

Overview

- The 2024 Trust and Confidence Surveys for firearms licence holders and members of the public, were a repeat of the 2022 surveys, as a result of recommendation 22b of the of the Royal Commission of inquiry into the terrorist attack on Christchurch masjidain.
- The public and firearms licence holder cohorts received the same survey questions (described below). Minor wording changes were made to the questions of the 2024 survey, to reflect the establishment of Te Tari Pūreke | Firearms Safety Authority.

Survey Questions

What is your survey code?

What region are you based in? (drop down menu)

Please tick the following if they apply to you:

- I currently hold a firearms licence
- I have held a firearms licence in the past
- I have applied for a firearms licence in the past
- I live or have lived with someone who holds a firearms licence
- I have been a referee for someone who holds a firearms licence
- None of the above

Rate your level of knowledge of the Te Tari Pūreke | Firearms Safety Authority approach to firearms licensing in New Zealand:

- 1 – No knowledge
- 2 – Minimal knowledge
- 3 – Basic knowledge
- 4 – Above average knowledge
- 5 – Excellent knowledge

Please tell us your level of trust and confidence in relation to the following statements.
 1 – Full trust and confidence, 2 – Quite a lot of trust and confidence, 3 – Some trust and confidence, 4 – Not much trust and confidence, 5 – No trust or confidence

Statement 1: The approach that Te Tari Pūreke | Firearms Safety Authority uses to manage firearms licensing in the community.

Statement 2: Te Tari Pūreke | Firearms Safety Authority is effective in controlling the safe use and possession of licensed firearms in the community.

Statement 3: New Zealand Police is effective in controlling the possession of firearms held by unlicensed members in the community.

The following questions help us understand different perspectives and that responses represent all views in our communities.

Which ethnic group or groups do you identify with? (tick all that apply) (Multiple choice using the Stats NZ classifications)

What is your age range? (Years)

<input type="checkbox"/> 18-24	<input type="checkbox"/> 60-64
<input type="checkbox"/> 25-29	<input type="checkbox"/> 65-69
<input type="checkbox"/> 30-34	<input type="checkbox"/> 70-74
<input type="checkbox"/> 35-39	<input type="checkbox"/> 75-79
<input type="checkbox"/> 40-44	<input type="checkbox"/> 80-84
<input type="checkbox"/> 45-49	<input type="checkbox"/> 85-89
<input type="checkbox"/> 50-54	<input type="checkbox"/> 90+
<input type="checkbox"/> 55-59	

What gender do you identify as? (tick all that apply)

- Male
- Female
- Another gender Please specify: _____

Firearms Licence Holder Perspectives - Methodology

- The target population for this survey was current firearms licence holders with a recent system experience of relevance to firearms regulation. Only those with internet access were able to provide their views. The 2024 Trust and Confidence Survey, delivered via SurveyMonkey, required recipients to answer the first question with their allocated code to prevent unauthorised use of the survey, due to the 2022 Baseline Survey being forwarded on by recipients.
- In 2022, the survey was targeted to renewed and new licence holders who had been approved between 1 January and 28 February 2022. In 2024, the survey was targeted to firearms licence holders who had interacted with the Te Tari Pūreke – Registry Services Team in the 2 months prior to the survey being sent, as the Registry did not exist in 2022.
- The inclusion and exclusion criteria were as follows. No efforts were made to identify and exclude respondents from the 2022 survey who also responded to the 2024 survey. Of the 11,341 firearms licence holders that met the criteria below, a random sample of 1,700 was identified, with the final number being 1,699. A total of 503 firearms licence holders responded to the survey, a response rate of 29.6%.

Inclusions

- Records created between 27/01/2024 and 27/03/2024
- Arms Information System (AIS) domains of Arms Item Declaration, 'Register Arms Items' (both online and regulator), 'Transfer' (only the supplier licence is included), 'Change of address or contact details', 'Change of Health Practitioner details', 'Complete your profile'
- Unresolved calls that have been created between 27/01/2024 and 27/03/2024 where a firearms licence number matches National Intelligence Application (NIA) records
- 'Current' or 'Renewal in Progress' licence statuses
- A-Standard licences

Exclusions

- Arms Information System status of 'Draft' or 'Cancelled'
- Calls made to the Registry and Services Team where an unresolved call was not logged (as the firearms licence number is not recorded)
- Licence or endorsement applications submitted online as the licence number is entered by the person, and would be at risk of inaccurate entry
- Licence holders who did not have an email address in NIA
- Deceased licence holders

