

New Zealand Report

October 2023



CONTENTS















INTRODUCTION

The Ipsos Global Health Service Monitor has been run on a regular basis in around 30 markets globally since 2018. It provides a global perspective on the major issues for personal health and healthcare systems today.

In 2023, the Global Health Service Monitor was conducted in New Zealand for the first time.

In this edition, we cover:

- The health problems New Zealanders and others around the world are most concerned about
- The perceived quality of our healthcare system, both currently and in the future
- The level of trust people have in their healthcare system
- Perceptions around equity, access, and affordability
- What are seen to be the biggest challenges facing the healthcare system in New Zealand and around the world

Full data tables are available on request.



HEALTH CONCERNS





THE HEADLINES: NEW ZEALAND







Mental health seen as the biggest health worry

Mental health is identified as the top health concern in New Zealand by a considerable margin, with over half of New Zealanders (59%) saying that it is the biggest health issue that the country is currently facing. It is the top health concern for the global country average too.

New Zealanders' level of concern for mental health is significantly higher compared to the global country average (44%) and is sixth highest among the 31 countries surveyed.



Other health concerns

Cancer is the second biggest health concern in NZ

35% of New Zealanders say that **cancer** is the biggest health problem facing the country – this is a slightly lower level compared to the global country average (40%).

New Zealanders are significantly less concerned about **stress** as a health issue (17%) than other countries (30% global country average).

However, New Zealanders have slightly higher levels of concern about **drug** and **alcohol abuse**.



Generational differences

The main health issue concerns are largely consistent across generations

Concern regarding **mental health** is consistently high across all generations, though slightly lower among Baby Boomers.

Conversely, Baby Boomers have higher levels of concern about **obesity** and **cancer** compared to the younger generations.





Health problems: New Zealand Results

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

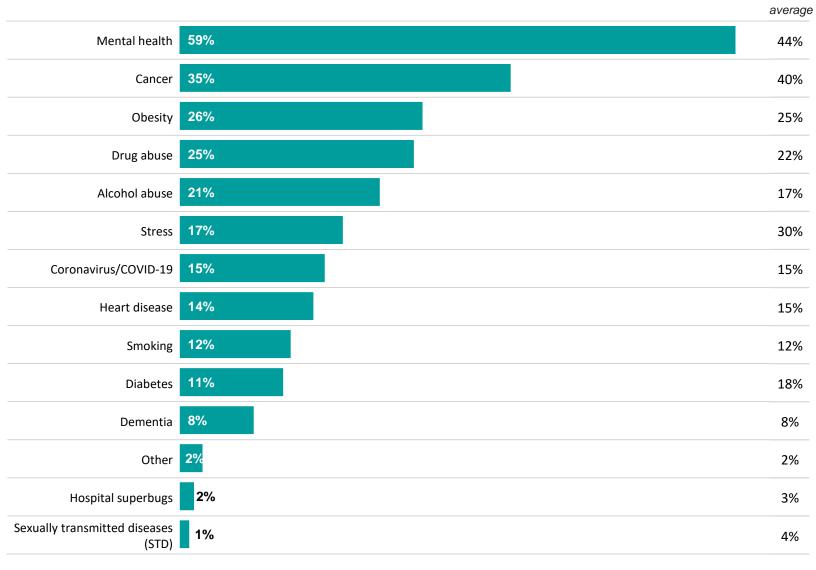


Click here for the generational breakdown.





Global country



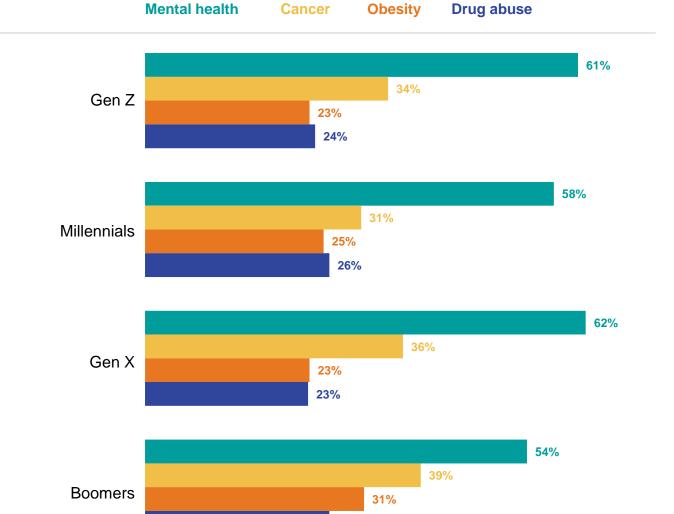


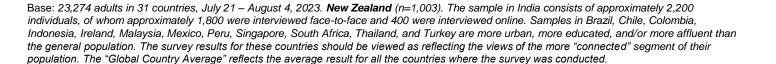






Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?





26%



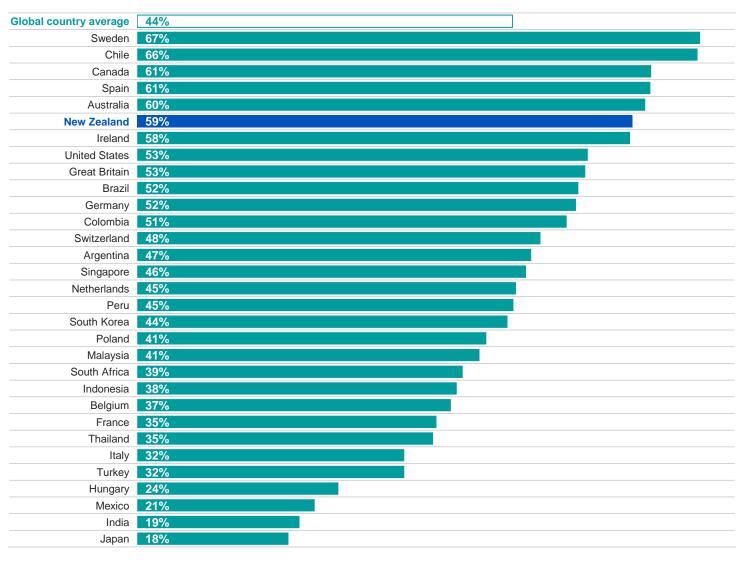


% answering "mental health"



Mental health

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?





