

Public perceptions of crime and the criminal justice system survey – 2014 results

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Level 1, 6-10 The Strand
PO Box 33690 Takapuna, Auckland
Ph: 09 919 9200

Level 9, Sybase House, 101 Lambton Quay
PO Box 3622, Wellington
Ph: 04 913 3000

www.colmarbrunton.co.nz

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Summary of findings

Overview of key findings

Overall, the results from the 2014 survey are very similar to the results from the 2013 survey.

People continue to receive most of their information about crime from TV news and hard copy/online newspapers. Over 8 in 10 believe that these are reliable sources of information.

A large proportion (85%) of people had contact with the criminal justice system ('the system') in the past two years, although for many this contact involved a low level of intensity (for example, routine traffic stops by Police). There has been a decrease in the proportion who view their contact positively (43% in 2014, down from 48% in 2013).

Despite high levels of contact, the majority report low levels of knowledge about all aspects of the criminal justice system; with levels of knowledge being markedly lower for the latter stages of the system, i.e., criminal courts, probation, prison and parole. This pattern also occurred in the 2013 survey.

As with the 2013 survey, people are generally more positive about local crime (compared with national crime). A consistent proportion of respondents (just over one third) believe there is a crime problem in their neighbourhood. Although in 2014 a smaller proportion of respondents think that local crime is increasing (20% in 2014 compared with 23% in 2013).

In contrast, 61% believe that crime has increased nationally. Compared with 2013, respondents are significantly more likely to say that youth crime and violent crime has increased at a national level (although the proportion that believe burglary has increased is smaller in 2014).

There are no significant changes in the proportion of people expressing confidence in the overall effectiveness of the criminal justice system, with just under one third (31%) expressing confidence, and 43% reporting little or no confidence in the system.

At an agency level results continued to be largely consistent with those found in 2013, with results for Police functions tending to be more positive than the latter stages of the system.

In terms of Police, there were statistically significant drops in the proportion of respondents who agree that Police use force appropriately and that Police can be relied to respond when called. A new question on road policing revealed that 64% agree that Police improve safety on our roads.

There were no significant changes in public perceptions of the criminal courts between 2013 and 2014. New measures showed that 43% agree that restorative justice conferences are a helpful way for victims to talk about how the crime has affected them; 32% agree that fines are an appropriate way to hold people to account for their actions, and 12% agree that reparation is usually collected and paid to victims of crime.

In terms of prisons, community sentences and the parole system, results were generally consistent with the 2013 survey. However, in 2014 significantly more respondents agree that prisons keep the public safe by securely containing offenders, and that prison successfully deters people who have been to prison from committing crime in the future. New measures in 2014 reveal that 37% agree that a life sentence means the offender could spend the rest of their life in prison; 21% agree that every offender is eligible for parole before the end of their sentence, and 9% agree that parole is effective in reducing reoffending.

As was the case in 2013, respondents vary in their views about courses of action which would increase their confidence in the criminal justice system. Putting victims' interests at the heart of the system was the most frequently mentioned answer, followed by preventing more crime, bringing more offenders to justice, and increasing the availability of community-based rehabilitation programmes. A comparatively small minority of respondents recommended harsher punishment (4%) or sending more people to prison (3%). These answers are very similar to the answers given in the 2013 survey.

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. This survey was first conducted in late July and early August 2013¹ and repeated in late June and early July 2014. This report describes the findings from the 2014 survey and compares them against the findings from the 2013 survey.
- In total 2,051 New Zealanders were surveyed between 16 June 2014 and 13 July 2014. The maximum margin of error for a sample of 2,051 is +/-2.2% (at the 95% confidence level). Please note that all differences between 2013 and 2014 (and all differences between subgroups) included in this report are statistically significant at the 95% confidence level or greater.
- The survey was conducted online using a representative sample from Colmar Brunton's research panel.
- The questionnaire took 17 minutes to complete (on average).
- The overall response rate was 35% (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 seventeen minute questionnaire. The response rate for the first survey conducted in 2013 was similar (at 33%).

Contact with the criminal justice system

In total 85% of respondents have interacted with the criminal justice system in the past two years (although the 2013 question is not directly comparable, the overall proportion interacting with the criminal justice system in 2013 was similar at 83%).

In total 43% of those who have had contact with the criminal justice system in the past two years say their overall experience has been either 'very positive' or 'quite positive'. This has decreased since 2013 when it was 48%.

43% are neutral (which has increased since last year when 39% were neutral), and 10% are negative (similar to last year when 9% were negative).

¹ The 2013 survey involved 2,001 interviews conducted between 24 July and 15 August 2013.

Information about crime

National television news and newspapers (hardcopy or online) or online news sites (such as Stuff.co.nz) are the most commonly used 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 (85% say this is one of their main sources of information about crime).
- National and provincial newspapers (hardcopy or online) or online news such as Stuff.co.nz (83%)
- Radio news (58%)
- Current affairs television programmes (50%)
- General word of mouth/information from other people (47%)
- Local newspapers (46%).

Since 2013 the proportion of respondents that say 'general word of mouth' is one of their main sources of information about crime has increased from 43% to 47%. The proportion that say 'Social Media' has also increased from 23% to 29%.

The most popular sources of information are viewed as the most reliable

Most respondents believe that key sources of information about crime are reliable. 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 (86% say this source is either completely reliable or somewhat reliable).
- National and provincial newspapers (84%)
- Radio news (82%)
- Television documentaries (78%)
- Local newspapers (73%)
- Crime statistics (70%).

The most commonly used sources of information about crime are viewed as the most reliable. As discussed earlier, over eight in ten say television news and newspapers are their main sources of information about crime, these are also viewed as reliable by over eight in ten respondents.

These results have not significantly changed since 2013.

There is a low level of perceived knowledge about the criminal justice system

Respondents were asked how much they felt 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 88% who know a little or nothing at all about the parole system to 60% 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. 39% say they know a lot, or quite a lot, about Police. 24% say they know a lot, or quite a lot, about fines and other monetary penalties. The equivalent proportion for the criminal court system is 23% and only 17% say they know a lot, or quite a lot, about prison, the equivalent proportions are 16% for the bail system and 9% for the Parole Board.

Around 4 in 10 (39%) say they know a lot or quite a lot about the types of crime happening in New Zealand and around 3 in 10 (31%) say they know about the volume of crime happening in New Zealand.

Generally speaking respondents from higher income households say they know more (compared with respondents from lower income households). In addition, males tend to say they know more than females.

Since 2013 there has been an increase in the proportion that say they know a lot or quite a lot about NZ Police (from 35% to 39%). There have also been increases in the proportion that say they know a lot or quite a lot about the types of crimes happening in New Zealand (from 35% to 39%), and about fines and other monetary penalties (from 21% to 24%).

Public perceptions about local and national crime

Most people do not think there is a crime problem in their neighbourhood and most do not believe that local crime is increasing

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 (these results are very similar to last year’s survey). The following groups are more likely to believe there is a crime problem in their local neighbourhood:

- Māori respondents (48%)
- Those with a household income up to \$30,000 (43%)
- Those who would struggle to pay an unexpected expense of \$500 (40%)
- Those living in the Auckland region (39%)
- Those living in provincial areas in the Upper North Island (40%).

Respondents were asked whether total neighbourhood crime had increased, decreased or stayed the same in the past year. The largest proportion of respondents, 44%, say that the total amount of crime in the local neighbourhood has remained the same over the past year. 20% think that neighbourhood crime has increased, 11% think that neighbourhood crime has decreased, and a further 24% do not know.

Since 2013 the proportion saying that the total amount of crime in the neighbourhood has increased has fallen from 23% in 2013 to 20% in 2014.

Similar to the 2013 survey, 24% think that crime committed by young people locally has increased in the past year, 19% think that burglary had increased, and only 13% think that violent crime in the neighbourhood had increased.

But the majority think that national crime is increasing

A large proportion, 61%, say that total national crime has increased over the past year. 33% say it has stayed the same and 11% say it has decreased. 8% say they do not know. These findings are similar to the 2013 survey.

Over 7 in 10 think that, at a national level, violent crime and crime committed by young people has increased in the past year - 71% and 72% respectively believe these two types of crime have increased. In 2014 there are more respondents saying that these two types of crime have increased (in 2013 66% believed that violent crime had increased and 65% believed that youth crime had increased).

The proportion that think burglary has increased is smaller in 2014 compared with 2013 (50% in the 2014 survey compared with 54% in the 2013 survey).

Females aged 50-69 are the group most likely to believe that national crime is increasing

28% of respondents believe that total national crime has increased 'a lot' in the past year. There are some key characteristics that makes this group significantly different from the norm:

1. They are more likely to be females aged 50-69 (23% of those who believe crime is increasing a lot are females aged 50-69 - compared with 16% of all respondents).
2. They are more likely to have no qualification or have a school certificate as their highest qualification (33% of those who believe crime is increasing a lot, compared to 22% of all respondents).
3. Non-city dwellers (53% of those who believe crime is increasing a lot say they live outside of cities – compared to 47% of all respondents).

This group also has lower confidence in the effectiveness of the criminal justice system (20% of those who believe crime is increasing a lot have confidence in the system vs. 31% of all respondents).

Perceived causes of crime and reasons why people are in prison

People continue to identify a range of 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 (89% and 80% respectively believe these to be major causes of crime). 76% identify 'poor parenting' (this proportion has increased since 2013 when it was 73%), 64% say 'unemployment', 61% say 'breakdown of family', 56% say 'poverty' and 51% identify 'poor education/poor schooling' as the major causes.

These findings are similar to the 2013 survey.

Most still have an inaccurate view of why most people 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. 28% say that most are in prison for drug-related crimes, 20% say ‘property crimes’ and 23% do not know.

There are no significant differences in how respondents answered this question between 2014 and 2013.

Public perceptions of the criminal justice system

Compared with other agencies in the criminal justice system, NZ Police are viewed the most positively

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

- Police improve safety on our roads (64% agree)
- Police are visible in my community (59% agree)
- Police treat people with respect (57% agree)
- Police use force appropriately (e.g., physical force, pepper spray, TASER) (54% agree)
- Police can be relied on to respond when called (48% agree)
- Police treat all ethnic groups fairly (45% agree)
- Police successfully prevent crime (38% agree).

Since 2013 the proportion that agree that NZ Police use force appropriately has decreased (from 59% in 2013 to 54% in 2014) and the proportion that agree that NZ Police can be relied upon to respond when called has decreased (from 52% to 48%). There are no other significant changes in the proportions agreeing with these statements between 2013 and 2014.

Please note that the question about ‘police improving safety on our roads’ was new to the 2014 survey and so there is no equivalent data from the 2013 survey to compare this measure against.

In general those who ‘do not agree’ with statements about NZ Police are more likely to be ambivalent (i.e. have a neutral viewpoint) about these statements, rather than hold a negative viewpoint (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 in New Zealand tend to be viewed negatively

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 (62% agree)
- Criminal court processes protect offenders' rights (51% agree)
- Restorative justice conferences are a helpful way for victims to talk about how the crime has affected them (43% agree)
- Fines are an appropriate way to hold people to account for their actions (32%)
- Criminal court processes treat victims with respect (27% agree)
- Criminal court processes are easy for the public to understand (15% agree)
- Bail decisions take appropriate account of public safety (14% agree)
- NZ's criminal court system is technologically up to date (13% agree)
- Criminal courts deal with cases without unnecessary delay (7% agree).

These findings are very similar to the 2013 survey, with no significant differences between 2013 and 2014. (Although the statements about restorative justice, reparation and 'fines being an appropriate way to hold people to account' are all new to the 2014 survey).

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 13% for 'Bail decisions take appropriate account of public safety' to 33% for 'NZ's criminal court system is technologically up to date').

The majority agree that prisons keep the public safe by securely containing offenders. However, other aspects of prisons, community sentences and the parole system tend to be viewed negatively

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 (67% agree)
- A life sentence means the offender could spend the rest of their life in prison (37% agree)
- Every offender eligible for parole is released before the end of their sentence (21% agree)
- Prisons give offenders the help they need to stop offending (14% agree)
- People on community sentences are well managed (13% agree)
- Parole is effective in reducing reoffending (9% agree)
- Prison successfully deters people who have been to prison from committing crime in future (8% agree).

Since 2013 the proportion that agree that prisons keep the public safe by securely containing offenders has increased from 63% to 67%. The proportion agreeing that prison successfully deters people who have been to prison from committing crime in the future has increased from 5% to 8%. There are no other significant changes.

It is worth noting that despite the fact around eight in ten claim to only know a little, or nothing at all, about community sentences and the Parole Board – respondents are generally negative in their views about them.

As with the 2013 survey, under a third are confident 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. These proportions were similar to the 2013 survey.

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

- Males (34% compared to 28% of females)
- Those aged 70+ (37%)
- Those with a fairly high, or very high, level of 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) (35% compared to 29% of those with a lower perceived knowledge).
- Those who use newspapers as their most common source of information about crime (36% - compared to 29% of those who use TV and 29% of those who use radio as their most common source).
- Those who do not think there is a crime problem in their local neighbourhood (35%)
- Those who believe that national crime has **decreased** in the past year (52%) and those who believe that local crime has **decreased** in the past year (48%)
- Those who work in the criminal justice system (50%)
- Those who have had positive contact with the criminal justice system over the past two years (49%).

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

- Females (28% - particularly those aged between 18-49 – 23% of whom are confident)
- Māori respondents (23%)
- Those with no perceived knowledge of crime and the criminal justice system (i.e. they say they know about 0 aspects) (28%)
- Those who believe that crime statistics are unreliable (17%)
- Those who think there is a crime problem in their local neighbourhood (26%)

- Those who believe that national crime has increased in the past year (23%) and those who believe that local crime has increased in the past year (20%).
- Those who had negative contact with the criminal justice system over the past two years (7%).

The experience of contact with the criminal justice system (over the past two years) has an 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 (2% are confident). Age, Māori ethnicity and perceived knowledge of the criminal justice system are also important predictors of confidence in the criminal justice system.

There is no one course of action which would increase confidence in the criminal justice system. Suggested measures include a mixture of preventative, process-orientated, rehabilitative and, to a lesser degree, more punitive responses.

Respondents were asked what would increase their 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. There have been no significant changes in how this question was answered between 2013 and 2014.

The most common answer is 'putting the interests of the victim at the heart of the system' - selected by just under a fifth of respondents (18%).

The next most common answers relate to preventing crime (14%), bringing more offenders to justice (12%), speeding up the delivery of justice (11%), and increasing the availability of rehabilitation programmes (such as drug and alcohol treatment) in the community (10%). This latter proportion is higher than the proportion that thought the availability of rehabilitation programmes *in prisons* would increase their confidence in the system (7%). In total 17% say that increased availability of rehabilitation programmes would increase their confidence in the system (this was similar in 2013 at 16%).

4% 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).

Around a fifth of the public are consistently negative about the criminal justice system and crime levels

We used the full range of perception questions to identify two groups of respondents:

- **Consistently positive:** This group generally believes that national crime is decreasing. They also tend to be positive about most aspects of the criminal justice system and tend to be confident in its overall effectiveness.
- **Consistently negative:** This group generally believe that national crime is increasing. They have negative views about each aspect of the criminal justice system and tend *not* to be confident in its overall effectiveness.

In our segmentation analysis the consistently positive make up 12% of the population and the consistently negative make up 21% of the population.

Those from the positive group are more likely to be male (particularly males aged 50), New Zealand European, have a University degree, and be from a household with an annual income of over \$100,000.

In contrast, some of the key identifying features of the negative group include: a relatively high proportion of females aged 25-49; a lower than average household income; and a lower level of education (compared with the general population). The group also contains a higher than average proportion of Māori respondents.

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. This survey was first conducted in 2013 and repeated in 2014. This report describes the findings from the 2014 survey and compares them against the findings from the 2013 survey.

The 2014 survey was conducted between 16 June 2014 and 13 July 2014.²

The survey provides a robust and nuanced measure of public opinion on crime and the criminal justice system.

The survey aims to enable a better understanding to emerge about the relationship between public perceptions of crime (at a neighbourhood level and at a national level) and perceptions about the criminal justice system.

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

Method

Questionnaire

The questionnaire for the survey was provided by the Ministry of Justice. The questionnaire covers:

- Sources of information about crime
- Knowledge of crime and the criminal justice system
- Perceptions about crime in the local neighbourhood and national crime
- Public perceptions of criminal justice agencies
- Demographics

In 2013 the questionnaire was developed and refined through cognitive interviewing with members of the public. The 2014 survey used the same questionnaire but with some adjustments. The main adjustments included a change to the question about contact with the criminal justice system (the 2014 question asks for more detail about whether contact was direct or indirect (i.e. through someone known by the respondent) and some additional questions about perceptions of the police, courts and prisons, community sentences and parole.

Please refer to Appendix D for a full copy of the final questionnaire used in survey fieldwork.

² Please note that the 2013 survey involved 2,001 interviews conducted between 24 July and 15 August 2013.

Sample source

An online survey was conducted using Colmar Brunton's research panel. Colmar Brunton have access to a research panel of 265,000 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 2013 (to monitor household income).
- Census 2013 (to set quotas on age, gender, ethnicity and location).

During fieldwork only one corrective action was required to ensure that quota targets were met:

- 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 0.82 to a maximum of 1.35). The weighting specification used age and gender information given by respondents in the questionnaire. The weighting targets specified in Table 1 overleaf were applied to the unweighted sample profile (these weighting targets are based upon the 2013 Census).

Table 1: Weighting targets used

	18-24	25-49	50-69	70+
Males	6.42%	20.69%	15.02%	5.73%
Females	6.35%	22.76%	15.91%	7.12%

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

Fieldwork

In total 2,051 New Zealanders were surveyed between 16 June 2014 and 13 July 2014. The maximum margin of error for a sample of 2,051 is +/-2.2% (at the 95% confidence level).

The questionnaire took 17 minutes to complete (on average). This is longer than in 2013 when the questionnaire took 15 minutes to complete (on average). However, the increased length did not negatively impact response rates because respondents were offered a higher level of incentive to complete the 2014 survey compared with the 2013 survey (in fact the response rate in 2014 was slightly higher than in 2013 as described below).

The overall response rate was 35% (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 seventeen minute questionnaire. The response rate in the 2013 survey was similar (at 33%).

Significance testing

The report comments on increases or decreases since 2013 where these changes are statistically significant at the 95% confidence level. If proportions have significantly increased or decreased since 2013 these are marked with a '↑' or '↓' respectively. So whenever an increase or decrease since 2013 is described in the report, this increase or decrease is statistically significant (otherwise the increase or decrease is not described in the text).

All reported differences between subgroups in the main report are statistically significant at the 95% confidence level unless otherwise stated. We did not report differences for subgroups with less than 20 respondents (such analysis would not be robust due to the small base sizes).

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 (direct, indirect, either direct or indirect, or none) – and whether that contact is viewed positively or negatively.
- 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). These respondents are described in the report as having 'no perceived knowledge' about crime and the criminal justice system)
 - 1 or 2 (these respondents are described as having a 'low level of perceived knowledge' about crime and the criminal justice system')
 - 3 or 4 (these respondents are described as having a 'fairly high level of perceived knowledge' about crime and the criminal justice system')
 - 5+ (i.e. the respondent says they know about five or more aspects). (These respondents are described as having a 'very high level of perceived knowledge about crime and the criminal justice system').

In many places we combine the top two groups for subgroup analysis (i.e. 'fairly high' and 'very high' combines into 'high' level of perceived knowledge about crime and the criminal justice system. Please

refer to Appendix B for a table illustrating the size of each population group in the overall survey population).

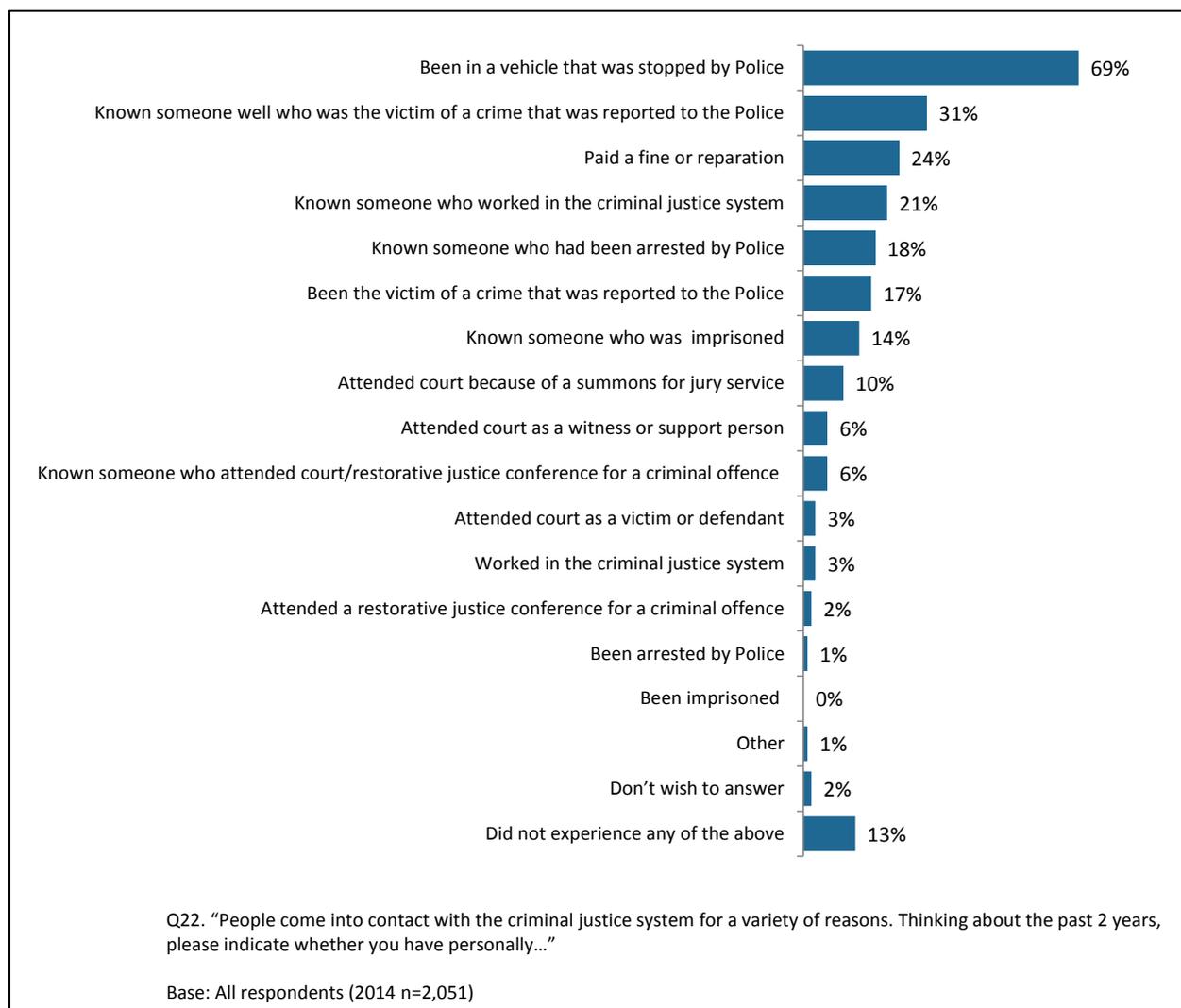
- Most commonly used source of information about crime (such as television, radio, etc.) is also used in subgroup analysis of the public perception questions included in the survey.

