

Arms staff satisfaction baseline survey results

Baseline survey

March 2022



Summary

Respondents and High Level Results

On 28 February 2022, 319 Arms staff were emailed a survey link to the Arms staff baseline satisfaction survey. 90 Arms staff completed the survey, mainly represented by arms vetters and arms administrators. The ratings provide a baseline measure of staff satisfaction with training, support, tools, internal processes and licence data held. The survey will be repeated twice (September 2023 and September 2024) following the delivery of the Arms Transformation Programme and the establishment and embedding in of the Branded Business Unit.

Question Set 1: Training, Support and Equipment

Respondents were asked to rate their level of agreement with the following statements:

- I have received sufficient **training** to undertake my role to provide licence control in the community – 63.9%
- I feel I have received **support** from the Firearms Business Unit to undertake my role – 61.7%
- I have received sufficient **tools and equipment** to undertake my role – 66.7%

Question Set 3: Licence Application Quality of Information

Respondents were asked to consider the information we hold to support licence applications, and rate their agreement level with the following statements:

- Firearms licence information held is **complete** – 61.6%
- Firearms licence information held is **easily accessible** – 61.3%
- Firearms licence information is **up to date** – 51.4%
- The available firearms licence information **supports me in my role** in the Firearms Business Unit – 62.7%

Question Set 2: Licence Application Processes

Respondents were asked to rate their level of agreement with the internal licence application processes:

- The current Police **processes** contribute to a backlog of firearms licence applications – 76.7%
- The **volume** of applications contributes to a backlog of firearms licence applications – 71.9%
- The volume of **paperwork** contributes to a backlog of firearms licence applications – 71.9%
- **Staff resourcing** contributes to a backlog of firearms licence applications – 89.0%
- The **workload** contributes to a backlog of firearms licence applications – 79.1%

Question Set 4: Efficiency of Internal Processes

Respondents were asked to consider the following 3 types of licence applications, and rate how the efficiency of:

- The end-to-end internal processes for **firearms licence** applications – 56.0%
- The end-to-end internal processes for firearms **endorsement** applications – 53.4%
- The end-to-end internal processes for firearms **dealer licence** applications – 52.0%

Introduction

Survey results from the Arms staff satisfaction survey

- ▶ On 28 February 2022, all Arms staff received an email request to complete an Arms staff satisfaction survey.
- ▶ The baseline survey sets a performance measure of staff satisfaction with training, support, tools, internal processes and licence data held.
- ▶ The survey will be repeated twice (September 2023 and September 2024) following the delivery of the Arms Transformation Programme and the establishment and embedding in of the Branded Business Unit
- ▶ The baseline will indicate if the benefits delivered by the programme are felt by Arms staff.
- ▶ Many of the respondents took the opportunity to provide their direct feedback. The verbatim comments are available in the Appendix will the full survey results.

Respondent analysis

Of the 319 Arms staff sent the survey link **90 completed it**, and 3 of those were test responses.

The two largest groups of responders were Arms Veters (30) and Arms Administrators (29).

Q1 What is your current role in the Arms unit?

Answer Choices	Responses	
Operations Manager	2.75%	3
District Arms Lead	2.75%	3
Arms Supervisor	13.76%	15
Arms Officer	16.51%	18
Arms Administrator	26.61%	29
Arms Vetter	27.52%	30
Other (please specify)	10.09%	11
Answered		109

Other (please specify)