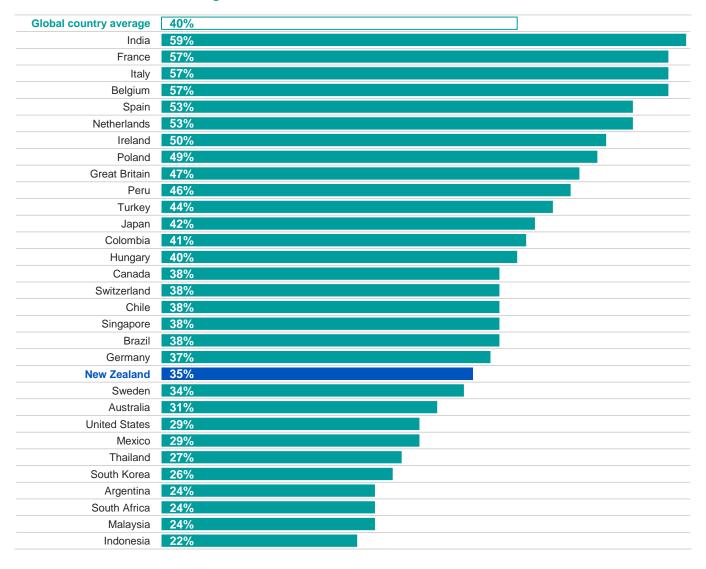




Cancer

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

% answering "cancer"





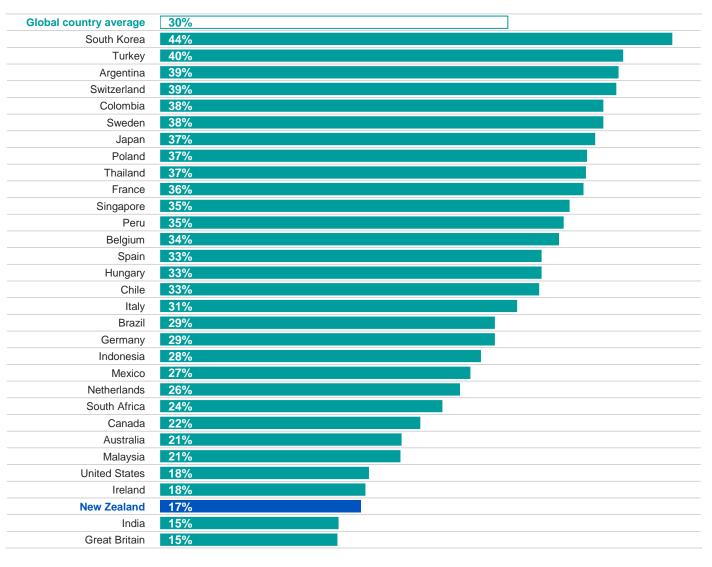


% answering "stress"



Stress

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?





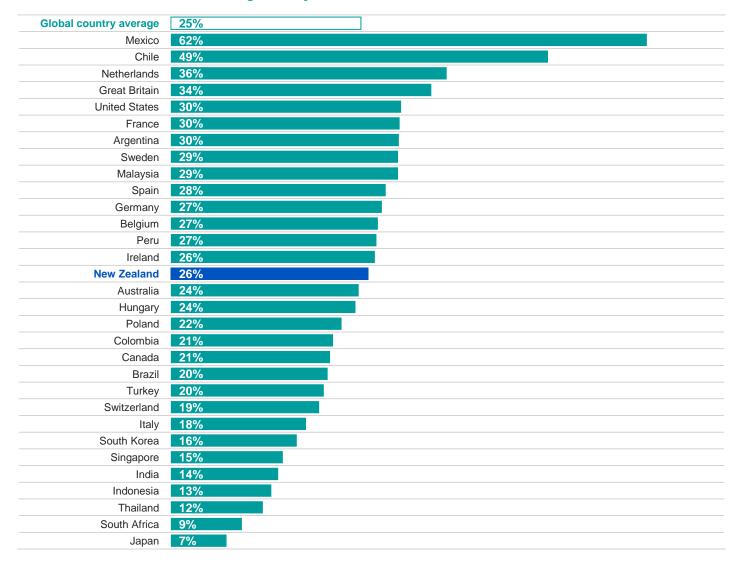




Obesity

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

% answering "obesity"





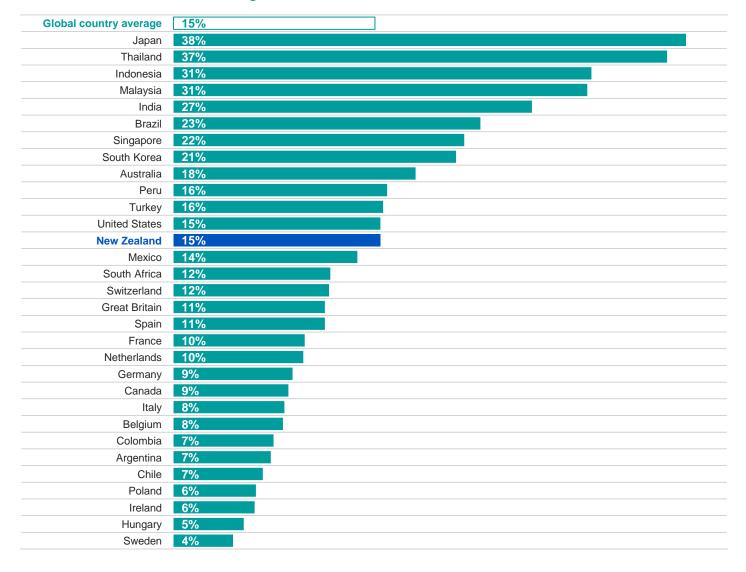




Coronavirus

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

% answering "coronavirus"









THE HEADLINES: **NEW ZEALAND**





Quality and trust

New Zealanders' trust and perceived quality of the healthcare system are in line with the global average

Just over half of New Zealanders (52%) rated the New Zealand healthcare system as good, while 17% rated it as poor.

A similar proportion of New Zealanders (53%) trust that our healthcare system will provide them with the best treatment, while 20% expressed distrust.

Access and affordability

Wait times and cost of healthcare are a concern globally

At levels similar to the global average, around two thirds of New Zealanders (66%) believe that the wait time to get an appointment with a doctor is too long. The majority (64%) also believe that many people in the country cannot afford good healthcare.

Notably, however, New Zealanders feel confident about the accessibility of information about taking care of their health and healthcare services.



Under pressure

New Zealanders believe their healthcare system is under pressure

Three quarters of New Zealanders (75%) believe that our healthcare system is overstretched. This is significantly higher than the global country average (62%).

However, New Zealand is not alone. A majority in 25 of the 31 countries surveyed say their healthcare system is overstretched.



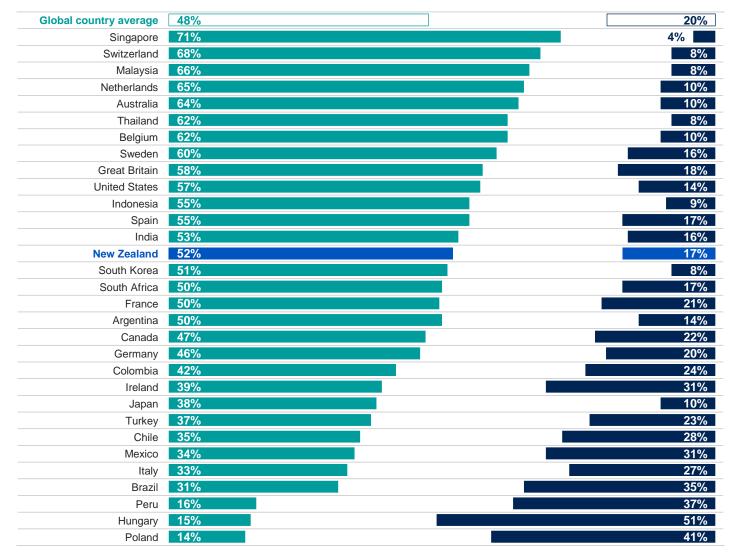
Quality of healthcare

Q: How would you rate the quality of healthcare that you and your family have access to in your country?

By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments.

New Zealanders' view of the quality of our healthcare sits slightly above the global average.