In many places in this report two or more answer categories are combined (for example, 'strongly agree' and 'agree'). The combined proportion (for example, 'all those agreeing') is sometimes one percentage point higher or lower than the face-value sum of the individual parts. This is due to rounding (each individual figure has decimal places which are not reported, for example, 48.4% + 48.4% would combine to be 97% not 96%).

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



This question was substantially re-designed for the 2014 survey so direct comparisons against the 2013 survey are not possible.

In total 85% of respondents have interacted with the criminal justice system in the past two years (although the 2013 question is not directly comparable, the overall proportion interacting with the criminal justice system in 2013 was similar at 83%). Despite the fact that a high proportion of respondents have had contact, for the most part the nature of the contact is short or relatively low intensity.

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 known someone well who was the victim of a crime reported to the Police (31%).

In total 78% of respondents say they had direct personal contact with the criminal justice system in the past two years and 51% say they had indirect contact, that is they 'knew someone' who had contact. Almost nine

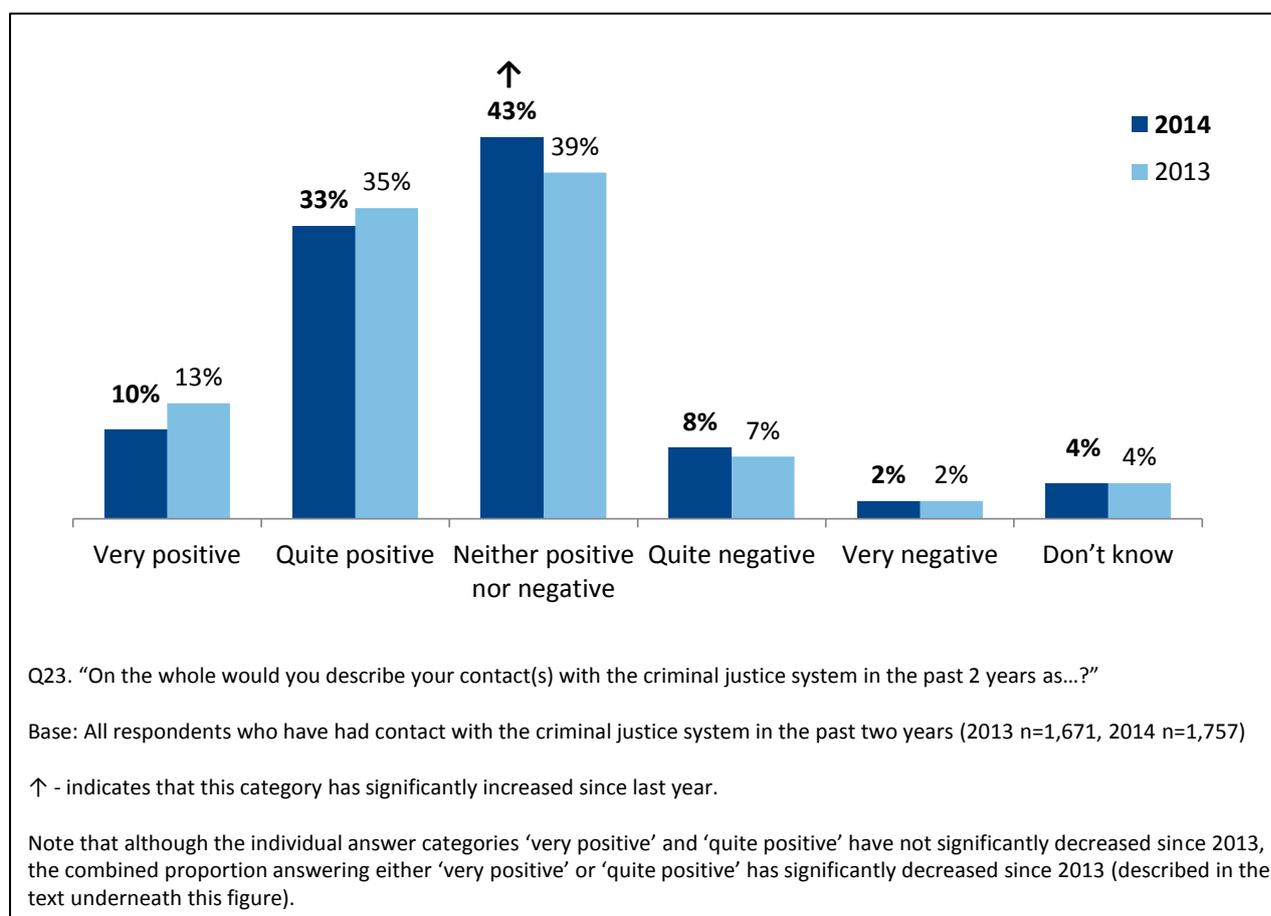
in ten (87%) of those experiencing indirect contact also experienced direct contact meaning there are not many in the public who *only* experienced indirect contact (7% of the public in total).

Most people have experienced multiple contacts with the criminal justice system over the past two years. Among those who have had contact with the criminal justice system in the past two years, the average respondent selected 2.6 answers to this question. 29% of those who have had contact have had only one type of contact, 28% have had two, and 43% have had three or more different types of contact (up to a maximum of 16 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. Generally speaking those who have had contact with the criminal justice system, either directly or indirectly, are more negative in their perceptions compared with those who have had no contact. These findings are described elsewhere in the report (where we analyse the findings by type of respondent).

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 43% of those who have had contact with the criminal justice system in the past two years say their overall experience has been either 'very positive' or 'quite positive'. This has decreased since 2013 when it was 48%.

43% are neutral (which has increased since last year when 39% were neutral), and 10% are negative (similar to last year when 9% were negative). (4% in both years said 'don't know').

The decrease in the proportion saying their experience was positive and the increase in the neutral category is largely accounted for by those who say they were in a vehicle that was stopped by Police, which is the most common form of interaction (the wording for that particular contact category remained identical across the 2013 and 2014 questionnaires). If this category is removed from the analysis, there are no significant differences between 2014 and 2013 (after removing this form of contact from the analysis, 39% are positive in 2014 vs. 40% in 2013).

As discussed later on page 57, 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).

The following groups are generally more **positive** about their contact with the criminal justice system (the results below should be compared against the average results for all respondents – which are 43% positive / 10% negative):

- Those who work in the criminal justice system (61% are positive and 13% are negative).
- Those aged 70+ (49% are positive and only 3% are negative).

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 43% positive / 10% negative):

- Those with a wider range of contacts with the criminal justice system (40% 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 18% are negative).
- Those who paid a fine or reparation (40% are positive and 14% are negative).
- Those who have attended court as a victim or defendant (32% are positive and 39% are negative).
- Those who have known someone who was imprisoned (37% are positive and 13% are negative).
- Those who have personally been a victim of a crime (although 43% are positive, 18% are negative).
- Those living in rural areas (41% are positive and 14% are negative).

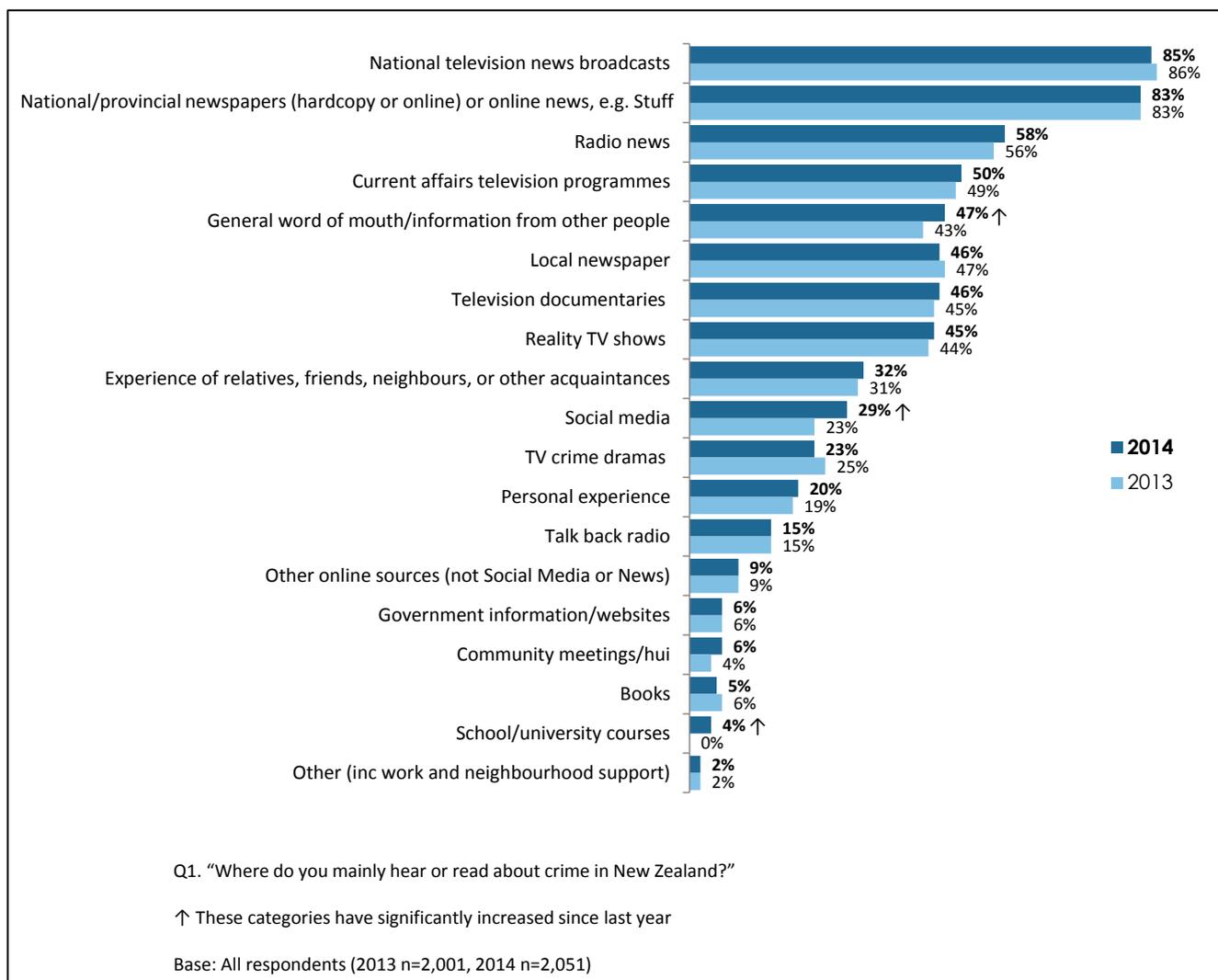
Those who attended court as a witness or support person are more likely than average to be **either positive or negative** (47% are positive and 21% are negative – compared with 40% and 18% among all respondents).

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. 8 in 10 say that national or provincial newspapers or online news sources such as Stuff.co.nz are one

of their main sources of information about crime³. Radio news is the third 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.

Since 2013 there have been increases in the proportion of respondents who say that general word of mouth, Social Media and school/university courses are their main sources of information about crime.

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, hard copy newspapers and radio, whereas younger respondents are more likely than older respondents to hear about crime through online news, general word of mouth and social media.

Use of hardcopy news vs. online news for information about crime

In the 2014 survey we specifically asked what proportion of respondents used 'hard copy' newspapers vs. 'online copies' of newspapers (this was not asked in 2013).

In total 72% of respondents say they read about crime through online news sources such as Stuff.co.nz or through online copies of newspapers (we combine online news sources such as Stuff.co.nz and online copies of newspapers in this analysis because both sources often share identical news stories via the Fairfax Media network).

60% say they read about crime through hardcopy newspapers.

There is a large degree of overlap with 42% of all respondents reading about crime through both channels. 30% say they use online news but *do not* use hardcopy, and 18% say they use hardcopy but not online.

(Please note that in the analysis above we included national, provincial and local newspapers).

³ Please note that we combined the sources 'newspapers' and 'online news sources such as Stuff.co.nz' for comparisons between 2013 and 2014 in Figure 3. Reading about crime through a 'hardcopy' newspaper was not explored in the 2013 research, which only asked about 'newspapers' as a source (it is highly likely that many of those selecting this option in 2013 would have been reading newspapers online). Therefore we cannot accurately compare the 2013 and 2014 survey for the category: 'newspapers' on their own.

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:
National television news broadcasts (average of 85% use this source)	<ul style="list-style-type: none"> ▪ Those with a school certificate as their highest qualification (91%). ▪ Those aged 50+ (91%). 	<ul style="list-style-type: none"> ▪ Those aged under 25 (74%).
National and provincial newspapers (online or hardcopy) or online news such as Stuff.co.nz (average of 83% use this source) (See split below for online vs. hardcopy news)	<ul style="list-style-type: none"> ▪ Those from households with an income of \$100,000-\$150,000 (87%). ▪ Those living in cities (85%). ▪ University graduates (86%). 	<ul style="list-style-type: none"> ▪ Those with a household income up to \$30,000 (75%). ▪ Those living in rural areas (78%). ▪ Those with no qualification (74%).
Hardcopy newspapers (national/provincial/local) (average of 60% use this source)	<ul style="list-style-type: none"> ▪ Those aged 50-69 (69%), and those aged 70+ (78%). ▪ Those with household incomes between \$30,000 and \$50,000 (68%). ▪ Those living in the provincial areas of the North Island (69%). ▪ Those with no perceived knowledge (56%)*. 	<ul style="list-style-type: none"> ▪ Those aged under 25 (49%) or aged 25-49 (52%). ▪ Pacific (47%). ▪ Those living in Auckland (54%).
Online news sources such as Stuff.co.nz or online copies of newspapers (average of 72% use this source)	<ul style="list-style-type: none"> ▪ Those aged under 25 (85%) or aged 25-49 (81%). ▪ Asian respondents (82%). ▪ Those with household incomes of \$100,001-\$150,000 (78%) or \$150,000+ (84%). ▪ People living in cities (76%). ▪ University graduates (80%). 	<ul style="list-style-type: none"> ▪ Those aged 50-69 (64%), and those aged 70+ (50%). ▪ Those with households incomes up to \$30,000 (56%). ▪ People living in rural areas (65%). ▪ Those with no qualification beyond school (59%) or a technical/trade qualification (66%).
Radio news (average of 58% use this source)	<ul style="list-style-type: none"> ▪ Pacific respondents (70%). ▪ Those aged 70+ (64%). 	<ul style="list-style-type: none"> ▪ Those aged under 25 (48%).
Current affairs television programmes (average of 50% use this source)	<ul style="list-style-type: none"> ▪ Those aged 50+ (57%) ▪ Māori respondents (61%) 	<ul style="list-style-type: none"> ▪ Those aged under 25 (38%), and those aged 25-49 (45%).
Local newspapers (average of 46% use this source)	<ul style="list-style-type: none"> ▪ Māori respondents (54%) ▪ Respondents living in rural areas (53%) 	<ul style="list-style-type: none"> ▪ Those with a household income of over \$150,000 (35%). ▪ Those aged under 25 (36%). ▪ University graduates (42%). ▪ Respondents living in 'cities' (42%).
Television documentaries (average of 46% use this source)	<ul style="list-style-type: none"> ▪ Those aged 50-69 (52%), and those aged 70+ (56%). ▪ Those with a school certificate as their highest qualification (56%). ▪ Māori respondents (52%). ▪ Pacific respondents (56%). 	<ul style="list-style-type: none"> ▪ Those aged under 25 (30%). ▪ Asian respondents (34%). ▪ University graduates (40%).
Reality TV shows (average of 45% use this source)	<ul style="list-style-type: none"> ▪ Those with a school certificate as their highest qualification (57%). ▪ Māori respondents (52%). ▪ Pacific respondents (59%). ▪ Those who would struggle to pay an unexpected expense of \$500 (52%). 	<ul style="list-style-type: none"> ▪ Those with a household income of over \$150,000 (36%). ▪ University graduates (39%). ▪ Those who believe that crime in New Zealand is decreasing (38%). ▪ Those who have had no contact with the criminal justice system in the past 2 years (38%).

General word of mouth (average of 47% use this source)	<ul style="list-style-type: none"> Those aged under 25 (58%). 	<ul style="list-style-type: none"> Those aged 70+ (38%). Those who have not had any contact with the criminal justice system in the past 2 years (36%).
Experience of relatives, friends, neighbours, or other acquaintances (average of 32% use this source)	<ul style="list-style-type: none"> Māori respondents (39%). Those who would struggle to pay an unexpected expense of \$500 (39%). 	<ul style="list-style-type: none"> Those aged 70+ (20%). Those who have had indirect contact (i.e. known someone else who has had contact) with the criminal justice system in the past 2 years (44%).
TV crime dramas (average of 23% use this source)	<ul style="list-style-type: none"> Those with a household income up to \$30,000 (32%). 	No significant differences by demographic group.
Social media sources (average of 29% use this source)	<ul style="list-style-type: none"> Those aged under 25 (55%) or aged 25-49 (37%). Asian respondents (38%). 	<ul style="list-style-type: none"> Those aged 50-69 (17%), and those aged 70+ (7%). Those with no qualifications (20%). Those who believe that crime is increasing (20%).
Talk back radio (average of 15% use this source)	<ul style="list-style-type: none"> Those aged 70+ (22%). Those living in Auckland (19%). 	<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"> University graduates (9%). Those from households with an income of \$100,000-\$150,000 (10%). 	<ul style="list-style-type: none"> Those with no qualification (3%).

* These respondents (with no perceived knowledge of the criminal justice system) claim to know either 'a little' or 'nothing at all' about ten different aspects of crime and the criminal justice system.

The only significant difference for use of 'community meetings/hui' is that Māori respondents are more likely to use this source (12% vs. 6% for all respondents). Asian respondents are more likely to say they use other online sources (i.e. not news websites or Social Media) (18% vs. 9% of all respondents). People aged under 25 are more likely to say 'through school/University courses' (11% vs. 4% of all respondents) as are those living in cities (5% vs. 2% in rural areas and towns). There are no significant differences for 'personal experience' 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 public perceptions 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)

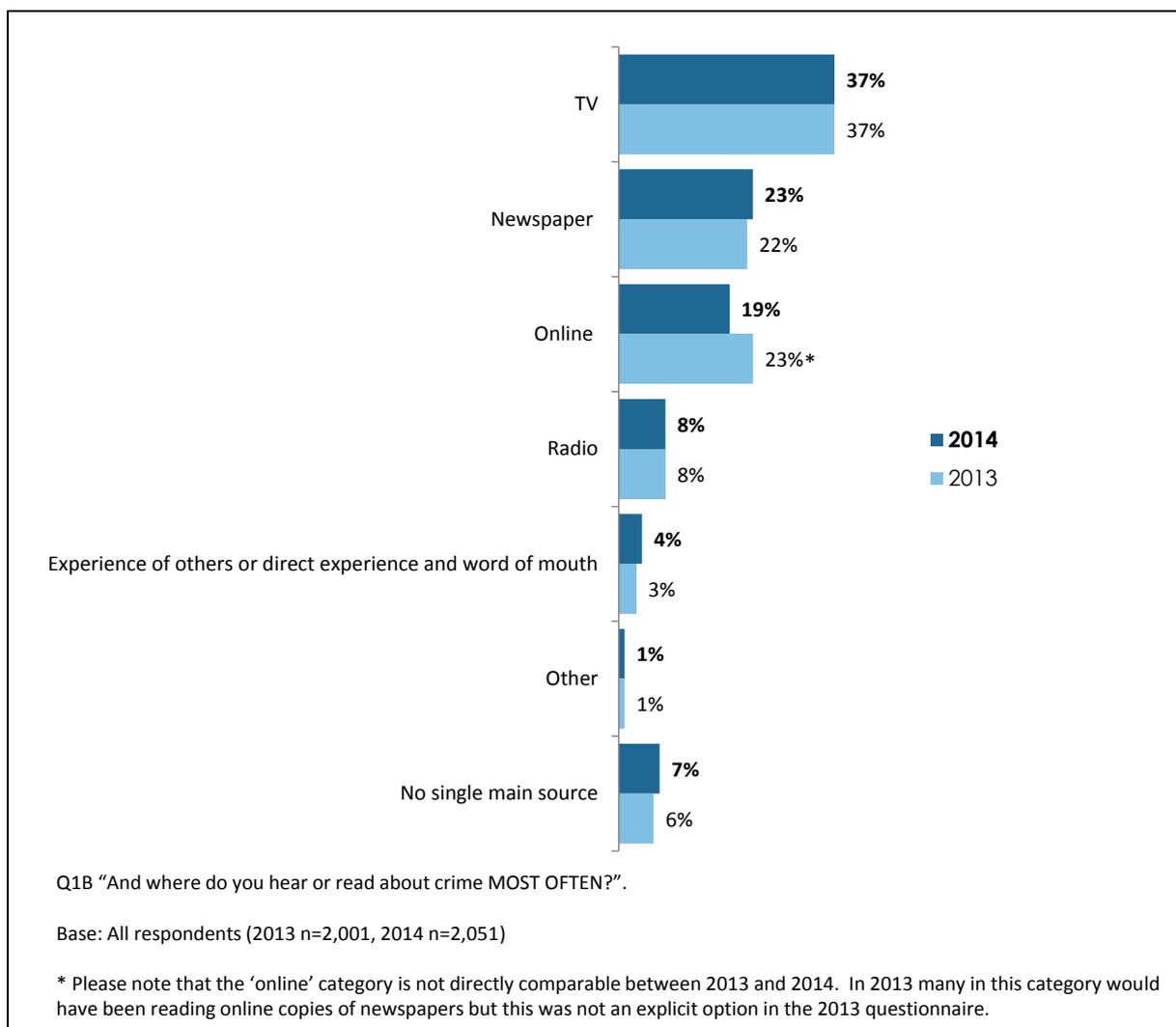


Figure 4 shows that television is the most commonly used channel, closely followed by newspaper and online sources. Less than one in ten say radio is their most common source of information about crime. The results are broadly similar to last year.