Public Perspectives - Methodology

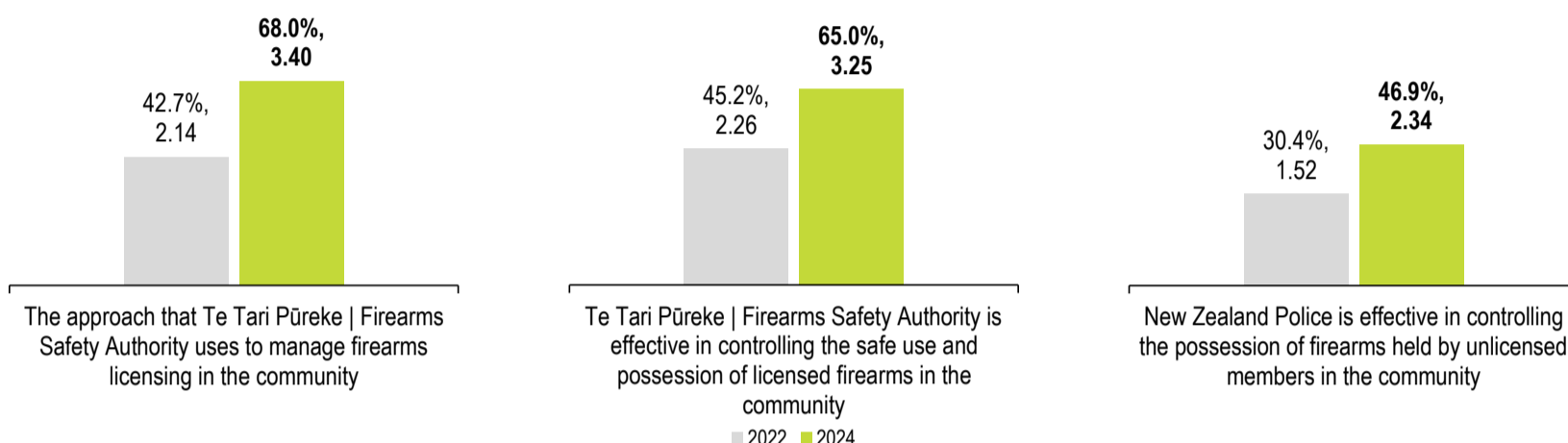
- The target population for this survey covered members of the public in Aotearoa. Respondents were recruited through the online survey platform SurveyMonkey Audience. Only those with internet access were able to provide their views.
- SurveyMonkey sent email invitations to New Zealand residents between the ages of 18–99 years asking them to participate. No further parameters were applied using the Target Audience collector tool, such as location, age, or gender.
- In 2022 Target Audience parameters for location, age and gender were applied (and not fully met for location). For both 2022 and 2024 survey results, a respondent skew weighted toward younger age groups and females was evident, a reflection of who is more likely to volunteer for online surveys.
- On 1 May 2024, the firearms trust and confidence survey was sent to 1,010 members of the public via Survey Monkey. To the extent the SurveyMonkey sampling frame allows, the collection method can be assumed as random.



- Firearms licence holder level of trust and confidence **increased** from **42.7%** (2.14 out of 5) in 2022 to **68.0%** (3.40 out of 5) in 2024 for "The approach that Te Tari Pūreke | Firearms Safety Authority uses to manage firearms licensing in the community"
- Firearms licence holder level of trust and confidence **increased** from **45.2%** (2.26 out of 5) in 2022 to **65.0%** (3.25 out of 5) in 2024 for "Te Tari Pūreke | Firearms Safety Authority is effective in controlling the safe use and possession of licensed firearms in the community"
- Firearms licence holder level of trust and confidence **increased** from **30.4%** (1.52 out of 5) in 2022 to **46.9%** (2.34 out of 5) in 2024 for "New Zealand Police is effective in controlling the possession of firearms held by unlicensed members in the community"
- Firearms licence holder level of knowledge of the Te Tari Pūreke | Firearms Safety Authority approach to firearms licensing in New Zealand **decreased** for categories relating to "Excellent knowledge" (**20.6%** in 2022 to **9.8%** in 2024) and "Above average knowledge" (**48.2%** in 2022 to **39.3%** in 2024), and **increased** for the category relating to "Basic knowledge" (**24.8%** in 2022 to **44.5%** in 2024)

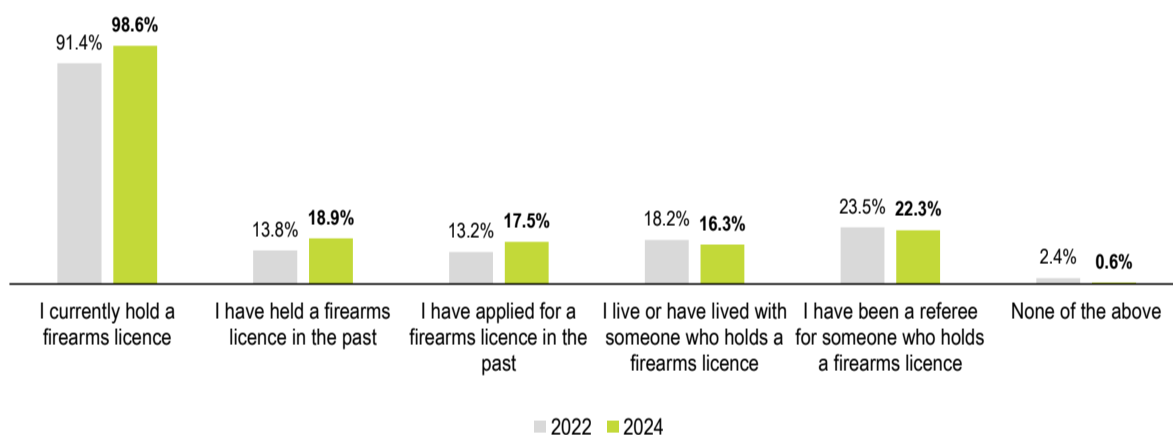
Trust and Confidence

Respondents were asked for their level of trust and confidence in relation to the following statements (on a scale of 1 - 5, where 1 = 'No trust or confidence' and 5 = 'Full trust and confidence')



