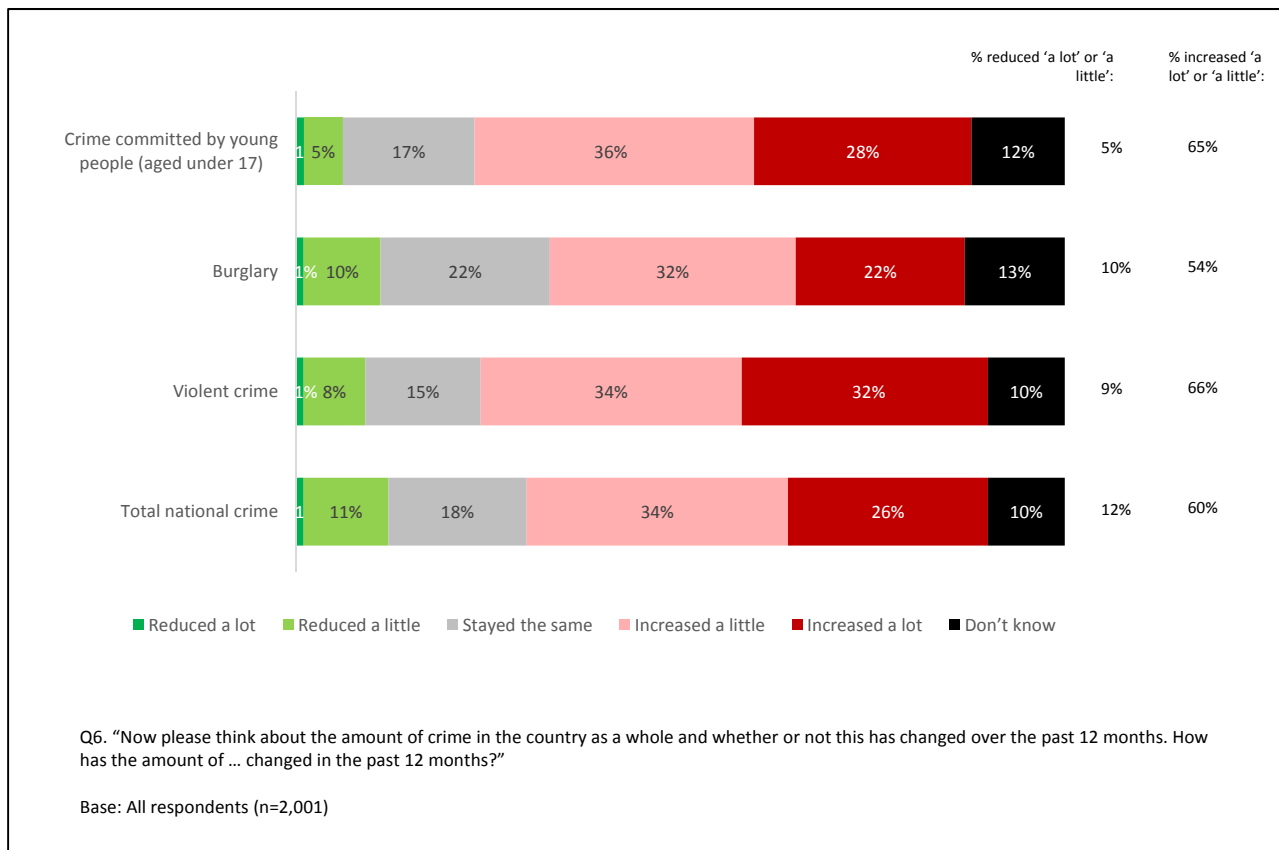
- Maori respondents (32%)
- Those living in towns (29% - compared with 21% of those living in cities and 18% of those living in rural areas).

Respondents aged 70+ are more likely to believe that total neighbourhood crime has decreased (21% - compared to 12% among all respondents).

Perceptions about the change in national crime over the past year

Respondents were then asked whether they thought national crime had increased, decreased, or stayed the same over the past year. Results are illustrated in Figure 9 below.

Figure 9: Perceptions about national crime increasing or reducing



A large proportion, 60%, say that total national crime has increased over the past year. 34% say it has stayed the same and 12% say it has decreased. 10% say they do not know.

Almost two-thirds think that, at a national level, violent crime and crime committed by young people has increased in the past year (66% and 65% respectively believe these two types of crime have increased). Just over half (54%) believe that burglary has increased at a national level.

There are a number of differences in perceptions about increases in national crime by demographic subgroup. Table 4 overleaf outlines the significant differences in perceptions about national crime increasing. Generally speaking older respondents are more likely to believe national crime is increasing, as are Maori respondents, females, and those with no formal education qualification beyond school.

Because of the importance of media, we have also included analysis by the most common source of information about crime. This analysis shows that those who use TV as their most common source of information about crime are more likely to believe that national crime is increasing (there are no significant differences by other common sources of information about crime).

Table 4: Significant differences in perceptions about national crime increases by demographic group

	Groups significantly more likely than average to say this has increased:	Groups significantly less likely than average to say this has increased:
<p>Total national crime</p> <p>(average of 60% say this has increased 'a lot' or 'a little' over the past year)</p>	<ul style="list-style-type: none"> ▪ Those who use TV as their most common source of information about crime (64%) ▪ Females (66%) ▪ Maori respondents (69%) ▪ Those aged 50-69 (66%) ▪ Those living in the Upper North Island outside of the main centres (67%) ▪ Those with no education qualification beyond school (72%). 	<ul style="list-style-type: none"> ▪ Males (53%) ▪ Those aged 18-24 (47%) ▪ Those with a household income over \$150,000 (49%) ▪ Those living in Wellington (52%) ▪ Those living in cities (55%) ▪ Have a University qualification (52%).
<p>Crime committed by young people</p> <p>(average of 65% say this has increased 'a lot' or 'a little' over the past year)</p>	<ul style="list-style-type: none"> ▪ Those who use TV as their most common source of information about crime (69%) ▪ Females (69%) ▪ Maori respondents (75%) ▪ Those aged 50-69 (72%) or 70+ (72%) ▪ Those living in the Upper North Island outside of the main centres (73%) ▪ Those with no education qualification beyond school (73%) ▪ Lower perceived knowledge about the criminal justice system (70%)*. 	<ul style="list-style-type: none"> ▪ Those who use the Internet as their most common source of information about crime (59%) ▪ Males (60%) ▪ Those aged 18-24 (52%) ▪ Those living in Wellington (57%) ▪ Higher perceived knowledge about the criminal justice system (62%)*.
<p>Burglary</p> <p>(average of 54% say this has increased 'a lot' or 'a little' over the past year)</p>	<ul style="list-style-type: none"> ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (68%) ▪ Females (59%) ▪ Maori respondents (64%) ▪ Those aged 50-69 (61%) or 70+ (61%) ▪ Those living in the Upper North Island outside of the main centres (62%) ▪ Those living in the Lower North Island outside of the main centres (62%) ▪ Those living in rural areas (62%) ▪ Those with no education qualification beyond school (66%). 	<ul style="list-style-type: none"> ▪ Those who use Internet as their most common source of information about crime (47%) ▪ Males (49%) ▪ Those aged 18-24 (45%) or 25-49 (50%) ▪ Those with a household income over \$150,000 (44%) ▪ Those living in Wellington (42%) ▪ Those with a University qualification (47%).
<p>Violent crime</p> <p>(average of 66% say this has increased 'a lot' or 'a little' over the past year)</p>	<ul style="list-style-type: none"> ▪ Those who use TV as their most common source of info about crime (71%) ▪ Females (71%) ▪ Maori respondents (79%) ▪ Those aged 50-69 (76%) or 70+ (75%) ▪ Living in Upper North Island outside of main centres (73%) ▪ Those with no education qualification beyond school (79%) ▪ Lower perceived knowledge about the criminal justice system (71%)*. 	<ul style="list-style-type: none"> ▪ Males (61%) ▪ Asian respondents (54%) ▪ Those aged 18-24 (48%) ▪ Household income over \$150,000 (57%) ▪ Those living in Wellington (58%) ▪ Those living in cities (62%) ▪ University qualification (57%) ▪ Higher perceived knowledge about the criminal justice system (64%)*.

*In this analysis lower levels of knowledge about the crime and criminal justice system is defined in this table as claiming to know either 'quite a lot' or 'a lot' about up to two aspects of crime and the criminal justice system (out of 10), whereas a higher level of knowledge is claiming to know about three or more different aspects.

Characteristics of those who believe total national crime has increased ‘a lot’ in the past year

26% of respondents believe that total national crime has increased ‘a lot’ in the past year. Their characteristics are broadly the same as those outlined in the first column of the table above, however, there are three distinct characteristics that particularly stand-out (these three factors are identified by comparing the profile of respondents that believe crime is increasing ‘a lot’ vs. the profile of all respondents surveyed – and identifying the 3 largest differences):

1. They are more likely to be females aged 50+ (37% of those who believe crime is increasing a lot are females aged 50+ - whereas 22% of all respondents surveyed are females aged 50+).
2. They are more likely to have no qualification or have a school certificate as their highest qualification (35% of those who believe crime is increasing a lot, compared to 23% of all respondents).
3. Non-city dwellers (55% of those who believe crime is increasing a lot say they live outside of cities – compared to 47% of all respondents).

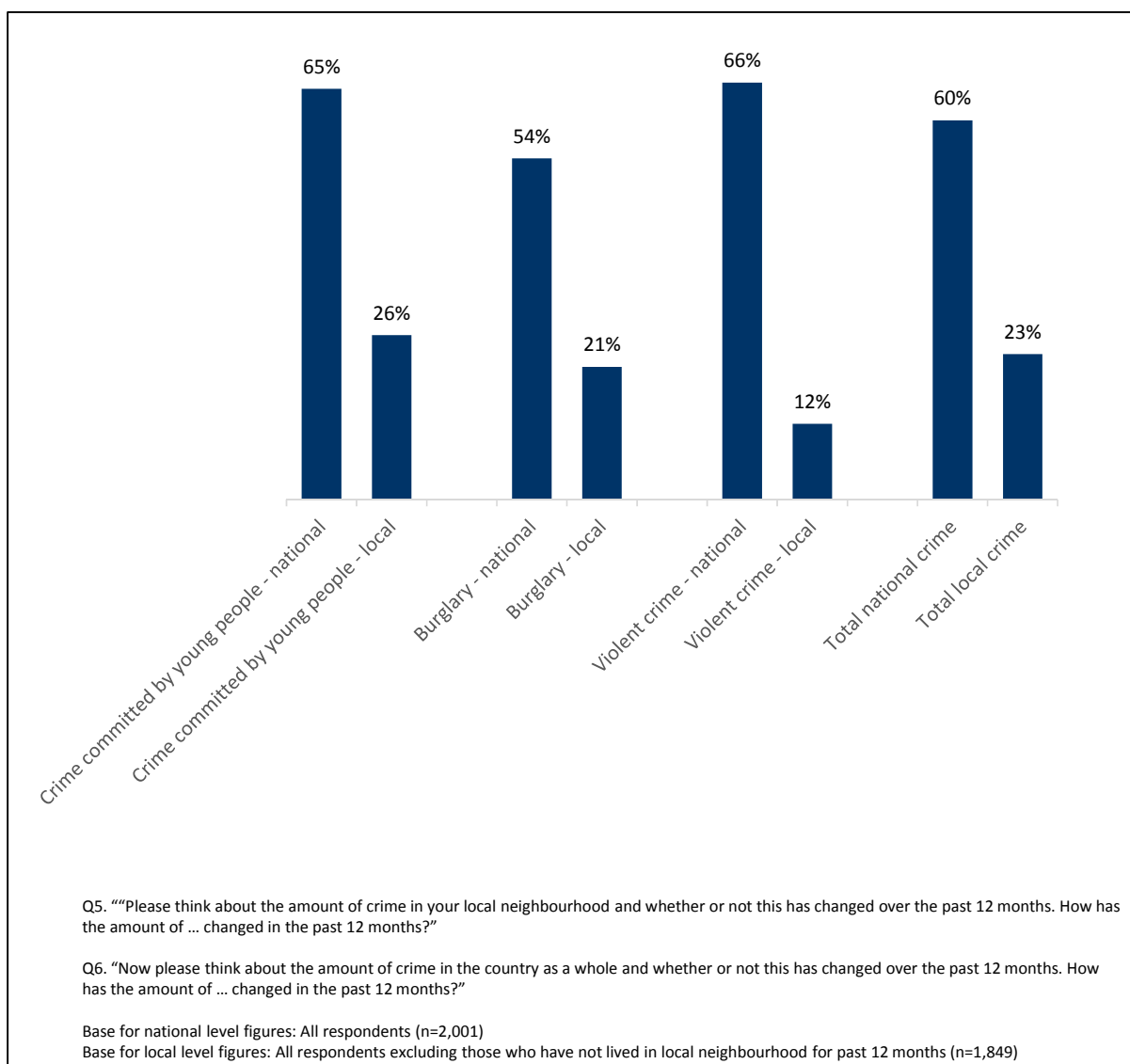
This group (i.e. those who believe total national crime has increased a lot) have lower than average confidence in the effectiveness of the criminal justice system (19% are either completely confident or fairly confident in the criminal justice system, this compares with 31% of all respondents).