Although it appears that 'online' has decreased, this is related to a change in the question wording between 2013 and 2014. In the 2014 questionnaire we were explicit that newspapers included both online and hardcopy (whereas this distinction was less clear in the 2013 questionnaire – so many of those selecting 'online' in the 2013 survey were probably viewing an online copy of a newspaper).

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 (2014 answers are highlighted in bold).

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'). The results are very similar across both the 2014 survey and the 2013 survey with no significant differences over time.

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 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.

The most commonly used sources of information about crime are viewed as the most reliable. As discussed in the previous section, over eight in ten say television news and newspapers are their main sources of information about crime, these are also viewed as reliable by over eight in ten respondents.

Those from households with a higher household income (over \$150,000) are more likely to say that crime statistics are reliable (80% compared to 70% among all respondents). Those with University qualifications are also more likely to say that crime statistics are reliable (77%). (There are no other significant variations in how different groups rate the reliability of crime statistics).

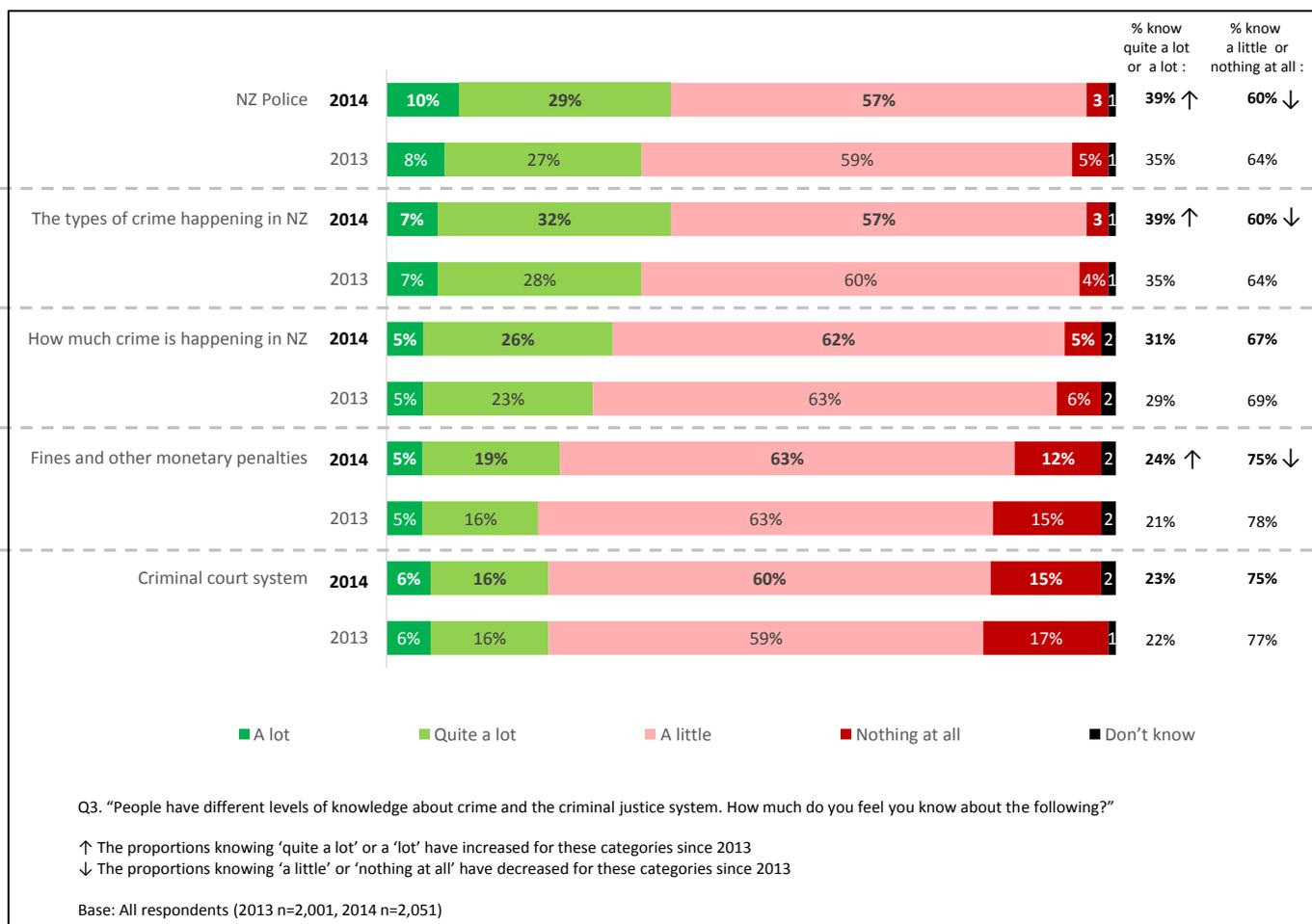
Not surprisingly there is a link between 'use' and perceived 'reliability'. For example, 90% of those who say radio news is their most common source of information about crime, rate radio news as reliable (compared to 82% of all respondents). This finding applies to each of the information sources investigated.

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 6a (the five most well-known aspects of crime and the criminal justice system) and Figure 6b (all other aspects) overleaf (2014 answers are highlighted in bold).

Figure 6a: Knowledge about different aspects of crime and the criminal justice system (top five most well known aspects)



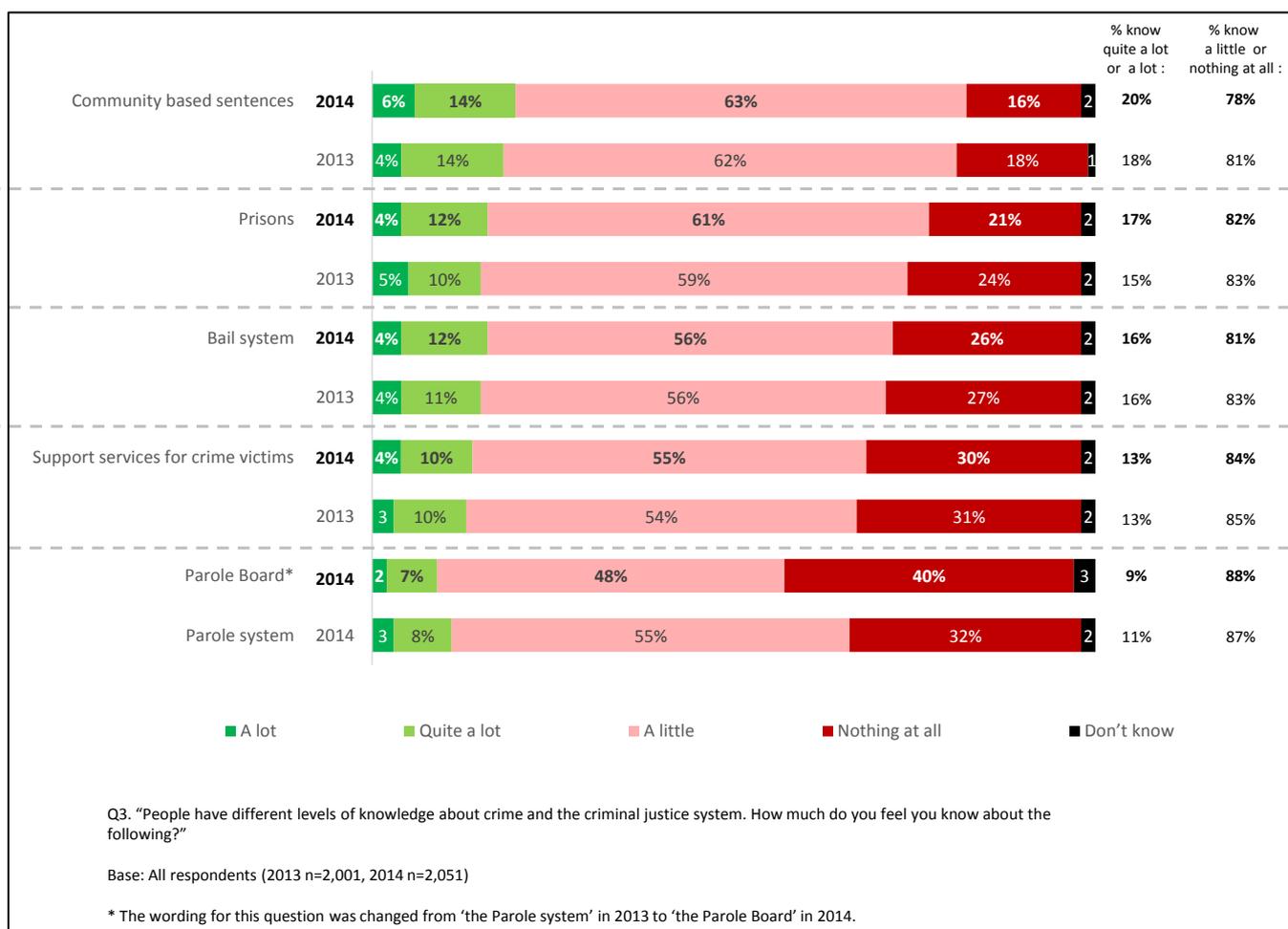
Most respondents say they only know 'a little' or 'nothing at all' about most aspects of the criminal justice system and crime in New Zealand.

The five aspects that people claim to know the most about are: NZ Police (39% know quite a lot or a lot about NZ Police), the types of crime happening in New Zealand (39%), how much crime is happening in New Zealand (31%), fines and other monetary penalties (24%), and the criminal court system (23%).

Since 2013 the proportions that have some knowledge about NZ Police, the types of crimes happening in New Zealand and fines and other monetary penalties has increased (and the proportions that feel they know only a little or nothing at all have decreased).

As can be seen in Figure 6b overleaf, there have been no significant changes in knowledge about other aspects of the criminal justice system between 2013 and 2014.

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



One in five (or less) say they know quite a lot, or a lot, about community based sentences, prisons, the bail system, support services for crime victims, and the Parole Board. The overall proportion knowing quite a lot or a lot about these aspects of the criminal justice system has not changed since 2013 (nor have the proportions saying they only know a little or nothing at all).

In general respondents are more likely to say they know more about agencies that deal with the earlier stages of the criminal justice system. 39% say they know a lot, or quite a lot, about Police. 24% say they know a lot, or quite a lot, about fines and other monetary penalties. The equivalent proportion for the criminal court system is 23%.

Only 17% say they know a lot, or quite a lot, about prison, the equivalent proportions are 16% for the bail system and 9% for the Parole Board.

Generally speaking respondents from higher income households claim to know more than others. In addition, males tend to say they know more than females.

Table 3 overleaf outlines the significant differences in perceived 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 39% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Males (45%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (61%) ▪ Those with a household income of over \$100,000 (47%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (50%) 	<ul style="list-style-type: none"> ▪ Females (33%) ▪ Asian respondents (29%) ▪ Those who have not encountered the criminal justice system in the past 2 years (30%) ▪ Those with a household income of under \$20,000 (28%)
<p>Types of crime happening</p> <p>(average of 39% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Hamilton residents (54%) ▪ Males (43%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (53%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (46%) ▪ Those with a household income of over \$100,000 (45%) 	<ul style="list-style-type: none"> ▪ Females (35%) ▪ Those who have not encountered the criminal justice system in the past 2 years (30%) ▪ Those with a household income of under \$20,000 (27%) ▪ Those living in the South Island outside of the main centres (29%)
<p>How much crime is happening</p> <p>(average of 31% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Males (35%) ▪ Pacific respondents (44%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (49%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (39%) ▪ Hamilton residents (42%) 	<ul style="list-style-type: none"> ▪ Those living in the South Island outside of the main centres (24%)
<p>Fines & monetary penalties</p> <p>(average of 24% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Males (28%) ▪ Those aged 18-24 (31%) ▪ Pacific respondents (35%) ▪ Those with a household income of over \$100,000 (29%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (46%) 	<ul style="list-style-type: none"> ▪ Females (20%) ▪ Those who have not encountered the criminal justice system in the past 2 years (16%)
<p>Criminal court system</p> <p>(average of 23% know ‘a lot’ or ‘quite a lot’)</p>	<ul style="list-style-type: none"> ▪ Males (28%) ▪ Those with a household income of over \$100,000 (31%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (51%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (32%) ▪ Wellington residents (29%) 	<ul style="list-style-type: none"> ▪ Females (18%) ▪ Those who have not encountered the criminal justice system in the past 2 years (15%) ▪ Those living in the South Island outside of the main centres (16%)
<p>Community based sentences</p> <p>(average of 20% know ‘a lot’ or ‘quite a lot’)</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 (50%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (27%) ▪ Those with a household income of over \$150,000 (27%) 	<p>No significant differences by demographic group</p>

Prisons (average of 17% know 'a lot' or 'quite a lot')	<ul style="list-style-type: none"> ▪ Males (21%) ▪ Māori respondents (22%) ▪ Pacific respondents (30%) ▪ Those with a household income of over \$100,000 (22%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (39%) 	<ul style="list-style-type: none"> ▪ Females (13%) ▪ Those living in the South Island outside of the main centres (11%)
Bail system (average of 16% know 'a lot' or 'quite a lot')	<ul style="list-style-type: none"> ▪ Wellington residents (23%) ▪ Those with a household income of over \$150,000 (24%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (37%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (23%) 	No significant differences by demographic group
Support services for victims (average of 13% know 'a lot' or 'quite a lot')	<ul style="list-style-type: none"> ▪ Māori respondents (20%) ▪ Pacific respondents (25%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (34%) 	No significant differences by demographic group
Parole Board (average of 9% know 'a lot' or 'quite a lot')	<ul style="list-style-type: none"> ▪ Males (12%) ▪ Those with a household income of over \$150,000 (16%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (24%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (14%) ▪ Wellington residents (15%) 	<ul style="list-style-type: none"> ▪ Females (7%)

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 17 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).

The four levels are described as:

- *No perceived knowledge* about crime and the criminal justice system (the respondent says they do not know about any aspects of crime and the criminal justice system).
- *Low level of perceived knowledge* about crime and the criminal justice system (the respondent says they know about one or two different aspects).
- *Fairly high level of perceived knowledge* about crime and the criminal justice system (the respondent says they know about three or four different aspects).
- *Very high level of perceived knowledge* about crime and the criminal justice system (the respondent says they know about five to ten different aspects).

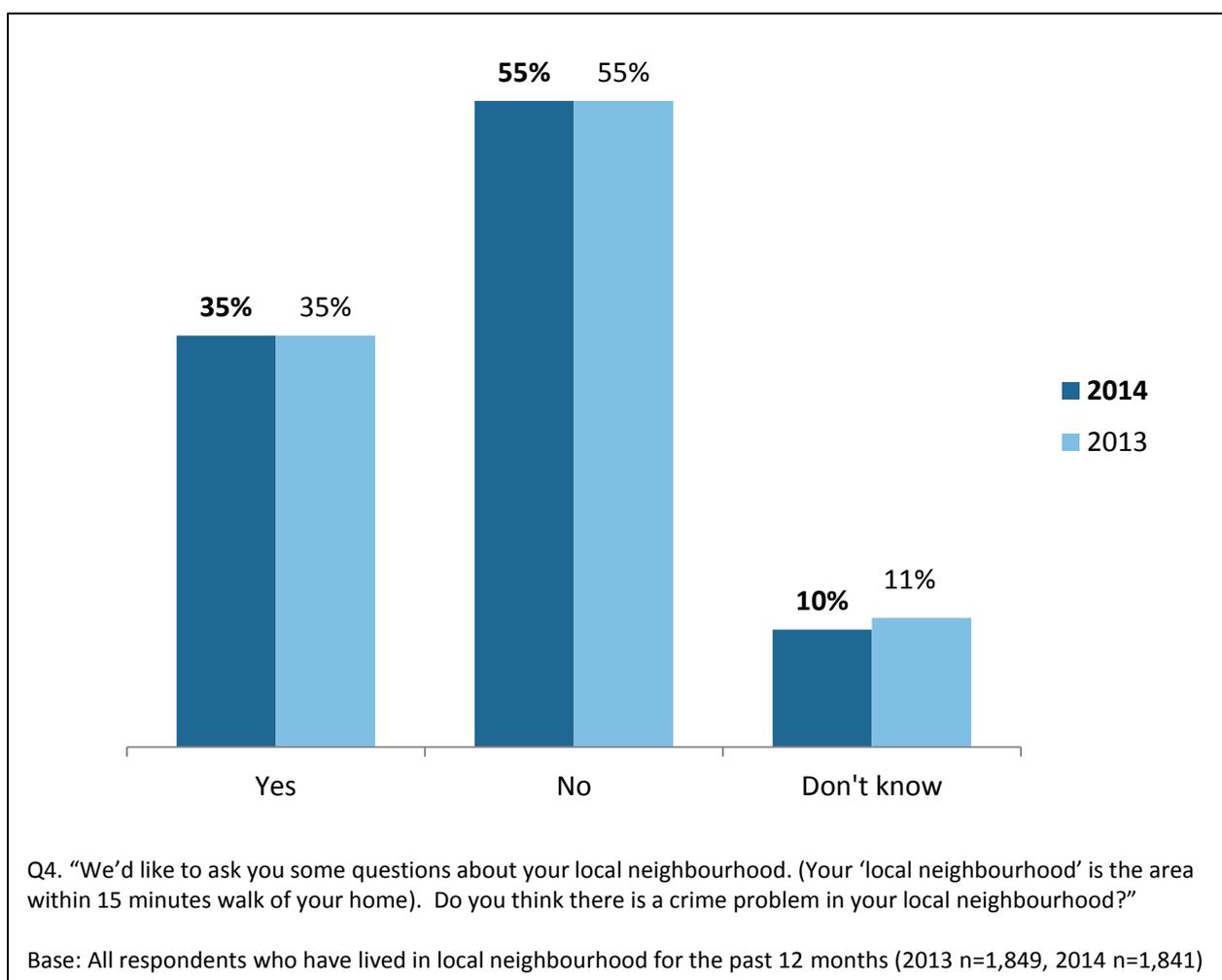
In some places in the report we merge together the bottom two or the top two knowledge groups when required for analysis – for example, combining 'fairly high' and 'very high' into the category 'high level of perceived knowledge' (normally this is done to enlarge the sample sizes of knowledge categories 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). 10% of respondents have not lived in their local neighbourhood for the past twelve months – these respondents were not asked 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 10% do not know. The findings were the same in 2013.

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

- Māori respondents (48%)
- Those with a household income up to \$30,000 (43%)
- Those who would struggle to pay an unexpected expense of \$500 (40%)
- Those living in the Auckland region (39%)
- Those living in provincial areas in the Upper North Island (40%)
- Those who have not had contact with the criminal justice system in the past 2 years (22%)
- Those who say 'word of mouth' or 'direct experience' is their most commonly used source of information about crime (49%).

Those with a household income of more than \$150,000 are less likely to say there is a crime problem (25%).

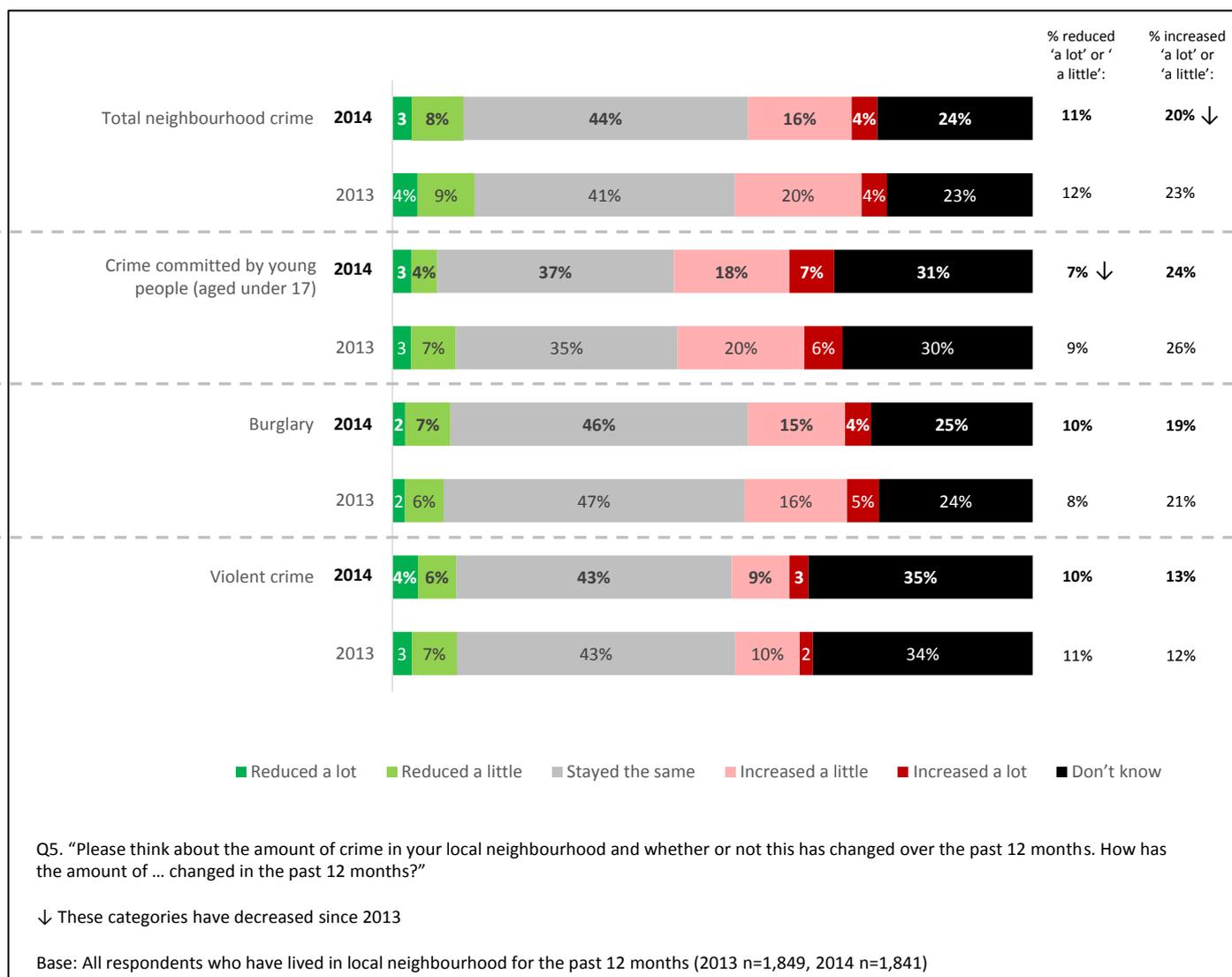
It should be noted that those living in the South Island outside of Christchurch and Dunedin are less likely to say there is a crime problem (22%).

