

Measure	Source	Trend information ¹						Desired change	Trend on track?
		2013/14	2014/15	2015/16	2016/17	2017/18	2018/19		
Trust and confidence in DIA stewardship of personal information									
Level of incident reports relating to the issuance of passport on fraudulent grounds or fraudulent use of a passport ²	Department of Internal Affairs	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	Maintain	✓
Percentage of DIA services customers who feel personal information is confidential and secure		90% ³	91%	91%	91%	91%	92%	Maintain	✓
NZ passport is recognised as having high integrity ⁴	Henley Visa Restriction Global Index	5th equal	5th equal	4th equal	5th equal	7th equal	9th equal	Maintain	×
Level of complaints about the Department, of privacy breaches received or notified by the Office of the Privacy Commissioner (OPC)	OPC Annual Report	2	5	1	1	0	1	Maintain	✓
Increasing use and reuse of information: Searching and finding information for creating new knowledge through Digital NZ									
Number items surfaced for reuse by Digital NZ (excluding Papers Past and Appendices to the Journals of the House of Representatives)	Department of Internal Affairs	401,319	856,406	1,010,834	1,129,674	1,385,126	1,781,924	Increase	✓
Increasing the availability of re-usable online datasets held by government									
Dataset listing pages on the open data directory website, data.govt.nz	Department of Internal Affairs	2,660	3,405	4,355	5,021	5,831	7,236	Increase	✓
Percentage change in the number of unique data.govt.nz website visitors ⁵		-4.8%	36.2%	9.8%	18.19%	95.27%	36.17%	Increase	✓

¹ Trend information in this table, and in all medium-term tables following, is assessed over differing periods. In places, this will vary in relation to available information (for example in places, 2010/11 is the starting point for reported information while in others it is 2012/13).

² Results relate to passports issued between 1 January and 31 December and are calculated based on the number of fraudulent passports detected as a proportion of total passports issued during this period. In 2014 actual results were 0.0018%, in 2015 actual results were 0.0008%, in 2016 actual results were 0.0037% and in 2017 actual result were 0.0008%.

³ In 2013/14 the previous survey was replaced by the DIA Services Customer Experience Survey, which asks customers to rate their trust and confidence in the Department. Results are based on those respondents reporting high trust and confidence.

⁴ <https://www.henleyglobal.com/henley-passport-index/>

⁵ A positive percentage shows there has been an increase in unique visits to data.govt.nz.