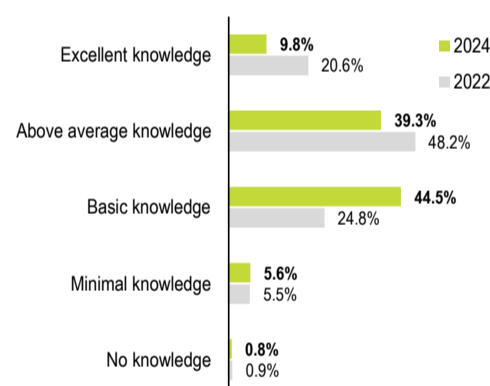
Firearms Licensing Experience

Respondents were asked to tick all of the following that applied to them

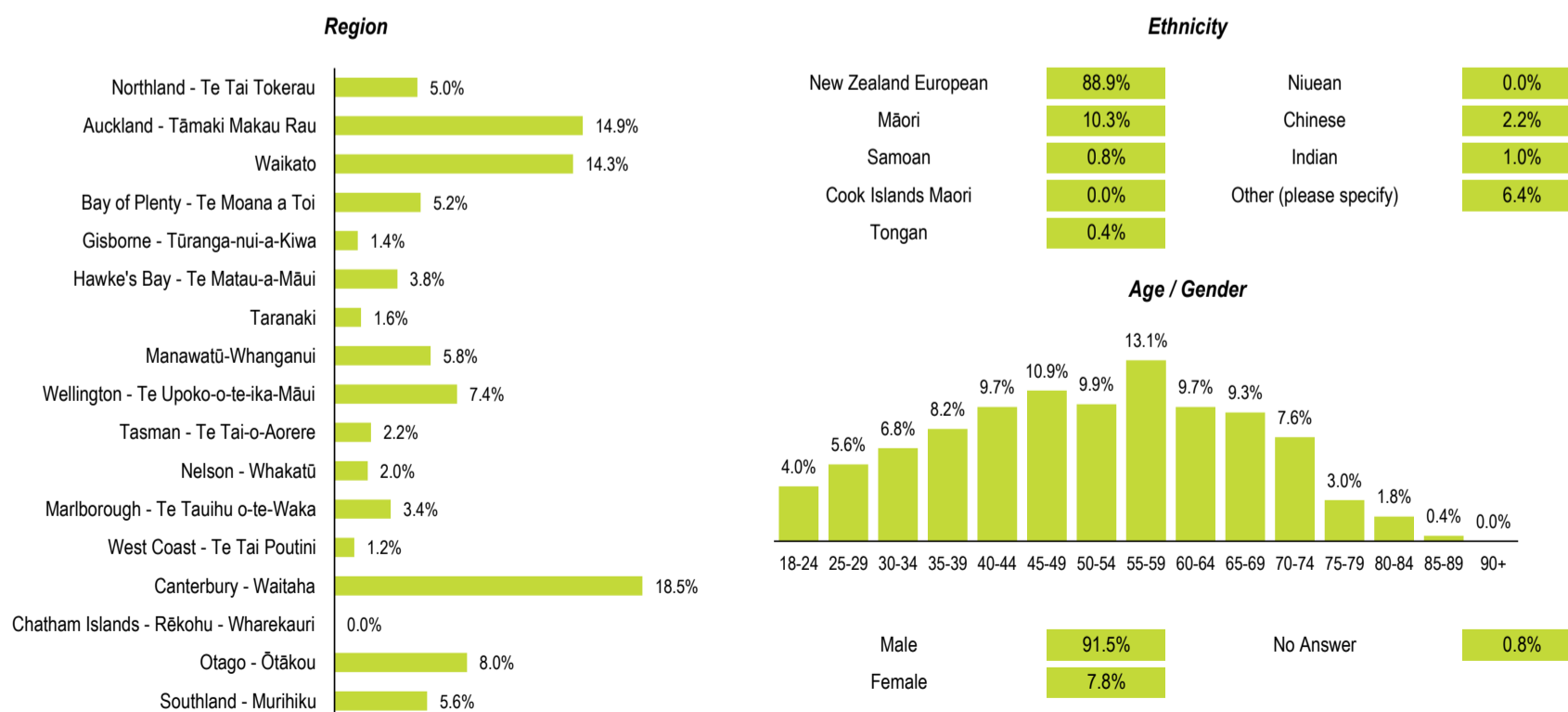


Level of Knowledge

Respondents were asked to rate their level of knowledge of the Te Tari Pūreke | Firearms Safety Authority approach to firearms licensing in New Zealand



Geographic / Demographic Distribution (for 2024)