Comparing perceptions about increases in local neighbourhood crime and increases in national crime

Respondents are more likely to express a viewpoint about the change in national crime than they are to express a viewpoint about the change in local neighbourhood crime (only 10% say they 'do not know' how total national crime has changed, whereas 23% say they 'do not know' how total neighbourhood crime has changed).

Another key difference is that a much higher proportion of respondents believe that national crime has increased (compared with the equivalent proportion for crime in the local neighbourhood). The figure below shows perceptions about increases in national crime and increases in local neighbourhood crime.

Figure 10: Perceptions about national crime and local neighbourhood crime increases



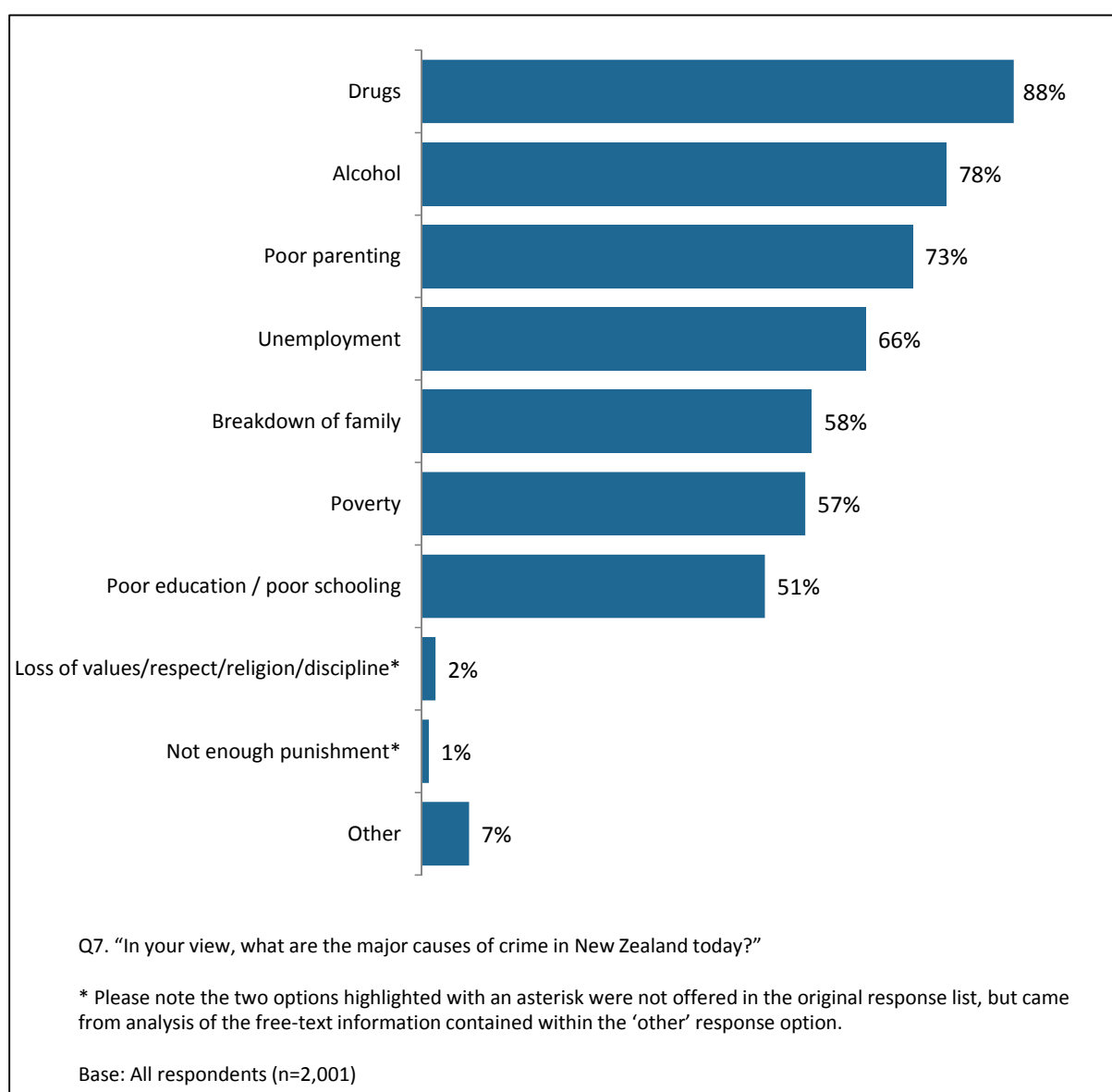
The proportion of respondents who think that total national crime has increased in the past year is much larger than the proportion of respondents who think that total crime in the *local neighbourhood* has increased in the past year (60% vs. 23%).

65% say that the amount of crime committed by young people at a national level has increased, compared with 26% at the neighbourhood level. The equivalent proportions for burglary are 54% and 21%. Views about the increase in violent crime show the largest gap between perceptions about national and local crime. 66% say that violent crime has increased at a national level whereas only 12% say it has increased at the neighbourhood level.

Major causes of crime in New Zealand

Respondents were asked for their views on the major causes of crime in New Zealand today. Respondents could choose more than one answer. Respondents could also provide their own off-list answers (via an 'other-specify' option). Results are illustrated in Figure 11 below.

Figure 11: Major causes of crime in New Zealand



Respondents selected a wide range of answers, on average each respondent chose 4.8 answers.

A high proportion say that drugs and alcohol are major causes of crime (88% and 78% respectively believe these to be major causes of crime). 73% say poor parenting is a major cause of crime, 66% say unemployment is a major cause, 58% say breakdown of family is a major cause, 57% say poverty is a major cause, and 51% say poor education and poor schooling is a cause.

A minority of respondents gave answers relating to a 'loss of values' or 'lack of punishment' but these options were not given in the answer-list shown to respondents – these answers came from analysis of free-text given by respondents in the 'other-specify' answer category.

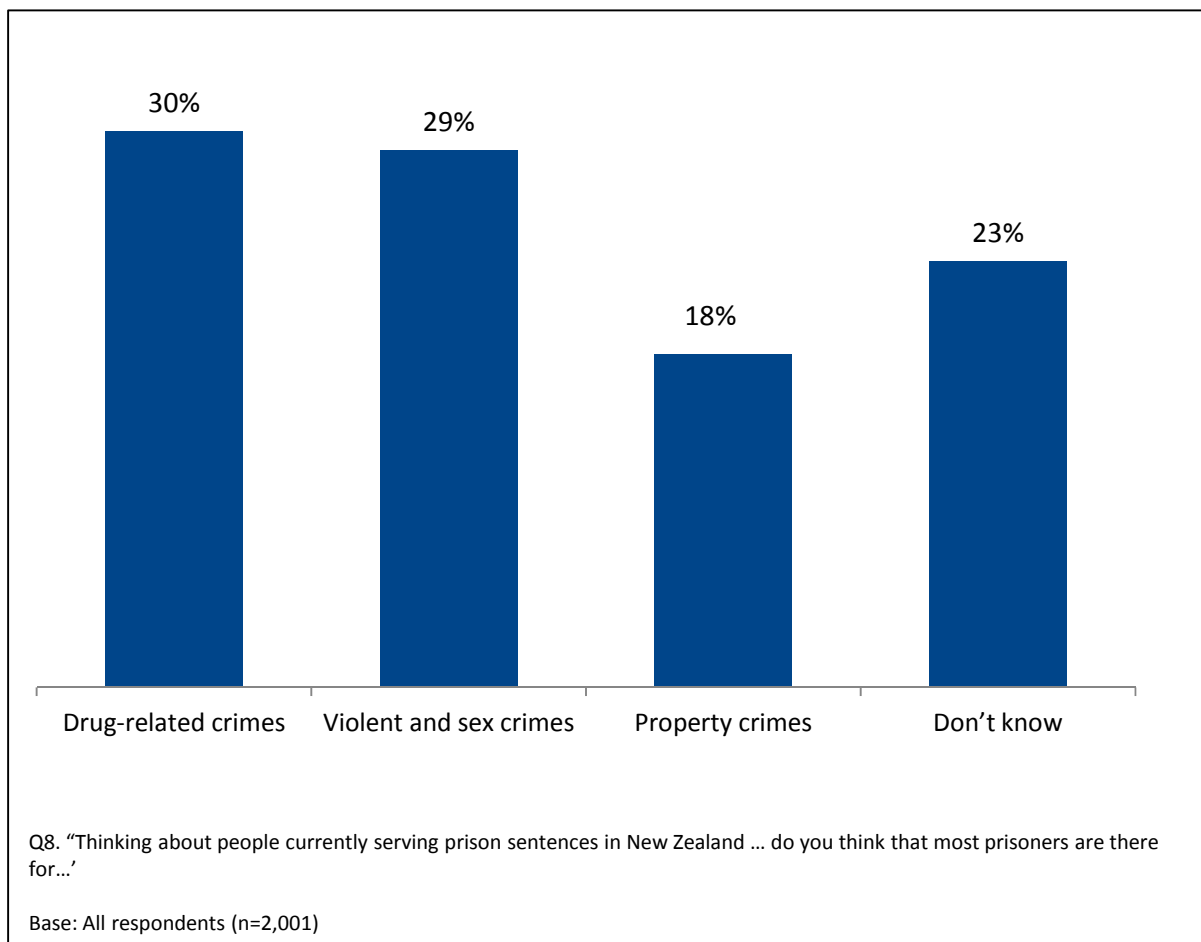
Some key differences in views exist within the survey population:

- Maori and Pacific respondents are more likely than average to mention poverty (64% and 76% respectively).
- Respondents aged up to 24 are more likely than average to mention poor education/schooling (58%), whereas older respondents (aged 50+) are more likely to choose all of the causes of crime (with the exception of poverty).
- Those with no education qualification (beyond school) are more likely than average to mention drugs, alcohol and unemployment (94%, 84%, and 75% respectively).

Reasons why most of those currently serving prison sentences are in prison

Respondents were asked to think about people currently serving prison sentences in New Zealand. Respondents were then asked “Do you think that most prisoners are there for violent and sex crimes, property crimes, or drug-related crimes?” Results are illustrated in Figure 12 below.

Figure 12: Reasons why most of those currently serving prison sentences are in prison



The Ministry of Justice estimate that approximately half of prisoners are in prison for assaults and intended harm, homicide, other threatening behaviour, and sexual offences. This makes ‘violent and sex crimes’ the most common reason that people are in prison (according to the 2011 Corrections Offenders Volume report). However, only 29% of respondents knew that violent and sex crimes was the reason that most people are in prison. 30% say that most are in prison for drug-related crimes, 18% say ‘property crimes’ and 23% do not know.