Historic Files Coordinator

Arms Safety Lead

Executive

District Support Team

Product owner/SME

Prefer not to say

Other

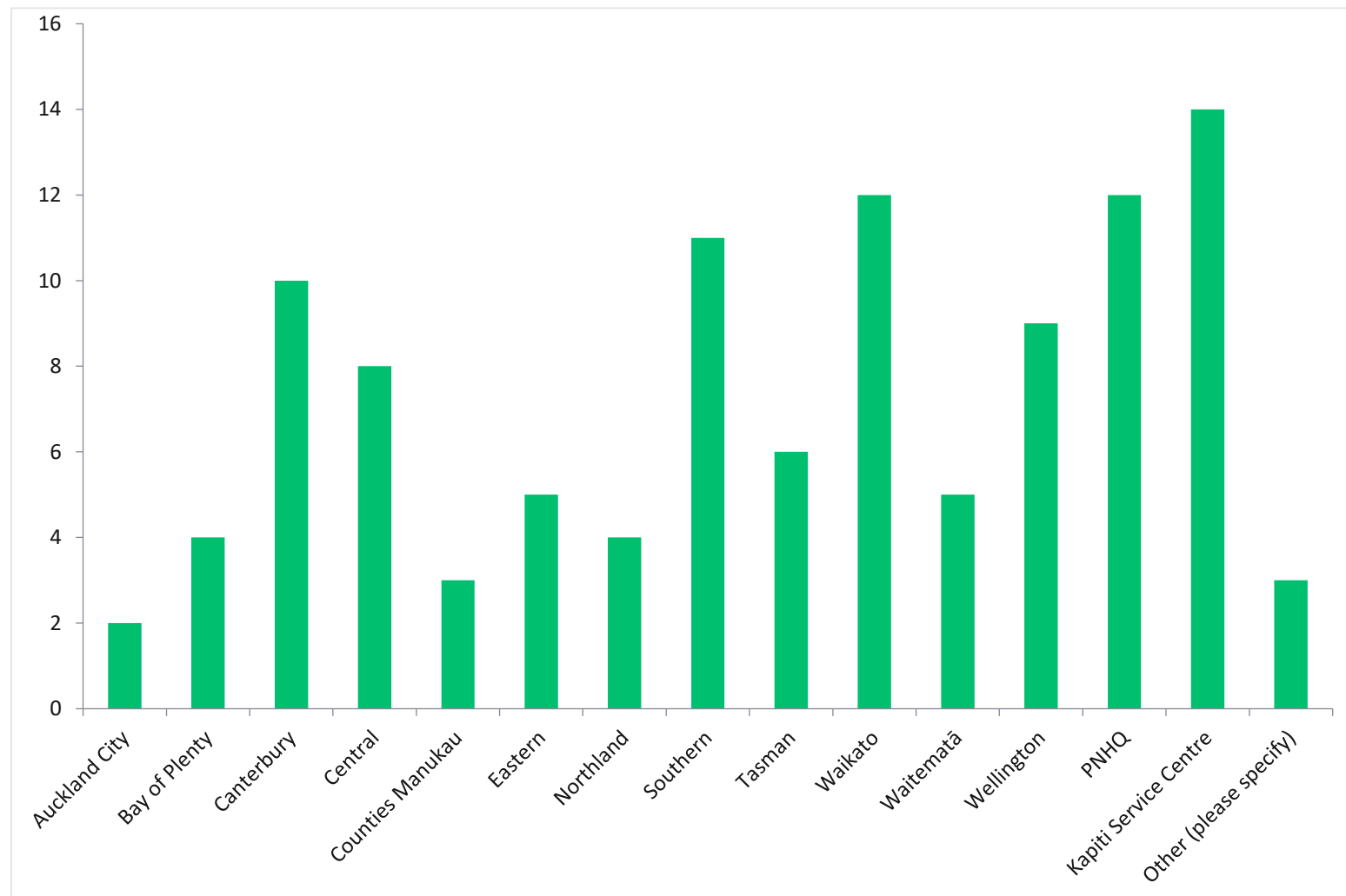
Historic File Support Team

Acting Supervisor & Firearms

Licensing Officer

Team Co-ordinator, Operations
Support Team

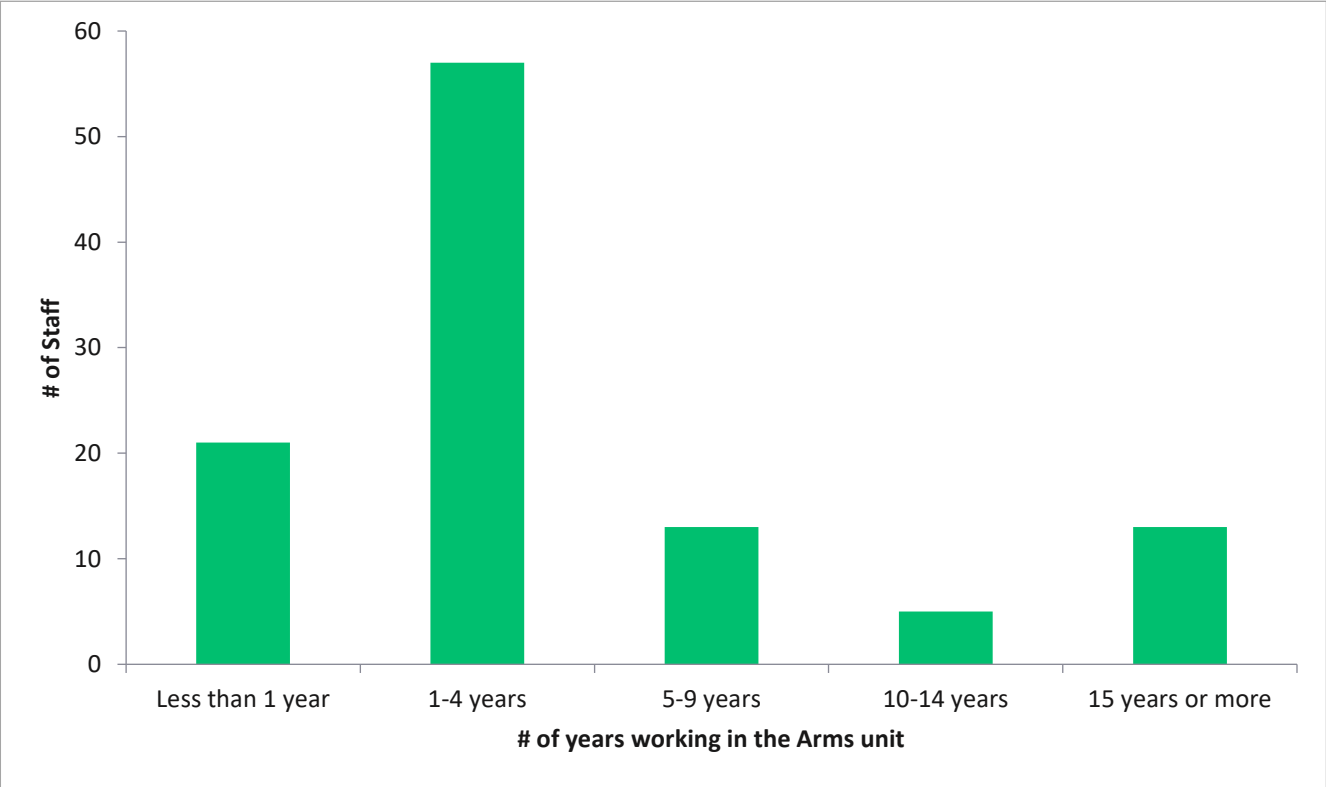
Q2. What district are you based in?



Answer Choices	Responses	
Auckland City	1.85%	2
Bay of Plenty	3.70%	4
Canterbury	9.26%	10
Central	7.41%	8
Counties Manukau	2.78%	3
Eastern	4.63%	5
Northland	3.70%	4
Southern	10.19%	11
Tasman	5.56%	6
Waikato	11.11%	12
Waitematā	4.63%	5
Wellington	8.33%	9
PNHQ	11.11%	12
Kapiti Service Centre	12.96%	14
Other (please specify)	2.78%	3
Answered		108
Skipped		1

Other was: PNHQ =1, Prefer not to say =2

Q3. How long have you been working in the Arms unit?



Answer Choices	Responses	
Less than 1 year	19.27%	21
1-4 years	52.29%	57
5-9 years	11.93%	13
10-14 years	4.59%	5
15 years or more	11.93%	13
	Answered	109

Just over half (52%) of Arms staff have been with the Firearms Business Unit for 1 – 4 years. 71% have worked in the Arms unit for < 5 years.