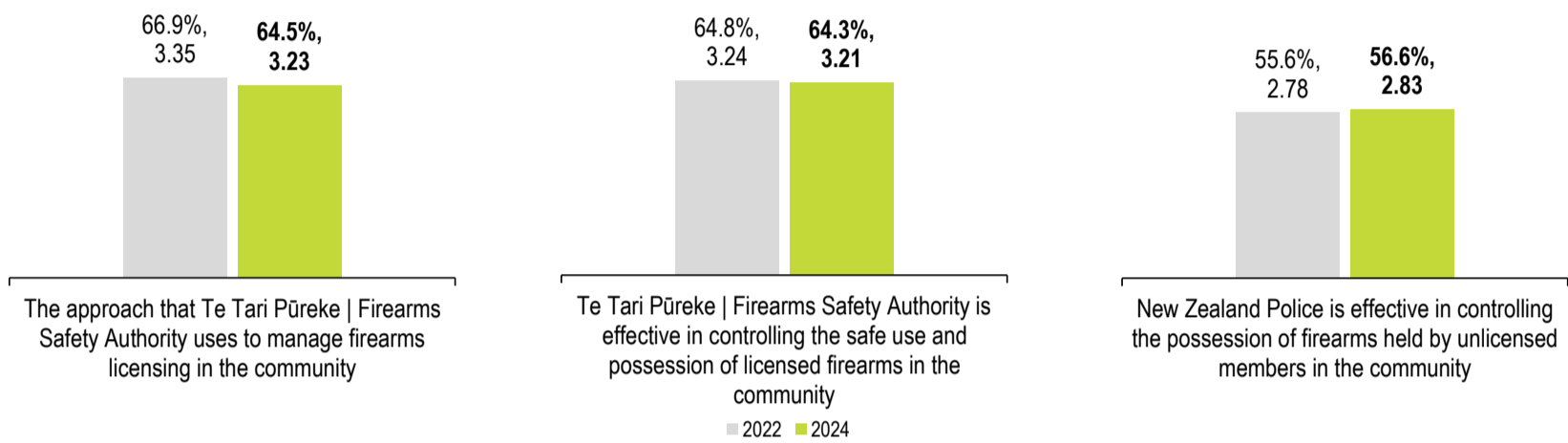
The 2022 survey results have been recalibrated in line with the questions of the 2024 survey, which involve minor wording changes, to reflect the establishment of Te Tari Pūreke | Firearms Safety Authority.



- Public level of trust and confidence **decreased marginally** from **66.9%** (3.35 out of 5) in 2022 to **64.5%** (3.23 out of 5) in 2024 for "The approach that Te Tari Pūreke | Firearms Safety Authority uses to manage firearms licensing in the community"
- Public level of trust and confidence **decreased marginally** from **64.8%** (3.24 out of 5) in 2022 to **64.3%** (3.21 out of 5) in 2024 for "Te Tari Pūreke | Firearms Safety Authority is effective in controlling the safe use and possession of licensed firearms in the community"
- Public level of trust and confidence **increased marginally** from **55.6%** (2.78 out of 5) in 2022 to **56.6%** (2.83 out of 5) in 2024 for "New Zealand Police is effective in controlling the possession of firearms held by unlicensed members in the community"
- Public level of knowledge of the Te Tari Pūreke | Firearms Safety Authority approach to firearms licensing in New Zealand **increased** for the category "Excellent knowledge" (**2.9%** in 2022 to **3.4%** in 2024), and **decreased** for the categories of "Above average knowledge" (**9.8%** in 2022 to **6.2%** in 2024) and "Basic knowledge" (**36.3%** in 2022 to **28.5%** in 2024)

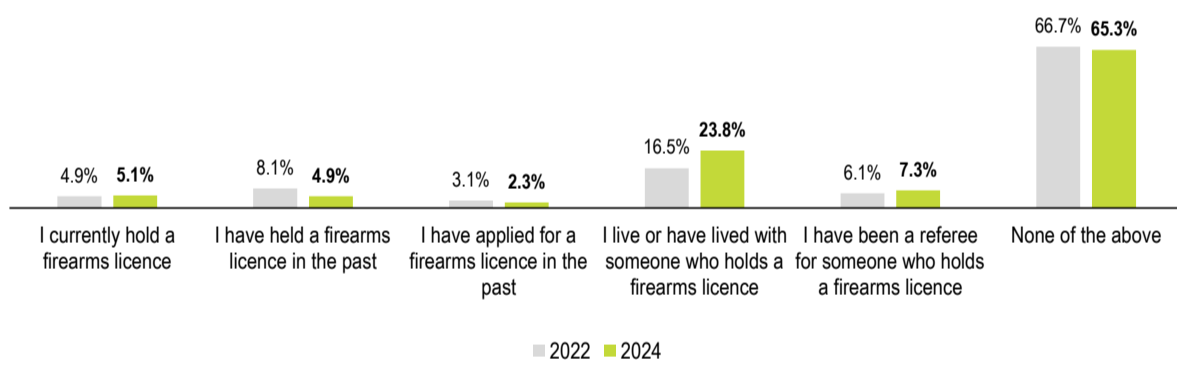
Trust and Confidence

*Respondents were asked for their level of trust and confidence in relation to the following statements
(on a scale of 1 - 5, where 1 = 'No trust or confidence' and 5 = 'Full trust and confidence')*