Very good/good Poor/very poor

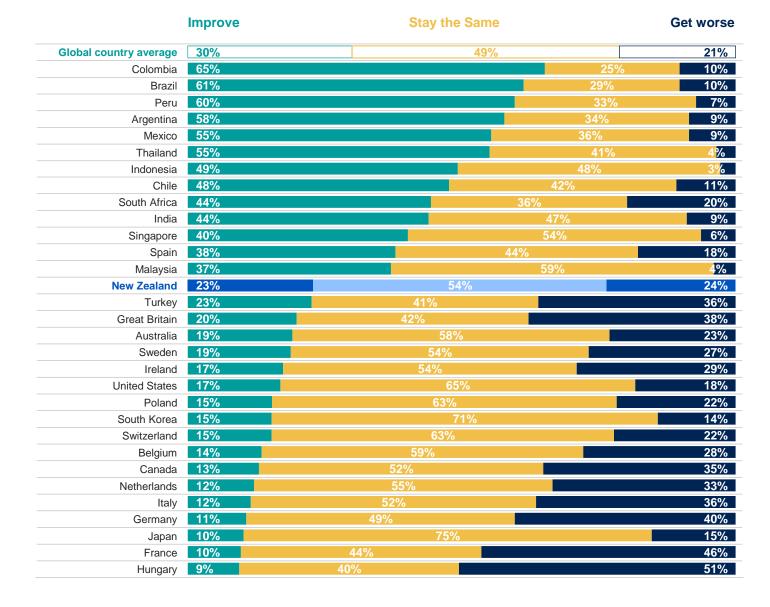




Quality of healthcare in the future

Q: Over the coming years, do you expect the quality of healthcare that you and your family will have access to locally will improve, stay the same, or get worse?

While around half of New Zealanders expect the quality of the country's healthcare to stay the same, the remainder are split between believing that it will either get better or get worse.





Healthcare capacity

Q: The healthcare system in my country is overstretched.

To what extent do you agree or disagree with this statement?

Three-quarters of New Zealanders believe that our healthcare system is overstretched. This is significantly higher than the global country average.

	Agree	Disagree
Global country average	62%	13%
France	82%	5%
Great Britain	81%	7%
Hungary	79%	7%
Sweden	79%	5%
Ireland	77%	8%
New Zealand	75%	7%
Peru	74%	9%
Canada	74%	6%
Brazil	74%	12%
Netherlands	73%	7%
Italy	73%	8%
Spain	72%	9%
Chile	70%	9%
Germany	70%	10%
India	68%	21%
Argentina	67%	12%
Belgium	65%	6%
Australia	65%	8%
Thailand	64%	15%
South Africa	61%	12%
Colombia	59%	13%
Mexico	57%	16%
Turkey	56%	27%
Switzerland	53%	16%
United States	51%	13%
Malaysia	49%	22%
Indonesia	48%	16%
Singapore	44%	15%
Poland	27%	41%
South Korea	24%	27%
Japan	16%	24%

Agree

Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). The sample in India consists of approximately 2,200 individuals, of whom approximately 1,800 were interviewed face-to-face and 400 were interviewed online. Samples in Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey are more urban, more educated, and/or more affluent than the general population. The survey results for these countries should be viewed as reflecting the views of the more "connected" segment of their population. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.

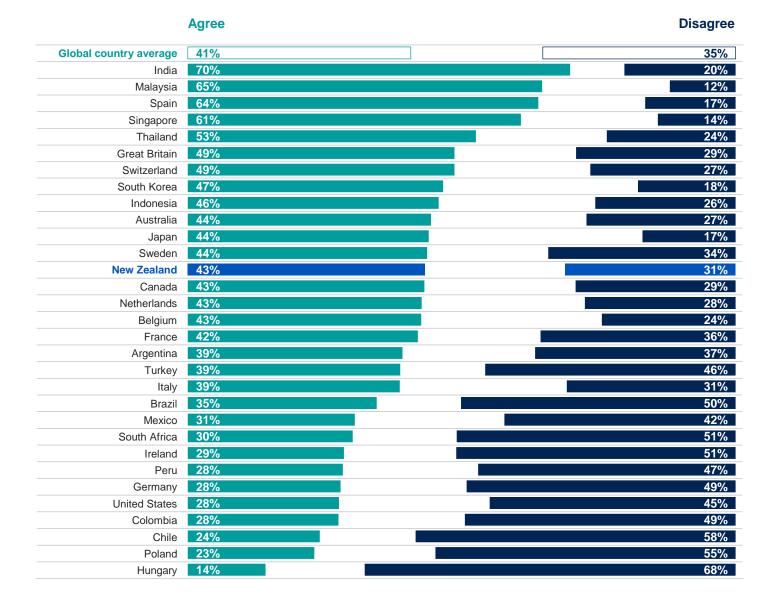


Equality of care

Q: The healthcare system in my country provides the same standard of care to everyone.

To what extent do you agree or disagree with this statement?

Under half of New Zealanders (43%) believe that the country's healthcare system provides equitable care. This is slightly higher than the global country average.







Getting an appointment

Q: I find it easy to get an appointment with doctors in my local area.

To what extent do you agree or disagree with this statement?

Just half of New Zealanders say that they find it is easy to get an appointment with a doctor in their local area.

	Agree	Disagree
Global country average	46%	30%
India	70%	19%
South Korea	64%	9%
Malaysia	61%	15%
South Africa	61%	22%
Singapore	60%	13%
Switzerland	59%	18%
Spain	59%	22%
Thailand	57%	23%
Netherlands	56%	17%
United States	53%	20%
Belgium	50%	22%
Mexico	50%	30%
New Zealand	49%	27%
Australia	48%	25%
Indonesia	48%	18%
Colombia	46%	31%
Brazil	42%	42%
Chile	41%	32%
Poland	40%	41%
Argentina	39%	35%
Ireland	38%	39%
Turkey	38%	45%
Japan	38%	20%
Sweden	37%	31%
Great Britain	35%	41%
Italy	34%	39%
Canada	33%	40%
Germany	33%	45%
Peru	32%	44%
France	32%	46%
Hungary	25%	58%

Agree

Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). The sample in India consists of approximately 2,200 individuals, of whom approximately 1,800 were interviewed face-to-face and 400 were interviewed online. Samples in Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey are more urban, more educated, and/or more affluent than the general population. The survey results for these countries should be viewed as reflecting the views of the more "connected" segment of their population. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.



Trust in healthcare

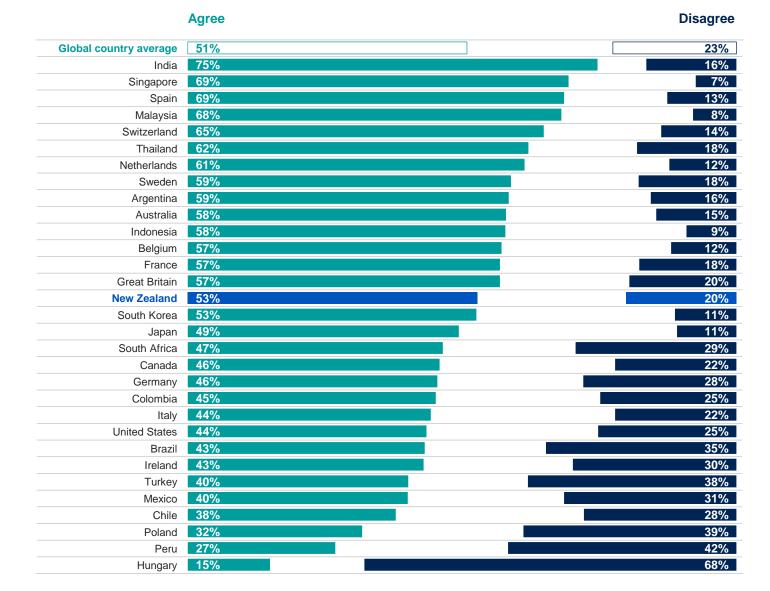
Q: I trust the healthcare system in my country to provide me with the best treatment.