Those living in rural areas are less likely to say there is a problem (25%, compared with 33% 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 overleaf (2014 answers are highlighted in bold).

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



The largest proportion of respondents, 44%, say that the total amount of crime in the local neighbourhood has remained the same over the past year. 20% think that neighbourhood crime has increased, 11% think that neighbourhood crime has decreased, and a further 24% do not know.

Since 2013 the proportion saying that the total amount of crime in the neighbourhood has increased has fallen from 23% in 2013 to 20% in 2014. In 2014 a smaller proportion think that crime committed by young people in the local neighbourhood has reduced in the past year (compared with 2013).

As in 2013, more respondents think that crime in the local neighbourhood is increasing rather than decreasing (20% say it has increased and 11% say it has decreased).

24% think that crime committed by young people locally has increased in the past year, 19% think that burglary had increased, and only 13% think that violent crime in the neighbourhood had increased (these proportions are all similar to the 2013 survey).

Those living in towns are more likely to think that crime by young people in the neighbourhood and burglary in the neighbourhood has increased in the past year (31% and 27% respectively compared to 24% and 19% among all respondents).

Those living in Auckland are more likely to think that violent crime in the neighbourhood has increased in the past year (17% compared to 13% among all respondents). Young people aged 18-24 are also more likely to think this (18%), as are Pacific respondents (23%).

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

- Those living in Auckland (25% compared to 20% among all respondents)
- Those living in towns (25% - compared with 19% of those living in cities and 15% of those living in rural areas)
- Pacific respondents (31%)
- Those who have had indirect contact with the criminal justice system in the past 2 years (i.e. 'known someone who has had contact') (24%).

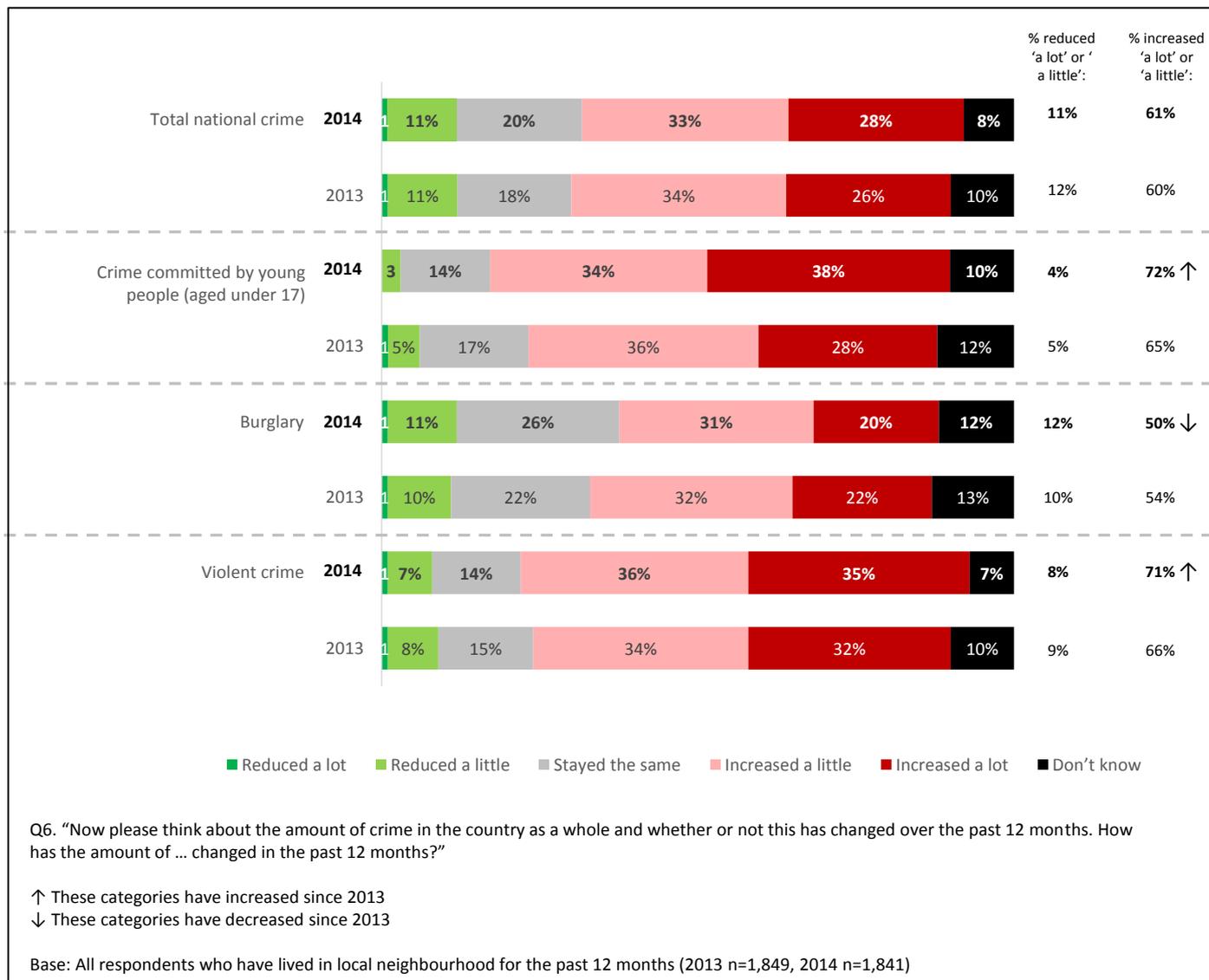
The following groups are more likely to believe that total neighbourhood crime has decreased:

- Respondents aged 70+ are more likely to believe that total neighbourhood crime has decreased (16% - compared to 11% among all respondents).
- Those with a high level of perceived knowledge (i.e. claim to know quite a lot or a lot about three or more different aspects of crime and the criminal justice system) (16%).

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 (2014 answers are highlighted in bold).

Figure 9: Perceptions about national crime increasing or reducing



A large proportion, 61%, say that total national crime has increased over the past year. 33% say it has stayed the same and 11% say it has decreased. 8% say they do not know. These findings are similar to the 2013 survey.

Over 7 in 10 think that, at a national level, violent crime and crime committed by young people has increased in the past year - 71% and 72% respectively believe these two types of crime have increased.

In 2014 there are more respondents saying that violent crime and youth crime has increased (compared with the 2013 survey). Whereas the proportion that think burglary has increased is smaller in 2014 compared with 2013 (50% in the 2014 survey compared with 54% in the 2013 survey).

There are a number of differences in perceptions about increases in national crime by demographic subgroup. Table 4 below outlines the significant differences in perceptions about national crime increasing. Generally speaking, Māori and Pacific respondents, females, and those with no tertiary education qualification are more likely than all respondents to believe that national crime is increasing.

Because of the importance of media, we analysed perceptions of national crime by sources of information about crime. In 2013 this analysis showed that those who use TV as their most common source of information about crime were more likely to believe that national crime is increasing. However, this finding was **not** repeated in 2014. The only two significant differences in how respondents answered this question by the type of information sources they use are that those who use Social Media as one of their main sources of information about crime are more likely than others to believe that crime committed by young people is increasing, and those who obtain their information about crime and the criminal justice system from the 'experience of relatives and friends' are more likely to believe that burglary is increasing. (These results are shown in Table 4).

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:
Crime committed by young people (average of 72% say this has increased 'a lot' or 'a little' over the past year)	<ul style="list-style-type: none"> ▪ Females (76%) ▪ Those who have no tertiary qualifications (78%) ▪ Those who use Social Media as one of their main source of information about crime (76%). 	<ul style="list-style-type: none"> ▪ Have a University qualification (66%) ▪ Males (68%) ▪ Those who have not encountered the criminal justice system in the past 2 years (65%)
Violent crime (average of 71% say this has increased 'a lot' or 'a little' over the past year)	<ul style="list-style-type: none"> ▪ Females (76%) ▪ Those who have no tertiary qualifications (77%) ▪ Those living in the South Island outside of the main centres (78%) 	<ul style="list-style-type: none"> ▪ Males (65%) ▪ Household income over \$150,000 (58%) ▪ University qualification (65%)
Burglary (average of 50% say this has increased 'a lot' or 'a little' over the past year)	<ul style="list-style-type: none"> ▪ Females (55%) ▪ Pacific respondents (66%) ▪ Asian respondents (58%) ▪ Those who use 'experience of relatives/friends' as one of their main sources of information about crime (55%) ▪ Those who have no tertiary qualifications (58%) ▪ Those living in the lower North Island outside of the main centres (58%) 	<ul style="list-style-type: none"> ▪ Males (45%) ▪ Those aged 18-24 (43%) ▪ Those with a household income over \$100,000 (44%) ▪ Wellington residents (43%)
Total national crime (average of 61% say this has increased 'a lot' or 'a little' over the past year)	<ul style="list-style-type: none"> ▪ Females (67%) ▪ Those who have no tertiary qualifications (68%) ▪ Māori respondents (66%) ▪ Pacific respondents (78%) ▪ Those who would struggle to pay an unexpected bill of \$500 (68%) ▪ Those living in the South Island outside of the main centres (67%) 	<ul style="list-style-type: none"> ▪ Males (54%) ▪ Those with a household income over \$150,000 (52%) ▪ Have a University qualification (54%)

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

28% 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 distinct characteristics that particularly stand-out (these characteristics were identified by comparing the profile of respondents that believe crime is increasing 'a lot' vs. the profile of all respondents surveyed – and observing the largest differences):

1. They are more likely to be females aged 50-69 (23% of those who believe crime is increasing a lot are females aged 50-69 - whereas 16% of all respondents surveyed are females aged 50-69).
2. They are more likely to have no qualification or have a school certificate as their highest qualification (33% of those who believe crime is increasing a lot, compared to 22% of all respondents).
3. Non-city dwellers (53% 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 (20% are either completely confident or fairly confident in the criminal justice system, this compares with 31% of all respondents).

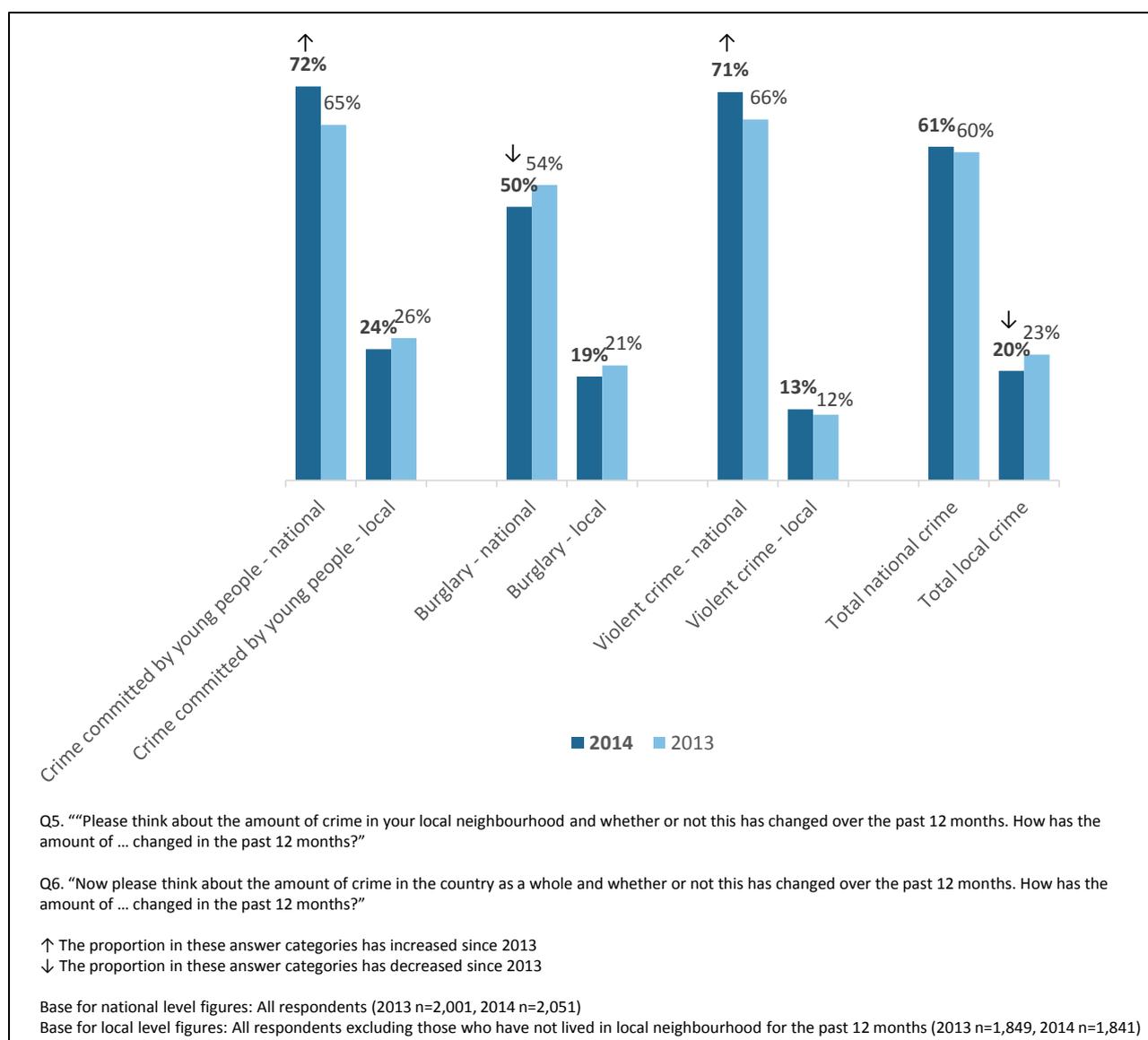
Comparing perceptions about increases in local neighbourhood crime and increases in national crime

A much higher proportion of respondents believe that national crime has increased (compared with the equivalent proportion for crime in the local neighbourhood).

It should also be noted that 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 8% say they 'do not know' how total national crime has changed, whereas 24% say they 'do not know' how total neighbourhood crime has changed).

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 (61% vs. 20%).

The gap in views about national crime versus local crime has increased since 2013, largely driven by a three percentage point drop in views about total local crime increasing.

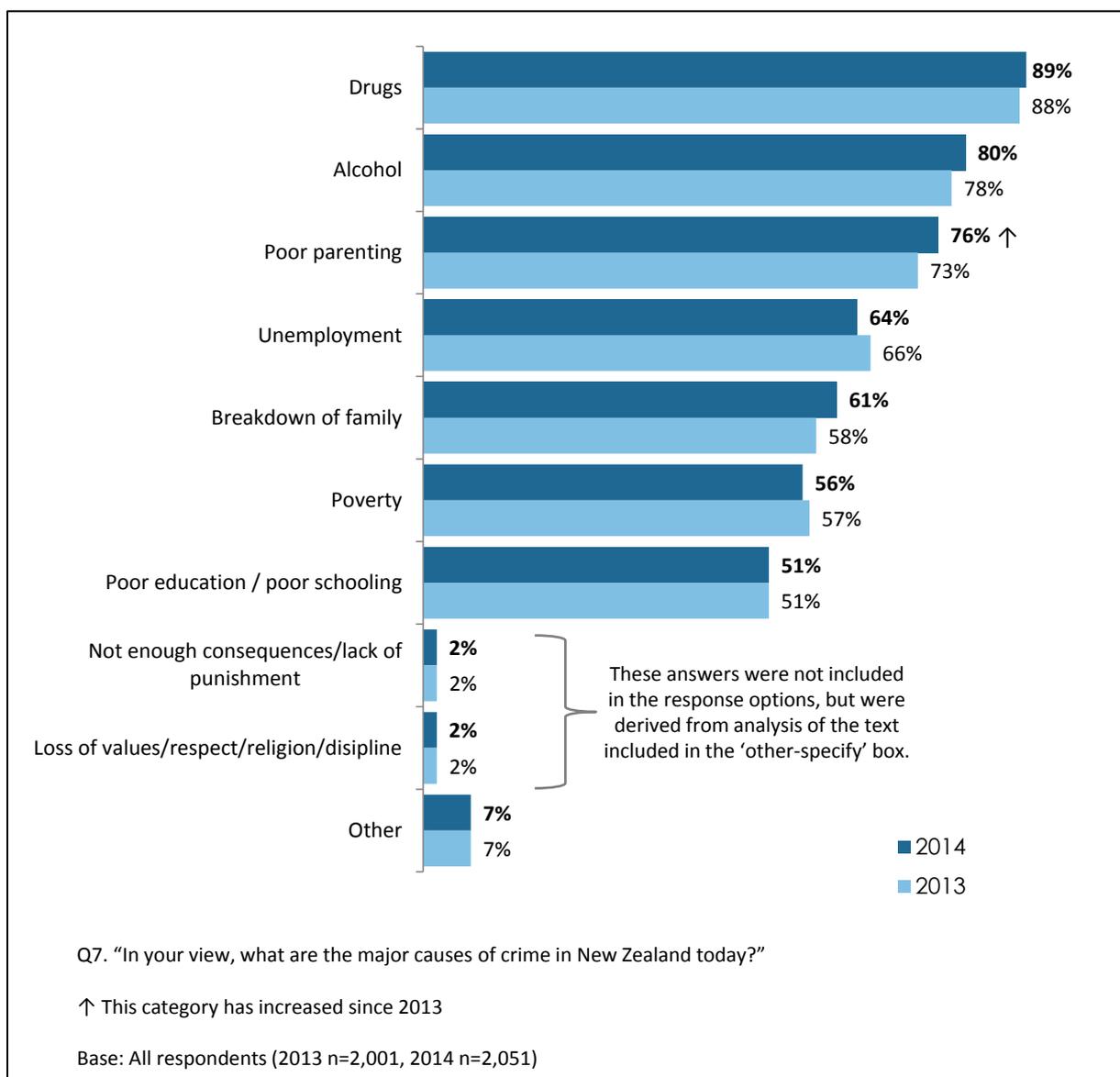
72% say that the amount of crime committed by young people at a national level has increased, compared with 24% at the neighbourhood level. The equivalent proportions for burglary are 50% and 19%. 71% say that violent crime has increased at a national level whereas only 13% say it has increased at the neighbourhood level.

These findings are broadly similar to 2013, although in 2014 there is a larger gap between national and local perceptions about increases in youth crime.

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 4.9 answers.

A high proportion say that drugs and alcohol are major causes of crime (89% and 80% respectively believe these to be major causes of crime). 76% say poor parenting is a major cause of crime (this proportion has increased since 2013 when it was 73%), 64% say unemployment is a major cause, 61% say breakdown of family is a major cause, 56% 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.