Note that the question is around the Arms unit, note the wider Police, therefore some staff may have been with NZ Police for much longer. Some veters may consider themselves ‘new’ having moved from contract to permanent staff.

Likert scale questions

Using a Likert scale questions where split into four main themes:

- training, support and tools
- licence applications backlog
- end-to-end process for internal licence application processes
- quality, completeness and currency of the data held to support licence applications

Where the “Not applicable” (N/A) option was provided, this was excluded from the percentage rating.

The following set of slides will show the question and mean average at a percentage rating. This will be followed by a chart showing the breakdown of the ratings.

Each set of questions was followed by an open text field. Responses to this have been displayed as word clouds to show key themes.

Q4. Please rate your level of agreement with the following statements

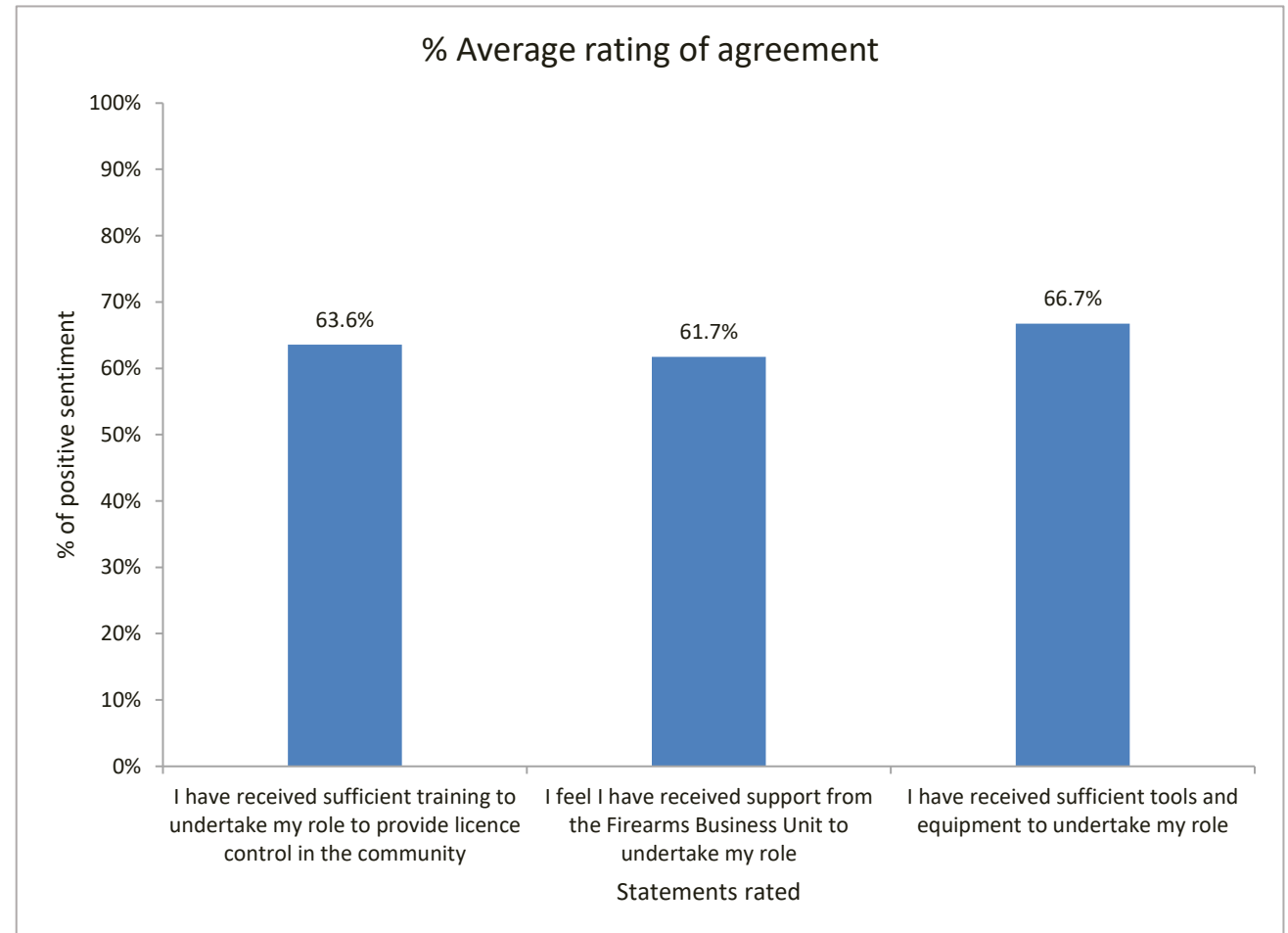
The questions were designed to determine how satisfied Arms staff are with the tools, training and support they receive in their current role.

Respondents were asked to rate their level of agreement with the following statements:

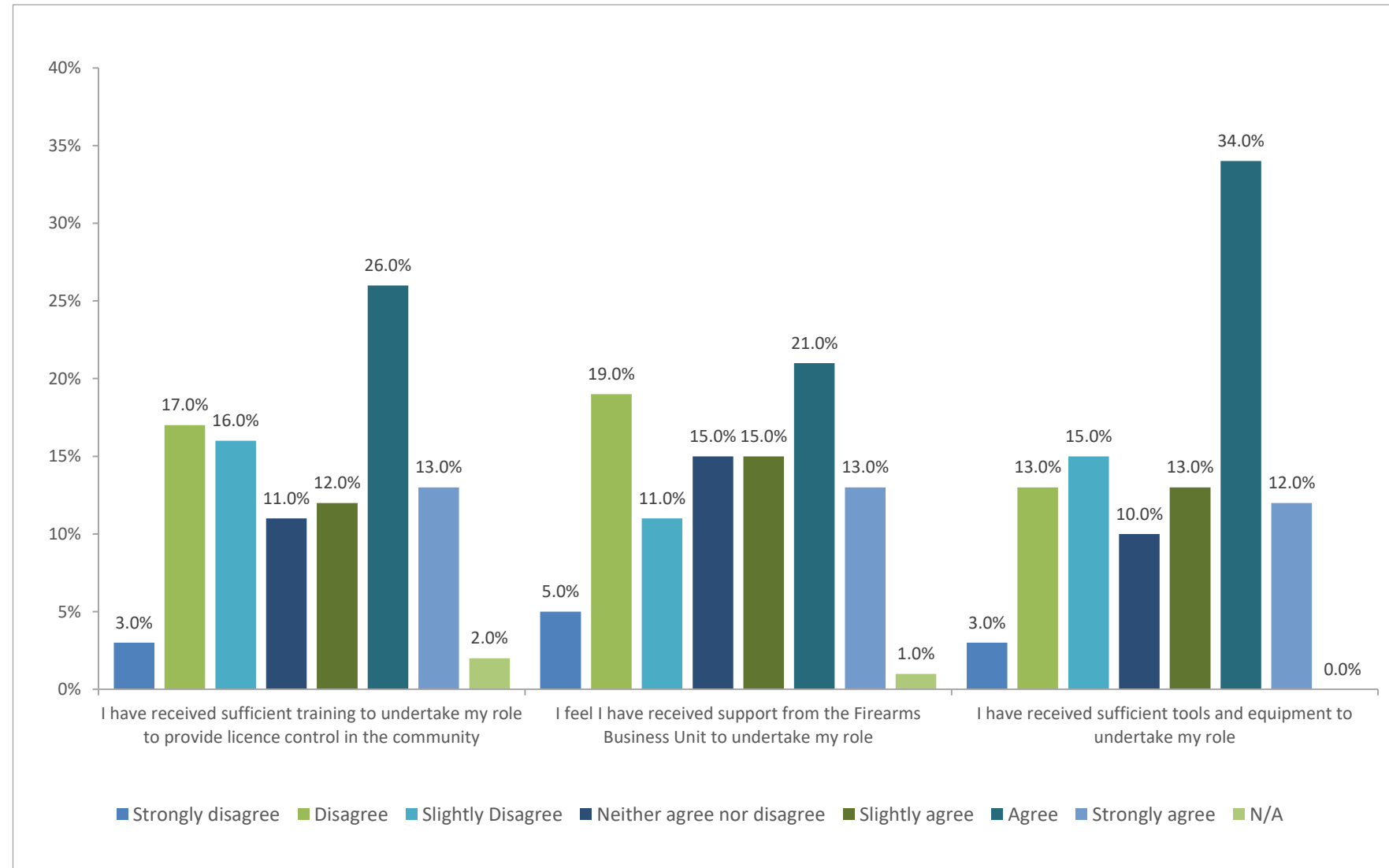
- I have received sufficient **training** to undertake my role to provide licence control in the community – 63.9%
- I feel I have received **support** from the Firearms Business Unit to undertake my role – 61.7%
- I have received sufficient **tools and equipment** to undertake my role – 66.7%

Rating scale:

○ Strongly disagree, ○ Disagree, ○ Slightly Disagree, ○ Neither agree nor disagree, ○ Slightly agree, ○ Agree, ○ Strongly agree, ○ N/A (not included in % ranking)



Q4. Please rate your level of agreement with the following statements



Though most staff feel they have tools, many feel they do not have the support of the Unit or sufficient training to undertake their role in Firearms. (See Appendix for a pie chart view of the outputs).

Q5. Do you have any comments or suggestions regarding training, support or tools?



Q6. Please rate your level of agreement with the internal licence application processes

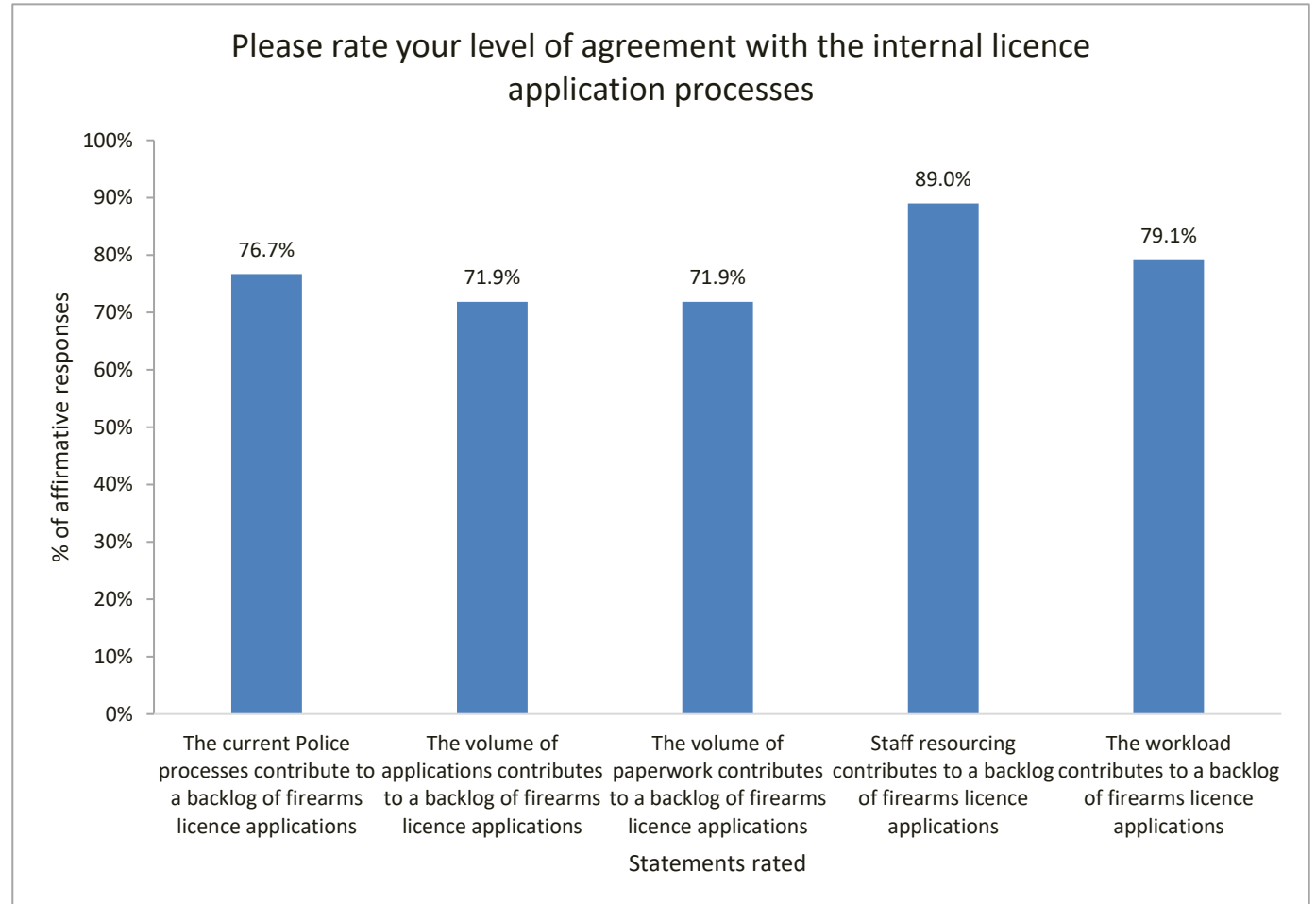
The questions were designed to determine what Arms staff perceived as the issues around internal processes for completing firearms applications.