To what extent do you agree or disagree with this statement?

New Zealanders' trust of the country's healthcare system is roughly in line with the global country average.



Click here for the generational breakdown.





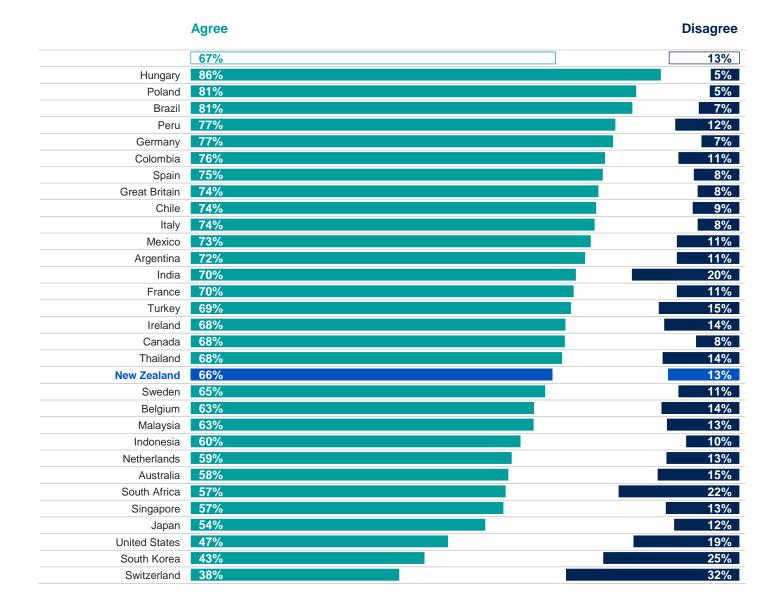
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Waiting times

Q: Waiting times to get an appointment with doctors are too long in my country.

To what extent do you agree or disagree with this statement?

Two thirds of New Zealanders is of the view that the wait time to get an appointment with a doctor is too long.





Cost of healthcare

Q: Many people in my country cannot afford good healthcare.

To what extent do you agree or disagree with this statement?

The majority of New Zealanders believe that many people in the country cannot afford good healthcare.

Slobal country average 61% 17%		Agree	Disagree
Hungary 82% 9% Peru 81% 10% South Africa 81% 11% Argentina 79% 11% Chile 78% 9% Colombia 77% 11% Thailand 76% 9% India 74% 17% Mexico 74% 12% Poland 74% 12% United States 72% 7% Irleand 69% 12% Indonesia 68% 8% New Zealand 64% 13% Turkey 64% 13% France 62% 14% Spain 57% 19% Malaysia 56% 21% Italy 56% 15% Great Britain 48% 26% Great Britain 48% 26% Great Britain 48% 26% Great Britain 45% 26% Great Britain 45% 26% Switzerland 45% 26% <td>Global country average</td> <td>61%</td> <td>17%</td>	Global country average	61%	17%
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Singapore 40% 28% Netherlands 40% 30% South Korea 24% 38%	Switzerland	45%	27%
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South Korea 24% 38%	Singapore		
	Netherlands		
Sweden 22% 47%	South Korea		
	Sweden	22%	47%

Agree

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Healthcare information

Q: In my country, information about how to look after my health is readily available when I need it.

To what extent do you agree or disagree with this statement?

New Zealanders are much more likely to agree that health information is readily available than other people around the world.

	Agree			Disagree
Global country average	57%			16%
India	73%			17%
Singapore	73%			6%
Malaysia	70%			9%
Great Britain	68%			9%
New Zealand	68%			10%
Netherlands	67%			8%
Sweden	67%			9%
Australia	66%			9%
Switzerland	65%			11%
Thailand	65%			16%
South Korea	63%			8%
Belgium	62%			9%
Spain	61%			12%
Germany	60%			13%
United States	58%			12%
Canada	57%			13%
Turkey	57%			21%
France	57%			15%
South Africa	57%			19%
Indonesia	57%			14%
Argentina	57%			16%
Japan	56%			8%
Ireland	53%			18%
Mexico	49%			20%
Colombia	46%			26%
Brazil	45%			34%
Poland	45%			25%
Chile	44%			24%
Italy	42%			22%
Peru	35%			28%
Hungary	33%			35%

Agree

Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). The sample in India consists of approximately 2,200 individuals, of whom approximately 1,800 were interviewed face-to-face and 400 were interviewed online. Samples in Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey are more urban, more educated, and/or more affluent than the general population. The survey results for these countries should be viewed as reflecting the views of the more "connected" segment of their population. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.



Health service information

Q: In my country, information about healthcare services is readily available when I need it

To what extent do you agree or disagree with this statement?

New Zealand sits well above the global average in terms of the accessibility of information about healthcare services.

	Agree	Disagree
Global country average	56%	18%
Singapore	75%	6%
India	71%	19%
Sweden	70%	10%
Malaysia	70%	8%
Great Britain	67%	10%
Switzerland	67%	13%
Thailand	67%	15%
Netherlands	66%	6%
South Korea	66%	6%
New Zealand	65%	12%
Australia	64%	10%
Belgium	64%	8%
Spain	61%	15%
Indonesia	58%	15%
France	58%	17%
Germany	57%	19%
Turkey	57%	21%
Canada	56%	12%
South Africa	55%	23%
United States	54%	14%
Japan	53%	10%
Argentina	52%	19%
Ireland	49%	24%
Mexico	43%	27%
Colombia	42%	28%
Chile	42%	26%
Brazil	42%	35%
Italy	40%	24%
Poland	38%	30%
Peru	33%	33%
Hungary	33%	35%

Agree

Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. **New Zealand** (n=1,003). The sample in India consists of approximately 2,200 individuals, of whom approximately 1,800 were interviewed face-to-face and 400 were interviewed online. Samples in Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey are more urban, more educated, and/or more affluent than the general population. The survey results for these countries should be viewed as reflecting the views of the more "connected" segment of their population. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.







THE HEADLINES: NEW ZEALAND





Under resourced

Staffing levels and waiting times

the biggest challenges

Globally, the two biggest challenges

facing healthcare systems are not

enough staff (46%) and access to

the top challenges facing the New

biggest issue facing the country's

to treatment/waiting times.

Zealand healthcare system. Notably,

New Zealanders are significantly more

likely to identify staff shortages as the

healthcare system (64%), while half of us are most concerned about access

The same two issues are identified as

treatment/ waiting times (46%).



Other concerns

Cost of care and an ageing population

A third of New Zealanders (33%) identified the *cost of accessing treatment* as the biggest issue the healthcare system is facing.

20% are concerned about the impact of the ageing population, while 18% think that the lack of investment in the system is a key issue. These levels are in line with the global country average.