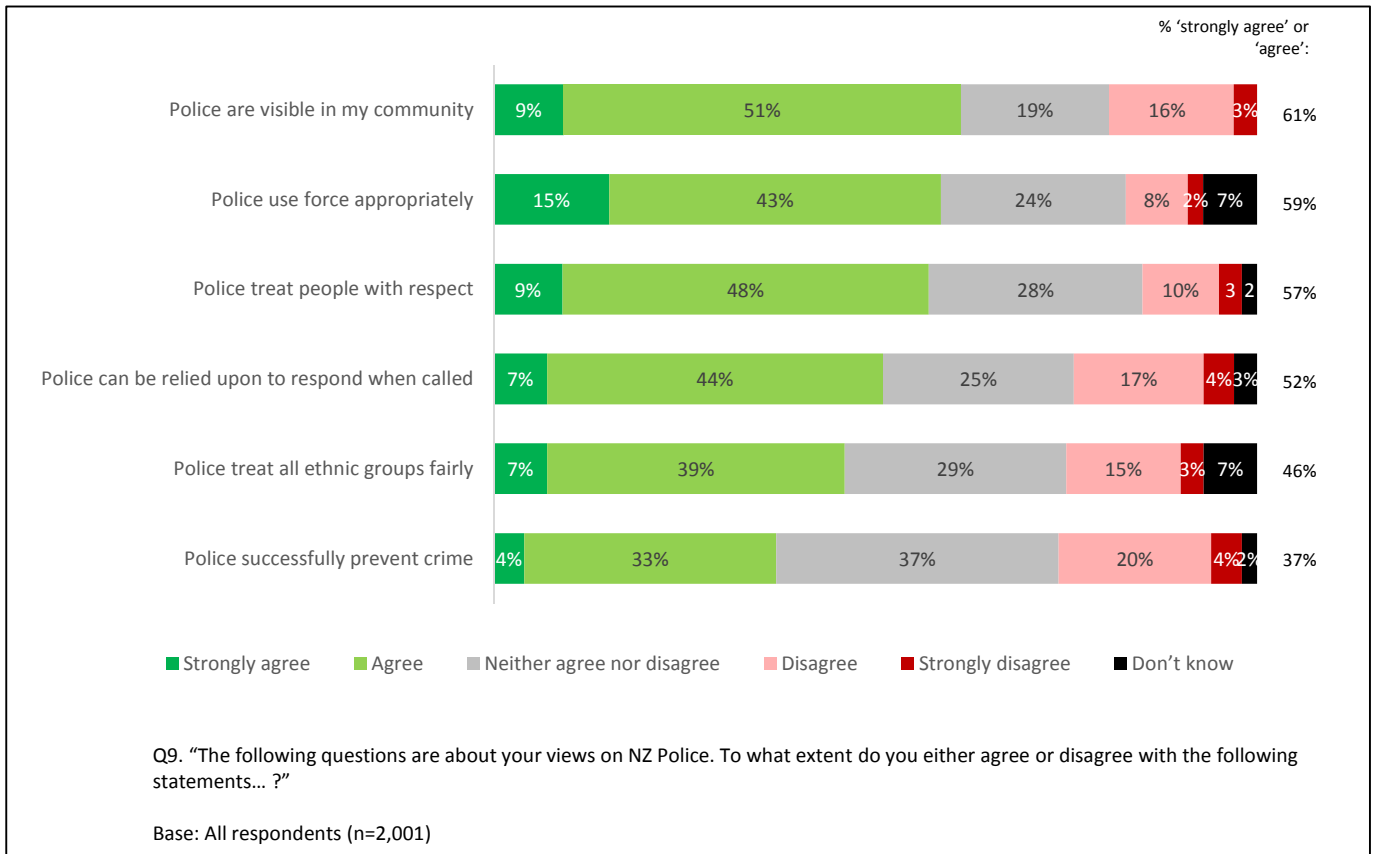
Those with a high level of perceived knowledge about crime and the criminal justice system (who say they know ‘quite a lot’ or ‘a lot’ about five or more different aspects of the crime and criminal justice system) are more likely to say ‘violent and sex crimes’ (34% vs. 29% among all respondents).

Trust and confidence questions

NZ Police

Respondents were asked how much they agreed or disagreed with a range of statements describing views on New Zealand Police. Results are illustrated in Figure 13 below.

Figure 13: Views on NZ Police



Around six in ten agree that NZ Police are visible in the community, use force appropriately and treat people with respect. Around half agree that NZ Police can be relied upon to respond when called and treat all ethnic groups fairly. Only 37% agree that NZ Police successfully prevent crime.

However, it should be noted that most of those who do not agree are ambivalent (i.e. have a neutral viewpoint) rather than negative (i.e. disagreement levels are relatively low compared with other statements about the latter stages of the criminal justice system (i.e. criminal courts, prisons, and parole) in the survey).

Views vary within the survey population. Table 5 shows significant differences in views by subgroup. Older respondents are generally more positive than younger respondents about the police, and Maori respondents are generally less positive than average.

Table 5: Significant differences in views about NZ Police by demographic group

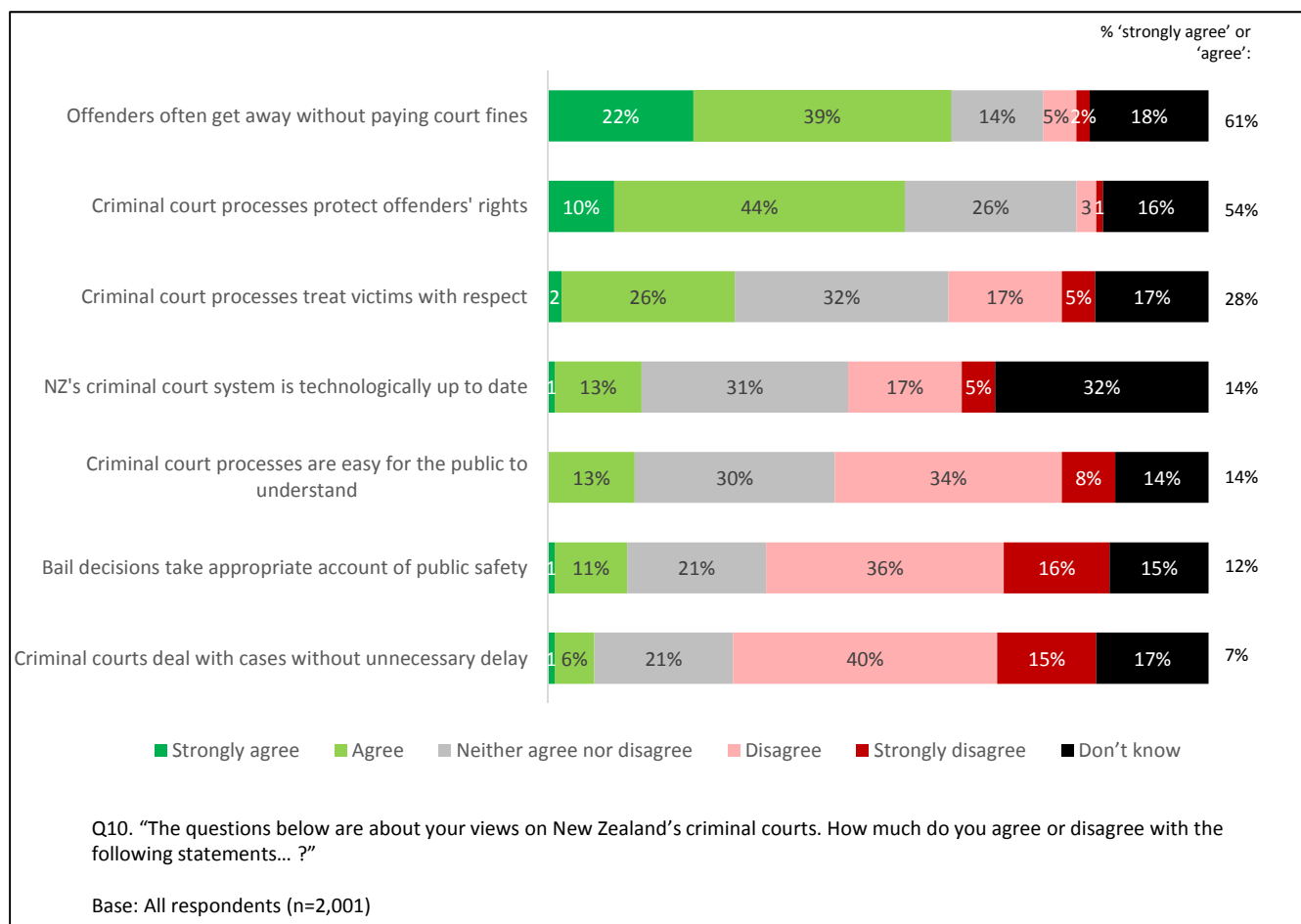
	Groups significantly more likely than average to 'strongly agree' or 'agree'	Groups significantly less likely than average to 'strongly agree' or 'agree':
<p>Police are visible in community</p> <p>(average of 61% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Aged 18-24 (68%) ▪ Those living in the Upper North Island away from the main centres (67%) and those living in the South Island away from the main centres (70%) ▪ Males (65%). 	<ul style="list-style-type: none"> ▪ Aged 50-69 (56%) ▪ Those who have not had contact with the criminal justice system in the past 2 years (54%). ▪ Females (57%).
<p>Police use force appropriately</p> <p>(average of 59% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ NZ European (62%) ▪ Aged 70+ (68%) ▪ Those with a high level of perceived knowledge about crime and the criminal justice system (i.e. they say they know 5 or more aspects) (65%). 	<ul style="list-style-type: none"> ▪ Maori respondents (47%) ▪ Pacific respondents (44%) ▪ Asian respondents (48%) ▪ Aged 18-24 (52%).
<p>Police treat people with respect</p> <p>(average of 57% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Aged 70+ (69%) ▪ Those with a University qualification (63%). 	<ul style="list-style-type: none"> ▪ Maori respondents (42%) ▪ Those who would struggle to pay an unexpected bill of \$500 (49%).
<p>Police can be relied upon to respond when called</p> <p>(average of 52% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Aged 18-24 (59%) ▪ Those living in the Wellington region (61%) ▪ Those with a University qualification (58%). 	No significant differences in this cell of the table.
<p>Police treat all ethnic groups fairly</p> <p>(average of 46% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Aged 70+ (54%). 	<ul style="list-style-type: none"> ▪ Maori respondents (32%) ▪ Those with no perceived knowledge of crime and the criminal justice system (42%).
<p>Police successfully prevent crime</p> <p>(average of 37% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Aged 70+ (45%) ▪ Those living in the Wellington region (44%). 	<ul style="list-style-type: none"> ▪ Maori respondents (28%) ▪ Those who would struggle to pay an unexpected bill of \$500 (28%).

Appendix C contains analysis investigating significant differences among demographic subgroups regarding the proportion that are more or less likely to *disagree* (either 'disagree' or 'strongly disagree').

Criminal courts

Respondents were asked how much they agreed or disagreed with a range of statements describing views on New Zealand’s criminal courts. Results are illustrated in the figure below.

Figure 14: Views on criminal courts



Despite the fact that over three-quarters admitted to knowing only a little, or nothing at all, about the criminal court system, most respondents are negative or ambivalent about New Zealand’s criminal courts.

It should be noted that a relatively large proportion of respondents say ‘don’t know’ to questions about courts (ranging from 14% for ‘criminal court processes are easy for the public to understand’ to 32% for ‘NZ’s criminal court system is technologically up to date’).

The first statement in the figure above is not a positive finding, as 61% agree that ‘offenders often get away without paying court fines’ suggesting that most respondents do not have confidence in the ability to collect and enforce fines.

Although just over half (52%) agree that criminal courts protect offenders’ rights, a much lower proportion (28%) agree that court processes treat victims with respect.

Only 7% agree that criminal courts deal with cases without unnecessary delay.

Those who have served on a jury in the past two years are more positive than average about some aspects of the criminal court system, including: being technologically up to date (22%), having processes that are easy for the public to understand (24%), and protecting offenders rights (64%). This is not the case with those who

have attended court as a witness or support person (the views of witnesses and support persons do not significantly vary from the general population of respondents).

Views about criminal courts vary by different demographic groups as described in table 6 below.