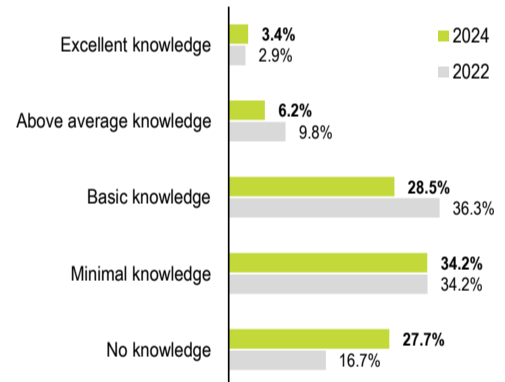
Firearms Licensing Experience

Respondents were asked to tick all of the following that applied to them

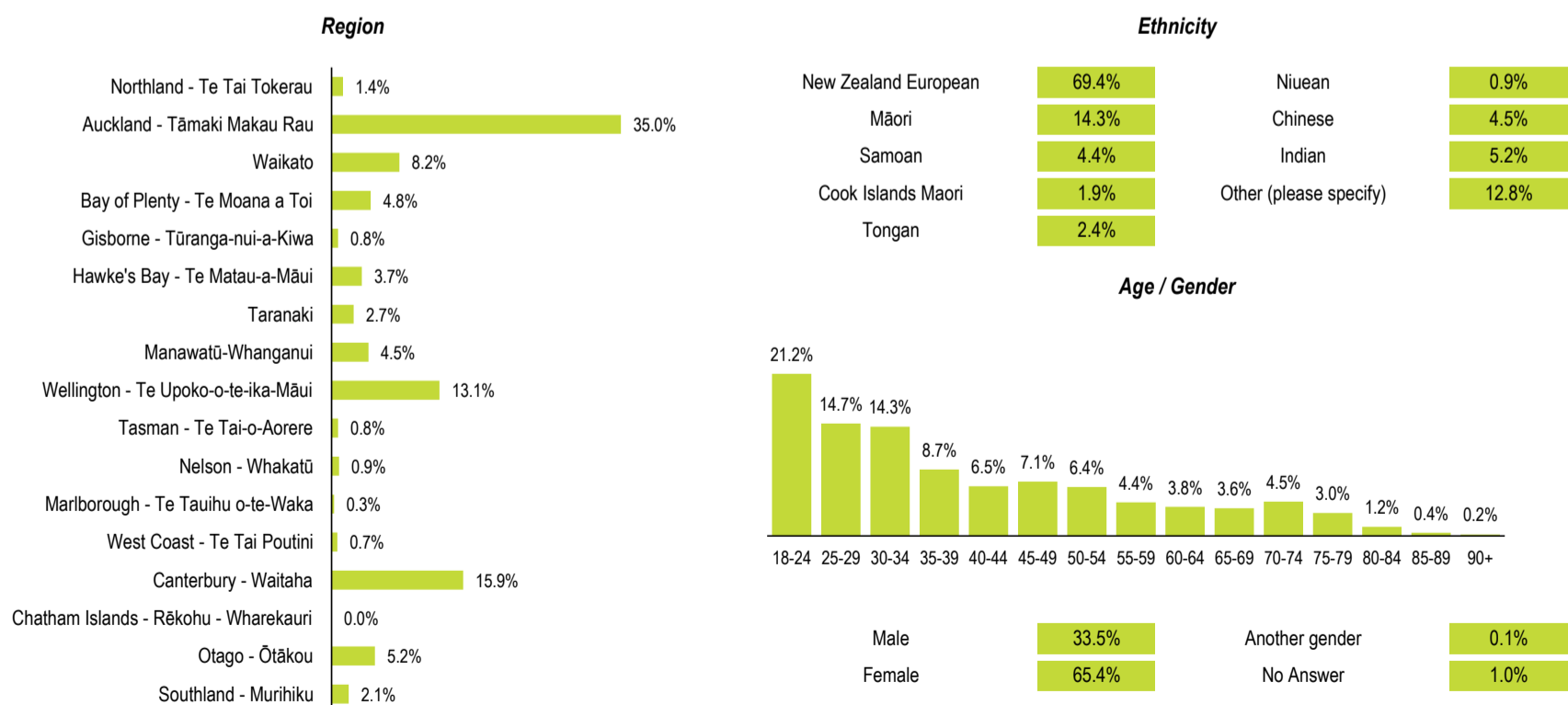


Level of Knowledge

Respondents were asked to rate their level of knowledge of the Te Tari Pūreke | Firearms Safety Authority approach to firearms licensing in New Zealand