Quality of care

Low levels of concern around treatment quality and bureaucracy

Compared to other countries around the world, New Zealanders are less likely to be concerned about the *lack* of investment in preventative health (16%) and poor quality of treatment (11%).

New Zealanders are also among the least likely to be concerned about bureaucracy (15%).





Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

New Zealand Results

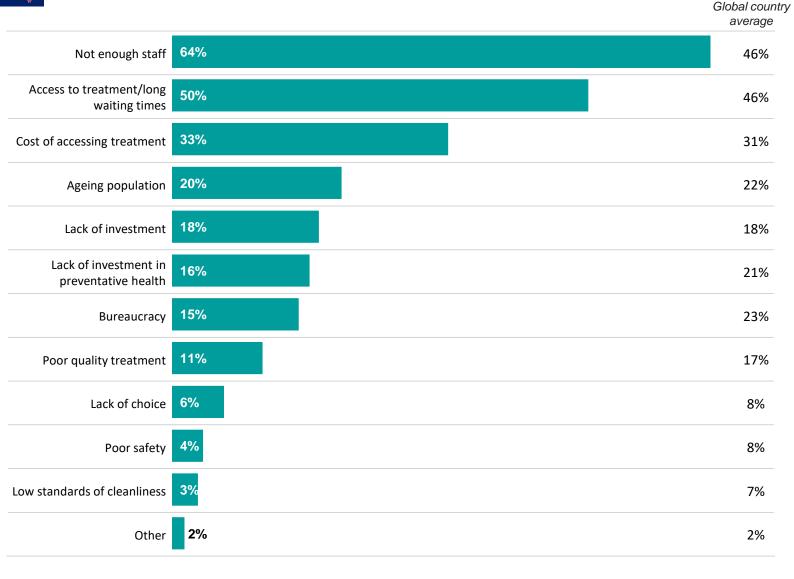
Staff shortages and access to treatment/long waiting times are identified as the biggest challenges facing the New Zealand healthcare system.



Click here for the generational breakdown.





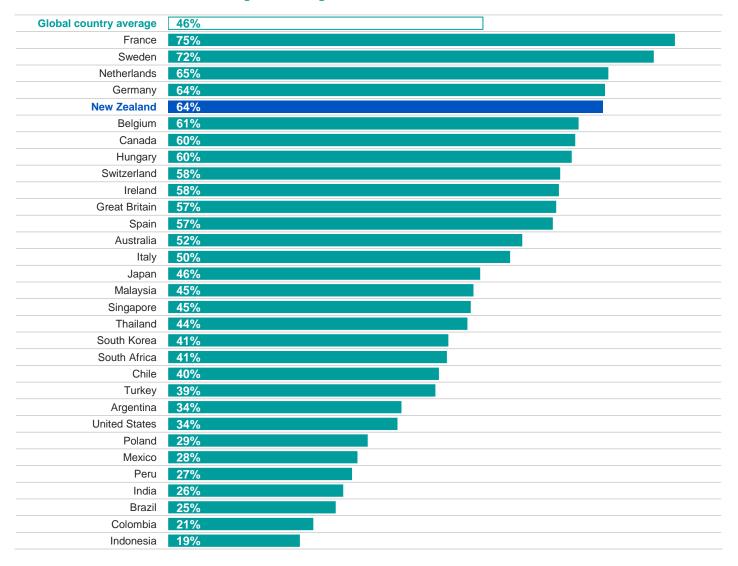




Not enough staff

Q: Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

% answering "not enough staff"

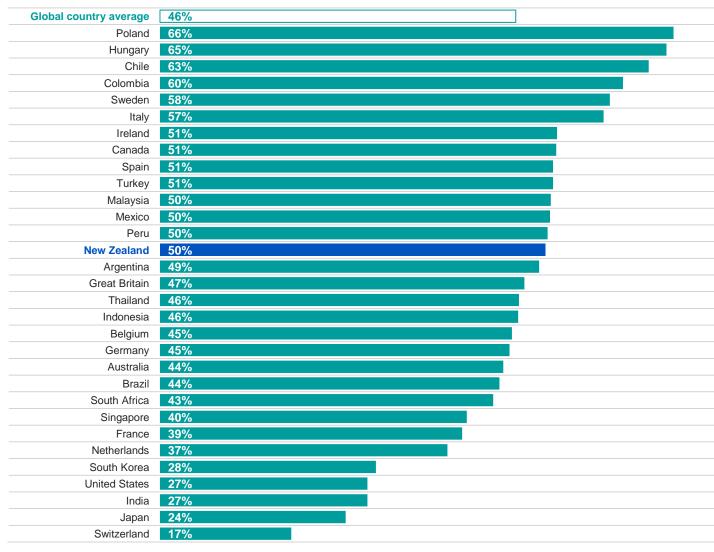




% answering "access to treatment/waiting times"

Access to treatment/ waiting times

Q: Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?



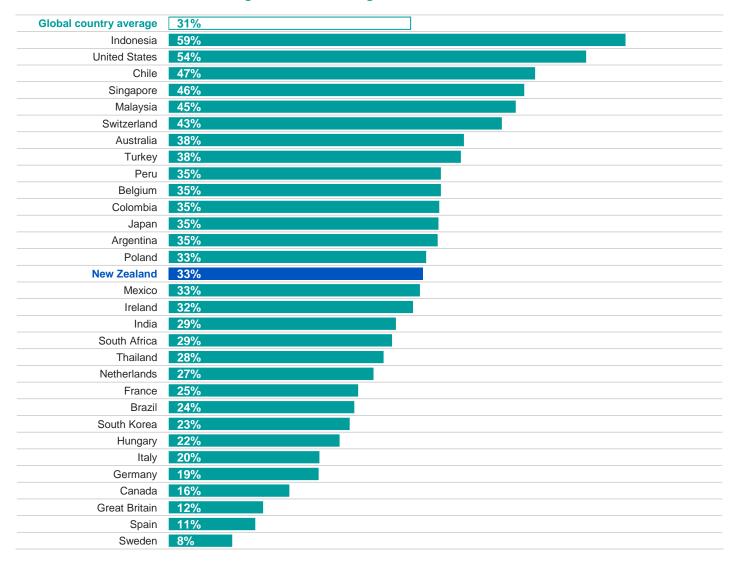


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Cost of accessing treatment

Q: Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

% answering "cost of accessing treatment"

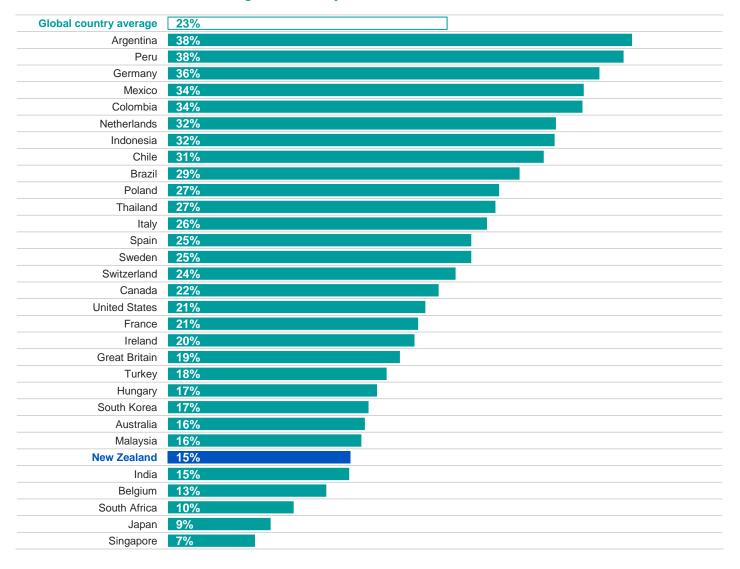




Bureaucracy

Q: Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

% answering "bureaucracy"