Respondents were asked to rate their level of agreement with the internal licence application processes:

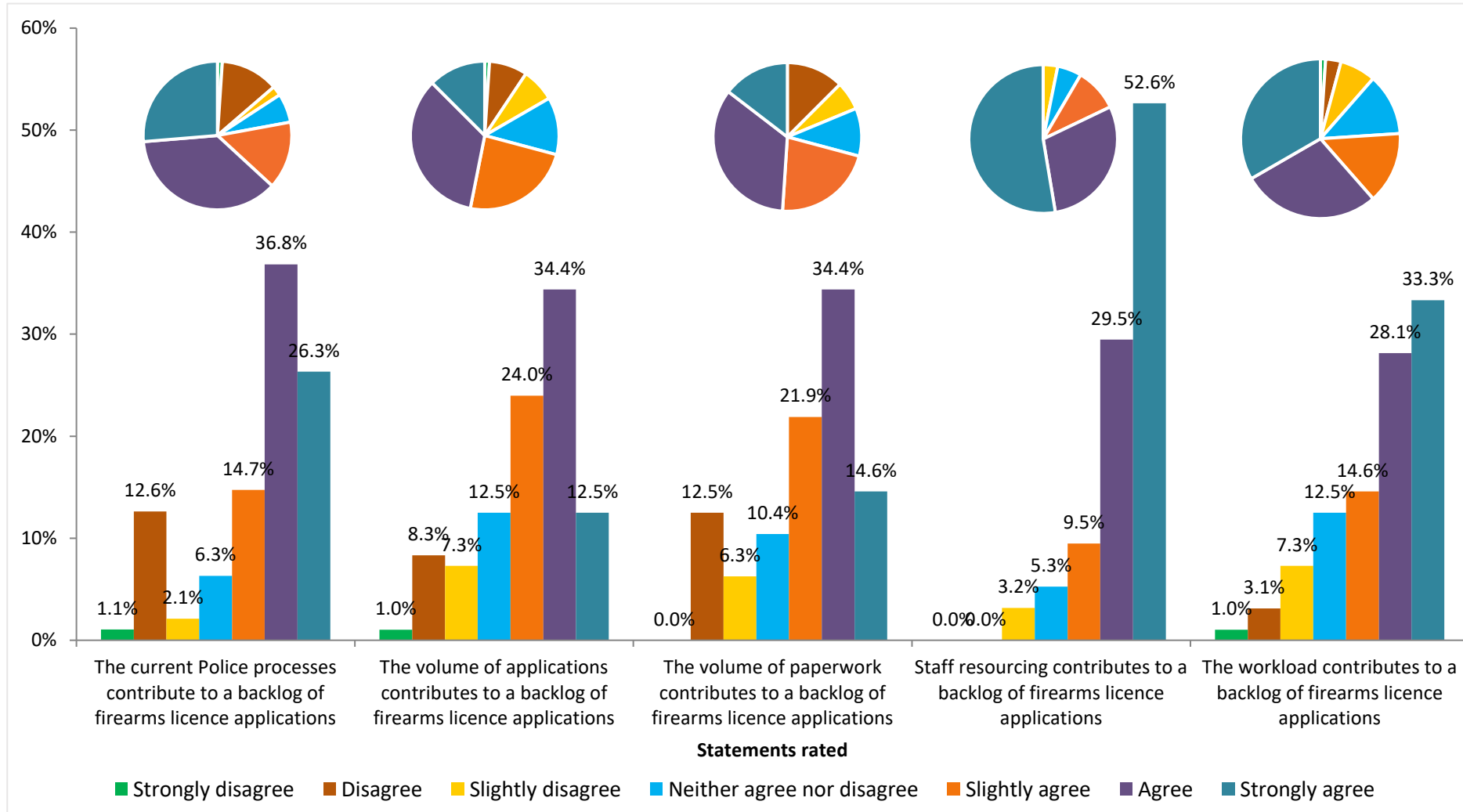
- The current Police **processes** contribute to a backlog of firearms licence applications - 76.7%
- The **volume** of applications contributes to a backlog of firearms licence applications – 71.9%
- The volume of **paperwork** contributes to a backlog of firearms licence applications – 71.9%
- **Staff resourcing** contributes to a backlog of firearms licence applications – 89.0%
- The **workload** contributes to a backlog of firearms licence applications – 79.1%

Rating scale:

○ Strongly disagree, ○ Disagree, ○ Slightly disagree, ○ Neither agree, nor disagree, ○ Slightly agree, ○ Agree, ○ Strongly agree



Q6. Please rate your level of agreement with the internal licence application processes - % breakdown of responses



The overall rating shows staff believe that the three main reasons for the backlog of Firearms applications is caused by

1. Lack of staff resourcing – 89%
2. Workload – 79.1%
3. The current processes – 76.7%

52.6% of Arms staff **strongly agree** that **staff resourcing** contribute to a the backlog of firearms licence applications.