Table 6: Significant differences in views of criminal court by demographic group

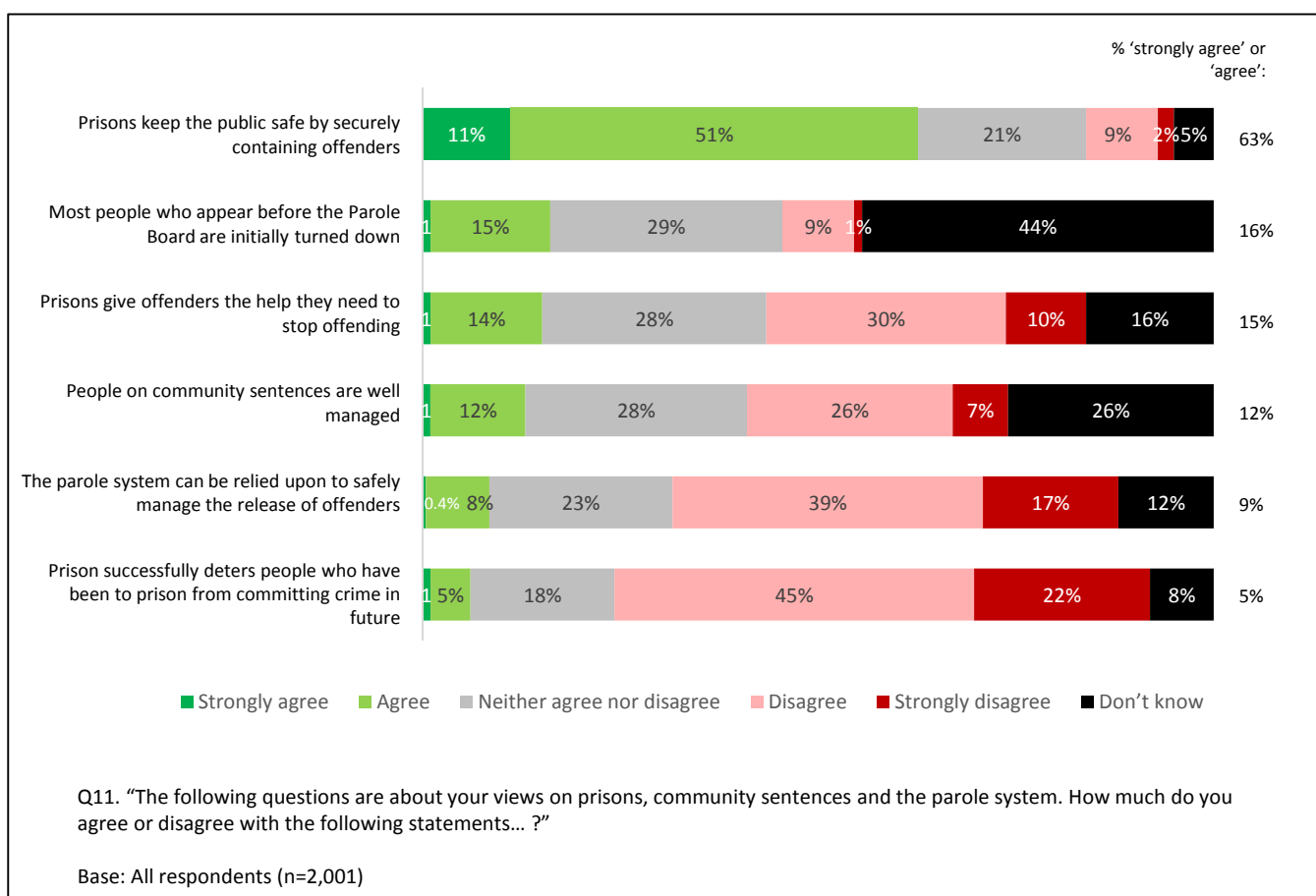
	Groups significantly more likely than average to 'strongly agree' or 'agree'	Groups significantly less likely than average to 'strongly agree' or 'agree':
Offenders often get away without paying court fines (average of 61% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Those aged 50-69 (72%) ▪ Those aged 70+ (83%) ▪ Those with no qualification beyond school (70%) ▪ Those who say newspapers are their most commonly used source of information about crime (67%). 	<ul style="list-style-type: none"> ▪ Those aged up to 24 (36%) ▪ Those aged 25-49 (55%) ▪ Asian respondents (45%) ▪ Pacific respondents (42%) ▪ Those living in the Wellington region (54%) ▪ Those living in Dunedin (50%) ▪ Those who would struggle to pay an unexpected expense of \$500 (54%) ▪ Those who say the Internet is their most commonly used source of information about crime (54%).
Criminal court processes protect offenders' rights (average of 54% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Those aged 50-69 (62%) ▪ Those aged 70+ (63%) ▪ Those with high perceived knowledge of the criminal justice system (62% for those who say they know 3 or 4 aspects and 68% for those who say they know 5 or more aspects) ▪ Those who say newspapers are their most commonly used source of information about crime (62%). 	<ul style="list-style-type: none"> ▪ Those aged up to 24 (47%) ▪ Those aged 25-49 (48%) ▪ Those living in Dunedin (42%) ▪ Those who would struggle to pay an unexpected expense of \$500 (48%) ▪ Those who say they do not know anything about the criminal justice system (i.e. know about 0 aspects) (44%) ▪ Those who say the Internet is their most commonly used source of information about crime (48%).
Criminal court processes treat victims with respect (average of 28% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Aged 70+ (35%) ▪ Asian respondents (38%) ▪ Those with high perceived knowledge of the criminal justice system (36% for those who say they know 3 or 4 aspects and 35% for those who say they know 5 or more aspects). 	<ul style="list-style-type: none"> ▪ Maori respondents (17%) ▪ Those living in rural areas (21%) ▪ Those who say they do not know anything about the criminal justice system (i.e. know about 0 aspects) (22%).
NZ's criminal court system is technologically up to date (average of 14% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Those aged 70+ (25%) ▪ Asian respondents (26%) ▪ Those with high perceived knowledge of the criminal justice system (20% for those who say they know 3 or 4 aspects and 21% for those who say they know 5 or more aspects). 	<ul style="list-style-type: none"> ▪ Those aged 25-49 (11%).
Criminal court processes are easy for the public to understand (average of 14% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Asian respondents (21%) ▪ Those living in the Wellington region (20%). ▪ Those with high perceived knowledge of the criminal justice system (18% for those who say they know 3 or 4 aspects and 20% for those who say they know 5 or more aspects). 	<ul style="list-style-type: none"> ▪ Those living in the Upper North Island (away from the main centres) – 9% ▪ Those who say they do not know anything about the criminal justice system (i.e. know about 0 aspects) (10%).
Bail decisions take appropriate account of public safety (average of 12% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Asian respondents (23%) ▪ Those living in Christchurch (18%) ▪ Those who say direct experience or word of mouth is their most commonly used source of information about crime (21%). 	No significant differences in this cell of the table.
Criminal courts deal with cases without unnecessary delay (average of 7% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Aged up to 24 (15%) ▪ Asian respondents (24%) ▪ Those who say direct experience or word of mouth is their most commonly used source of information about crime (19%). 	No significant differences in this cell of the table.

Appendix C contains analysis investigating significant differences among demographic subgroups regarding the proportion that are more or less likely to *disagree* (either ‘disagree’ or ‘strongly disagree’).

Prisons, community sentences, and parole

Respondents were asked how much they agreed or disagreed about a range of statements describing views on prisons, community sentences and the parole system. Results are illustrated in Figure 15 below.

Figure 15: Views on prisons, community sentences and the parole system



Almost two-thirds (62%) of respondents agree that prisons keep the public safe by securely containing offenders. However, views on the other questions in this section are not so positive. For example, less than one in ten agree that the parole system can be relied upon to safely manage the release of offenders (0.4% ‘strongly agree’ and 8% ‘agree’).

Only 5% agree that prison deters people who have been to prison from re-offending.

There are particularly high proportions of respondents that say they ‘do not know’ to questions about community sentences, prisons, and the parole system. For example, 44% do not know whether or not most people who appear before the Parole Board are initially turned down, and 26% do not know whether or not people on community sentences are well managed.

It is worth noting that despite the fact over eight in ten claim to only know a little, or nothing at all, about community sentences, prisons, and the parole system – respondents are generally negative in their views about these aspects of the criminal justice system. A similar finding exists for the criminal court system (i.e. low perceived knowledge but generally negative views).

Those who have been imprisoned, or know someone who has been imprisoned are more likely than average to agree that people on community sentences are well managed (22%). Respondents who work in the criminal justice system (or know someone who does) are also more likely to say this (19%), they are also more likely than average to agree that most people who appear before the Parole Board are initially turned down (25%).

Views about prison, community sentences and parole vary by different demographic groups as described in table 7 below. On the whole those who say they know more about the criminal justice system and crime in New Zealand are more likely than average to agree with more of the statements. Females are less likely than males to agree with most of the statements.

Table 7: Significant differences in views of prisons, community sentences, and parole by demographic group

	Groups significantly more likely than average to ‘strongly agree’ or ‘agree’	Groups significantly less likely than average to ‘strongly agree’ or ‘agree’:
<p>Prisons keep the public safe by securely containing offenders</p> <p>(average of 63% ‘strongly agree’ or ‘agree’)</p>	<ul style="list-style-type: none"> ▪ Those who have had contact with the criminal justice system in the past 2 years (64%) ▪ Males (65%) ▪ Those with the highest level of perceived knowledge about the criminal justice system* (71%). 	<ul style="list-style-type: none"> ▪ Maori respondents (54%) ▪ Those with no qualification beyond school (55%) ▪ Those who have not had contact with the criminal justice system in the past 2 years (57%) ▪ Females (60%).
<p>Most people who appear before the Parole Board are initially turned down</p> <p>(average of 16% ‘strongly agree’ or ‘agree’)</p>	<ul style="list-style-type: none"> ▪ Those aged 70+ (23%) ▪ Those with a household income of up to \$30,000 (23%) ▪ Those with the highest level of perceived knowledge about the criminal justice system* (31%). 	<ul style="list-style-type: none"> ▪ Those aged 25-49 (12%) ▪ Those with the lowest level of perceived knowledge about the criminal justice system* (10%).
<p>Prisons give offenders the help they need to stop offending</p> <p>(average of 15% ‘strongly agree’ or ‘agree’)</p>	<ul style="list-style-type: none"> ▪ Asian respondents (30%) ▪ Those living in Christchurch (21%) ▪ Males (17%) ▪ Those with the highest level of perceived knowledge about the criminal justice system* (20%). 	<ul style="list-style-type: none"> ▪ Females (14%) ▪ Those with the lowest level of perceived knowledge about the criminal justice system* (12%).
<p>People on community sentences are well managed</p> <p>(average of 12% ‘strongly agree’ or ‘agree’)</p>	<ul style="list-style-type: none"> ▪ Those aged up to 24 (19%) ▪ Those with a household income of up to \$30,000 (18%) ▪ Those with the highest level of perceived knowledge about the criminal justice system* (19%). 	<ul style="list-style-type: none"> ▪ Those with the lowest level of perceived knowledge about the criminal justice system* (9%).
<p>The parole system can be relied upon to safely manage the release of offenders</p> <p>(average of 9% ‘strongly agree’ or ‘agree’)</p>	<ul style="list-style-type: none"> ▪ Asian respondents (21%) ▪ Those aged up to 24 (15%) ▪ Those living in cities (11%) ▪ Males (10%) ▪ Those with the highest level of perceived knowledge about the criminal justice system* (15%). 	<ul style="list-style-type: none"> ▪ Those aged 70+ (4%) ▪ Those living in rural areas (3%) ▪ Females (7%) ▪ Those with the lowest level of perceived knowledge about the criminal justice system* (6%).

<p>Prison successfully deters people who have been to prison from committing crime in future</p> <p>(average of 5% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Asian respondents (16%) ▪ Those aged up to 24 (11%) ▪ Males (8%) ▪ Those with the highest level of perceived knowledge about the criminal justice system* (9%). 	<ul style="list-style-type: none"> ▪ Those aged 70+ (1%) ▪ Those with no qualification beyond school (2%) ▪ Females (4%) ▪ Those with the lowest level of perceived knowledge about the criminal justice system* (3%).
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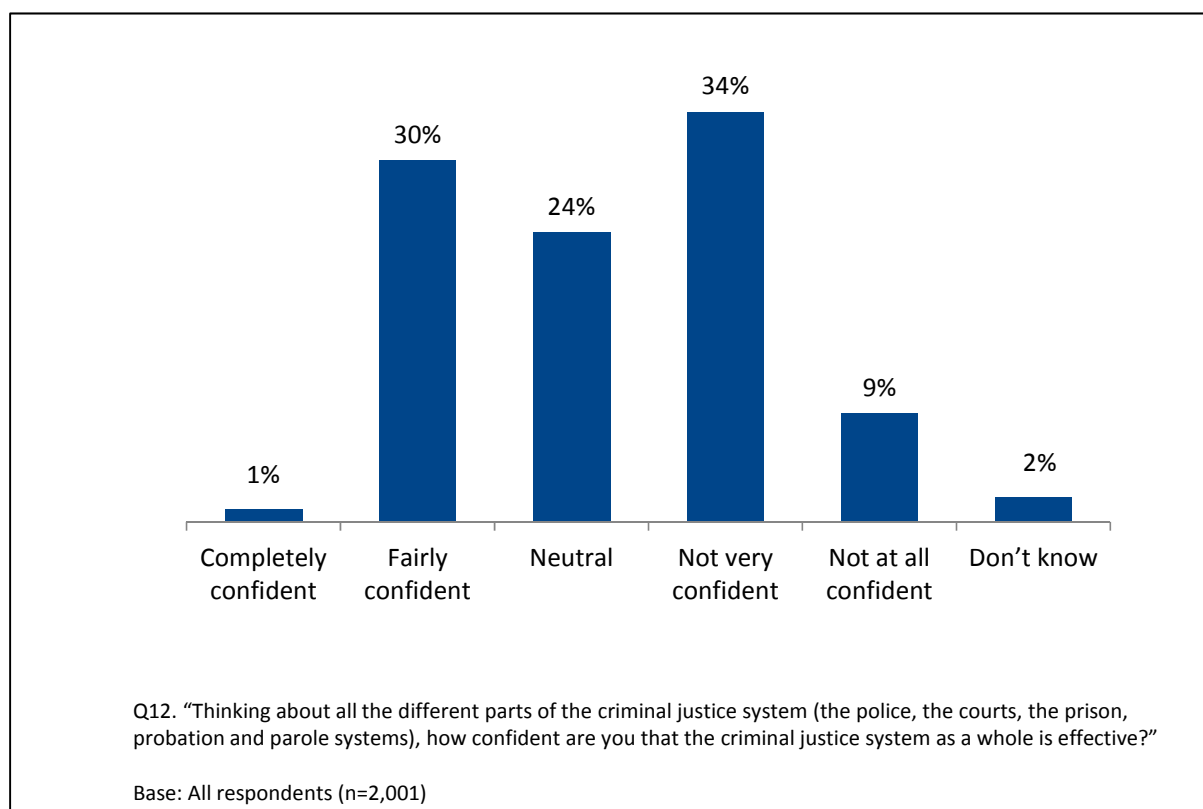
* The highest level of perceived knowledge is defined as the respondent saying they know about five or more different aspects of the criminal justice system and crime in New Zealand (from a total of 10 different aspects). Whereas, the lowest level of perceived knowledge is defined as the respondent saying they know about none of the aspects.