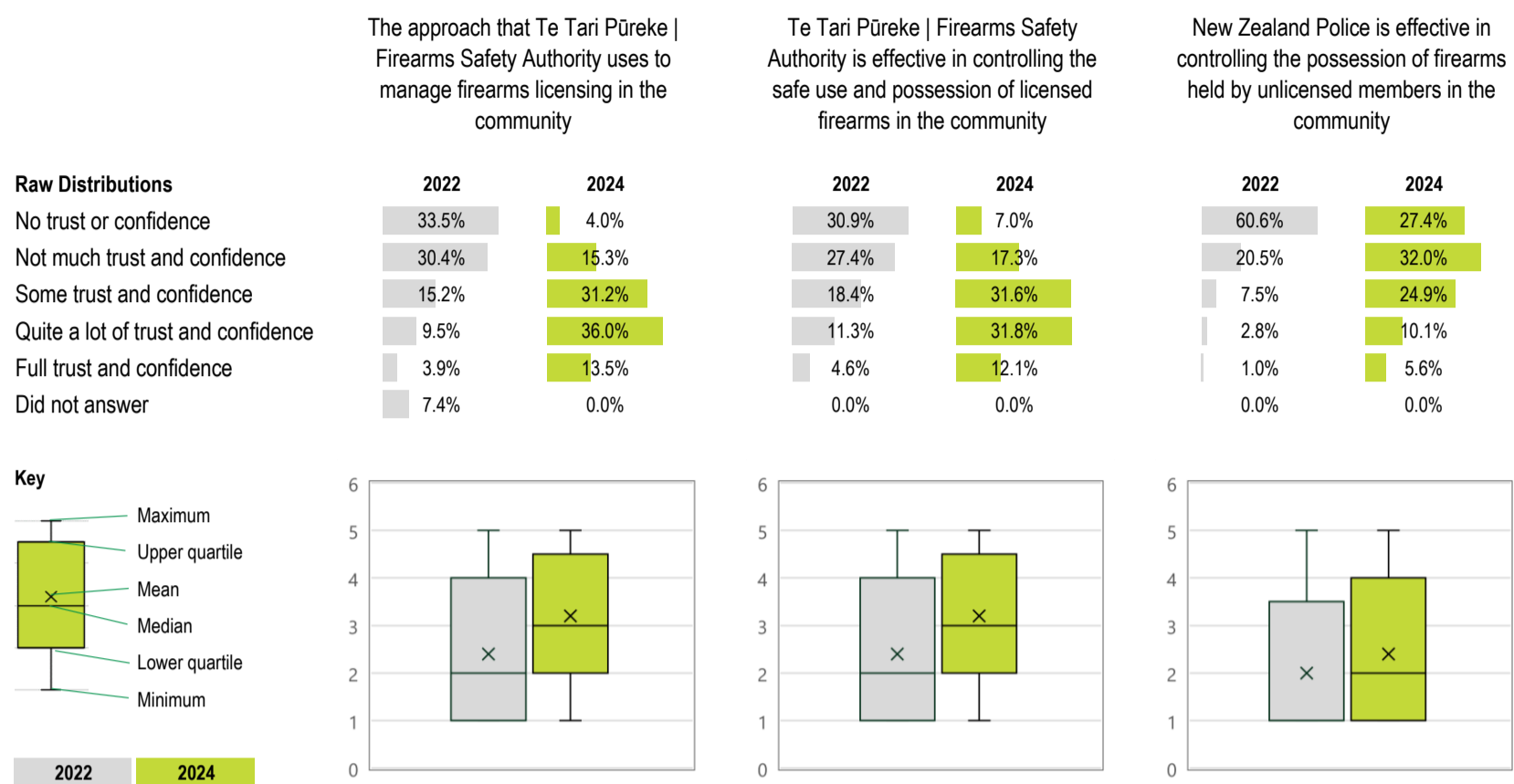
Geographic / Demographic Distribution (for 2024)



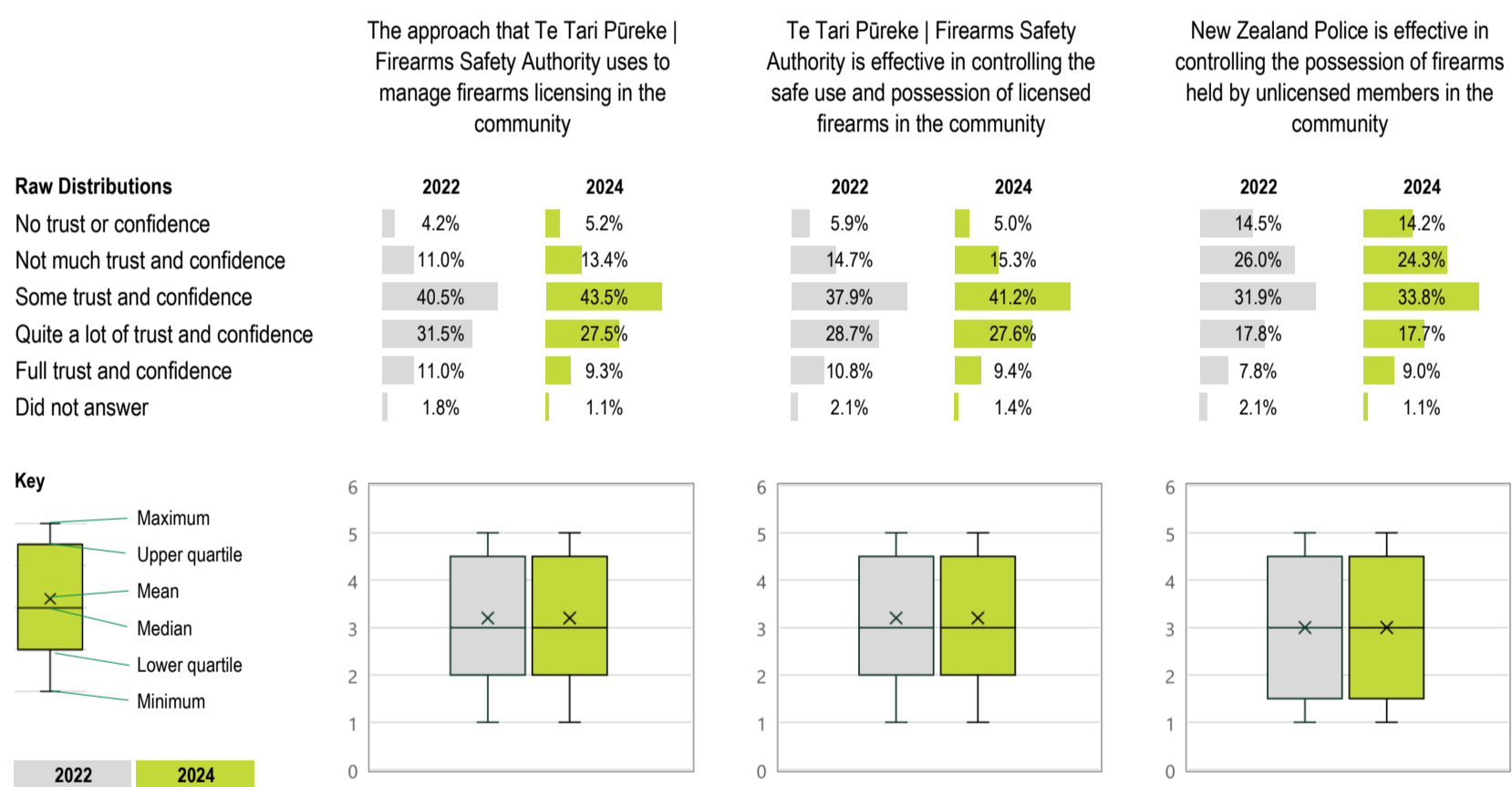
The 2022 survey results have been recalibrated in line with the questions of the 2024 survey, which involve minor wording changes, to reflect the establishment of Te Tari Pūreke | Firearms Safety Authority.