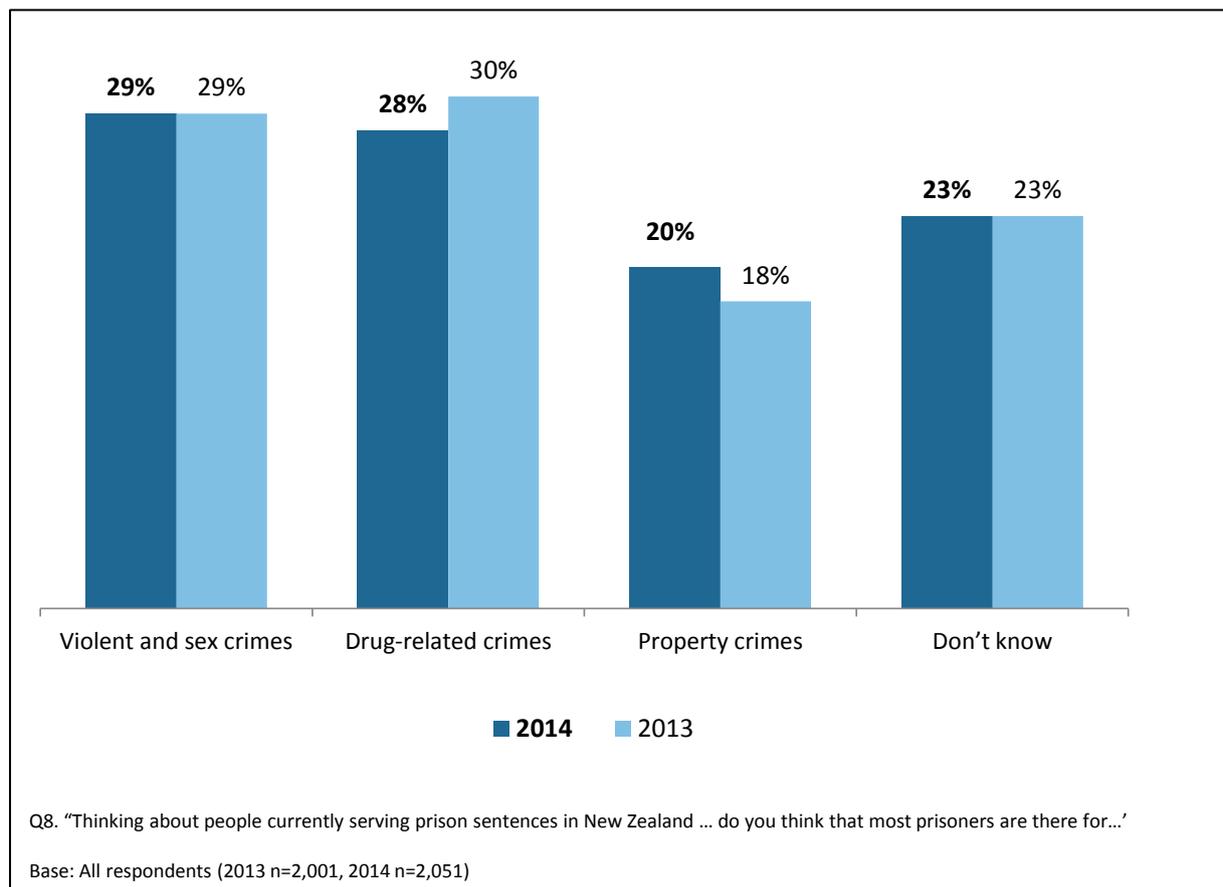
Some key differences in views exist within the survey population:

- Those who are aged 50+ are more likely than younger respondents to select a range of reasons – including drugs (94% of those aged 50+ compared to 84% of those aged under 50), alcohol (86% vs. 75%), poor parenting (81% vs. 72%), breakdown of family (73% vs. 53%), and unemployment (73% vs. 53%).
- Māori and Pacific respondents are more likely than average to mention poverty (73% and 72% respectively).
- Pacific and Asian respondents are more likely than average to mention poor education/poor schooling (63% and 59% respectively).
- Asian respondents are more likely to mention drugs (80%).
- Those with no education qualification (beyond school) are more likely than average to mention drugs, alcohol and unemployment (93%, 86%, and 72% 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. 28% say that most are in prison for drug-related crimes, 20% say ‘property crimes’ and 23% do not know.

There are no significant differences in how respondents answered this question between 2014 and 2013.

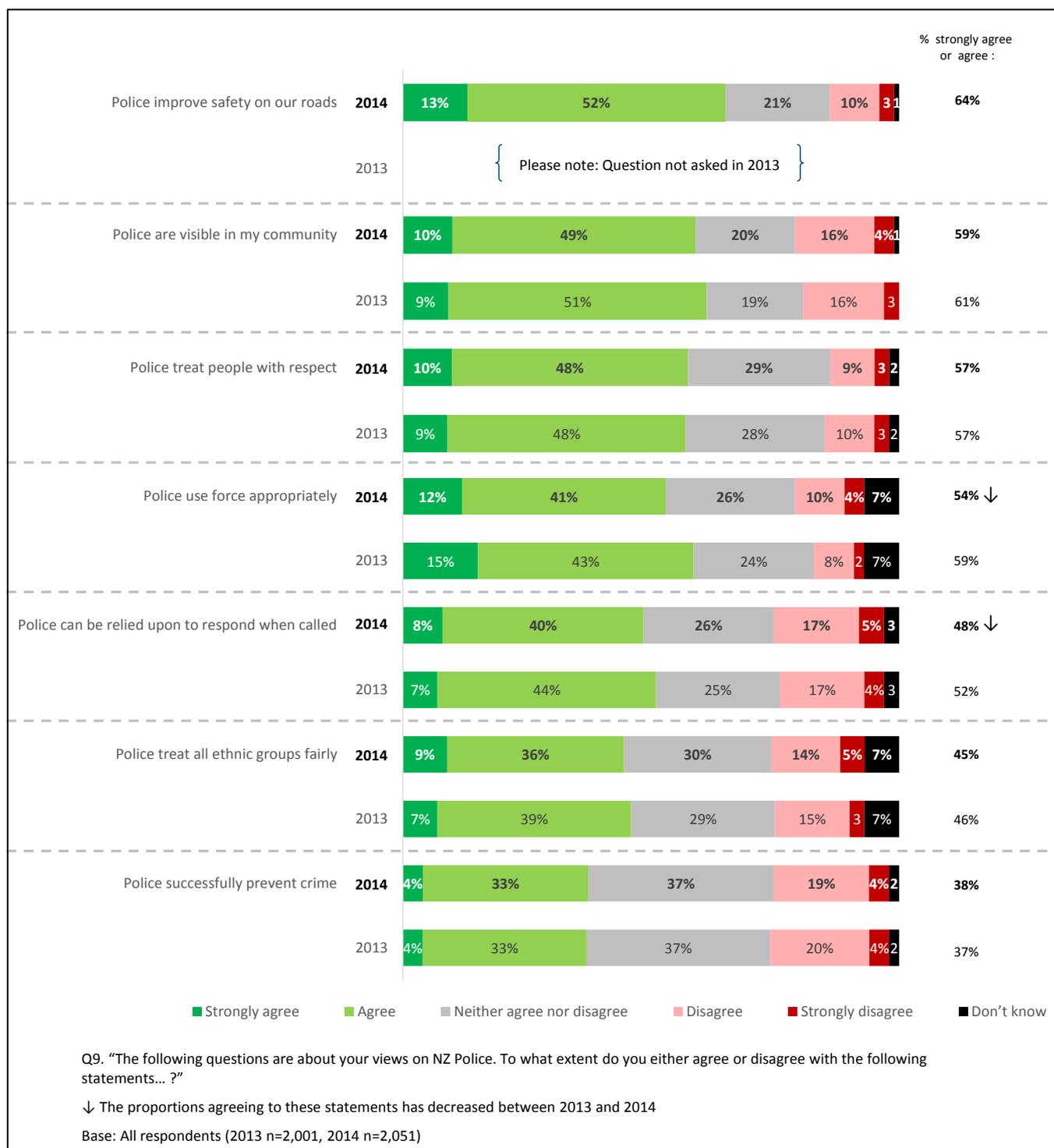
Those with a high level of perceived knowledge about crime and the criminal justice system are more likely to say ‘violent and sex crimes’ (33% vs. 29% among all respondents).

Public perceptions of the criminal justice system

NZ Police

Respondents were asked how much they agreed or disagreed with a range of statements describing views on New Zealand Police. In both the 2013 and 2014 surveys the order of statements was rotated (in order to rule out the possibility that the results could be impacted by the order in which the questions were asked). Results are illustrated in Figure 13 below (2014 answers are highlighted in bold).

Figure 13: Views on NZ Police



Over 6 in 10 agree that NZ Police improve safety on our roads. Around six in ten agree that NZ Police are visible in the community and treat people with respect. Around half agree that NZ Police use force appropriately, can be relied upon to respond when called and treat all ethnic groups fairly. Only 38% agree that NZ Police successfully prevent crime.

Since 2013 the proportion that agree that NZ Police use force appropriately has decreased (from 59% in 2013 to 54% in 2014). The decrease in agreement is most prominent among those with a household income of \$150,000 or more (down from 62% agreement in 2013 to 47% agreement in 2012).

Since 2013 the proportion that agree that NZ Police can be relied upon to respond when called has decreased (from 52% to 48%). The decrease in agreement is most prominent among those aged 70+ (down from 54% agreement in 2013 to 45% agreement in 2012) and Asian respondents (down from 53% agreement in 2013 to 42% agreement in 2012).

In general those who 'do not agree' are more likely to be ambivalent (i.e. have a neutral viewpoint) about these statements, rather than hold a negative viewpoint (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. Females are generally more positive than males about the police, as are those with a high level of perceived knowledge about crime and the criminal justice system. Māori and Pacific respondents are generally less positive than others.

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':
Police improve safety on our roads (average of 64% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Females (69%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (74%) 	<ul style="list-style-type: none"> ▪ Males (59%) ▪ Those who would struggle to pay an unexpected bill of \$500 (56%)
Police are visible in community (average of 59% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Those who live in a town (64%) ▪ Females (63%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (66%) 	<ul style="list-style-type: none"> ▪ Males (54%) ▪ Those ages 70+ (51%) ▪ Asian respondents (48%) ▪ Those who have a household income over \$150,000 (50%) ▪ Those who have a household income under \$20,000 (47%)
Police treat people with respect (average of 57% 'strongly agree' or 'agree')	<ul style="list-style-type: none"> ▪ Aged 70+ (66%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (68%) 	<ul style="list-style-type: none"> ▪ Māori respondents (48%) ▪ Pacific respondents (44%) ▪ Those who would struggle to pay an unexpected bill of \$500 (50%) ▪ Those who have a household income over \$150,000 (47%) ▪ Those who have a technical or trade qualification (50%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (46%) ▪ No perceived knowledge (53%)* ▪ Those who live in the South Island outside of the main areas 50%

<p>Police use force appropriately</p> <p>(average of 54% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ NZ European (58%) ▪ Those who would not struggle to pay an unexpected bill of \$500 (57%) ▪ Those with a high level of perceived knowledge (59%)* ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (66%) ▪ Those who have a household income over \$100,000 (60%) 	<ul style="list-style-type: none"> ▪ Māori respondents (40%) ▪ Pacific respondents (41%) ▪ Asian respondents (44%) ▪ Those who would struggle to pay an unexpected bill of \$500 (41%) ▪ No perceived knowledge (48%)
<p>Police can be relied upon to respond when called</p> <p>(average of 48% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Those with a University qualification (55%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (61%) ▪ Wellington residents (57%) 	<p>No significant differences by demographic group</p>
<p>Police treat all ethnic groups fairly</p> <p>(average of 45% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ NZ European (49%) ▪ Those who have no tertiary qualifications (50%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (52%) ▪ Those with a high level of perceived knowledge (51%)* 	<ul style="list-style-type: none"> ▪ Māori respondents (33%) ▪ Pacific respondents (29%) ▪ Those who would struggle to pay an unexpected bill of \$500 (37%) ▪ Those with no perceived knowledge (39%)*
<p>Police successfully prevent crime</p> <p>(average of 38% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (56%) ▪ Those with a high level of perceived knowledge (43%)* ▪ Hamilton residents (50%) 	<ul style="list-style-type: none"> ▪ Asian respondents (29%) ▪ Those who would struggle to pay an unexpected bill of \$500 (29%) ▪ Those who think the total amount of crime in NZ has increased in the last 12 months (32%) ▪ Those with no perceived knowledge (34%)*

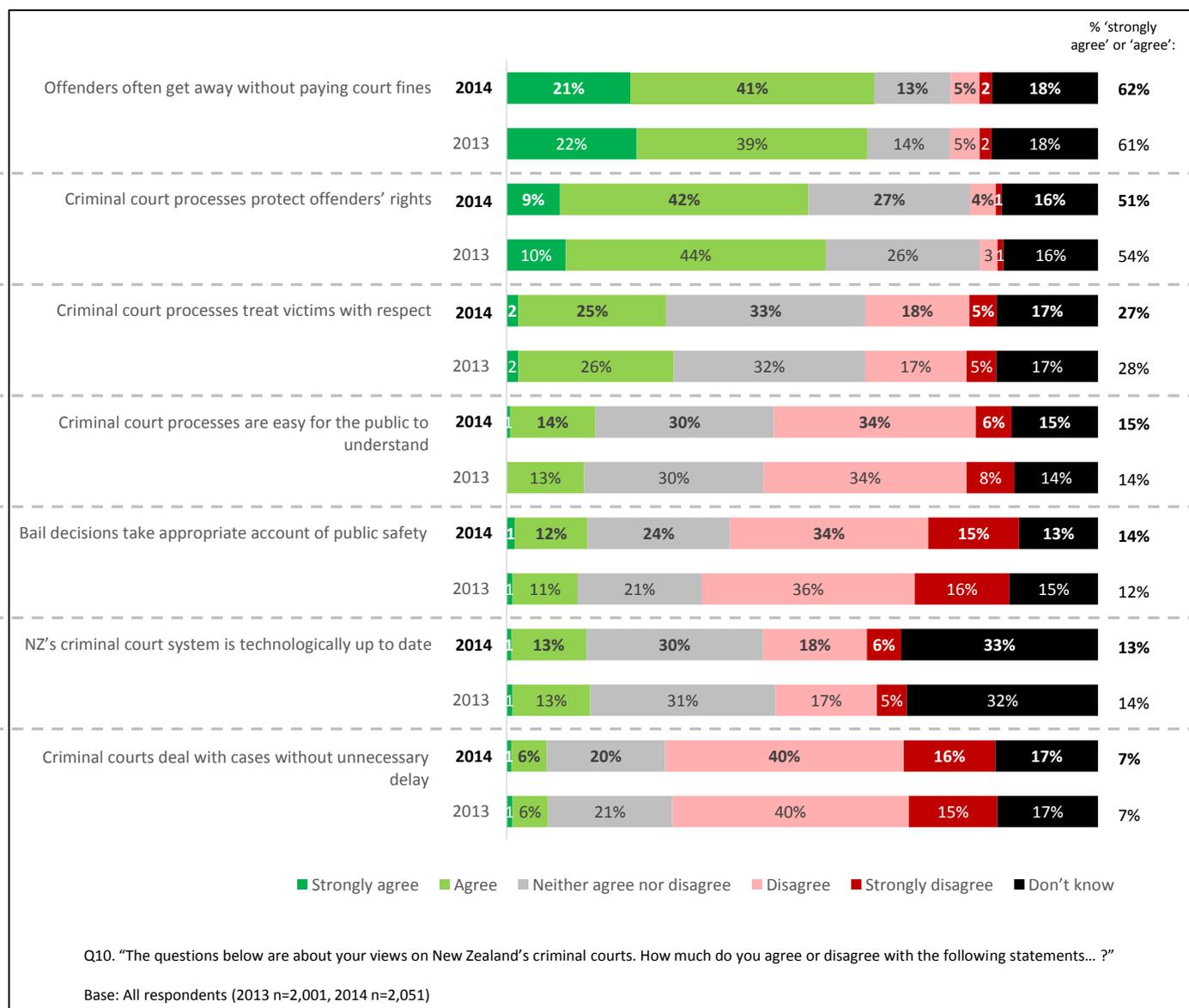
* Those with a high level of perceived knowledge are those who know about three or more different aspects of crime and the criminal justice system (this combines two categories discussed elsewhere, i.e. 'very high' and 'fairly high' levels of knowledge described at page 17 of the methodology section). Those with 'no perceived knowledge' say they do not know about any aspects of crime and the criminal justice system.

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. In both the 2013 and 2014 surveys the order of statements was rotated (in order to rule out the possibility that the results could be impacted by the order in which the questions were asked). Results are illustrated in the figure below (2014 answers are highlighted in bold).

Figure 14: Views on criminal courts



Despite the fact that 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 13% for ‘Bail decisions take appropriate account of public safety’ to 33% for ‘NZ’s criminal court system is technologically up to date’).

The first statement in the figure above is not a positive finding, as 62% 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 (51%) agree that criminal courts protect offenders' rights, a much lower proportion (27%) agree that court processes treat victims with respect.

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

These findings are very similar to the 2013 survey, with no significant differences in agreement levels between 2013 and 2014.

Views on criminal courts among those who have attended criminal court in the past two years

Sometimes the proportion agreeing, or the proportion disagreeing, with particular statements about criminal courts varies among those who have attended a criminal court in the past two years.

Those who attended courts because of a jury summons 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% agree and 25% disagree compared to 13% and 23% among all respondents), having processes that are easy for the public to understand (26% agree and 38% disagree compared with 15% and 40% among all respondents), bail decisions taking account of public safety (20% agree and 46% disagree compared with 14% and 49% among the public) and protecting offenders rights (61% agree and 7% disagree compared to 51% and 5%).

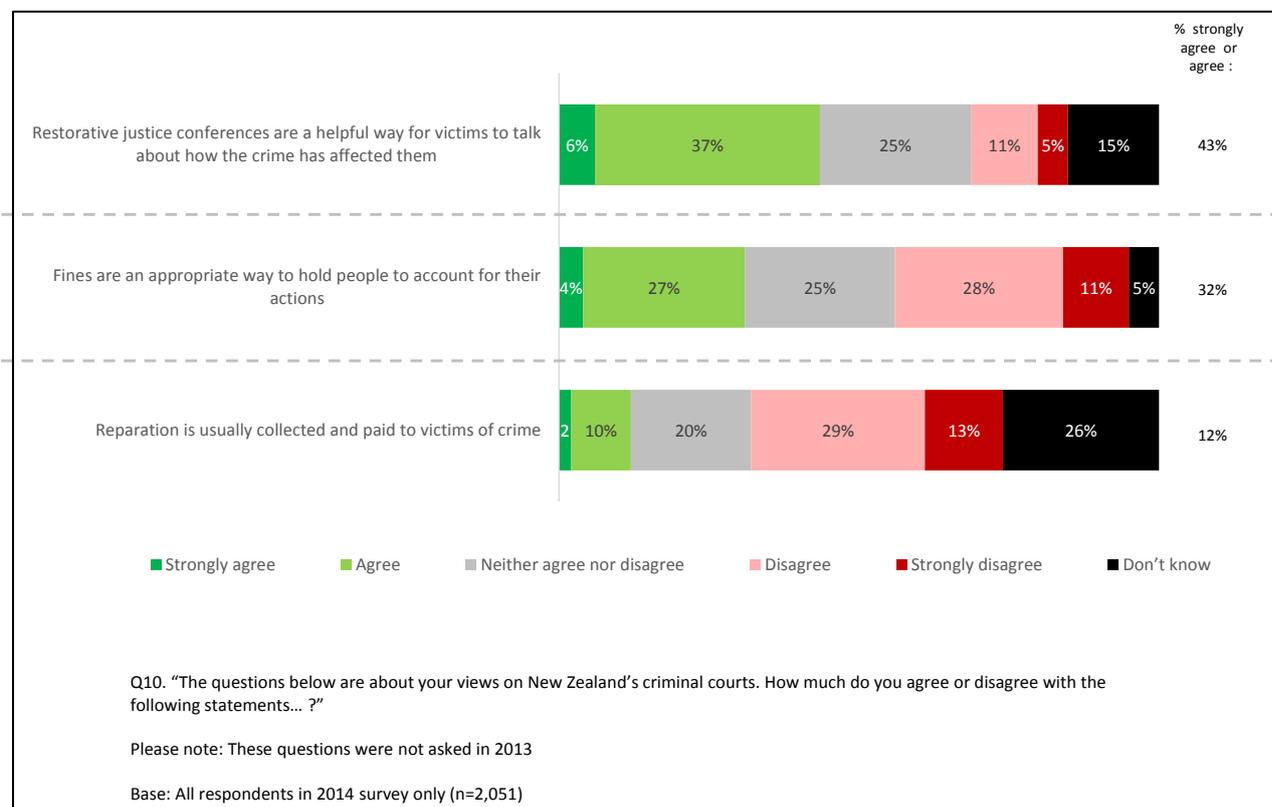
Those who have attended court as a victim or defendant in the past two years are more likely to disagree with some statements about the criminal court system, including: criminal court processes treat victims with respect (29% agree and 35% disagree compared to 27% and 22% among all respondents), being technologically up to date (16% agree and 40% disagree compared to 13% and 23% among all respondents), and protecting offenders rights (56% agree and 15% disagree compared to 51% and 5%).

Those who attended court as a witness or support person in the past two years are more likely to disagree that criminal courts have processes that are easy for the public to understand (18% agree and 50% disagree compared with 15% and 40% among all respondents).

New questions about restorative justice, reparation and appropriateness of fines for holding people to account

Three new questions about restorative justice, reparation and the appropriateness of fines for holding people to account were asked in the 2014 survey. The answers to these questions are illustrated in the figure below.

Figure 15: Views on restorative justice, reparation and appropriateness of fines for holding people to account (2014 only)



Over 4 in 10 (43%) agree that restorative justice conferences are a helpful way for victims to talk about how crime has affected them. Only 16% disagree with this statement.

Interestingly the views of those who have attended a restorative justice conference in the past two years, or those who have known someone who has attended, do not significantly vary from the views of all respondents.

32% agree that fines are an appropriate way to hold people to account for their actions. Those who have paid a fine or reparation in the past two years are slightly more likely to agree (36% agree).

Only 12% agree that reparation is usually collected and paid to victims of crime, (42% disagree, 20% are neutral and 26% are unsure). Those who have been victims of crime reported to the Police (or have known a victim of crime reported to the Police) in the past two years are more likely to disagree (49% disagree).

Views about criminal courts vary by different demographic groups as described in table 6 below. Generally speaking those with a higher level of perceived knowledge about the criminal justice system are more positive than those with a lower level of knowledge.