Q7. Do you have any comments about the licence application processes



Q8. Looking at the following 3 types of licence applications, please rate how efficient you feel that internal processes are.

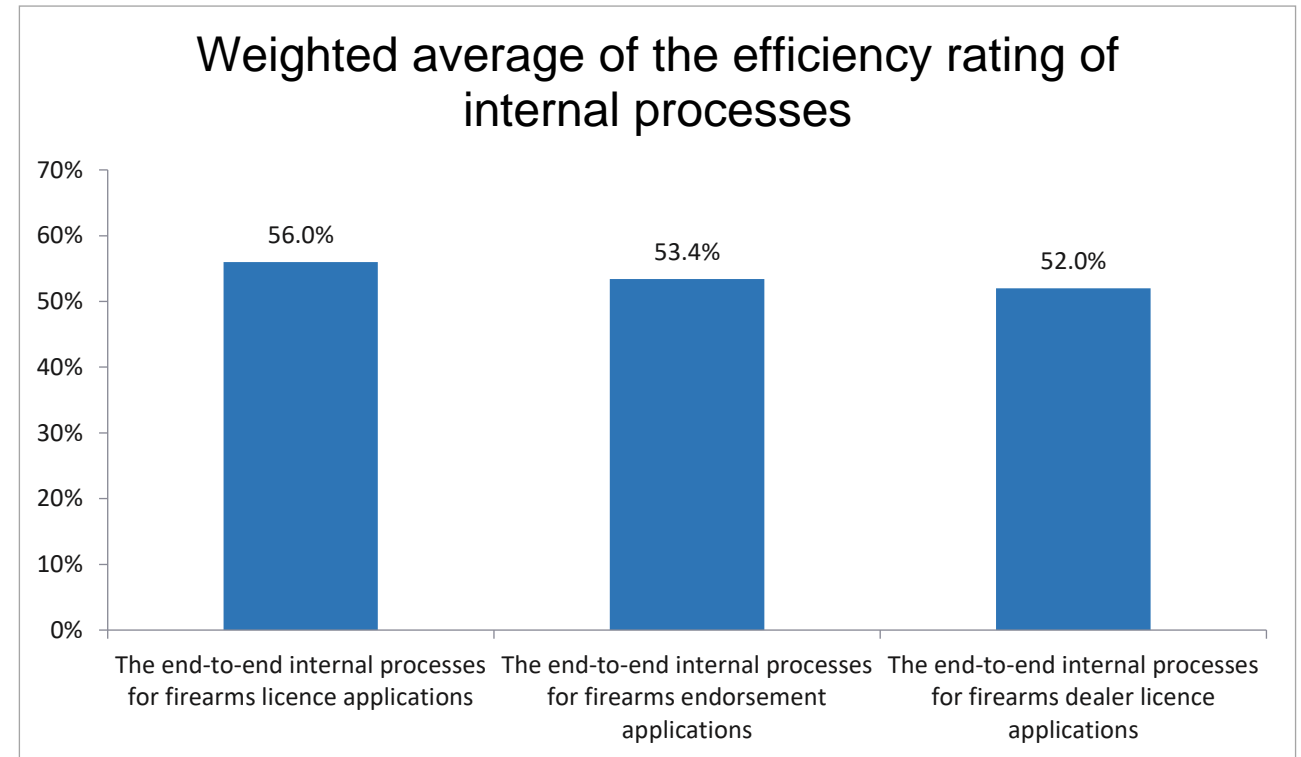
The questions were designed to drill down in to determine if a specific application type is more difficult to process when comparing the set.

Respondents were asked to consider the following 3 types of licence applications, and rate how the efficiency of:

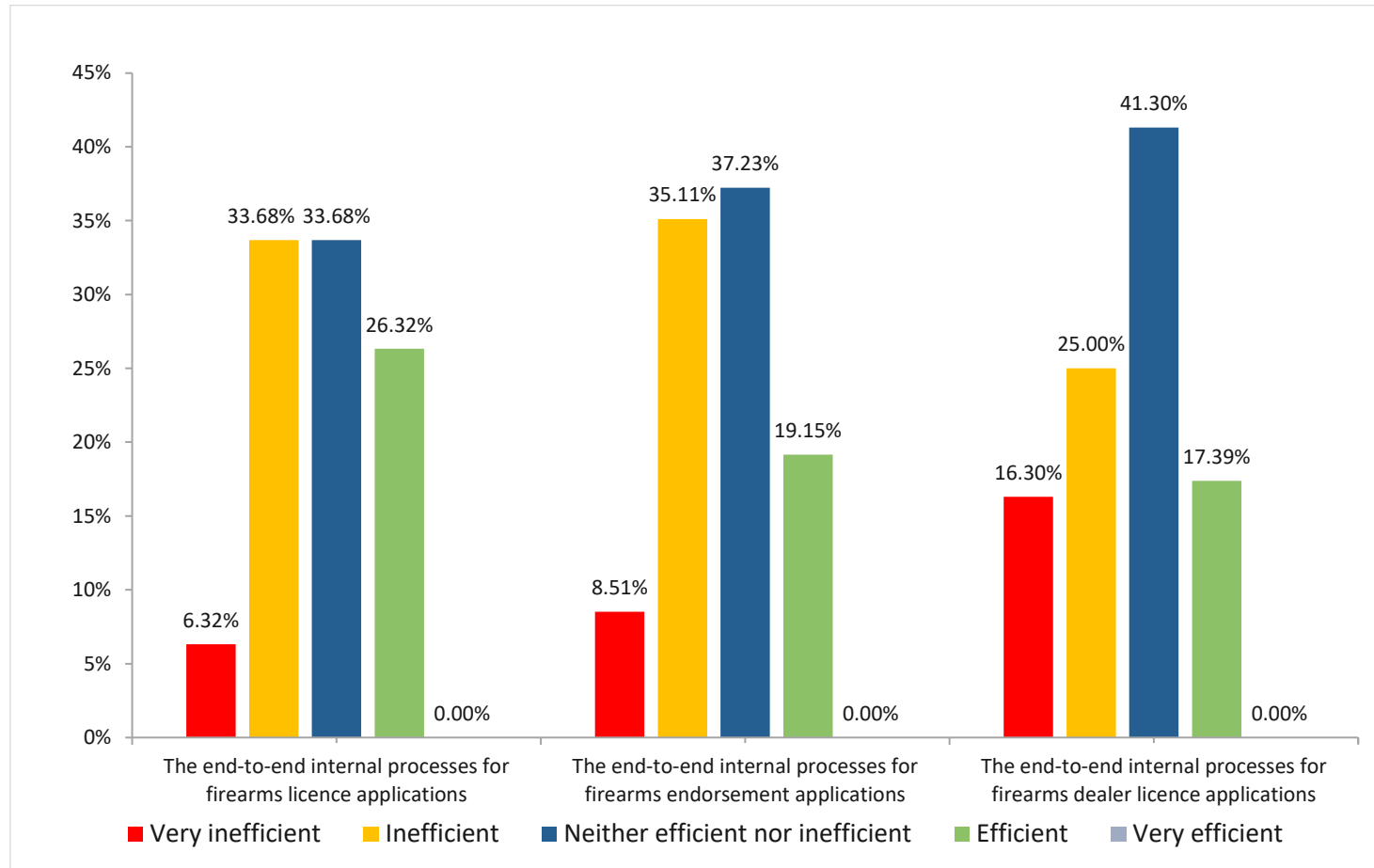
- The end-to-end internal processes for **firearms licence** applications – 56.0%
- The end-to-end internal processes for firearms **endorsement** applications – 53.4%
- The end-to-end internal processes for firearms **dealer licence** applications – 52.0%

Rating scale:

○ Very inefficient, ○ Inefficient, ○ Neither efficient nor inefficient, ○ Efficient, ○ Very efficient



Q8. Looking at the following 3 types of licence applications, please rate how efficient you feel that internal processes are.



This chart shows the specific % breakdown of the rating options

All three have an average of mostly Neither efficient or inefficient to Inefficient – though more people seem to find dealer licences Very inefficient.

Note that Very efficient was not selected at all.

The comments show a great deal of frustration with the repetitive nature of some of the questions, and many feel the processes are not clear in terms of ownership of roles and responsibilities.

Dealer licences rates significantly higher in being Very inefficient, but deeper analysis on who and how often these are processed would need to be completed to determine if this was a fair rating.

Q9. Do you have any comments about the 3 types of licence application processes?



Q10. Regarding the information we hold to support the processing of applications, please rate your level of agreement with the below statements about firearms licence information

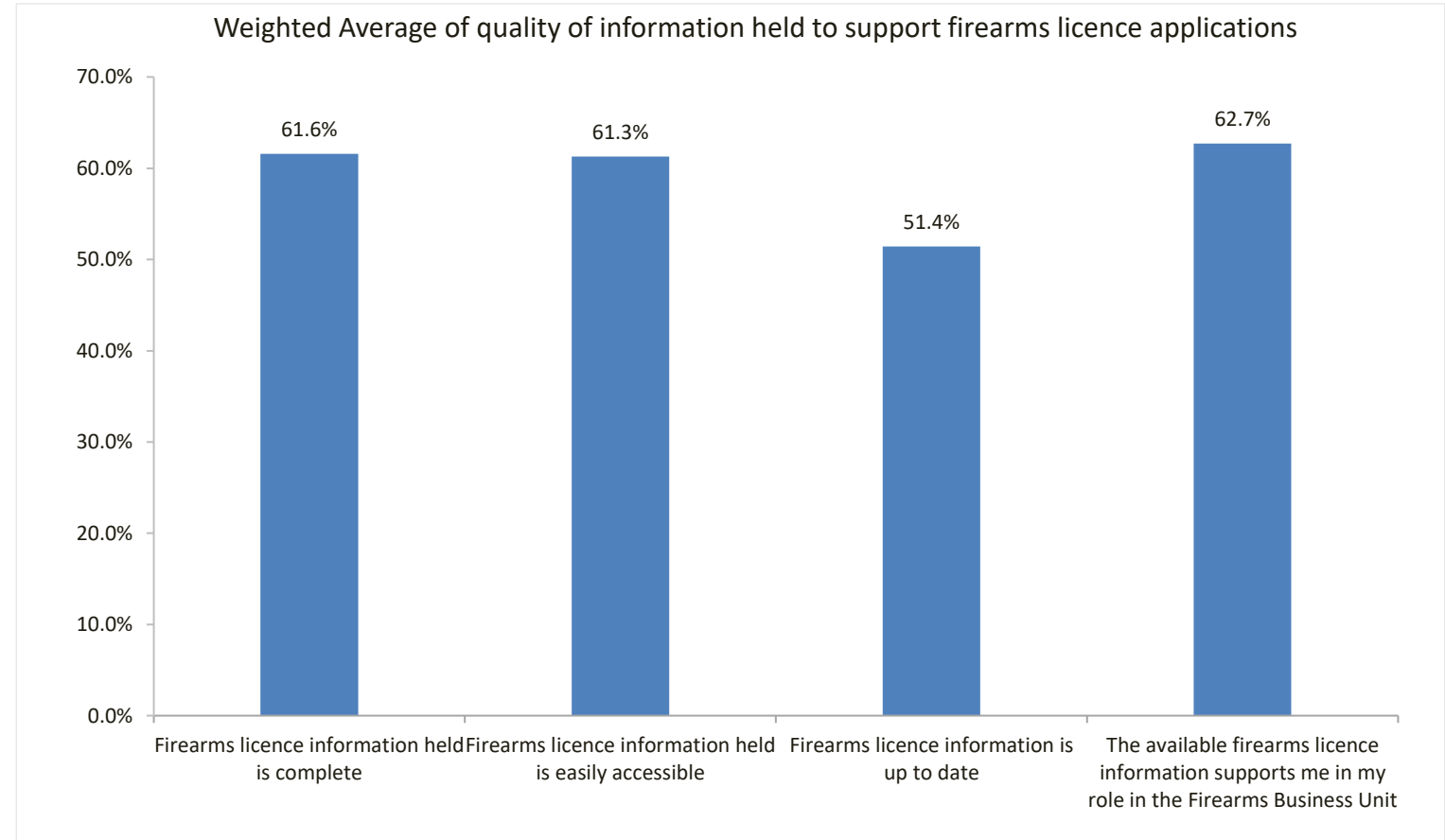
The questions were designed to determine how staff feel about the data currently held in NIA for firearms applicants.