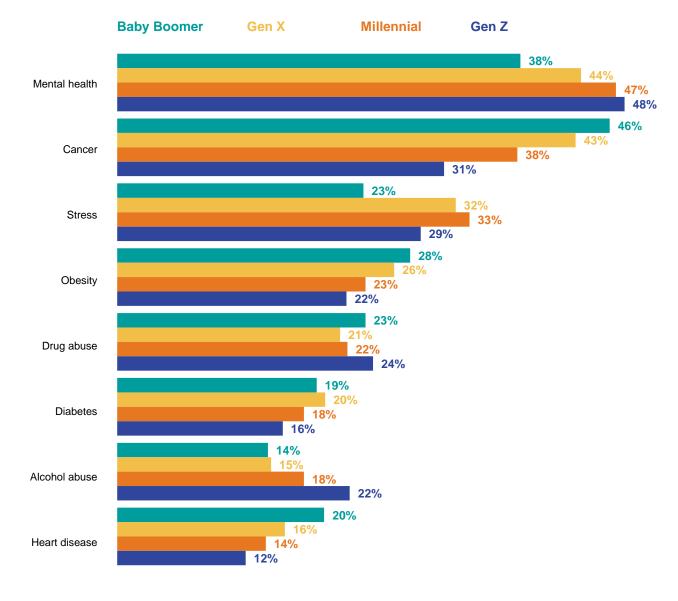






Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?





Base: 23,274 adults in 31 countries, July 21 – August 4, 2023. The sample in India consists of approximately 2,200 individuals, of whom approximately 1,800 were interviewed face-to-face and 400 were interviewed online. Samples in Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey are more urban, more educated, and/or more affluent than the general population. The survey results for these countries should be viewed as reflecting the views of the more "connected" segment of their population. The "Global Country Average" reflects the average result for all the countries where the survey was conducted.



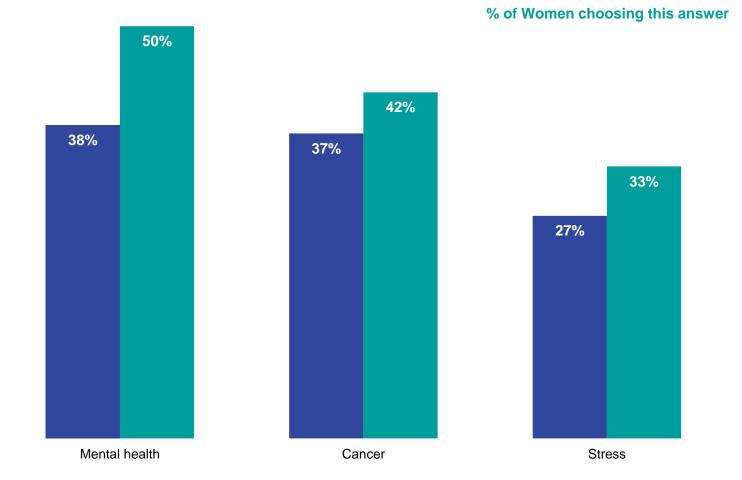


% of Men choosing this answer



Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?







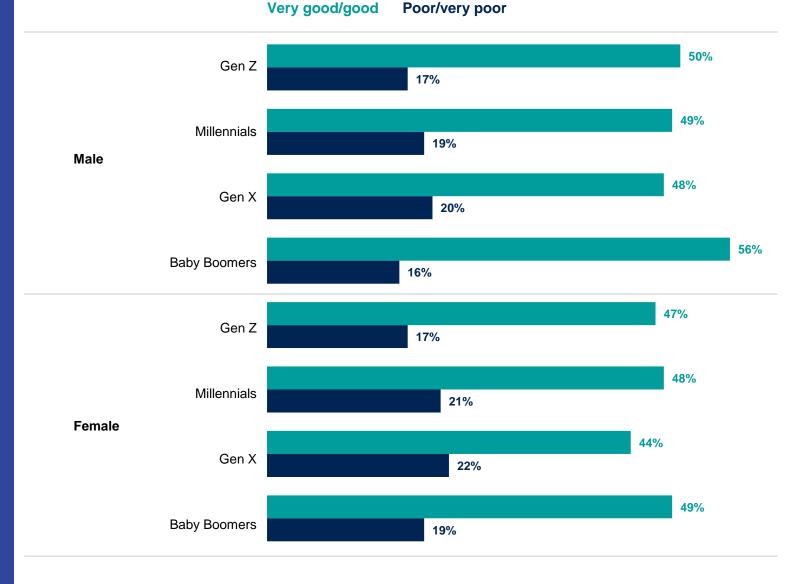


Quality of healthcare

Q: How would you rate the quality of healthcare that you and your family have access to in your country?

By healthcare we include doctors, specialist physicians such as surgeons, hospitals, tests for diagnosis and drugs to treat various ailments.

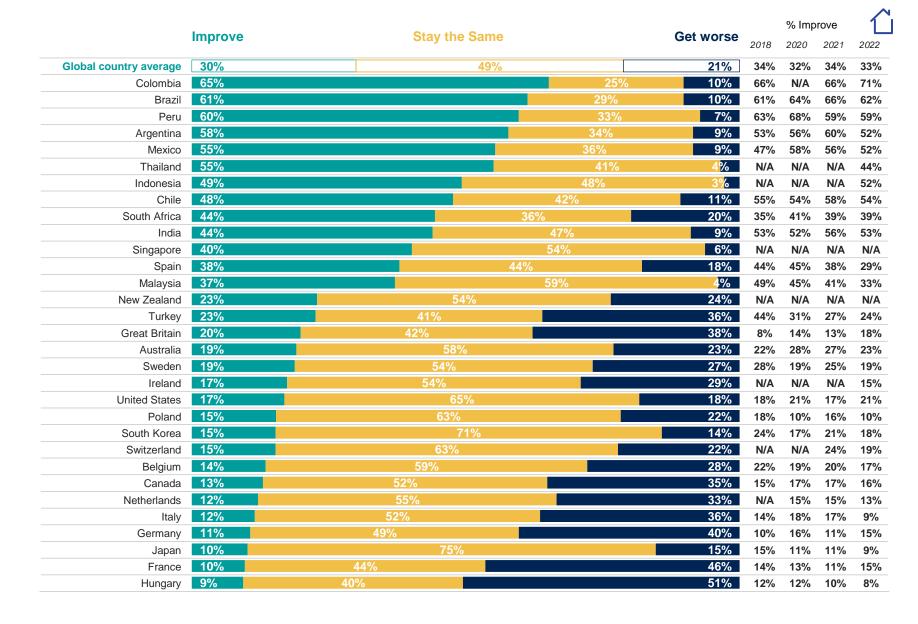






Quality of healthcare in the future

Q: Over the coming years, do you expect the quality of healthcare that you and your family will have access to locally will improve, stay the same, or get worse?