Firearms Licence Holder Trust and Confidence



Public Trust and Confidence



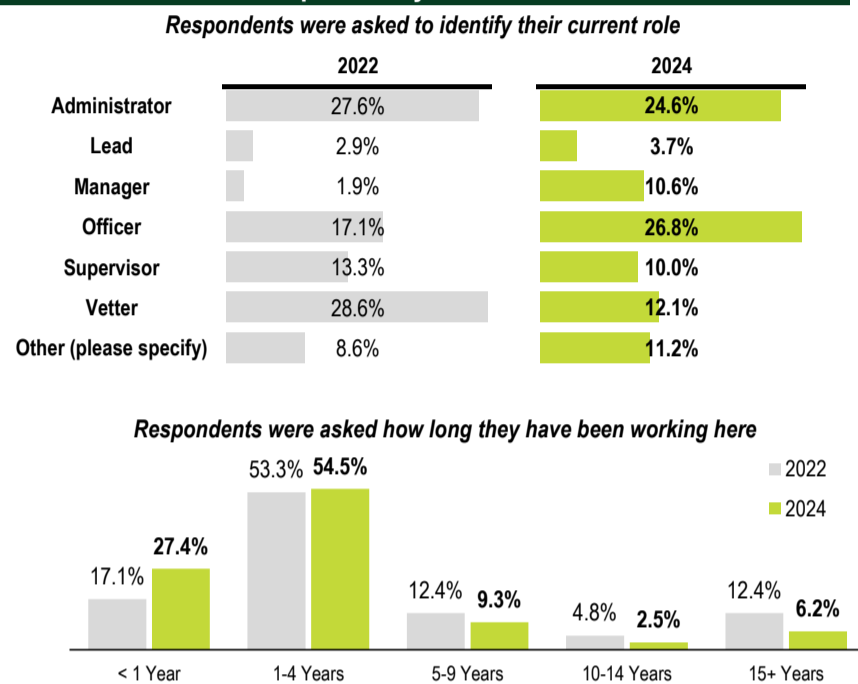
Other Findings

- For firearms licence holders who completed the survey, there is a statistically meaningful difference between gender groups in terms of the total trust and confidence score they had ($p < 0.05$). The difference is in favour of males. Males had the highest median score compared to females and those who did not answer the gender question. Males have more trust and confidence in Te Tari Pūreke – Firearms Safety Authority than other groups.
- For public who completed the survey, there is a statistically meaningful difference between age groups in terms of the total trust and confidence score ($p < 0.05$). The statistical difference is between 18-24 and 50-54 year-olds, whereby 18-24 year-olds had more trust and confidence in Te Tari Pūreke – Firearms Safety Authority than 50-54 year-olds.
- For the firearms licence holder survey, the margin of error was ± 4 with a confidence level of 95%. For the public survey, the margin of error was ± 3 with a confidence level of 95%.