Respondents were asked to consider the information we hold to support licence applications, and rate their agreement level with the following statements:

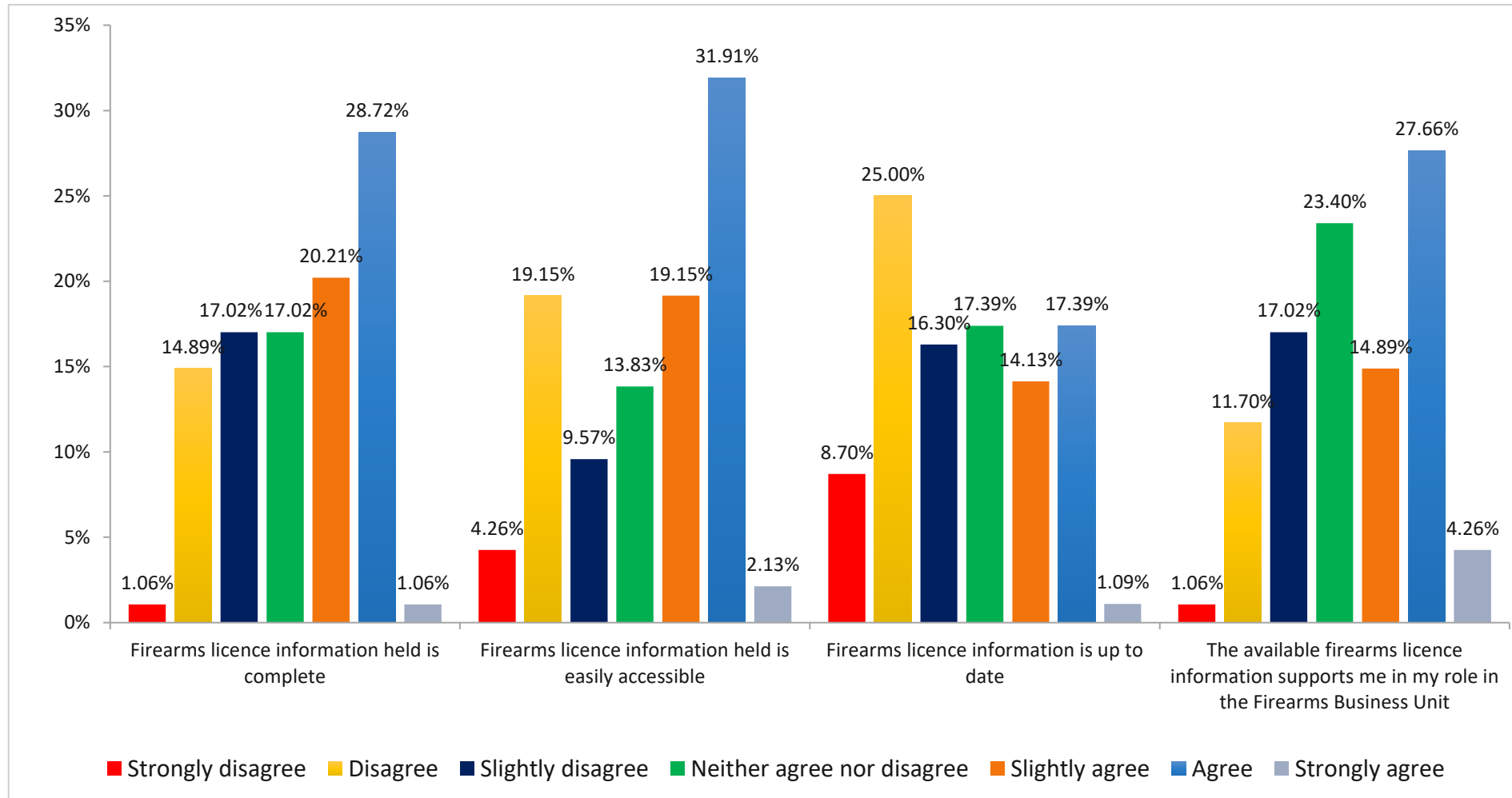
- Firearms licence information held is **complete** – 61.6%
- Firearms licence information held is **easily accessible** – 61.3%
- Firearms licence information is **up to date** – 51.4%
- The available firearms licence **information supports me** in my role in the Firearms Business Unit – 62.7%

Rating scale:

○ Strongly disagree, ○ Disagree, ○ Slightly disagree, ○ Neither agree, nor disagree, ○ Slightly agree, ○ Agree, ○ Strongly agree



Q10. Regarding the information we hold to support the processing of applications, please rate your level of agreement with the below statements about firearms licence information.



The biggest issues around the quality and access of the information we hold to support licence applications is the currency.

Many staff felt that the information held was not up to date and therefore would be in accurate.

Q11. Do you have any comments about firearms licence information that you would like to share?



Q12. If you have any final comments, please share them here.