Appendix C contains analysis investigating significant differences among demographic subgroups regarding the proportion that are more or less likely to *disagree* (either 'disagree' or 'strongly disagree').

Views on the overall effectiveness of the criminal justice system

Respondents were asked to think about all the different parts of the criminal justice system (the police, the courts, the prison, probation and parole systems), and rate how confident they were in the effectiveness of the criminal justice system as a whole. Results are illustrated in Figure 16 below.

Figure 16: Views on the confidence in effectiveness of the criminal justice system as a whole



In total 31% are either 'completely confident' or 'fairly confident' that the criminal justice system is effective. 43% are either 'not very confident' or 'not at all confident' that the criminal justice system is effective. A notable proportion, 24%, are neutral.

The following groups are **more likely** than average to be either 'completely confident' or 'fairly confident'

- Males (35%)
- Those aged 70+ (41%)
- Those with higher perceived knowledge of the criminal justice system (i.e. they say they know about 3 or more aspects of crime and the criminal justice system) (36%).
- Those who use newspapers as their most common source of information about crime (39% - compared to 29% of those who use TV and 33% of those who use radio as their most common source).
- Those with a University qualification (37%).
- Those who do *not think* there is a crime problem in their local neighbourhood (36%)

- Those who believe that national crime has decreased in the past year (50%)
- Those who have had positive contact with the criminal justice system over the past two years (42%).

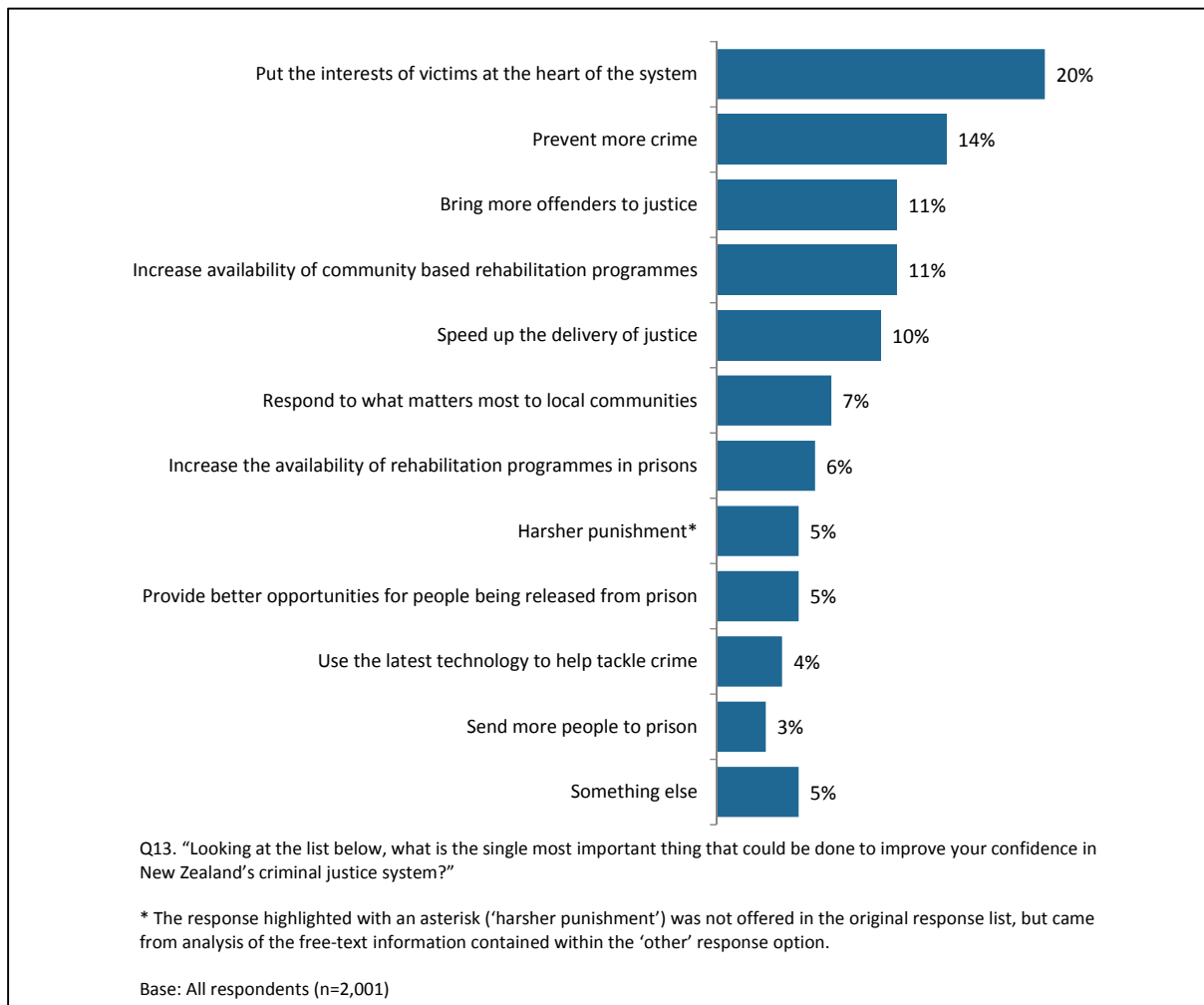
The following groups are **less likely** than average to be either 'completely confident' or 'fairly confident':

- Females (28%)
- Maori respondents (21%)
- Those living in the Upper North Island (away from the main centres) (26%)
- Those with no perceived knowledge of crime or the criminal justice system (i.e. they say they know about 0 aspects) (28%)
- Those who believe that crime statistics are unreliable (21%)
- Those who think there is a crime problem in their local neighbourhood (27%)
- Those who believe that local neighbourhood crime has increased in the past year (26%)
- Those who believe that national crime has increased in the past year (26%)
- Those who have been a victim of crime in the past two years (24%)
- Those who had negative contact with the criminal justice system over the past two years (8%).

What would increase confidence in the criminal justice system?

Respondents were asked for the single most important thing which would increase their confidence in the criminal justice system. Respondents could only choose one answer, or write in an answer at the other-specify option. Results are illustrated in Figure 17 below.

Figure 17: Views on what would increase confidence in the criminal justice system



No one particular answer stands out as the most popular choice. The results include a mixture of preventative, process-orientated, rehabilitative and, to a lesser degree, more punitive responses.

Although the most common answer is 'putting the interests of the victim at the heart of the system' this was only selected by a fifth of respondents (20%).

The next most common answers relate to preventing crime (14%), bringing more offenders to justice (11%) and increasing the availability of rehabilitation programmes (such as drug and alcohol treatment) in the community (11%). This latter proportion is higher than the proportion that thought the availability of rehabilitation programmes *in prisons* would increase their confidence in the system (6%). In total 16% say that increased availability of rehabilitation programmes would increase their confidence in the system.

5% of respondents say that harsher punishment (mainly in the form of longer sentences) would increase their confidence in the system (but it should be noted that this option was not offered as an answer on the original response list – rather this was calculated by analysing the free-text answers from the other-specify option).

The table below shows how views vary by demographic subgroup. There is a notable divide between young and old when it comes to ‘putting victims at the heart of the system’ (with older respondents choosing this option more often than younger respondents).

Table 9: Significant differences in views of measures to increase confidence in the criminal justice system

	Groups significantly more likely than average to give this answer:	Groups significantly less likely than average to give this answer:
Put victims at heart of system (average of 20% selected this answer)	<ul style="list-style-type: none"> ▪ Those aged 50-69 (27%) ▪ Those aged 70+ (28%) ▪ Those with no qualification beyond school or a school certificate (26%) ▪ Those living in the Lower North Island away from the main centres (27%). 	<ul style="list-style-type: none"> ▪ Those aged 18-24 (8%) ▪ Those aged 25-49 (16%) ▪ Those who have not encountered the criminal justice system in the past 2 years (28%).
Prevent more crime (average of 14% selected this answer)	<ul style="list-style-type: none"> ▪ Asian respondents (24%) ▪ Those living in the Auckland region (17%) ▪ Those with a University qualification (19%). 	<ul style="list-style-type: none"> ▪ Those aged 70+ (9%) ▪ Those with a household income of up to \$30,000 (9%).
Bring more offenders to justice (average of 11% selected this answer)	No significant differences in this cell of the table.	<ul style="list-style-type: none"> ▪ Those aged 70+ (5%) ▪ Those with a household income of up to \$30,000 (7%).
Community rehabilitation programmes (average of 11% selected this answer)	<ul style="list-style-type: none"> ▪ Those aged 18-24 (15%). 	<ul style="list-style-type: none"> ▪ Asian respondents (5%).
Speed up justice (average of 10% selected this answer)	<ul style="list-style-type: none"> ▪ Those aged 70+ (19%) ▪ Those with no qualification beyond school (16%). 	<ul style="list-style-type: none"> ▪ Those with a University qualification (7%) ▪ Those living in Christchurch (6%).
Respond to local communities (average of 7% selected this answer)	<ul style="list-style-type: none"> ▪ Maori respondents (11%) ▪ Pacific respondents (21%). 	<ul style="list-style-type: none"> ▪ Those aged 70+ (3%).
Rehabilitation programmes in prisons (average of 6% selected this answer)	No significant differences in the proportions of different subgroups choosing this answer.	
Harsher punishment (average of 5% selected this answer)	<ul style="list-style-type: none"> ▪ Maori respondents (9%) ▪ Those aged 25-49 (7%). 	<ul style="list-style-type: none"> ▪ Those with a household income over \$150,000 (1%).
Opportunities for people released from prison (average of 5% selected this answer)	No significant differences in the proportions of different subgroups choosing this answer.	
Latest technology (average of 4% selected this answer)	<ul style="list-style-type: none"> ▪ Asian respondents (12%) ▪ Those who have had very positive contact with the criminal justice system in the past 2 years (7%). 	<ul style="list-style-type: none"> ▪ Those with a University qualification (2%)
Send more people to prison (average of 3% selected this answer)	<ul style="list-style-type: none"> ▪ Those living in Hamilton (10%) ▪ Those living in Christchurch (7%). 	No significant differences by demographic group in this cell of the table.

Further analysis examining the relationship between perceptions of crime and trust and confidence

This chapter investigates how various survey measures interact with each other, such as the relationship between overall confidence in the criminal justice system and views on individual aspects of the system and perceptions about crime levels. We also examine the link between perceived knowledge of the criminal justice agencies and trust and confidence in them.

First of all we explore relationships between the various individual questions about perceptions of crime.

Relationships between the different perceptions-of-crime questions

Link between perceptions about different types of crime and total crime

The following analysis shows that most people who believe that individual types of crime are increasing, also believe that total crime is increasing (and vice-versa). At a national level, there is a particularly strong link between perceptions about changes in the level of violent crime and changes in the total level of crime.

Views about different types of crime at a national level (burglary, violent crime and youth crime) correlate strongly with views about total national crime. The three correlations are 'the change in violent crime at a national level' (correlation of 0.78 with 'the change in total crime at a national level'), 'the change in burglary at a national level' (0.75), and 'the change in youth crime at a national level' (0.74). This suggests that those who believe that different aspects of national crime are increasing also believe that total national crime is increasing and vice-versa – this is particularly the case for violent crime.