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':
<p>Offenders often get away without paying court fines</p> <p>(average of 62% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Those aged 50-69 (70%) 70+ (76%) ▪ Those with no tertiary qualifications (68%) ▪ Those who think the total amount of crime in NZ has increased in the last 12 months (66%) ▪ Those with a level of perceived knowledge (68%)* ▪ Those living in the Upper North Island outside of the main centres (70%) 	<ul style="list-style-type: none"> ▪ Those aged 18-24 (46%) or 25-49 (57%) ▪ Māori respondents (55%) ▪ Asian respondents (46%) ▪ Those living in Dunedin (49%) ▪ Those who say the Internet is their most commonly used source of information about crime (56%) ▪ Those with no perceived knowledge (54%)* ▪ Those with a household income under \$20,000 (47%)
<p>Criminal court processes protect offenders' rights</p> <p>(average of 51% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Those aged 50-69 (59%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (63%) ▪ Those with high perceived knowledge (59%)* ▪ Those with a household income over \$100,000 (59%) ▪ Christchurch residents (61%) 	<ul style="list-style-type: none"> ▪ Those aged 18-24 (42%) or 25-49 (46%) ▪ Pacific respondents (35%) ▪ Asian respondents (41%) ▪ Those who would struggle to pay an unexpected expense of \$500 (45%) ▪ Those with no perceived knowledge (45%)* ▪ Those with a household income under \$20,000 (40%)
<p>Restorative justice conferences are a helpful way for victims to talk about how crime has affected them</p> <p>(average of 43% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Those aged 70+ (52%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (58%) 	<ul style="list-style-type: none"> ▪ Those aged 18-24 (32%) ▪ Asian respondents (35%) ▪ Those who would struggle to pay an unexpected expense of \$500 (35%) ▪ Those with no perceived knowledge (39%)*
<p>Fines are an appropriate way to hold people to account for their actions</p> <p>(average of 32% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Those with a University qualification (36%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (44%) ▪ Those with high perceived knowledge (36%)* ▪ Those with a household income over \$100,000 (37%) ▪ Dunedin residents (43%) 	<ul style="list-style-type: none"> ▪ Those with no perceived knowledge (28%)* ▪ Those living in the Upper North Island outside of the main centres (26%)
<p>Criminal court processes treat victims with respect</p> <p>(average of 27% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Aged 70+ (40%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (35%) ▪ Those with high perceived knowledge (32%)* 	<ul style="list-style-type: none"> ▪ Those aged 25-49 (23%) ▪ Māori respondents (20%) ▪ Those who would struggle to pay an unexpected bill of \$500 (20%) ▪ Those with no perceived knowledge (23%)*
<p>Criminal court processes are easy for the public to understand</p> <p>(average of 15% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Those with high perceived knowledge (21%)* 	<ul style="list-style-type: none"> ▪ Those with no perceived knowledge of the criminal justice system (10%)*
<p>Bail decisions take appropriate account of public safety</p> <p>(average of 14% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Those with a University qualification (17%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (19%) ▪ Those with high perceived knowledge (18%)* ▪ Christchurch residents (21%) 	<ul style="list-style-type: none"> ▪ Those with no perceived knowledge (10%)* ▪ Auckland residents (11%)
<p>NZ's criminal court system is technologically up to date</p> <p>(average of 13% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Those with high perceived knowledge (20%) ▪ Wellington residents (19%) 	<ul style="list-style-type: none"> ▪ Those with no perceived knowledge (9%)*

<p>Reparation is usually collected and paid to victims or crime</p> <p>(average of 12% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Asian respondents (19%) 	<ul style="list-style-type: none"> ▪ Those with a household income over \$150,000 (6%)
<p>Criminal courts deal with cases without unnecessary delay</p> <p>(average of 7% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Asian respondents (15%) ▪ Those who say the internet is their most common source of information about crime (11%) ▪ Those with high perceived knowledge (10%)* 	<ul style="list-style-type: none"> ▪ Those with no perceived knowledge (5%)*

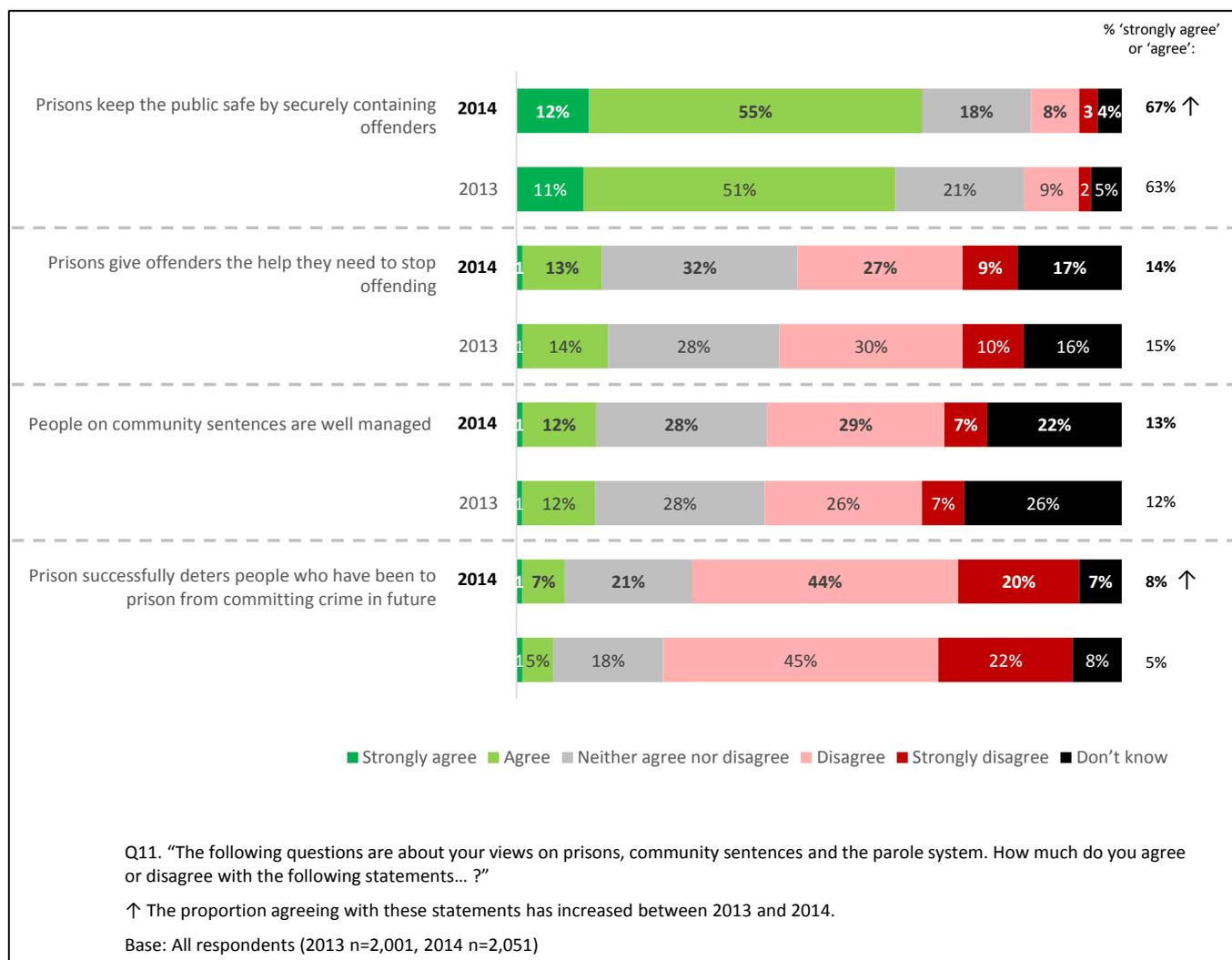
* Those with a high level of perceived knowledge are those who know about three or more different aspects of crime and the criminal justice system (this combines two categories discussed elsewhere, i.e. 'very high' and 'fairly high' levels of knowledge described at page 17 of the methodology section). Those with 'no perceived knowledge' say they do not know about any aspects of crime and the criminal justice system.

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. In both the 2013 and 2014 surveys the order of statements was rotated (in order to rule out the possibility that the results could be impacted by the order in which the questions were asked). Results are illustrated in Figure 16 below (2014 answers are highlighted in bold).

Figure 16: Views on prisons, community sentences and the parole system



Over two-thirds (67%) of respondents agree that prisons keep the public safe by securely containing offenders. This has increased since 2013 (when it was 63%).

However, views on the other questions in this section are not so positive. 14% agree that prisons give offenders the help they need to stop offending and 13% agree that people on community sentences are well managed.

8% agree that prison deters people who have been to prison from re-offending, this proportion has increased since 2013 (when it was only 5%).

A high proportion (22%) say they 'do not know' if people on community sentences are well managed.

New questions about life sentences and parole

Three new questions about parole and life sentences were asked in the 2014 survey. The answers to these questions are illustrated in the figure below.

Figure 17: New questions on parole and life sentences (2014 only)



37% agree that a life sentence means the offender could spend the rest of their life in prison (50% disagree). 21% agree that every offender eligible for parole is released before the end of their sentence (38% disagree). Only 9% agree that parole is effective in reducing reoffending (54% disagree).

Relatively high proportions say 'don't know' to the statement that every offender eligible for parole is released before the end of their sentence (21%) and to the statement that parole is effective in reducing reoffending (14%).

Despite low levels of knowledge about prison, community sentences and the Parole Board, people tend to hold negative viewpoints about these functions

It is worth noting that despite the fact around eight in ten claim to only know a little, or nothing at all, about community sentences, prisons, and the Parole Board – respondents are generally negative in their views about these aspects of the criminal justice system.

For example, only 9% claim to know ‘quite a lot’ or ‘a lot’ about the Parole Board, but only 9% ‘strongly agree’ or ‘agree’ that parole is effective in reducing reoffending (54% disagree).

A similar finding exists for the criminal court system (i.e. low perceived knowledge but generally negative views).

Views of prisons, community sentences and parole among those who have been imprisoned or known someone who has been imprisoned, and among those who work in the criminal justice system

Those who have been imprisoned, or known someone who has been imprisoned, are more likely than average to agree that people on community sentences are well managed (23% compared to 13% of all respondents) they are also more likely to agree that parole is effective in reducing reoffending (12% compared to 9% of all respondents). However, they are more likely to disagree that prison successfully deters people from committing crime in the future (73% disagree compared with 63% among all respondents).

Respondents who work in the criminal justice system are more likely to say that people on community sentences are well managed (29% compared to 13% of all respondents), they are also more likely to agree that parole is effective in reducing reoffending (22% compared to 9% of all respondents). They are more likely to disagree that every offender eligible for parole is released on parole before the end of their sentence (52% disagree compared to 38% among all respondents).

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 67% ‘strongly agree’ or ‘agree’)</p>	<ul style="list-style-type: none"> ▪ NZ European (70%) ▪ Those who say newspapers are their most common source of information about crime (73%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (75%) ▪ Those with a household income over \$150,000 (77%) 	<ul style="list-style-type: none"> ▪ Asian respondents (59%) ▪ Those who would struggle to pay an unexpected bill of \$500 (60%) ▪ Those with no perceived knowledge (62%)* ▪ Those with a household income under \$20,000 (56%)
<p>A life sentence means the offender could spend the rest of their life in prison</p> <p>(average of 37% ‘strongly agree’ or ‘agree’)</p>	<ul style="list-style-type: none"> ▪ Asian respondents (49%) ▪ Those with no tertiary education (42%) 	<ul style="list-style-type: none"> ▪ Those who say the radio is their most common source of information about crime (28%)

<p>Every offender eligible for parole is released on parole before the end of their sentence</p> <p>(average of 21% 'strongly agree' or 'agree')</p>	<p>No significant differences by demographic group</p>	
<p>Prisons give offenders the help they need to stop offending</p> <p>(average of 14% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Males (16%) ▪ Asian respondents (25%) ▪ Those who think the total amount of crime in NZ has reduced in the last 12 months (21%) ▪ Those with a high level of perceived knowledge (19%)* 	<ul style="list-style-type: none"> ▪ Females (12%) ▪ Those with no perceived knowledge (11%)*
<p>People on community sentences are well managed</p> <p>(average of 13% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Māori respondents (20%) ▪ Those with a high level of perceived knowledge (19%)* 	<ul style="list-style-type: none"> ▪ Those with no perceived knowledge (9%)*
<p>Parole is effective in reducing reoffending</p> <p>(average of 9% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Males (11%) ▪ Those aged 18 - 24 (13%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (18%) ▪ Those with a high level of perceived knowledge (13%)* 	<ul style="list-style-type: none"> ▪ Females (7%) ▪ Those with no perceived knowledge (6%)*
<p>Prison successfully deters people who have been to prison from committing crime in future</p> <p>(average of 8% 'strongly agree' or 'agree')</p>	<ul style="list-style-type: none"> ▪ Asian respondents (18%) ▪ Males (10%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (15%) ▪ Those with a high level of perceived knowledge (11%)* 	<ul style="list-style-type: none"> ▪ Females (6%) ▪ Those with no perceived knowledge (6%)*

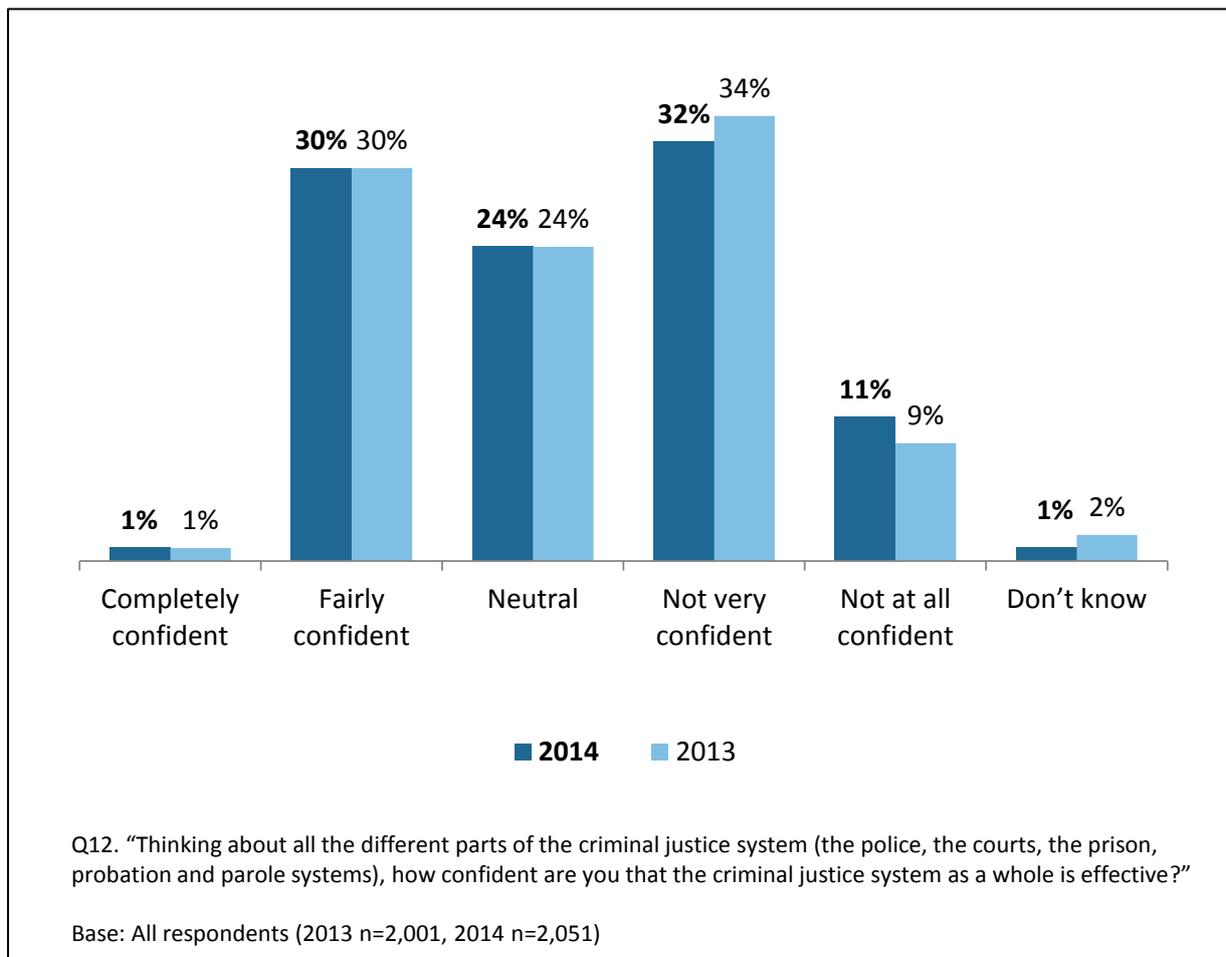
* Those with a high level of perceived knowledge are those who know about three or more different aspects of crime and the criminal justice system (this combines two categories discussed elsewhere, i.e. 'very high' and 'fairly high' levels of knowledge described at page 17 of the methodology section). Those with 'no perceived knowledge' say they do not know about any aspects of crime and the criminal justice system.

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 18 below.

Figure 18: 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. These proportions were very similar to those found in the 2013 survey.

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

- Males (34% compared to 28% of females)
- Those aged 70+ (37%)
- Those with a high level of perceived knowledge about crime and the criminal justice system (i.e. they say they know about 3 or more aspects of crime and the criminal justice system) (35% compared to 29% of those with a low, or no, perceived knowledge).

- Those who use newspapers as their most common source of information about crime (36% - compared to 29% of those who use TV and 29% of those who use radio as their most common source).
- Those who do not think there is a crime problem in their local neighbourhood (35%)
- Those who believe that national crime has decreased in the past year (52%) and those who believe that local crime has decreased in the past year (48%)
- Those who work in the criminal justice system (50%)
- Those who have had positive contact with the criminal justice system over the past two years (49%).

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

- Females (28% - particularly those aged between 18-49 – 23% of whom are confident)
- Māori respondents (23%)
- Those with no perceived knowledge of crime and the criminal justice system (28%)
- Those who believe that crime statistics are unreliable (17%)
- Those who think there is a crime problem in their local neighbourhood (26%)
- Those who believe that national crime has increased in the past year (23%) and those who believe that local crime has increased in the past year (20%).
- Those who had negative contact with the criminal justice system over the past two years (7%).

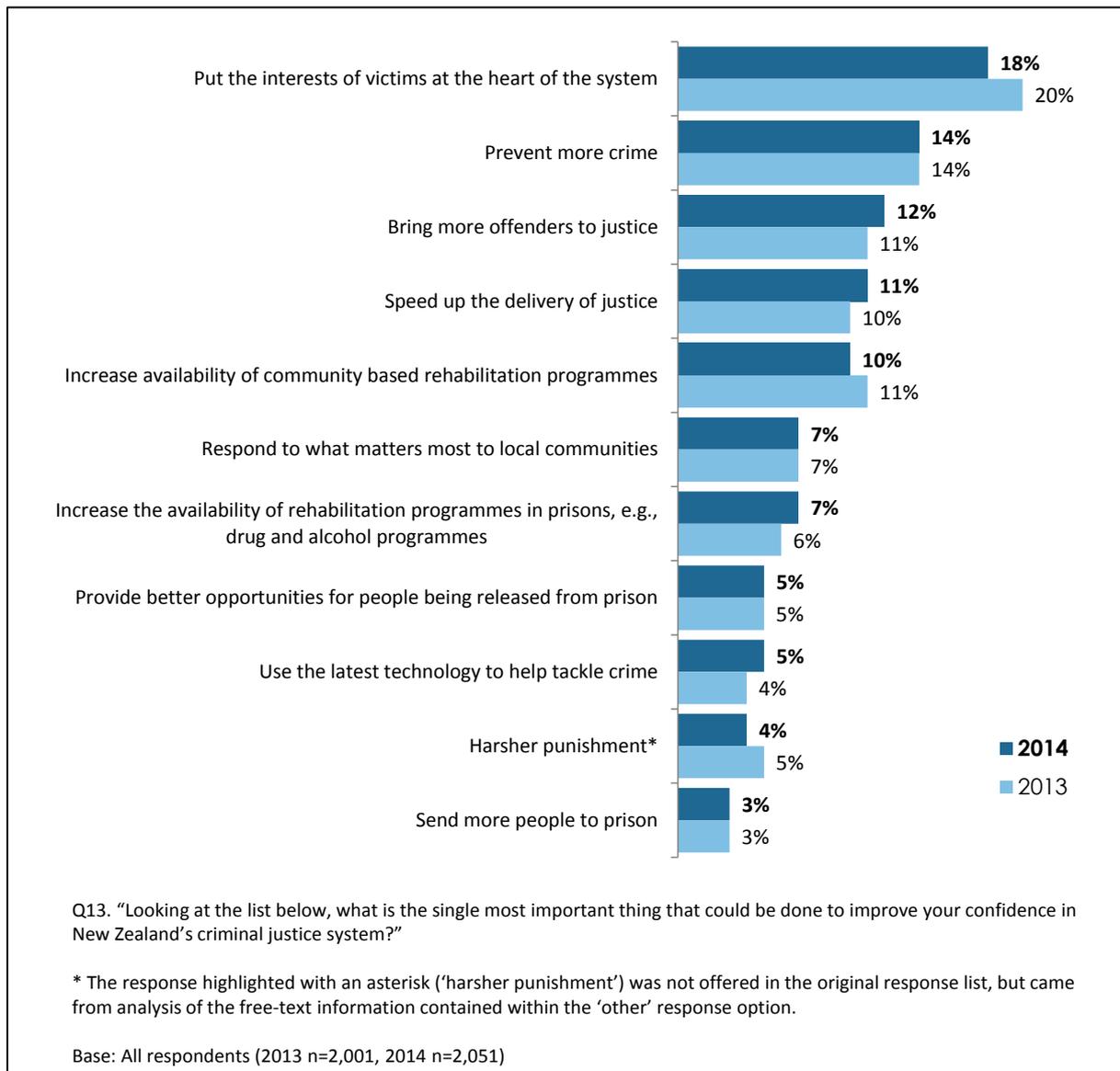
There are some interactions with the criminal justice system which are associated with a lack of confidence. The following groups of respondents are more likely to be 'not at all confident' or 'not very confident':

- Those who have been a victim of crime reported to the Police in the last two years (50% compared with 43% among all respondents)
- Those who have known someone well who was a victim of crime reported to the Police in the last two years (47%)
- Those who have attended court as a witness or support person in the past two years (56%)
- Those who have attended a restorative justice conference for a criminal offence in the past two years (61%).

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 19 below.

Figure 19: 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. There have been no significant changes in how this question was answered between 2013 and 2014.

The most common answer is 'putting the interests of the victim at the heart of the system' - selected by just under a fifth of respondents (18%).

The next most common answers relate to preventing crime (14%), bringing more offenders to justice (12%), speeding up the delivery of justice (11%), and increasing the availability of rehabilitation programmes (such as drug and alcohol treatment) in the community (10%). This latter proportion is higher than the proportion that thought the availability of rehabilitation programmes *in prisons* would increase their confidence in the system (7%). In total 17% say that increased availability of rehabilitation programmes would increase their confidence in the system (this was similar in 2013 at 16%).