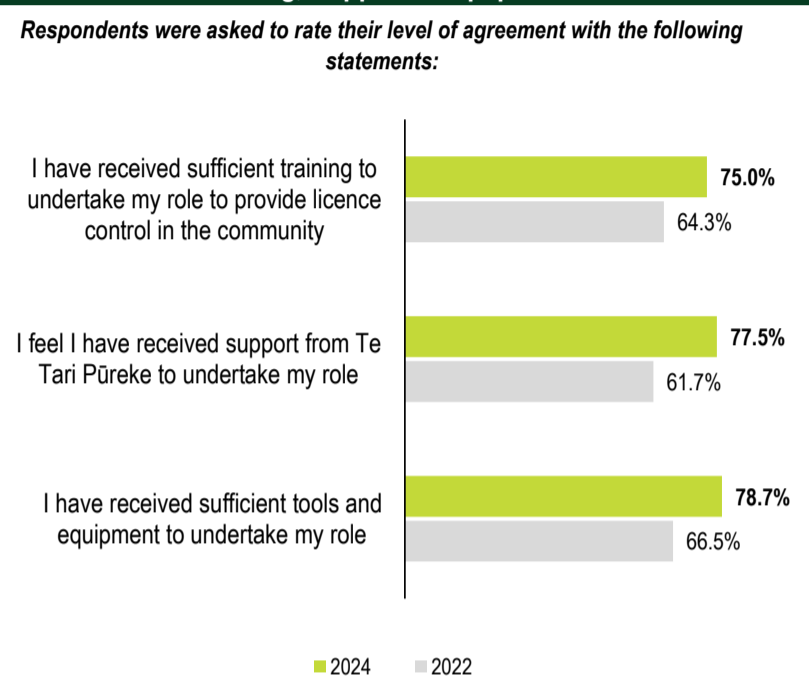


- Staff level of satisfaction **increased** for topics related to training, support and equipment, with the greatest increase relating to "I feel I have received support from Te Tari Pūreke to undertake my role", increasing from **61.7%** in 2022 to **77.5%** in 2024
- Staff level of agreement that potential factors were driving a backlog of firearms licence applications decreased overall, with the greatest decrease relating to "The workload contributes to a backlog of firearms licence applications", decreasing from **89.3%** in 2022 to **69.7%** in 2024
- Staff level of perceived efficiency of internal processes **increased** across all application types, with the greatest increase relating to "The end-to-end internal processes for firearms licence applications", increasing from **55.6%** in 2022 to **65.1%** in 2024
- Staff level of satisfaction with the quality of information we hold to support licence applications **increased** overall, with the greatest increase relating to "Firearms licence information is up to date", increasing from **50.6%** in 2022 to **62.4%** in 2024

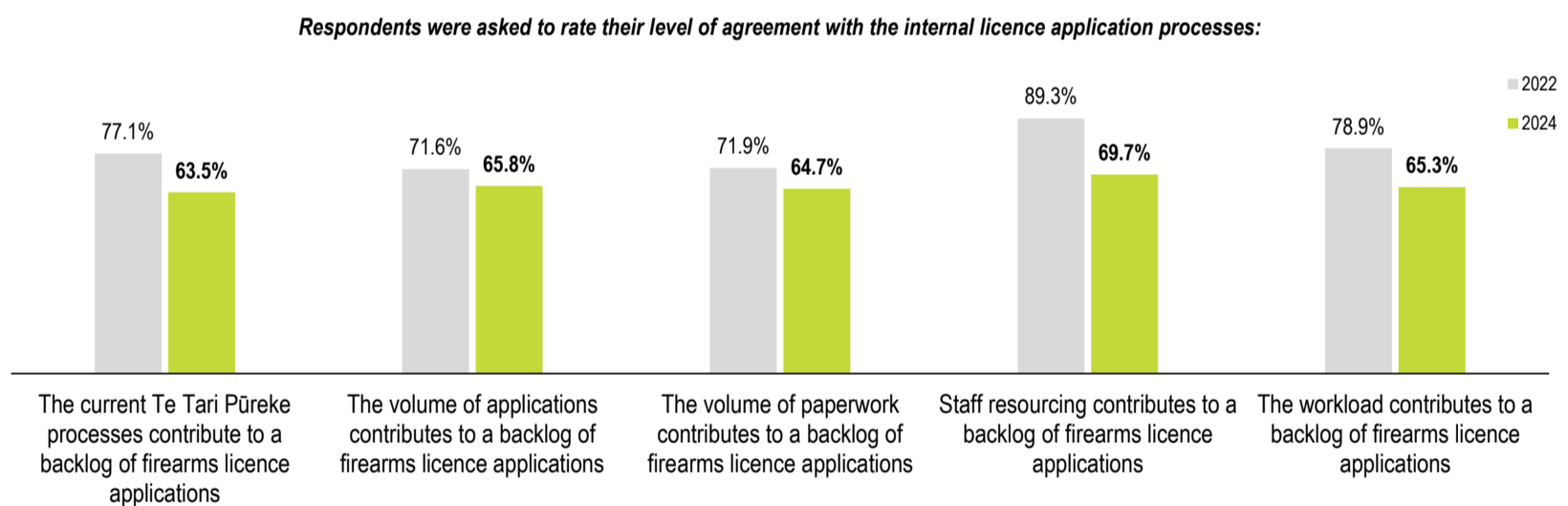
Responses by Role / Tenure



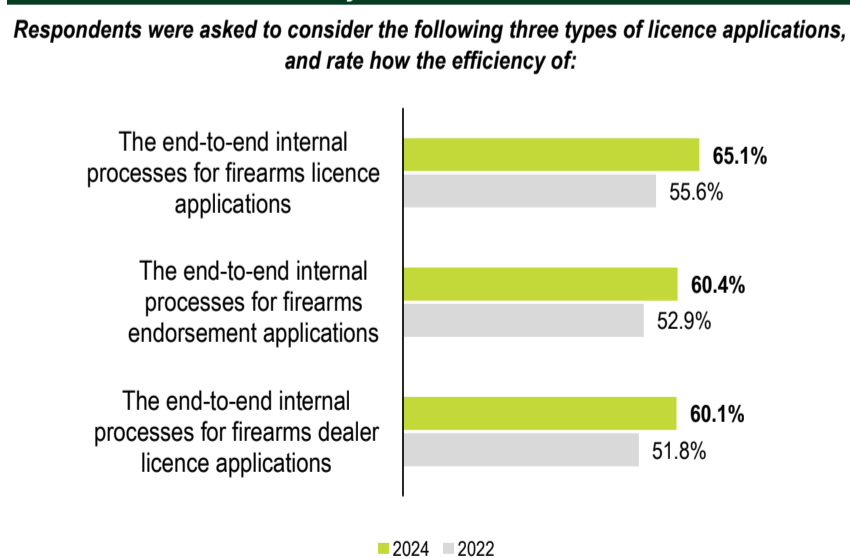
Training, Support & Equipment



Licence Application Processes



Efficiency of Internal Processes



Licence Application Quality of Information