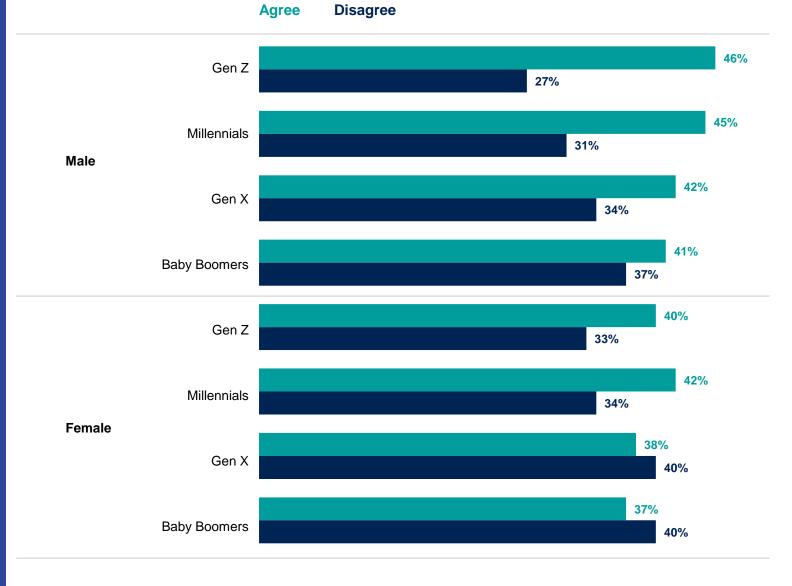


Equality of care

Q: The healthcare system in my country provides the same standard of care to everyone.

To what extent do you agree or disagree with this statement?





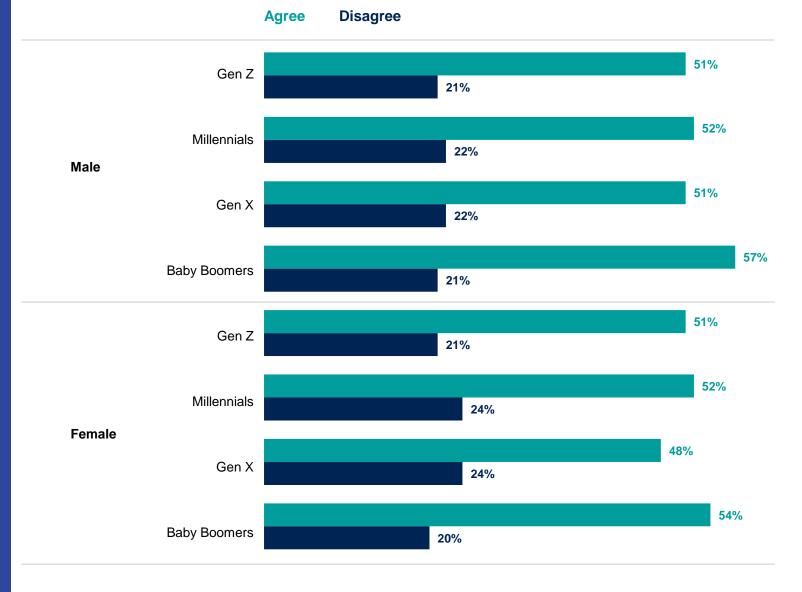


Trust in healthcare

Q: I trust the healthcare system in my country to provide me with the best treatment.

To what extent do you agree or disagree with this statement?







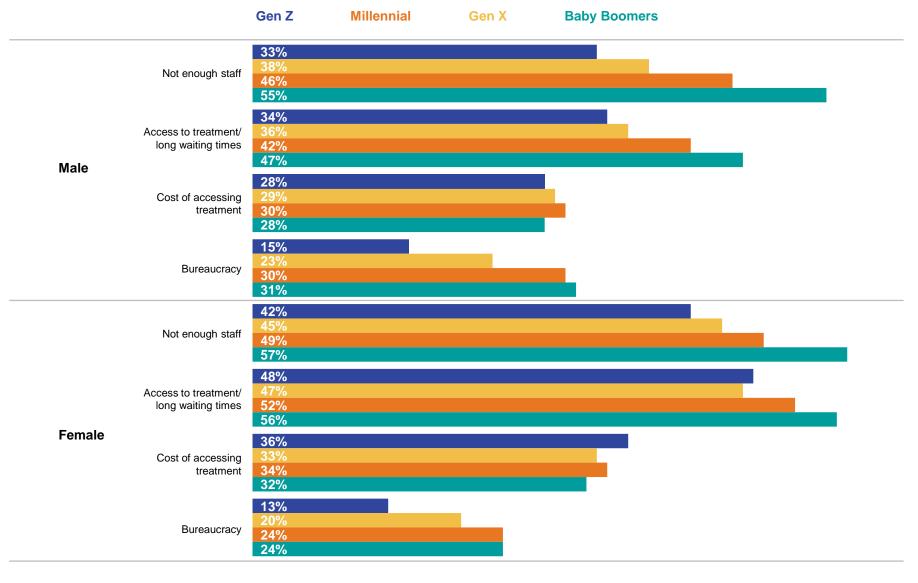


Healthcare challenges

Q: Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Global Country average







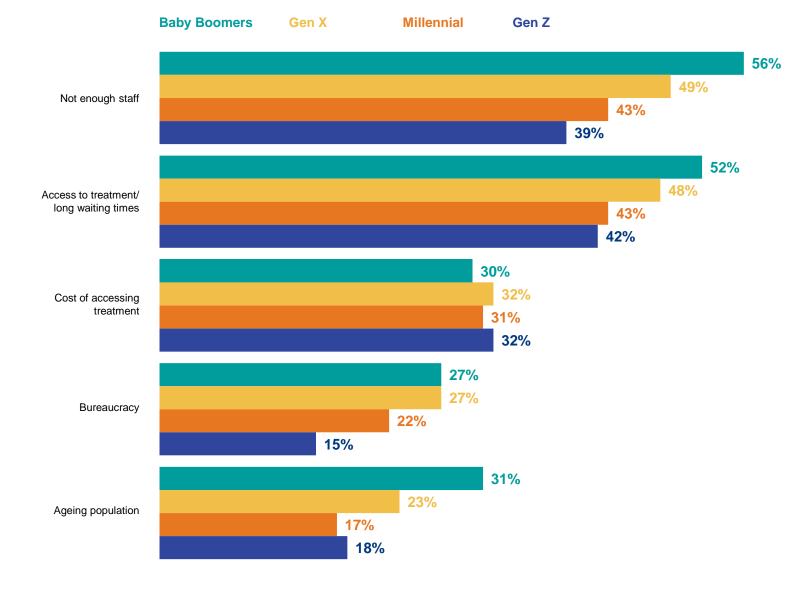




Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?

Global Country average







Compulsory vaccinations

Q: Vaccinating against serious infectious diseases should be compulsory.

To what extent do you agree or disagree with this statement?