4% 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 8: 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 18% selected this answer)	<ul style="list-style-type: none"> ▪ Those aged 50-69 (22%) or 70+ (24%) 	<ul style="list-style-type: none"> ▪ Those aged 18-24 (10%) ▪ Pacific respondents (5%) ▪ Asian respondents (10%) ▪ Those living in Auckland (14%)
Prevent more crime (average of 14% selected this answer)	<ul style="list-style-type: none"> ▪ Asian respondents (27%) 	<ul style="list-style-type: none"> ▪ Those aged 70+ (9%)
Bring more offenders to justice (average of 12% selected this answer)	No significant differences by demographic group	<ul style="list-style-type: none"> ▪ Those who think the total amount of crime in NZ has stayed the same in the last 12 months (8%)
Speed up justice (average of 11% selected this answer)	<ul style="list-style-type: none"> ▪ Those aged 50-69 (15%) or 70+ (16%) 	<ul style="list-style-type: none"> ▪ Those aged 25-49 (8%) ▪ Those who say word of mouth and the experience of self/others is their most common source of information about crime (3%)
Community rehabilitation programmes (average of 10% selected this answer)	<ul style="list-style-type: none"> ▪ Those living in Christchurch (16%) 	<ul style="list-style-type: none"> ▪ Males (8%)
Rehabilitation programmes in prisons (average of 7% selected this answer)	No significant differences by demographic group	
Respond to local communities (average of 7% selected this answer)	<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 (15%) ▪ Those living in Hamilton (16%) 	No significant differences by demographic group
Latest technology (average of 5% selected this answer)	No significant differences by demographic group	<ul style="list-style-type: none"> ▪ Rural respondents (2%) ▪ Those with a University qualification (3%)
Opportunities for people released from prison (average of 5% selected this answer)	<ul style="list-style-type: none"> ▪ Those who have a household income under \$20,000 (11%) ▪ Those who live in Wellington (9%) 	<ul style="list-style-type: none"> ▪ Asian respondents (1%)

Harsher punishment (average of 4% selected this answer)	<ul style="list-style-type: none"> ▪ Those with technical or trade qualification (7%) 	No significant differences by demographic group
Send more people to prison (average of 3% selected this answer)	<ul style="list-style-type: none"> ▪ Those aged 18-24 (6%) 	No significant differences by demographic group

The relationship between views of crime and the criminal justice system and overall confidence

This chapter investigates how views of crime and the criminal justice system relate to overall confidence in the effectiveness of the criminal justice system. We also explore the relationship between knowledge about agencies within the criminal justice system and the degree of positive perceptions in those agencies. Finally this chapter explores the characteristics of members of the public who are generally negative about the criminal justice system ('the consistently negative') and the characteristics of members of the public who are generally positive about the criminal justice system ('the consistently positive').

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:

- 52% 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 27% are *not* confident (compared to 43% of all respondents).
- 23% 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 53% are *not* confident (compared to 43% of all respondents).

(The exact correlation score between the two measures is described in Figure 20 overleaf).

There is only a weak link between perceptions about change in *local neighbourhood* crime levels and confidence in the criminal justice system (it does not feature as a measure in Figure 20 because the relationship has such a low correlation coefficient).

The relationship between perceptions of crime and the criminal justice system and overall confidence

We conducted further analysis investigating how confidence in the effectiveness of the criminal justice system relates to perceptions of the individual agencies involved in the criminal justice system (i.e. the perception questions about police, the courts, parole systems, 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 variables that showed the largest correlation coefficients against overall confidence in the effectiveness of the criminal justice system are displayed in Figure 20, 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).

In social science a correlation coefficient of 0.3 – 0.5 is normally considered a moderate correlation. A strong correlation coefficient is between 0.5 and 0.8. It should be noted the correlations described in Figure 20 are

only moderate (ranging from 0.27 to 0.38) and so are not *strong* correlations. Figure 20 excludes all measures that have correlation coefficients of 0.25 or less (because they are only weakly related to confidence).

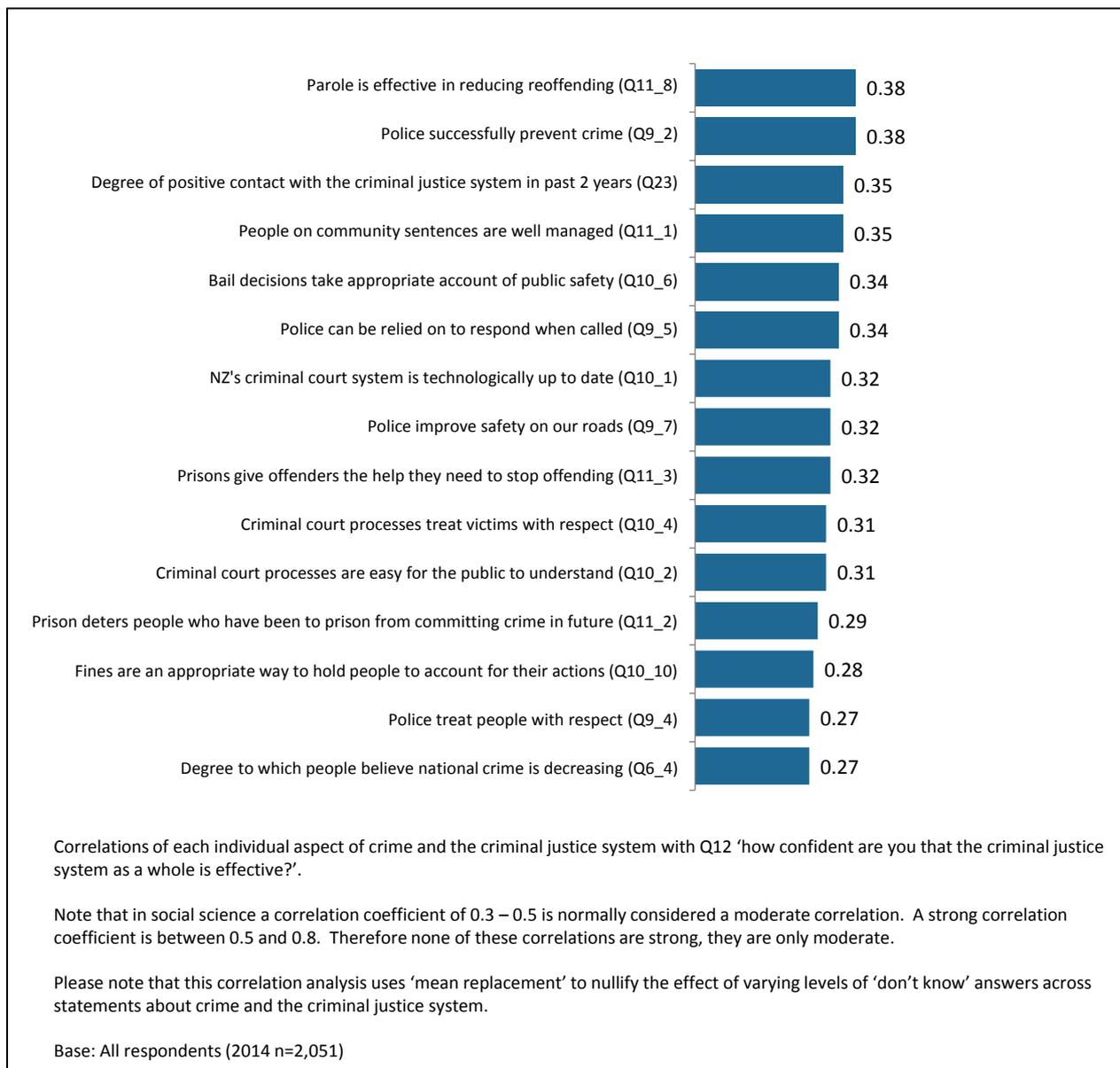
Views about crime and the criminal justice system are conditioned by a wide variety of factors. Consequently, the lack of strong relationships between survey measures and overall confidence in the effectiveness of the system may indicate that other factors not included in the survey play a part in conditioning public perceptions about the criminal justice system.

A multiple regression model using all of the perception questions included in the survey adds weight to this suggestion. When all of the individual perception questions were inserted into a multiple regression model the resulting R-squared statistic⁴ was 40%, suggesting that 60% of the variance in the confidence is explained by measures not included in the survey.

R-squared statistics are sometimes used to describe how well a number of independent variables (in this case views about crime and the criminal justice system) describe an overall dependent variable (in this case overall confidence in the effectiveness of the criminal justice system). An R-squared statistic of less than 50% is generally considered to be quite low (in terms of measuring the variation of the dependent variable which is explained by the independent variables).

⁴ R-squared is a model which describes the 'goodness of fit'. It is the percentage of the response variable variation that is explained by a linear model including a number of independent variables.

Figure 20: Top 15 Correlations between public perception rating statements and confidence in the criminal justice system



As stated previously, there is a link between views on national crime trends and confidence in the criminal justice system, but there are other aspects of the criminal justice system which are more closely associated with overall confidence. The two strongest correlations are: views about parole's effectiveness in reducing reoffending (correlation of 0.38), police successfully preventing crime (0.38). This suggests that improved perceptions about reoffending and crime prevention will lead to improved confidence in the criminal justice system.

Link between perceived knowledge of criminal justice agencies and perceptions about 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 of criminal justice agencies and perceptions about them. For five different parts of the criminal justice system we calculated a 'knowledge' score and an 'overall perceptions' score. The method is outlined below.

Method used to calculate knowledge scores and overall perception 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 – 2.44 average score across all respondents
- Criminal court system – 2.09
- Prisons – 1.97
- The bail system – 1.91
- The Parole Board – 1.66

We then calculated 'overall perceptions scores' based on the following questions:

- NZ Police – an overall perception 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' 'Police improve safety on our roads' and 'Police use force appropriately (e.g., physical force, pepper spray, TASER)'.
- Criminal court system - an overall perception 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 – an overall perception 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 – an overall perception score was calculated based on the average answer given to this question: 'Bail decisions take appropriate account of public safety'.
- The parole system – an overall perception score was calculated based on the average answer given to this question: 'Parole is effective in reducing reoffending'.

Overall perception 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 overall perception score).

The resulting overall perception scores for five different parts of the criminal justice system are:

- NZ Police – 3.3
- Criminal court system – 2.30
- Prisons – 2.59
- The bail system – 2.11
- The parole system – 2.00

Results of knowledge scores and overall perception scores across five different aspects of the criminal justice system

The results of analysis are charted in figure below.

Figure 21: Perceived Knowledge of each criminal justice agency vs. overall perceptions about each criminal justice agency

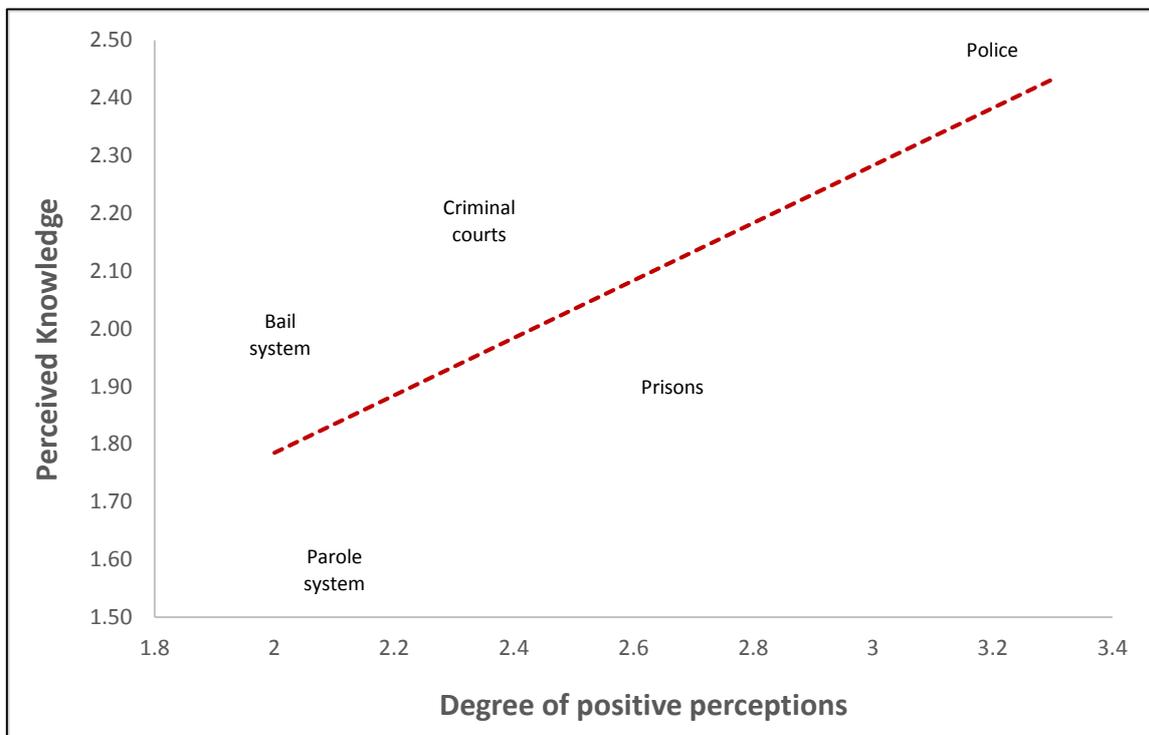


Figure 21 shows that there is a link between perceived knowledge and perception of criminal justice agencies' functions. People felt they knew the most about Police, which, also receive relatively positive perception ratings from respondents. At the other end of the scale, people knew the least about the parole system, which receives poorer ratings. A trend-line in the graph illustrates the relationship between the perceived knowledge level of each criminal justice agency and overall perceptions about them.

Those with consistently positive and negative views

We used the full range of perception questions to identify two groups of respondents:

- **Consistently positive.** This group generally believes that national crime is decreasing. They also tend to be positive about most aspects of the criminal justice system and tend to be confident in its overall effectiveness.
- **Consistently negative.** This group generally believe that national crime is increasing. They have negative views about each aspect of the criminal justice system and tend *not* to be confident in its overall effectiveness.

There are a number of other potential segmentations that could be conducted which examine those who hold particularly positive or negative views about particular aspects of the criminal justice system (for example, identifying those who believe that national crime is increasing but are largely positive about the criminal justice system). However, the purpose of this analysis was to identify the characteristics of those who are consistently negative about national crime *and* the criminal justice system (and vice-versa).

The main reason this analysis focuses on views about *national crime* levels (rather than views about local crime levels) is that the former is more strongly aligned with overall confidence in the criminal justice system (compared with the latter).

In our segmentation analysis the consistently positive make up 12% of the population and the consistently negative make up 21% of the population.

The table overleaf describes some of the defining characteristics of each of these groups in terms of knowledge levels, information sources, contact with the system, and demographics. The profile of the consistently positive is compared against the profile of the consistently negative and statistically significant differences between the two groups are identified within the table.

Some of the key identifying features of the consistently negative group include: a relatively high proportion of females aged 25-49; a lower than average household income; and a lower level of education (compared with the general population). The group also contains a higher than average proportion of Māori respondents.

In contrast, those from the consistently positive group are more likely to be male (particularly males aged 50), New Zealand European, have a University degree, and be from a household with an annual income of over \$100,000.

Table 9: Attributes of consistently positive compared to the consistently negative

	Consistently positive	Consistently negative
Perceived knowledge (about crime and the criminal justice system)	<p>The consistently positive have a higher level of perceived knowledge about crime and the criminal justice system.</p> <ul style="list-style-type: none"> 28% have a 'very high' level of perceived knowledge and 15% have a 'fairly high' level of perceived knowledge. This compares with 20% and 12% respectively among consistently negative(see right). The consistently positive are less likely to have no perceived knowledge (33% compared to 46% of the consistently negative). 	<p>The consistently negative have a lower level of perceived knowledge about crime and the criminal justice system.</p> <ul style="list-style-type: none"> The consistently negative are more likely to have no perceived knowledge (46% compared to 33% of the consistently positive). 20% have a 'very high' level of perceived knowledge and 12% have a 'fairly high' level of perceived knowledge. This compares with 28% and 15% respectively among the consistently positive (see left).
Information sources used about crime	<p>The consistently positive are more likely to use national and provincial newspapers (hardcopy or online) as their main source of information about crime.</p> <ul style="list-style-type: none"> 76% say national and provincial newspapers are one of their main sources of information about crime (compared to 65% of the consistently negative). 	<p>The consistently negative are more likely to use Reality TV, Social Media, and community meetings/hui as their main sources of information about crime.</p> <ul style="list-style-type: none"> 45% use Reality TV such as Police Ten 7 (compared to 38% of the consistently positive). 32% use Social Media (compared to 20% of the consistently positive). 9% use community meetings/hui (compared to 4% of the consistently positive). <p>This group are also more likely to say they use the experience of relatives and friends or general word of mouth as their <i>most common source</i> of information about crime (7% vs. 2%).</p>
Contact with the system in the past two years	<p>The consistently positive are less likely to have had contact with the criminal justice system in the past two years.</p> <ul style="list-style-type: none"> After removing 'being in a vehicle stopped by police' from the analysis (which is common to all respondents), 48% have had contact (compared to 61% of the consistently negative). 	<p>As well as being more likely to have had contact with the criminal justice system (see left), the consistently negative are more likely to have known someone who has been arrested, known someone who has been imprisoned, or to have attended court as a victim or defendant (in the past two years).</p> <ul style="list-style-type: none"> 23% say they know someone who has been arrested by the Police (compared to 13% of the consistently positive). 17% say they know someone who has been imprisoned (compared to 11% of the consistently negative). 6% say they have attended court as a victim or defendant (compared to 1% of the consistently positive).
Views on contact with the system	<ul style="list-style-type: none"> 55% of the consistently positive are positive about their contact with the criminal justice system (compared to only 21% of the consistently negative). 	<ul style="list-style-type: none"> As well as being less likely to be <i>positive</i> about their contact with the criminal justice system (see left), the consistently negative are more likely to be <i>negative</i> (19% were negative about their contact compared to 5% of the consistently positive).
Measures that would increase confidence	<ul style="list-style-type: none"> The consistently positive are more likely to say that increased availability of rehabilitation programmes (either in prisons or in the community) would increase their confidence in the criminal justice system (23% compared to 16% of the consistently negative). 	<ul style="list-style-type: none"> The consistently negative are more likely to say that bringing more offenders to justice would increase their confidence in the criminal justice system (13% compared to 9% of the consistently positive).
Demographics	<p>The consistently positive are more likely to be male (particularly male aged 50+), New Zealand European, have a University degree, be from a household with an annual income of over \$100,000, or live in Wellington.</p> <ul style="list-style-type: none"> 62% are male (compared to 51% of the consistently 	<p>The consistently negative are more likely to be Māori or Asian. They are also more likely to be females aged 25-49. They are more likely to say they would have difficulty paying an unexpected bill of \$500 and are more likely to be from a household with an annual income of \$70,000 or</p>

	<p>negative).</p> <ul style="list-style-type: none"> ▪ 28% are males aged 50+ (compared to 22% of the consistently negative). ▪ 79% are New Zealand European (compared to 63% of the consistently negative). ▪ 31% have a University degree (compared to 24% of the consistently negative). ▪ 28% are from a household with an annual income of \$100,001 or more (compared to 17% of the consistently negative). ▪ 14% live in Wellington cities (compared to 9% of the consistently negative). 	<p>less. The consistently negative are also more likely to have a no qualification beyond a School Certificate.</p> <ul style="list-style-type: none"> ▪ 17% are Māori (compared to 10% of the consistently positive). ▪ 12% are Asian (compared to 7% of the consistently positive). ▪ 21% are females aged 25-49 (compared to 11% of the consistently positive). ▪ 25% would have difficulties paying an unexpected bill of \$500 (compared to 9% of the consistently positive). ▪ 48% have a household income of \$70,000 or less (compared to 42% of the consistently positive). ▪ 21% have no qualification beyond a School Certificate (compared to 18% of the consistently positive).
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* Those with a 'very high' level of perceived knowledge are those who know about five or more different aspects of crime and the criminal justice system, those with a 'fairly high' level of knowledge know about three or four aspects. 'No perceived knowledge' means they claim to know nothing about crime or the criminal justice system (described in more detail at page 17 of the methodology section).

Overview of key findings

Overall, the results from the 2014 survey are very similar to the results from the 2013 survey.

People continue to receive most of their information about crime from TV news and hard copy/online newspapers. Over 8 in 10 believe that these are reliable sources of information.

A large proportion (85%) of people had contact with the criminal justice system ('the system') in the past two years, although for many this contact involved a low level of intensity (for example, routine traffic stops by Police). There has been a decrease in the proportion who view their contact positively (43% in 2014, down from 48% in 2013). This decrease predominantly occurred amongst those who stated that they had been in a vehicle stopped by police (the most common type of contact reported).

Despite high levels of contact, the majority report low levels of knowledge about all aspects of the criminal justice system; with levels of knowledge being markedly lower for the latter stages of the system, i.e., criminal courts, probation, prison and parole. This pattern also occurred in the 2013 survey.

As with the 2013 survey, people are generally more positive about local crime (compared with national crime). A consistent proportion of respondents (just over one third) believe there is a crime problem in their neighbourhood. Although in 2014 a smaller proportion of respondents think that local crime is increasing (20% in 2014 compared with 23% in 2013).

In contrast, 61% believe that crime has increased nationally. Compared with 2013, respondents are significantly more likely to say that youth crime and violent crime has increased at a national level (although the proportion that believe burglary has increased is actually smaller in 2014).

There are no significant changes in the proportion of people expressing confidence in the overall effectiveness of the criminal justice system, with just under one third (31%) expressing confidence, and 43% reporting little or no confidence in the system.

At an agency level results continued to be largely consistent with those found in 2013, with results for Police functions tending to be more positive than the latter stages of the system.

In terms of Police, there were statistically significant drops in the proportion of respondents who agree that Police use force appropriately and that Police can be relied to respond when called. A new question on road policing revealed that 64% agree that Police improve safety on our roads.

There were no significant changes in public perceptions of the criminal courts between 2013 and 2014. New measures showed that 43% agree that restorative justice conferences are a helpful way for victims to talk about how the crime has affected them; 32% agree that fines are an appropriate way to hold people to account for their actions, and 12% agree that reparation is usually collected and paid to victims of crime.