A strong relationship between perceptions about different types of local neighbourhood crime and total crime in the neighbourhood also exists. The three correlations are 'the change in violent crime at a local level' (correlation of 0.73 with 'the change in total crime at a local level'), 'the change in burglary at a local level' (0.76), and 'the change in youth crime at a local level' (0.76).

Link between perceptions about local neighbourhood crime and total national crime

There is a correlation between views on changes in total neighbourhood crime and views on changes in total national crime, but the strength of the relationship is only moderate (0.29). This suggests that, more often than not, people who believe local crime is increasing also believe national crime is increasing (and vice-versa). However, there are mixed views, with some individuals believing crime trends are very different in their local neighbourhood compared with crime trends at the national level. (This is reflected in the fact that half of respondents who believe local neighbourhood crime is decreasing believe that national crime is increasing).

Link between perceptions about crime levels and confidence in the criminal justice system

There is a link between perceptions about change in *national crime* levels and overall confidence in the criminal justice system, this is reflected in the following two proportions:

- 50% of those who believe national crime is decreasing are confident in the effectiveness of the criminal justice system (compared to 31% of all respondents). And only 26% are *not* confident (compared to 43% of all respondents).
- 26% of those who believe national crime is increasing are confident in the effectiveness of the criminal justice system (compared to 31% of all respondents). And 52% are *not* confident (compared to 43% of all respondents).

(The exact correlation score between the two measures is described in table 10 overleaf).

There is *not* a strong link between perceptions about change in *local neighbourhood* crime levels and confidence in the criminal justice system.

It should also be noted that there are no moderate or strong correlations between *views on national crime levels* and *views on individual aspects of the criminal justice system*. For example, views on the success of police in preventing crime do not correlate very highly with views about whether or not total national crime is increasing or decreasing.

However, there are some moderate correlations between *overall confidence in the effectiveness of the criminal justice system* and *views on individual aspects of the criminal justice system* (described below).

The relationship between confidence in the criminal justice system and other trust and confidence measures

We conducted further analysis investigating how confidence in the effectiveness of the criminal justice system relates to confidence in various individual aspects of the criminal justice system (i.e. the trust and confidence questions about police, the courts, the parole system, prison and community sentences) and also overall perceptions about crime (i.e. whether crime is increasing or decreasing).

The correlation analysis aims to identify common concerns that relate to confidence in the criminal justice system. The five largest correlations are indicated in the table overleaf, if there are negative perceptions about one of these particular variables, then there is also a tendency to have lower confidence in the criminal justice system overall (and vice-versa). It should be noted that these correlations are only moderate (ranging from 0.23 to 0.28) and so are not *strong* correlations.

Table 10: Correlations between public perception rating statements and confidence in the criminal justice system

Views on crime or attitude towards the criminal justice system	Correlation against confidence in the criminal justice system
Perception about the change in national crime levels (Q6_4)	0.28
Police successfully prevent crime (Q9_2)	0.26
Perception about the change in violent crime at a national level (Q6_2)	0.25
Perception about the change in crime committed by young people at a national level (Q6_3)	0.23
Police can be relied upon to respond when called (Q9_5)	0.23

As stated previously, there is a link between views on national crime trends and confidence in the criminal justice system. Views about trends in violent crime and the views of the police in New Zealand (particularly their success at preventing crime and responding when called) are also linked to overall confidence in the criminal justice system. Views on the courts and prisons, community sentences and parole do have some relationship with overall confidence, but the relationship is not strong enough to produce a 'moderate correlation' (and hence do not appear in the table above).

Link between perceived knowledge of criminal justice agencies and trust and confidence in them

Earlier in the report we discussed self-reported knowledge of the criminal justice agencies.

In this section we examine the link between perceived knowledge and trust and confidence. For five different parts of the criminal justice system we calculated a 'knowledge' score and a 'trust and confidence' score. The method is outlined below.

Method used to calculate knowledge scores and trust and confidence scores

Knowledge scores were calculated by examining Question 3 (about perceived level knowledge) and determining an average score based upon the following:

- If an individual respondent answered that they 'know a lot' this was given a score of 4
- 'Know quite a lot' was given a score of 3
- 'Know a little' was given a score of 2
- 'Know nothing at all' or 'don't know' was given a score of 1.

The resulting knowledge score for five different parts of the criminal justice system are:

- NZ Police – 2.37 average score across all respondents
- Criminal court system – 2.09
- Prisons – 1.94
- The bail system – 1.91
- The parole system – 1.81

We then calculated an average 'trust and confidence' score based on the following questions:

- NZ Police – a trust and confidence score was calculated based on the average finding from the following questions: 'Police treat all ethnic groups fairly', 'Police successfully prevent crime', 'Police are visible in my community', 'Police treat people with respect', 'Police can be relied on to respond when called' and 'Police use force appropriately (e.g., physical force, pepper spray, TASER)'.
- Criminal court system - a trust and confidence score was calculated based on the average finding from the following questions: 'NZ's criminal court system is technologically up to date', 'Criminal court processes are easy for the public to understand', 'Criminal courts deal with cases without unnecessary delay', 'Criminal court processes treat victims with respect', 'Criminal court processes protect offenders' rights'.
- Prisons – a trust and confidence score was calculated based on the average finding from the following questions: 'Prison successfully deters people who have been to prison from committing crime in future', 'Prisons give offenders the help they need to stop offending' and 'Prisons keep the public safe by securely containing offenders'.
- The bail system – a trust and confidence score was calculated based on the average answer given to this question: 'Bail decisions take appropriate account of public safety (bail is when people are released before their trial)'.
- The parole system – a trust and confidence score was calculated based on the average answer given to this question: 'The parole system can be relied upon to safely manage the release of offenders'.

Trust and confidence scores were based on how much each respondent agreed or disagreed as follows:

- 'Strongly agree' was given a score of 5
- 'Agree' was given a score of 4
- 'Neither agree nor disagree' was given a score of 3
- 'Disagree' was given a score of 2
- 'Strongly disagree' was given a score of 1
- 'Don't know' was removed from the calculation (i.e. does not impact the average trust and confidence score).

The resulting average trust and confidence scores for five different parts of the criminal justice system are:

- NZ Police – 3.5
- Criminal court system – 3.48
- Prisons – 3.1
- The bail system – 2.89
- The parole system – 2.73

Results of knowledge scores and trust and confidence scores across five different aspects of the criminal justice system

The results of analysis are charted in figure below.

Figure 18: Perceived Knowledge vs. Trust and confidence:

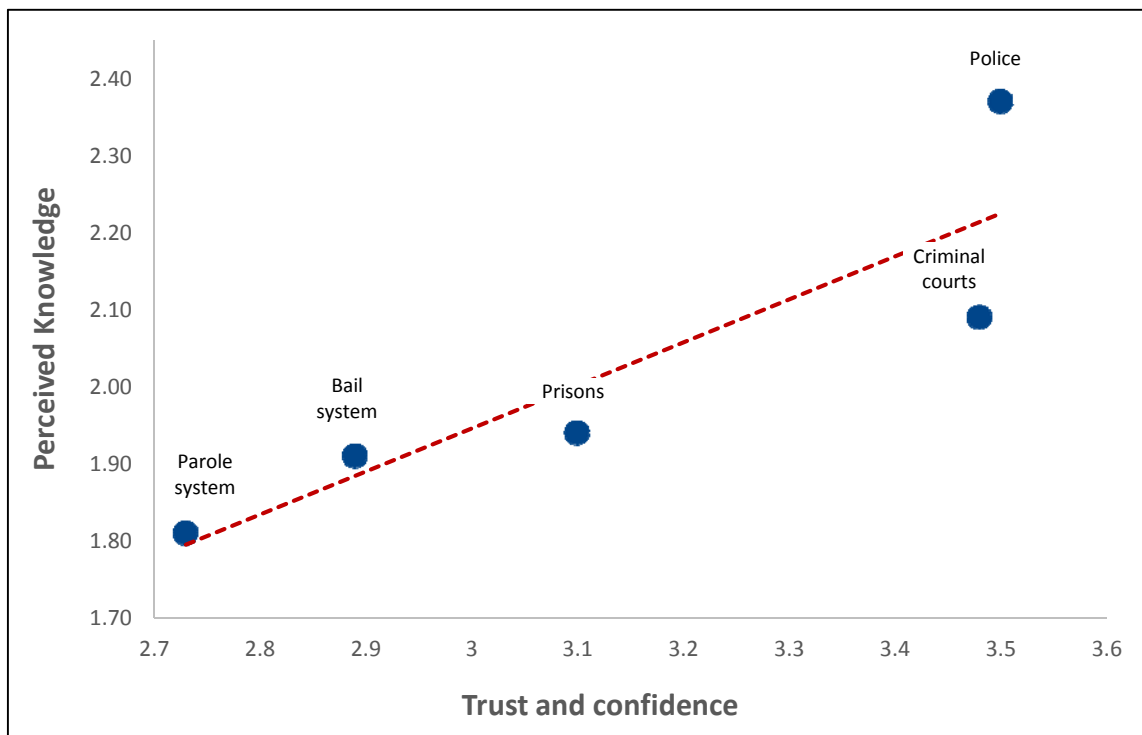


Figure 18 shows that there is a link between perceived knowledge and trust and confidence. The police are the most well-known part of the criminal justice system and they also receive relatively positive trust and confidence ratings from respondents. At the other end of the scale, the parole system is not well known, and receives low trust and confidence ratings. A trend-line in the graph illustrates the relationship between perceived knowledge and trust and confidence.

Conclusions

The survey investigated a wide range of perceptions about the criminal justice system and crime in New Zealand. Below we draw some key conclusions about the overall themes emerging from the report.

- People use a wide variety of sources of information about crime in New Zealand and most people rate key information sources as reliable.
- Most people say they only know a little bit or nothing at all about the criminal justice system and crime in New Zealand. People are more likely to say they know more about agencies that deal with the earlier, more visible, stages of the criminal justice system – such as police, and to a lesser extent courts and fines. Not many claim to know about the parole system, prison or community sentences.
- Despite this low level of perceived knowledge, many still express negative or ambivalent views about the different parts of the criminal justice system. In fact people reserve their most negative views for those parts of the system they know least about. For example, only 11% say they know quite a lot, or a lot, about the Parole system but only 9% agree that the Parole system can be relied upon to safely manage the release of offenders (56% disagree). A similar finding exists for the criminal court system (i.e. low perceived knowledge but generally negative views). At the other end of the scale, the Police are more well-known and they also tend to receive relatively positive trust and confidence ratings.
- There is a large gap between perceptions about national crime trends and local crime trends. Around two-thirds of people believe that national crime has increased over the past year, but only a quarter of people believe that local crime has increased over the past year. Views about violent crime show the largest gap between perceptions at a national and local level – 66% say that violent crime has increased at a national level, whereas only 12% say it has increased at a local level.
- Confidence in the effectiveness of the criminal justice system is not particularly high (just under a third are confident). There is no one particular course of action which would increase peoples' confidence. This is because there are a variety of viewpoints about what would increase confidence. Suggested measures include a mixture of preventative, process-orientated, rehabilitative and, to a lesser degree, more punitive responses.
- There is a link between perceptions about national crime trends and confidence in the criminal justice system. However, there is no noticeable link between perceptions about local crime trends and confidence in the criminal justice system.
- Views on national crime trends (particularly trends in levels of violent crime) and views about the success of the police (particularly their success at preventing crime and responding when called) are linked to overall confidence in the criminal justice system. (Trust and confidence measures about other parts of the criminal justice system, such as courts and parole, are not strongly linked to overall confidence). This means that those who think that national crime is increasing, and those who have negative views of the police, tend to have lower confidence in the effectiveness of the criminal justice system.

