

## APPENDIX A. PARTICIPANT QUESTIONNAIRE

### VICTORIA UNIVERSITY OF WELLINGTON *Te Whare Wananga o te Upoko o te Ika a Maui*



The purpose of this questionnaire is to provide us with some background information for understanding the views and perspectives you express in the focus group interview.

#### COMPUTER/INTERNET USE

1. Please indicate your experience with computers:
  - No experience
  - Some experience (e.g. e-mail, basic word processing, and office computer applications)
  - Experienced (e.g. competent with a number of computer applications)
  
2. Please indicate your experience with the Internet (the Internet includes e-mail and web sites):
  - No experience (*If you ticked this box, please skip to question 6*)
  - Some experience (e.g. e-mail, online purchasing, games, and/or some searching for information)
  - Experienced (e.g. dedicated surfer)
  
3. If you indicated either “some experience” or “experienced,” do you use the Internet from? (tick all that apply)
  - Home
  - Work
  - School or place of study
  - Internet café
  - Library
  - Elsewhere (please specify) \_\_\_\_\_
  
4. What kinds of things *encourage* you to use the Internet?
  
5. What kinds of things, if any, *discourage* you from using the Internet?

## USE OF GOVERNMENT INFORMATION/SERVICES

6. On which of the following matters have you contacted national or local government departments in the past year? (please tick the “matter”)

- |   |   |
|---|---|
| <input type="checkbox"/> 1. Births, Deaths and Marriages                        | <input type="checkbox"/> 18. Legislation (Laws and Regulations)         |
| <input type="checkbox"/> 2. Benefits  | <input type="checkbox"/> 19. Maps and land information                  |
| <input type="checkbox"/> 3. Broadcasting  | <input type="checkbox"/> 20. Occupational Safety and Health             |
| <input type="checkbox"/> 4. Business related issues (e.g. grants or compliance) | <input type="checkbox"/> 21. Personal/family issues (e.g. child safety) |
| <input type="checkbox"/> 5. Consumer affairs                                    | <input type="checkbox"/> 22. Police/Justice                             |
| <input type="checkbox"/> 6. Customs   | <input type="checkbox"/> 23. Policy and politics                        |
| <input type="checkbox"/> 7. Driver licenses                                     | <input type="checkbox"/> 24. Recreation and sport                       |
| <input type="checkbox"/> 8. Education   | <input type="checkbox"/> 25. Statistics                                 |
| <input type="checkbox"/> 9. Elections   | <input type="checkbox"/> 26. Tax and finance                            |
| <input type="checkbox"/> 10. Employment   | <input type="checkbox"/> 27. Tourism                                    |
| <input type="checkbox"/> 11. Environment  | <input type="checkbox"/> 28. Transportation                             |
| <input type="checkbox"/> 12. Farming  | <input type="checkbox"/> 29. Treaty issues                              |
| <input type="checkbox"/> 13. Fisheries  | <input type="checkbox"/> 30. City Council matters                       |
| <input type="checkbox"/> 14. Funding agencies (e.g. social security)            | <input type="checkbox"/> 31. Regional Council matters                   |
| <input type="checkbox"/> 15. Health   | <input type="checkbox"/> 32. Other issues (please specify:_____)        |
| <input type="checkbox"/> 16. Housing/Tenancy                                    |   |
| <input type="checkbox"/> 17. Immigration/ Passport/ Citizenship                 |   |

Please indicate what you wanted to know in the space below: (Be sure to indicate the number that identifies the matter.)

7. For those matters ticked in question 6, by what method(s) did you contact government departments?

- |                                    |   |
|------------------------------------|---|
| <input type="checkbox"/> Phone     | <input type="checkbox"/> E-mail                 |
| <input type="checkbox"/> In Person | <input type="checkbox"/> Web site               |
| <input type="checkbox"/> Letter    | <input type="checkbox"/> Other (please specify) |

## USE OF GOVERNMENT INFORMATION/SERVICES ON THE INTERNET

Government on the Internet links national and local government to information and communication technologies (including the web and e-mail) to enhance the access to and delivery of government information and services, and to enable people to interact directly with government). The goal is to achieve better government.

8. Please indicate your level of experience with using government web sites:

- No experience (*If you ticked this box, skip to question 20*)
- Some experience (e.g. e-mail and some use of government web sites)
- Experienced

- 9a. For any of those matters specified in question 6 for which you consulted the government department's web site or contacted government by e-mail, why did you do so?
- 9b. For question 6, if you indicated that you did not use either a web site or e-mail to contact government in the past year, why not?
10. Have you had any negative experiences in any of your dealings with government web sites?
- Yes  
 No

If you ticked "yes," please describe that experience:

11. Please indicate whether government falls short of, exactly meets, or exceeds your expectations in protecting any personal information you provide it face to face or over the phone? (Please circle an appropriate number ONLY if you have had some contact with government in the past year.)

<b>Falls short of expectations</b>				<b>Exactly meets</b>			<b>Exceeds expectations</b>
-3	-2	-1	0	+1	+2	+3	

12. Please indicate whether government falls short of, exactly meets, or exceeds your expectations in protecting any personal information you provide it on the Internet (web site or e-mail)? (Please circle an appropriate number ONLY if you have had some contact with government in the past year.)

Falls short of expectations				Exactly meets			Exceeds expectations
-3	-2	-1	0	+1	+2	+3	

13. Government web sites make it easier to find what you want? (Please circle your response)

Strongly disagree							Strongly agree
1	2	3	4	5	6	7	

14. How important is it to you that government information/services are available on the Internet? (Please circle your response)

Not at all important							Extremely important
1	2	3	4	5	6	7	

- 15a. Government on the Internet brings people closer to government by making it easier to find information. (Please circle your response)

<i>Strongly disagree</i>							<i>Strongly agree</i>
1	2	3	4	5	6	7	



23. With which ethnic group do you mainly identify?

- NZ European
- Maori
- Pacific Islander..... Please specify: \_\_\_\_\_
- Asian ..... Please specify: \_\_\_\_\_
- Other ..... Please specify: \_\_\_\_\_

24. To what age group do you belong?

- 15-19
- 20-24
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60-64
- 65-69
- 70-74
- 75-79
- 80+

25. Please indicate the highest level of formal educational qualifications you hold.

- School Certificate
- 6th Form Certificate/UE/ Bursary
- Trade/Vocational Certificate or Diploma
- Business Diploma
- Bachelor's degree
- Postgraduate degree
- Other qualification

26. What is your main source of income?

- Employment (Please indicate your employment as specifically as possible, e.g. public servant, self- employed, trades person, hotel industry worker\_\_\_\_\_)
- Home maker sharing partner's income

27. Please indicate the current level of household income?

- \$0-\$9,999
- \$10,000-\$19,999
- \$20,000-\$29,999
- \$30,000-\$39,999
- \$40,000-\$49,999
- \$50,000-\$59,999
- \$60,000-\$69,999
- \$70,000-\$79,999
- over \$80,000

28. What is the main language that you use in your daily life?

Please list any other languages that you use in your daily life.