In terms of prisons, community sentences and the parole system, results were generally consistent with the 2013 survey. However, significantly more respondents agree that prisons keep the public safe by securely containing offenders, and that prison successfully deters people who have been to prison from committing crime in the future in 2014. New measures in 2014 reveal that 37% agree that a life sentence means the offender could spend the rest of their life in prison; 21% agree that every offender is eligible for parole before the end of their sentence, and 9% agree that parole is effective in reducing reoffending.

As was the case in 2013, respondents vary in their views about courses of action which would increase their confidence in the criminal justice system. Putting victims' interests at the heart of the system was the most frequently mentioned answer, followed by preventing more crime, bringing more offenders to justice, and increasing the availability of community-based rehabilitation programmes. A comparatively small minority of

respondents recommended harsher punishment (4%) or sending more people to prison (3%). These answers are very similar to the answers given in the 2013 survey.

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Appendix A – Sample profile

Demographic question	Proportion within the population - (n=2,051)
Q14 - Where do you live?	
Auckland Cities (North Shore, Waitakere City, Auckland City, Manukau City)	31%
Other Auckland Region	4%
Hami ton City	4%
Other Upper North Island (Northland, Other Waikato, Bay of Plenty, Gisborne, Taranaki, Ruapehu District)	18%
Wel ington Cities (Porirua, Upper Hutt City, Lower Hutt City, Wellington City)	9%
Other Wel ington Region	2%
Other Lower North Island (Manawatu, Wanganui, Hawkes Bay)	9%
Christchurch City	8%
Dunedin City	4%
Other South Island Region	11%
Q15 - Would you describe the area where you live as	
City	54%
Town	32%
Rural	14%
Q16 - Gender	
Male	48%
Female	52%
Q17 - Age	
18-24	13%
25-29	8%
30-34	9%
35-39	9%
40-44	8%
45-49	9%
50-59	19%
60-69	12%
70-74	8%
75 years and older	5%

Table continued overleaf/

Demographic question	Proportion within the population - (n=2,051)
Q18 - Ethnic group	
New Zealand European	75%
Maori	12%
Samoan	3%
Cook Island Maori	1%
Tongan	1%
Niuean	0.45%
Chinese	4%
Indian	4%
Other European	3%
Other Pacific	0.4%
Other Asian	1%
Other	1.0%
Don't wish to answer	3%
Q20B - If you had an unexpected expense of \$500, could you pay it within a month without borrowing?	
Yes	77%
No	18%
Don't know	4%
Q20 - Annual household income	
\$0/ none/ loss	0.2%
\$1 - \$10,000	1%
\$10,001- \$20,000	4%
\$20,001- \$30,000	7%
\$30,001- \$40,000	7%
\$40,001- \$50,000	9%
\$50,001- \$60,000	9%
\$60,001- \$70,000	7%
\$70,001- \$100,000	16%
\$100,001-\$150,000	15%
More than 150000	7%
Don't know	4%
Don't wish to answer	14%
Q21 - The last level you completed in formal education	
(1) Primary School	0.2%
(2) Secondary School/no School Certificate	12%
(3) School Certificate/NCEA Level 1	9%
(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)	29%
(7) Other Tertiary Qualification	16%
(8) Attended University, but did not graduate	3%
Don't wish to answer	3%

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	42%	42% (no perceived knowledge)
1	12%	24% (low level of perceived knowledge)
2	12%	
3	8%	14% (fairly high level of perceived knowledge)
4	6%	20% (very high level of perceived knowledge)
5	4%	
6	4%	
7	3%	
8	3%	
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’:
Police improve safety on our roads (average of 14% ‘strongly disagree’ or ‘disagree’)	<ul style="list-style-type: none"> ▪ Males (19%) 	<ul style="list-style-type: none"> ▪ Females (9%).
Police are visible in community (average of 20% ‘strongly disagree’ or ‘disagree’)	<ul style="list-style-type: none"> ▪ Those who believe that total national crime has increased in the past year (23%) ▪ Asian respondents (27%) ▪ Those living in Auckland (25%). 	<ul style="list-style-type: none"> ▪ Those who believe that total national crime has decreased in the past year (15%) ▪ Those living in the North Island away from the main centres (15% for Upper North Island and 14% for Lower North Island).
Police use force appropriately (average of 13% ‘strongly disagree’ or ‘disagree’)	<ul style="list-style-type: none"> ▪ Those aged 18-24 (18%) ▪ Māori respondents (25%) ▪ Those with a household income of up to \$50,000 (17%) ▪ Those who would struggle to pay an unexpected bill of \$500 (21%) ▪ Those with a University qualification (20%). ▪ Those who use experience and word-of-mouth as their most common source of information about crime (22%) ▪ Those who believe that total national crime has increased in the past year (16%). 	<ul style="list-style-type: none"> ▪ Those who believe that total national crime has decreased in the past year (8%).
Police treat people with respect (average of 12% ‘strongly disagree’ or ‘disagree’)	<ul style="list-style-type: none"> ▪ Males aged 18-24 (21%) ▪ Māori respondents (20%) ▪ Those who would struggle to pay an unexpected bill of \$500 (19%). 	<ul style="list-style-type: none"> ▪ Aged 70+ (6%).
Police can be relied upon to respond when called (average of 22% ‘strongly disagree’ or ‘disagree’)	<ul style="list-style-type: none"> ▪ Māori respondents (28%) ▪ Those with a household income of \$30,001-\$50,000 (28%) ▪ Those who would struggle to pay an unexpected bill of \$500 (30%) ▪ Those who believe that total national crime has increased in the past year (26%). 	<ul style="list-style-type: none"> ▪ Those who believe that total national crime has decreased in the past year (15%).
Police treat all ethnic groups fairly (average of 18% ‘strongly disagree’ or ‘disagree’)	<ul style="list-style-type: none"> ▪ Māori respondents (32%) ▪ Pacific respondents (28%) ▪ Those who would struggle to pay an unexpected bill of \$500 (26%). 	<ul style="list-style-type: none"> ▪ NZ European respondents (15%) ▪ Aged 70+ (12%). ▪ Those living in Dunedin (9%).

<p>Police successfully prevent crime</p> <p>(average of 24% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Māori respondents (30%) ▪ Those with a household income of more than \$150,000 (31%) ▪ Those who have had indirect contact (i.e. known someone) with the criminal justice system in the past 2 years (27%) ▪ Those who believe that total national crime has increased in the past year (30%). ▪ Those who would struggle to pay an unexpected bill of \$500 (31%). 	<ul style="list-style-type: none"> ▪ Aged 70+ (14%) ▪ Those who believe that total national crime has decreased in the past year (12%) ▪ Those who have not had contact with the criminal justice system in the past 2 years (16%).
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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"> ▪ Māori respondents (13%) ▪ Males aged 25-49 (10%) ▪ Those with a technical or trade qualification (11%). ▪ Those who have attended court as a victim or defendant in the past 2 years (16%) ▪ Those who know someone who has been arrested by Police in the past 2 year (10%) ▪ Those who know someone who has attended a restorative justice conference in the past 2 years (13%). 	<p>No significant differences in this cell of the table.</p>
<p>Criminal court processes protect offenders' rights</p> <p>(average of 5% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those with a household income of up to \$30,000 (10%) ▪ Those who would struggle to pay an unexpected bill of \$500 (9%) ▪ Those with a very high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (9%) ▪ Those who have attended court as a victim or defendant in the past 2 years (15%) ▪ Those who have attended court as a witness or support person in the past 2 years (14%). 	<p>No significant differences in this cell of the table.</p>
<p>Criminal court processes treat victims with respect</p> <p>(average of 22% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Māori respondents (29%) ▪ Those aged 50-69 (28%) ▪ Those with a very high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (28%) ▪ Those who have attended court as a victim or defendant in the past 2 years (35%) ▪ Those who have known someone who was a victim of crime reported to the Police in the past 2 years (28%). 	<ul style="list-style-type: none"> ▪ Asian respondents (11%) ▪ Those aged up to 24 (13%) ▪ Those aged 70+ (16%).
<p>NZ's criminal court system is technologically up to date</p> <p>(average of 23% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those who have been a victim of a crime reported to the Police in the past 2 years (or known someone who has) (28%) ▪ Those who have attended court as a victim or defendant in the past 2 years (40%) ▪ Those who work in the criminal justice system (42%) ▪ Those who have attended a restorative justice conference in the past 2 years (or know someone who has) (31%) ▪ Māori respondents (29%) ▪ Those with a very high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (32%). 	<p>No significant differences in this cell of the table.</p>

<p>Criminal court processes are easy for the public to understand</p> <p>(average of 40% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those who have been a victim of a crime reported to the Police in the past 2 years (or known someone who has) (47%) ▪ Those who have attended court as a victim or defendant in the past 2 years (52%) ▪ Those who have attended court as a witness or support person in the past 2 years (50%) ▪ Those who have attended a restorative justice conference in the past 2 years (62%) ▪ Those who have known someone who was arrested by Police in the past 2 years (47%). ▪ Māori respondents (51%) ▪ Those who believe national crime has increased over the past year (44%). ▪ Those who have had indirect contact with the criminal justice system in the past 2 years (44%). 	<ul style="list-style-type: none"> ▪ Asian respondents (27%) ▪ Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (35%).
<p>Bail decisions take appropriate account of public safety</p> <p>(average of 49% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those who know someone who has been a victim of crime reported to the Police in the past 2 years (55%) ▪ New Zealand European respondents (53%) ▪ Those aged 50-69 (60%) or 70+ (59%) ▪ Those living in the Upper North Island away from the main cities (58%) ▪ Those with a School Certificate as their highest qualification (62%) ▪ Those who believe national crime has increased over the past year (55%). 	<ul style="list-style-type: none"> ▪ Asian respondents (26%) ▪ Those aged up to 24 (32%) and those aged 25-49 (43%) ▪ Those living in Wellington (41%) or Christchurch (41%) ▪ Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (44%).
<p>Criminal courts deal with cases without unnecessary delay</p> <p>(average of 56% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those who have been a victim of crime reported to the Police in the past 2 years (or know someone who has) (63%) ▪ Those who work in the criminal justice system (73%) ▪ Those who known someone who has been arrested by Police (64%) or know someone has been imprisoned in the past 2 years (62%) ▪ New Zealand European respondents (60%) ▪ Aged 50-69 (61%) or 70+ (71%) ▪ Those with a very high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (65%). 	<ul style="list-style-type: none"> ▪ Aged up to 24 (45%) or 25-49 (50%) ▪ Asian respondents (33%) ▪ Pacific respondents (45%) ▪ Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (48%).
<p>Restorative justice conferences are a helpful way for victims to talk about how the crime has affected them</p> <p>(average of 16% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those who have been a victim of crime reported to the Police in the past 2 years (22%) or know someone who has (20%) ▪ Those who work in the criminal justice system (32%) ▪ Those who live in the Upper North Island outside of the main centres (21%) ▪ Those who believe national crime has increased over the past year (20%). 	<ul style="list-style-type: none"> ▪ Those who live in Dunedin (5%) ▪ Those who believe national crime has decreased over the past year (7%).

<p>Reparation is usually collected and paid to victims of crime</p> <p>(average of 42% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those who have been a victim of crime reported to the Police in the past 2 years (49%) or know someone who has (48%) ▪ Those who work in the criminal justice system (61%) ▪ Those aged 50-69 (48%) or 70+ (52%) ▪ Those with a household income over \$150,000 (53%) ▪ Those with a very high level of perceived knowledge about the criminal justice system (claiming to know 5 or more different aspects) (54%). 	<ul style="list-style-type: none"> ▪ Asian respondents (24%) ▪ Those aged 18-24 (25%) ▪ Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (35%).
<p>Fines are an appropriate way to hold people to account for their actions</p> <p>(average of 39% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> ▪ Those who live in the Upper North Island outside of the main centres (44%) ▪ Those who live in the South Island outside of the main centres (46%) ▪ Those who believe national crime has increased over the past year (45%). 	<ul style="list-style-type: none"> ▪ Those who believe national crime has decreased over the past year (29%) ▪ Asian respondents (24%).

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"> Those who would struggle to pay an unexpected bill of \$500 (15%). 	<p>No significant differences in this cell of the table.</p>
<p>Prisons give offenders the help they need to stop offending</p> <p>(average of 37% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> Those who know someone who has been imprisoned in the past 2 years (43%) Those who know someone who has been a victim of crime reported to the Police in the past 2 years (43%) Māori respondents (44%) Those who would struggle to pay an unexpected bill of \$500 (44%). 	<ul style="list-style-type: none"> Asian respondents (21%) Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (32%).
<p>People on community sentences are well managed</p> <p>(average of 37% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> Those who have been a victim of a crime reported to the Police in the past 2 years (or known someone who has) (43%) Those who have attended court as a witness or support person (47%) Those who believe national crime is increasing (43%). 	<ul style="list-style-type: none"> University graduates (32%) Those who believe national crime is decreasing (29%) Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (32%).
<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"> Those who know someone who has been imprisoned in the past 2 years (73%) Those who have known someone who was a victim of a crime reported to the Police in the past 2 years (71%) Māori respondents (74%) Those who believe that national crime has increased in the past year (68%). Females (67%). 	<ul style="list-style-type: none"> Those who have not had any contact with the criminal justice system in the past two years (53%). Asian respondents (36%) Those aged up to 24 (56%) Males (59%).
<p>A life sentence means the offender could spend the rest of their life in prison</p> <p>(average of 50% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> Those who work in the criminal justice system (or know someone who does) (57%) New Zealand European respondents (55%) Those aged 50-69 (56%) Those with a household income of \$100,000+ (58%). 	<ul style="list-style-type: none"> Those aged 18-24 (44%) Those with a household income up to \$30,000 (41%) Those with no qualification beyond school (42%) Those who have not had any contact with the criminal justice system in the past two years (42%) Asian respondents (27%).
<p>Parole is effective in reducing reoffending</p> <p>(average of 54% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> Those who have known someone who was a victim of a crime reported to the Police in the past 2 years (59%) Those aged 50-69 (61%) Those with a household income of \$150,000+ (63%) Those who believe that national crime has increased in the past year (61%). 	<ul style="list-style-type: none"> Those aged 18-24 (43%) Asian respondents (42%) Those who believe that national crime has decreased in the past year (45%).
<p>Every offender eligible for parole is released on parole before the end of their sentence</p> <p>(average of 38% 'strongly disagree' or 'disagree')</p>	<ul style="list-style-type: none"> Those who have attended court as a witness or support person in the past 2 years (47%) Those who work in the criminal justice system (52%) or know someone who does (45%) Those who have known someone who has attended a restorative justice conference in the past 2 years (49%) 	<ul style="list-style-type: none"> Those aged 18-24 (30%) Asian respondents (24%) Those with a low level of knowledge about the criminal justice system (i.e. know about 0 aspects) (33%).

	<ul style="list-style-type: none">▪ Those aged 50-69 (42%) or 70+ (45%)▪ Those who believe that national crime has decreased over the past year (46%)▪ Those with a very high level of perceived knowledge about the criminal justice system (i.e. claim to know about 5 or more aspects) (47%).	
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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 - hardcopy	5	Ensure Q1aa is asked
Newspapers - online	15	Ensure Q1aa is asked
The Internet	6	Ensure Q1bb is asked
Television	7	Ensure Q1cc is asked
Radio	8	Ensure Q1dd is asked
Government information/websites	9	
Books	10	
School/university courses	11	
Somewhere else (please specify)	12	

Q1AA: 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)	1
Your local newspaper (e.g. The Aucklander, The Wellingtonian)	2

Q1BB: 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

Q1CC: 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 (e.g. Breakfast, One News, TV 3 News, Prime News, Nightline)	1
Current affairs television programmes (e.g. Campbell Live, 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

Q1DD: 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	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
National and provincial newspapers (e.g. The Dominion Post, NZ Herald, The Press – including online versions)	5
Your local newspaper (e.g. The Aucklander, The Wellingtonian)	6
Social media sources (e.g. Facebook, Twitter, YouTube)	7
Online news sources (e.g. Stuff)	8
National television news broadcasts (e.g. Breakfast, One News, TV 3 News, Prime News, Nightline)	9
Current affairs television programmes (e.g. Campbell Live, Inside NZ, Te Karere)	10
Reality TV shows (e.g. Police Ten 7, Motorway Patrol, etc)	11
Television documentaries (e.g. 20/20, Sunday)	12
TV crime dramas (e.g. CSI, Criminal Minds, etc)	13
Radio news	14
Talk back radio	15
Government information/websites	16
Books	17
No one main source of information	20
Other online sources	21
School/university courses	24
Other specify from Q1	19

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
1	Crime statistics	1	2	3	4	5	97
8	Television news	1	2	3	4	5	97
3	Television documentaries (e.g. Sunday, 20/20)	1	2	3	4	5	97
4	National and provincial newspapers (e.g. The Dominion Post, NZ Herald, The Press)	1	2	3	4	5	97
5	Your local newspaper (e.g. The Aucklander, Wellingtonian)	1	2	3	4	5	97
7	Radio news	1	2	3	4	5	97

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
3	NZ Police	1	2	3	4	5
4	The criminal court system	1	2	3	4	5
5	The bail system (where people stay in the community while their case goes through the court process)	1	2	3	4	5
6	Fines and other monetary penalties	1	2	3	4	5
7	Community-based sentences (e.g. Home Detention, Supervision, Community Work)	1	2	3	4	5
9	Prisons	1	2	3	4	5
10	Support services for crime victims	1	2	3	4	5
11	The Parole Board	1	2	3	4	5
1	The types of crime happening in New Zealand	1	2	3	4	5
2	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

Q4B

Have you lived in **your local neighbourhood** for the last 12 months?

Please select one only.

Yes	1	GOTO Q5
No	2	GOTO Q5b

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.

	Increased a lot	Increased a little	Stayed about the same	Reduced a little	Reduced a lot	Don't know
1. The amount of burglary in your local neighbourhood has...	1	2	3	4	5	6
2. The amount of violent crime (e.g. physical assaults) in your local neighbourhood has...	1	2	3	4	5	6
3. The amount of crime committed by young people (e.g. aged under 17) in your local neighbourhood has...	1	2	3	4	5	6
4. The total amount of crime in your local neighbourhood has...	1	2	3	4	5	6

Q5B

Have you lived in **New Zealand** for the last 12 months?

Please select one only.

Yes	1	GOTO Q6
No	2	GOTO Q7

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.

	Increased a lot	Increased a little	Stayed about the same	Reduced a little	Reduced a lot	Don't know
1. The amount of burglary in New Zealand has...	1	2	3	4	5	6
2. The amount of violent crime (e.g. physical assaults) in New Zealand has...	1	2	3	4	5	6
3. The amount of crime committed by young people (e.g. aged under 17) in New Zealand has...	1	2	3	4	5	6
4. The total amount of crime in has New Zealand...	1	2	3	4	5	6

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: Public perceptions of the criminal justice system

[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
1. Police treat all ethnic groups fairly	5	4	3	2	1	6
2. Police successfully prevent crime	5	4	3	2	1	6
3. Police are visible in my community	5	4	3	2	1	6
4. Police treat people with respect	5	4	3	2	1	6
5. Police can be relied on to respond when called	5	4	3	2	1	6
7. Police improve safety on our roads	5	4	3	2	1	6
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: ROTATE STATEMENTS

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know
1. NZ's criminal court system is technologically up to date	5	4	3	2	1	6
2. Criminal court processes are easy for the public to understand	5	4	3	2	1	6
3. Criminal courts deal with cases without unnecessary delay	5	4	3	2	1	6
4. Criminal court processes treat victims with respect	5	4	3	2	1	6
5. 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
6. Bail decisions take appropriate account of public safety (bail is where people stay in the community while their case goes through the court process)	5	4	3	2	1	6
7. Offenders often get away without paying court fines	5	4	3	2	1	6
8. Restorative justice conferences (where victims and adult offenders agree to meet) are a helpful way for victims to talk about how the crime has affected them	5	4	3	2	1	6
9. Reparation (money an offender is ordered to pay to the victim of their offending) is usually collected and paid to victims of crime	5	4	3	2	1	6
10. Fines are an appropriate way to hold people to account for their actions	5	4	3	2	1	6

Q11

The following questions are about your views on prisons, community sentences and parole. 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
1. People on community sentences (e.g. Home Detention, Supervision and Community Work) are well managed	5	4	3	2	1	6
2. Prison successfully deters people who have been to prison from committing crime in future	5	4	3	2	1	6
3. Prisons give offenders the help they need to stop offending	5	4	3	2	1	6
4. Prisons keep the public safe by securely containing offenders	5	4	3	2	1	6
7. A life sentence means the offender could spend the rest of their life in prison	5	4	3	2	1	6
8. Parole is effective in reducing reoffending	5	4	3	2	1	6
9. Every offender eligible for parole is released on parole before the end of their sentence	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	1
Fairly confident	2
Neutral	3
Not very confident	4
Not at all confident	5
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 option only.

PROG: RANDOMISE STATEMENTS BUT KEEP CODES 7 & 8 TOGETHER

Prevent more crime	1
Put the interests of victims at the heart of the system	7
Speed up the delivery of justice	8
Respond to what matters most to local communities	9
Bring more offenders to justice	10
Send more people to prison	11
Increase the availability of rehabilitation programmes in prisons , e.g. drug and alcohol programmes	15
Increase the availability of rehabilitation programmes in the community , e.g. drug and alcohol programmes	16
Provide better opportunities for people being released from prison	13
Use the latest technology to help tackle crime	17
Something else (please specify)	96

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

Q19

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

Q22

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 a crime that was reported to the Police	2
Known someone well who was the victim of a crime that was reported to the Police	3
Paid a fine or reparation	4
Attended court as a witness or support person	5
Attended court as a victim or defendant	13
Attended court because of a summons for jury service	6
Been arrested by Police	7
Known someone who had been arrested by Police	14
Been imprisoned	8
Known someone who was imprisoned	15
Worked in the criminal justice system	9
Known someone who worked in the criminal justice system	16
Attended a restorative justice conference for a criminal offence (not including youth justice conferences)	17
Known someone who attended court or a restorative justice conference for a criminal offence (not including youth justice conferences)	18
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	97

END OF SURVEY