Appendix A – Sample profile

Demographic question	Proportion within the population - (n=2,000)
Q14 - Where do you live?	2,001.00
Auckland Cities (North Shore, Waitakere City, Auckland City, Manukau City)	27%
Other Auckland Region	4%
Hamilton City	4%
Other Upper North Island (Northland, Other Waikato, Bay of Plenty, Gisborne, Taranaki, Ruapehu District)	16%
Wellington Cities (Porirua, Upper Hutt City, Lower Hutt City, Wellington City)	11%
Other Wellington Region	3%
Other Lower North Island (Manawatu, Wanganui, Hawkes Bay)	9%
Christchurch City	9%
Dunedin City	4%
Other South Island Region	13%
Q15 - Would you describe the area where you live as	
City	53%
Town	34%
Rural	13%
Q16 - Gender	
Male	48%
Female	52%
Q17 - Age	
18-24	13%
25-29	7%
30-34	8%
35-39	10%
40-44	10%
45-49	10%
50-59	16%
60-69	14%
70-74	7%
75 years and older	6%

Table continued overleaf/

Demographic question	Proportion within the population - (n=2,000)
Q18 - Ethnic group	
New Zealand European	81%
Maori	11%
Samoan	1%
Cook Island Maori	1%
Tongan	0.2%
Niuean	1%
Chinese	3%
Indian	2%
Other European	4%
Other Pacific	0.4%
Other Asian	1%
Other	0.3%
Don't wish to answer	2%
Q20B - If you had an unexpected expense of \$500, could you pay it within a month without borrowing?	
Yes	76%
No	19%
Don't know	5%
Q20 - Annual household income	
\$0/ none/ loss	0.2%
\$1 - \$10,000	2%
\$10,001- \$20,000	5%
\$20,001- \$30,000	9%
\$30,001- \$40,000	8%
\$40,001- \$50,000	8%
\$50,001- \$60,000	7%
\$60,001- \$70,000	7%
\$70,001- \$100,000	16%
\$100,001-\$150,000	14%
More than 150000	6%
Don't know	3%
Don't wish to answer	15%
Q21 - The last level you completed in formal education	2,001.00
(1) Primary School	0.4%
(2) Secondary School/no School Certificate	13%
(3) School Certificate/NCEA Level 1	10%
(4) University Entrance/6th Form Cert/Bursary/NCEA Level2/3	16%
(5) Technical or Trade Qualification	13%
(6) University Graduate or postgraduate qualification (Honours, Masters, Doctorate)	27%
(7) Other Tertiary Qualification	15%
(8) Attended University, but did not graduate	3%
Don't wish to answer	2%

Appendix B - Size of each perceived knowledge group

Perceived knowledge was used in subgroup analysis throughout the report. This was based on the responses to ten statements about the criminal justice system and crime in New Zealand. We counted the number of occasions that an individual respondent said 'a lot' or 'quite a lot' about each statement. This was then used to create four different knowledge groups used for subgroup analysis throughout the report. The proportion falling in each category is described in the table below.

Knowledge levels of respondents

Number of items (from ten) that the respondent knows 'a lot' or 'quite a lot' about	Proportion of respondents in this category	Knowledge groups used for subgroup analysis in the report. Proportion of respondents in each group.
0	46%	46% (low knowledge)
1	12%	23%
2	10%	
3	7%	12%
4	6%	
5	5%	19% (high knowledge)
6	4%	
7	3%	
8	2%	
9	2%	
10	4%	

Appendix C – Subgroup analysis of those who ‘disagree’ about various statements about the criminal justice system

The following three tables show significant differences in the proportions of various demographic subgroups that ‘disagree’ with statements about difference aspects of the criminal justice system.

Significant differences in views about NZ Police by demographic group

	Groups significantly more likely than average to ‘strongly disagree’ or ‘disagree’	Groups significantly less likely than average to ‘strongly disagree’ or ‘disagree’:
<p>Police are visible in community</p> <p>(average of 20% ‘strongly disagree’ or ‘disagree’)</p>	<ul style="list-style-type: none"> Those who believe that total national crime has increased in the past year (23%). 	<ul style="list-style-type: none"> Aged 18-24 (14%) Those living in the Upper North Island away from the main centres (15%).
<p>Police use force appropriately</p> <p>(average of 11% ‘strongly disagree’ or ‘disagree’)</p>	<ul style="list-style-type: none"> Maori respondents (18%) Those with a household income of up to \$30,000 (15%) Those with a University qualification (20%). Those who use experience and word-of-mouth as their most common source of information about crime (19%). 	<ul style="list-style-type: none"> Aged 70+ (4%).
<p>Police treat people with respect</p> <p>(average of 13% ‘strongly disagree’ or ‘disagree’)</p>	<ul style="list-style-type: none"> Maori respondents (20%). 	<ul style="list-style-type: none"> Aged 70+ (6%).
<p>Police can be relied upon to respond when called</p> <p>(average of 21% ‘strongly disagree’ or ‘disagree’)</p>	<ul style="list-style-type: none"> Maori respondents (28%) Those aged 50-69 (28%) Those who believe that total national crime has increased in the past year (25%). 	<ul style="list-style-type: none"> Aged 18-24 (16%) Those who believe that total national crime has decreased in the past year (13%).
<p>Police treat all ethnic groups fairly</p> <p>(average of 18% ‘strongly disagree’ or ‘disagree’)</p>	<ul style="list-style-type: none"> Maori respondents (31%) Pacific respondents (34%) Asian respondents (25%) Those with a household income over \$150,000 (27%) Those with a high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (23%). 	<ul style="list-style-type: none"> NZ European respondents (15%) Aged 70+ (9%). Those living in an ‘other’ South Island location away from the main centres (12%). Those with no qualification beyond school (11%).
<p>Police successfully prevent crime</p> <p>(average of 23% ‘strongly disagree’ or ‘disagree’)</p>	<ul style="list-style-type: none"> Maori respondents (31%) Those living in Hamilton (35%) Those who believe that total national crime has increased in the past year (28%). 	<ul style="list-style-type: none"> Aged 70+ (12%) Those who believe that total national crime has decreased in the past year (16%).

Significant differences in views of criminal court by demographic group

	Groups significantly more likely than average to 'strongly disagree' or 'disagree'	Groups significantly less likely than average to 'strongly disagree' or 'disagree':
<p>Offenders often get away without paying court fines</p> <p>(average of 7% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Pacific respondents (16%) ▪ Those aged up to 24 (14%) ▪ Those with a household income up to \$30,000 (11%) ▪ Those living in the Wellington region (12%) ▪ Those with a high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (13%). ▪ Those who believe national crime has decreased over the past year (14%). 	<ul style="list-style-type: none"> ▪ Those whose highest qualification is a School Certificate (2%). ▪ Those who say they do not know anything about the criminal justice system (i.e. know about 0 aspects) (5%).
<p>Criminal court processes protect offenders' rights</p> <p>(average of 4% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those living in the Upper North Island away from the main centres (7%). 	<p>No significant differences in this cell of the table.</p>
<p>Criminal court processes treat victims with respect</p> <p>(average of 23% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Maori respondents (30%) ▪ Those aged up to 24 (14%) ▪ Those with a technical or trade qualification as their highest qualification (28%) ▪ Those with a high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (29%). 	<ul style="list-style-type: none"> ▪ Asian respondents (14%) ▪ Those aged 50-69 (27%).
<p>NZ's criminal court system is technologically up to date</p> <p>(average of 22% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those who would struggle to pay an unexpected expense of \$500 (27%) ▪ Those with a high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (34%) ▪ Those who believe national crime has increased over the past year (26%). 	<ul style="list-style-type: none"> ▪ Those living in the South Island away from the main centres (15%). ▪ Those who have not had any contact with the criminal justice system in the past two years (16%). ▪ Those who say they do not know anything about the criminal justice system (i.e. know about 0 aspects) (17%).
<p>Criminal court processes are easy for the public to understand</p> <p>(average of 42% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those aged 50-69 (48%) ▪ Those with a household income of \$150,000 or higher (52%) ▪ Those living in Hamilton (61%) ▪ Those with a high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (47%) ▪ Those who believe national crime has increased over the past year (47%). 	<ul style="list-style-type: none"> ▪ Asian respondents (30%) ▪ Those who say they do not know anything about the criminal justice system (i.e. know about 0 aspects) (38%).
<p>Bail decisions take appropriate account of public safety</p> <p>(average of 52% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those aged 50-69 (66%) or 70+ (67%) ▪ Those living in Auckland outside of the main Auckland cities (72%) ▪ Those with no qualification beyond school (64%) ▪ Those with a high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (61%) ▪ Those who believe national crime has increased over the past year (58%). 	<ul style="list-style-type: none"> ▪ Those aged up to 24 (33%) and those aged 25-49 (45%) ▪ Asian respondents (30%) ▪ Those living in Dunedin (40%) ▪ University graduates (45%) ▪ Those who use the Internet as their most common source of information about crime (47%) ▪ Those who say they do not know anything about the criminal justice system (i.e. know about 0 aspects) (47%).

<p>Criminal courts deal with cases without unnecessary delay</p> <p>(average of 55% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Aged 50-69 (66%) or 70+ (72%) ▪ Those with no qualification beyond school (62%) ▪ Those with a high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (71%) ▪ Those who believe national crime has increased over the past year (60%). 	<ul style="list-style-type: none"> ▪ Aged up to 24 (40%) or 25-49 (49%) ▪ Asian respondents (33%) ▪ Other European respondents (39%) ▪ Those who say they do not know anything about the criminal justice system (i.e. know about 0 aspects) (46%).
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Significant differences in views of prisons, community sentences, and parole by demographic group

	Groups significantly more likely than average to 'strongly disagree' or 'disagree'	Groups significantly less likely than average to 'strongly disagree' or 'disagree':
<p>Prisons keep the public safe by securely containing offenders</p> <p>(average of 11% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Maori (20%) ▪ Those with no qualification beyond school (18%) ▪ Those who believe national crime is increasing (14%). 	<ul style="list-style-type: none"> ▪ Those who believe national crime is decreasing (7%).
<p>Most people who appear before the Parole Board are initially turned down</p> <p>(average of 10% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those with a household income over \$30,000 up to \$50,000 (15%). ▪ Those with a high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (14%). 	<ul style="list-style-type: none"> ▪ Those aged up to 24 (7%). ▪ Those with a household income of up to \$30,000 (6%) ▪ Those with the lowest level of perceived knowledge about the criminal justice system (i.e. claim to know about no aspects) (8%).
<p>Prisons give offenders the help they need to stop offending</p> <p>(average of 40% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ University graduates (45%) ▪ Those with a high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (48%). ▪ Those who believe national crime is increasing (44%). 	<ul style="list-style-type: none"> ▪ Asian respondents (29%) ▪ Those with the lowest level of perceived knowledge about the criminal justice system (i.e. claim to know about no aspects) (35%).
<p>People on community sentences are well managed</p> <p>(average of 33% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those with a high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (45%). ▪ Those who believe national crime is increasing (40%). 	<ul style="list-style-type: none"> ▪ Those aged up to 24 (27%) ▪ Those who have not had any contact with the criminal justice system in the past two years (27%) ▪ Those who believe national crime is decreasing (23%).
<p>The parole system can be relied upon to safely manage the release of offenders</p> <p>(average of 56% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those aged 50-69 (67%) or 70+ (70%). ▪ Those with no qualification beyond school (63%) ▪ Those with a technical or trade qualification (66%) ▪ Those with a high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (62%). ▪ Those who believe national crime is increasing (64%). 	<ul style="list-style-type: none"> ▪ Asian respondents (33%) ▪ Those aged up to 24 (35%) or 25-49 (51%) ▪ Those who use word of mouth or direct experience as their most common source of information about crime (43%) ▪ Those with the lowest level of perceived knowledge about the criminal justice system (i.e. claim to know about no aspects) (51%). ▪ Those who believe national crime is decreasing (48%).
<p>Prison successfully deters people who have been to prison from committing crime in future</p> <p>(average of 68% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Maori respondents (75%) ▪ Those aged 50-69 (73%) or 70+ (70%). ▪ Those with a household income of \$150,000 or more (77%) ▪ Those living in the Lower North Island away from the main centres (78%) ▪ Those who believe that national crime has increased (75%). 	<ul style="list-style-type: none"> ▪ Asian respondents (40%) ▪ Those aged up to 24 (55%) ▪ Those who have not had any contact with the criminal justice system in the past two years (61%). ▪ Those who believe that national crime has decreased (59%).

Appendix D – Questionnaire

Section 1: Knowledge questions

Q1

People get their information about crime from many different sources.

Where do **you** mainly hear or read about crime in New Zealand?

Please select all that apply.

Personal experience	1	
Experience of relatives, friends, neighbours, or other acquaintances	2	
General word of mouth/information from other people	3	
Community meetings/hui	4	
Newspapers	5	Ensure Q1a1 is asked
The Internet	6	Ensure Q1a2 is asked
Television	7	Ensure Q1a3 is asked
Radio	8	Ensure Q1a4 is asked
Government information/websites	9	
Books	10	
School/university courses	11	
Somewhere else (please specify)	12	

Q1A1: ANSWER IF Q1=NEWSPAPERS (CODE 5)

You mentioned that you read about crime in newspapers, is that mainly...

Please select all that apply.

...National and provincial newspapers (e.g., The Dominion Post, NZ Herald, The Press, – including online versions), or	1
Your local newspaper (e.g., The Aucklander, The Wellingtonian)	2

Q1A2: ANSWER IF Q1=INTERNET (CODE 6)

You mentioned that you read about crime on the Internet is that mainly...

Please select all that apply.

...Online news sources (e.g., Stuff)	2
Social media sources (e.g., Facebook, Twitter, YouTube)	1
Other online sources	3

Q1A3: ANSWER IF Q1=TELEVISION (CODE 7)

You mentioned that you hear about crime on the television, is that mainly...

Please select all that apply.

...National television news broadcasts (Breakfast, One News, TV 3 news, Prime News, Nightline)	1
Current affairs television programmes (e.g., Campbell Live, Sunday, Inside NZ; Te Karere)	2
Reality TV shows (e.g., Police Ten 7, Motorway Patrol, etc.)	3
Television documentaries (e.g., 20/20, Sunday)	4
TV crime dramas (e.g., CSI, Criminal Minds, etc.)	5

Q1A4: ANSWER IF Q1=RADIO (CODE 8)

You mentioned that you hear about crime on the radio, is that mainly...

Please select all that apply.

Radio news, or	1
Talk back radio	2

Q1B

And where do you hear or read about crime **MOST OFTEN**?

Please select one only.

PROG: DISPLAY LIST OF OPTIONS SELECTED AT Q1 (1-4 and 9-12 if selected) AND ANY CODES SELECTED ACROSS Q1A1-Q1A4.

Personal experience	1
Experience of relatives, friends, neighbours, or other acquaintances	2
General word of mouth/information from other people	3
Community meetings/hui	4
Newspapers	5
The Internet	6
Television	7
Radio	8
Government information/websites	9
Books	10
PROG: List other specify (FROM Q1)	11
No one main source of information	12

Q2

How **reliable** or **unreliable** do you consider the following sources of information about crime...

Please select one only for each statement

ROTATE ORDER	Not at all reliable	Somewhat unreliable	Neither reliable nor unreliable	Somewhat reliable	Completely reliable	Don't know
Crime statistics	1	2	3	4	5	6
Television news	1	2	3	4	5	6
Television documentaries (e.g., Sunday, 20/20)	1	2	3	4	5	6
National and provincial newspapers (e.g., The Dominion Post, NZ Herald, The Press)	1	2	3	4	5	6
Your local newspaper (e.g., The Aucklander, Wellingtonian)	1	2	3	4	5	6
Radio news	1	2	3	4	5	6

QUESTION 3

People have different levels of knowledge about crime and the criminal justice system. How much do you feel **you know** about the following:

Please select one only for each statement.

PROG: ROTATE STATEMENTS – APART FROM LAST TWO

	Know nothing at all	Know a little	Know quite a lot	Know a lot	Don't know
NZ Police	1	2	3	4	5
The criminal court system	1	2	3	4	5
The bail system (i.e. when people are released before their trial).	1	2	3	4	5
Fines and other monetary penalties	1	2	3	4	5
Community-based sentences (e.g. Home Detention, Supervision, Community Work)	1	2	3	4	5
Prisons	1	2	3	4	5
Support services for crime victims	1	2	3	4	5
The parole system	1	2	3	4	5
The types of crime happening in New Zealand	1	2	3	4	5
How much crime is happening in New Zealand	1	2	3	4	5

Section 2: Public perceptions of local and national crime

Q4

We'd like to ask you some questions about your **local neighbourhood**. (Your 'local neighbourhood' is the area **within 15 minutes walk of your home**).

Do you think there is a crime problem in your **local neighbourhood**?

Please select one only.

Yes	1
No	2
Don't know	3

Q5

Please think about the amount of crime in your **local neighbourhood** and whether or not this has **changed** over the **past 12 months**.

Please select one only for each statement.

	Increase d a lot	Increase d a little	Stayed about the same	Reduced a little	Reduced a lot	Don't know	Haven't lived here for last 12 months
The amount of burglary in your local neighbourhood has...	1	2	3	4	5	6	7
The amount of violent crime (e.g., physical assaults) in your local neighbourhood has...	1	2	3	4	5	6	7
The amount of crime committed by young people (e.g., aged under 17) in your local neighbourhood has...	1	2	3	4	5	6	7
The total amount of crime in your local neighbourhood has...	1	2	3	4	5	6	7

Q6

Now please think about the amount of crime in **the country as a whole** and whether or not this has **changed** over **the past 12 months**.

Please select one only for each statement.

	Increase d a lot	Increase d a little	Stayed about the same	Reduced a little	Reduced a lot	Don't know	Haven't lived here for last 12 months
The amount of burglary in New Zealand has...	1	2	3	4	5	6	7
The amount of violent crime (e.g., physical assaults) in New Zealand has...	1	2	3	4	5	6	7
The amount of crime committed by young people (e.g., aged under 17) in New Zealand has...	1	2	3	4	5	6	7
The total amount of crime in has New Zealand...	1	2	3	4	5	6	7

Q7

In your view, what are the major causes of crime in New Zealand today?

Please select all that apply. [use rotating scale]

Poverty	1
Poor education/poor schooling	2
Poor parenting	3
Drugs	4
Alcohol	5
Unemployment	6
Breakdown of family	7
Other (please specify)	8

Q8

Thinking about people currently serving prison sentences in New Zealand...

... do you think that **most prisoners** are there for

Please select one only

ROTATE LIST

Violent and sex crimes (e.g., physical assaults, rapes)	1
Property crimes (e.g., burglary, theft)	2
Drug-related crimes	3
Don't know	4

Section 3: Trust and confidence questions

[RANDOM TRIAL – WHEREBY 50% OF THE SAMPLE ARE ASKED THE SCALE FROM STRONGLY AGREE (ON THE LEFT) TO STRONGLY DISAGREE (ON THE RIGHT) – THIS APPLIES TO Q9, Q10 AND Q11 ONLY]

Q9

The following questions are about your views on NZ Police. To what extent do you either agree or disagree with the following statements...

Please select one only for each statement.

PROG: ROTATE STATEMENTS APART FROM FINAL ITEM WHICH IS TO STAY AT BOTTOM OF LIST

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
Police treat all ethnic groups fairly	5	4	3	2	1	6
Police successfully prevent crime	5	4	3	2	1	6
Police are visible in my community	5	4	3	2	1	6
Police treat people with respect	5	4	3	2	1	6
Police can be relied on to respond when called	5	4	3	2	1	6
Police use force appropriately (e.g., physical force, pepper spray, TASER)	5	4	3	2	1	6

Q10

The questions below are about your views on New Zealand’s criminal courts. How much do you agree or disagree with the following statements...

Please select one only for each statement.

PROG: RANDOMISE STATEMENTS

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
NZ's criminal court system is technologically up to date	5	4	3	2	1	6
Criminal court processes are easy for the public to understand	5	4	3	2	1	6
Criminal courts deal with cases without unnecessary delay	5	4	3	2	1	6
Criminal court processes treat victims with respect	5	4	3	2	1	6
Criminal court processes protect offenders' rights [ENSURE THIS ALWAYS APPEARS AFTER ITEM ABOVE – AND IS NOT BROKEN UP BY ROTATION]	5	4	3	2	1	6
Bail decisions take appropriate account of public safety (bail is when people are released before their trial).	5	4	3	2	1	6
Offenders often get away without paying court fines	5	4	3	2	1	6

Q11

The following questions are about your views on prisons, community sentences and the parole system. How much do you agree or disagree with the following statements...

Please select one only for each statement.

PROG: ROTATE STATEMENTS

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
People on community sentences (home detention, supervision and community work) are well managed	5	4	3	2	1	6
Prison successfully deters people who have been to prison from committing crime in future	5	4	3	2	1	6
Prisons give offenders the help they need to stop offending	5	4	3	2	1	6
Prisons keep the public safe by securely containing offenders	5	4	3	2	1	6
The parole system can be relied upon to safely manage the release of offenders	5	4	3	2	1	6
Most people who appear before the Parole Board are initially turned down	5	4	3	2	1	6

Q12

Thinking about all the different parts of the criminal justice system (the police, the courts, the prison, probation and parole systems), how confident are you that the criminal justice system as a whole is effective?

Please select one only.

Completely confident	5
Fairly confident	4
Neutral	3
Not very confident	2
Not at all confident	1
Don't know	6

Q13

Looking at the list below, what is the **single most important** thing that could be done to improve your confidence in New Zealand's criminal justice system?

Please select one only.

PROG: RANDOMISE STATMEENTS BUT KEEP CODES 7 & 8 TOGETHER

Prevent more crime	1
Put the interests of victims at the heart of the system	2
Speed up the delivery of justice	3
Respond to what matters most to local communities	4
Bring more offenders to justice	5
Send more people to prison	6
Increase the availability of rehabilitation programmes in prisons , e.g., drug and alcohol programmes	7
Increase the availability of rehabilitation programmes in the community , e.g., drug and alcohol programmes	8
Provide better opportunities for people being released from prison	9
Use the latest technology to help tackle crime	10
Something else (please specify)	11

Section 4: Demographics

Now for a few quick questions about you...

Q14

Where do you live?

Please select one only.

Auckland Cities (North Shore, Waitakere City, Auckland City, Manukau City)	1
Other Auckland Region	2
Hamilton City	3
Other Upper North Island (Northland, Other Waikato, Bay of Plenty, Gisborne, Taranaki, Ruapehu District)	4
Wellington Cities (Porirua, Upper Hutt City, Lower Hutt City, Wellington City)	5
Other Wellington Region	6
Other Lower North Island (Manawatu, Wanganui, Hawkes Bay)	7
Christchurch City	8
Dunedin City	9
Other South Island Region	10
Don't wish to answer	11

Q15

Would you describe the area where you live as...

Please select one only.

City	1
Town	2
Rural	3

Q16

Are you...

Please select one only.

Male	1
Female	2
Don't wish to answer	3

Q17

Please tell us which age range you fall into...

Please select one only.

18 – 24	1
25 – 29	2
30 – 34	3
35 – 39	4
40 – 44	5
45 – 49	6
50 – 59	7
60 – 69	8
70 – 74	9
75 years and older	10
Don't wish to answer	11

Q18

Which ethnic group do you belong to?

Please select all that apply.

New Zealand European	1
Maori	2
Samoan	3
Cook Island Maori	4
Tongan	5
Niuean	6
Chinese	7
Indian	8
Other (such as Dutch, Japanese, Tokelauan) – please specify	9
Don't wish to answer	10

Q20B

If you had an unexpected expense of \$500, could you pay it within a month without borrowing?

In answering this question, please note that paying by credit card or hire purchase is borrowing unless you pay the credit card or hire purchase off within the month.

Please select one only.

Yes	1
No	2
Don't know	3

Q20

Which of these groups does your annual household income fall into? Please include all earnings including employment, money from the government, and income from other sources. Please tell us the rough income before tax.

Please select one only.

\$0/ none/ loss	1
\$1 - \$10,000	2
\$10,001 - \$20,000	3
\$20,001 - \$30,000	4
\$30,001 - \$40,000	5
\$40,001 - \$50,000	6
\$50,001 - \$60,000	7
\$60,001 - \$70,000	8
\$70,001 - \$100,000	9
\$100,001 - \$150,000	10
More than \$150,000	11
Don't know	12
Don't wish to answer	13

Q21

What was the last level you completed in formal education?

Please select one only.

Primary School	1
Secondary School/no School Certificate	2
School Certificate/NCEA Level 1	3
University Entrance/6th Form Cert/Bursary/NCEA Level2/3	4
Technical or Trade Qualification	5
University Graduate or postgraduate qualification (Honours, Masters, Doctorate)	6
Other Tertiary Qualification (e.g., Polytechnic, Wananga)	7
Attended University, but did not graduate	8
Don't wish to answer	9

Q23:

People come into contact with the criminal justice system for a variety of reasons. Thinking about the past 2 years, please indicate whether you have **personally** :

Please select all that apply.

Been in a vehicle that was stopped by Police (e.g., traffic stops or alcohol check points)	1
Been the victim of crime	2
Known someone well who was the victim of a crime	3
Paid a fine or reparation	4
Attended court as a witness or support person	5
Served on a jury	6
Been arrested by Police	7
Been imprisoned or known someone who was imprisoned	8
Worked in the system or known someone who does	9
Other (please specify)	10
Did not experience any of the above	11
Don't wish to answer	12

Q23: ANSWER IF Q23 = HAD CONTACT WITH CRIMINAL JUSTICE SYSTEM (CODES 1 TO 10)

On the whole would you describe your contact(s) with the criminal justice system in the past 2 years as...

Please select one only.

Very positive	5
Quite positive	4
Neither positive nor negative	3
Quite negative	2
Very negative	1
Don't know	6

END OF SURVEY