				% Ag	166	
	Agree	Disagree	2018	2020	2021	202
Global country average	59%	17%	67%	64%	62%	59
Indonesia	79%	6%	N/A	N/A	N/A	78
India	77%	15%	74%	76%	74%	74
Argentina	77%	9%	82%	74%	72%	72
Mexico	75%	9%	74%	76%	76%	75
Brazil	74%	11%	75%	78%	77%	72
Colombia	73%	11%	80%	N/A	72%	71
Malaysia	72%	7%	76%	86%	81%	64
Thailand	72%	10%	N/A	N/A	N/A	63
Spain	68%	13%	66%	65%	58%	58
Peru	67%	15%	77%	81%	72%	72
Chile	67%	13%	73%	77%	73%	72
Singapore	64%	10%	N/A	N/A	N/A	N
Turkey	64%	15%	81%	72%	71%	60
South Korea	62%	11%	71%	74%	65%	60
Italy	58%	14%	63%	55%	67%	5
France	55%	17%	50%	55%	53%	53
Great Britain	55%	21%	67%	59%	60%	60
Poland	55%	19%	62%	50%	51%	54
Sweden	55%	20%	56%	60%	56%	5
Australia	54%	20%	72%	62%	61%	6
South Africa	53%	26%	78%	66%	46%	4
Belgium	52%	21%	56%	58%	54%	54
New Zealand	51%	22%	N/A	N/A	N/A	N
Canada	50%	20%	60%	61%	63%	50
Germany	49%	26%	54%	47%	52%	52
Ireland	48%	27%	N/A	N/A	N/A	4
Netherlands	47%	26%	53%	47%	48%	48
Hungary	46%	28%	52%	42%	41%	4
Switzerland	41%	31%	N/A	49%	45%	4
United States	40%	20%	53%	50%	50%	4
Japan	34%	21%	52%	49%	43%	43





Health problems: Global overview

Q: Thinking generally, which of the following, if any, do you see as the biggest health problems facing people in your country today?

	Argentina	Australia	Belgium	Brazil	Canada	Chile	Colombia	France	Germany	Great Britain	Hungary	India	Indonesia	Ireland	Italy	Japan	Malaysia	Mexico	Netherlands	New Zealand	Peru	Poland	Singapore	South Africa	South Korea	Spain	Sweden	Switzerland	Thailand	Turkey	United States
Mental health	47%	60%	37%	52%	61%	66%	51%	35%	52%	53%	24%	19%	38%	58%	32%	18%	41%	21%	45%	59%	45%	41%	46%	39%	44%	61%	67%	48%	35%	32%	53%
Cancer	24%	31%	57%	38%	38%	38%	41%	57%	37%	47%	40%	59%	22%	50%	57%	42%	24%	29%	53%	35%	46%	49%	38%	24%	26%	53%	34%	38%	27%	44%	29%
Stress	39%	21%	34%	29%	22%	33%	38%	36%	29%	15%	33%	15%	28%	18%	31%	37%	21%	27%	26%	17%	35%	37%	35%	24%	44%	33%	38%	39%	37%	40%	18%
Obesity	30%	24%	27%	20%	21%	49%	21%	30%	27%	34%	24%	14%	13%	26%	18%	7%	29%	62%	36%	26%	27%	22%	15%	9%	16%	28%	29%	19%	12%	20%	30%
Drug abuse	41%	21%	25%	36%	30%	31%	39%	20%	17%	15%	16%	14%	26%	28%	7%	4%	21%	23%	17%	25%	19%	8%	4%	52%	19%	15%	18%	16%	23%	31%	34%
Diabetes	17%	11%	12%	17%	10%	21%	23%	16%	11%	12%	18%	35%	32%	8%	12%	8%	28%	63%	14%	11%	35%	17%	27%	18%	12%	9%	10%	8%	18%	13%	12%
Alcohol abuse	20%	17%	20%	17%	12%	17%	19%	18%	18%	10%	32%	26%	11%	22%	20%	1%	10%	21%	13%	21%	18%	29%	2%	49%	7%	14%	16%	16%	6%	13%	11%
Heart disease	16%	17%	16%	19%	12%	7%	16%	6%	16%	19%	17%	39%	25%	15%	25%	2%	23%	9%	11%	14%	10%	25%	17%	6%	5%	14%	17%	9%	10%	23%	12%
Coronavirus/ COVID-19	7%	18%	8%	23%	9%	7%	7%	10%	9%	11%	5%	27%	31%	6%	8%	38%	31%	14%	10%	15%	16%	6%	22%	12%	21%	11%	4%	12%	37%	16%	15%
Smoking	18%	8%	15%	4%	5%	6%	10%	20%	10%	11%	17%	20%	21%	8%	21%	4%	25%	8%	9%	12%	7%	14%	11%	8%	10%	17%	10%	15%	10%	20%	7%
Dementia	2%	12%	9%	3%	7%	3%	2%	4%	8%	18%	6%	5%	1%	12%	10%	20%	1%	2%	21%	8%	2%	4%	17%	1%	18%	8%	6%	12%	4%	4%	6%
Sexually transmitted diseases (STD)	7%	1%	2%	6%	3%	5%	8%	1%	2%	2%	1%	2%	11%	2%	2%	4%	2%	3%	1%	1%	8%	2%	1%	18%	1%	3%	1%	2%	3%	2%	4%
Hospital superbugs	2%	3%	3%	3%	2%	1%	2%	3%	7%	2%	14%	2%	0%	2%	12%	1%	0%	0%	3%	2%	4%	7%	1%	1%	3%	2%	2%	2%	1%	3%	1%





Health challenges: Global overview

Q: Overall, which of the following, if any, do you see as the biggest problems facing the healthcare system in your country?



	Argentina	Australia	Belgium	Brazil	Canada	Chile	Colombia	France	Germany	Great Britain	Hungary	India	Indonesia	Ireland	Italy	Japan	Malaysia	Mexico	Netherlands	New Zealand	Peru	Poland	Singapore	South Africa	South Korea	Spain	Sweden	Switzerland	Thailand	Turkey	United States
Not enough staff		52%					21%	75%		57%			19%											41%	41%		72%				34%
Access to treatment/long waiting times	49%	44%	45%	44%	51%	63%	60%	39%	45%	47%	65%	27%	46%	51%	57%	24%	50%	50%	37%	50%	50%	66%	40%	43%	28%	51%	58%	17%	46%	51%	27%
Cost of accessing treatment	35%	38%	35%	24%	16%	47%	35%	25%	19%	12%	22%	29%	59%	32%	20%	35%	45%	33%	27%	33%	35%	33%	46%	29%	23%	11%	8%	43%	28%	38%	54%
Bureaucracy	38%	16%	13%	29%	22%	31%	34%	21%	36%	19%	17%	15%	32%	20%	26%	9%	16%	34%	32%	15%	38%	27%	7%	10%	17%	25%	25%	24%	27%	18%	21%
Ageing population	4%	27%	30%	9%	30%	9%	4%	28%	23%	28%	15%	29%	5%	20%	21%	53%	15%	3%	37%	20%	3%	25%	51%	8%	53%	24%	22%	30%	17%	15%	16%
Lack of investment in preventative health	32%	17%	15%	43%	15%	28%	39%	18%	19%	20%	23%	19%	18%	17%	19%	11%	14%	36%	15%	16%	32%	24%	9%	20%	15%	30%	17%	13%	10%	18%	16%
Lack of investment	40%	13%	13%	40%	12%	19%	30%	26%	14%	35%	13%	21%	6%	22%	29%	6%	12%	28%	9%	18%	29%	11%	6%	14%	8%	40%	12%	8%	12%	18%	8%
Poor quality treatment	11%	13%	8%	29%	12%	15%	22%	7%	14%	9%	21%	30%	37%	14%	14%	6%	19%	26%	7%	11%	27%	36%	7%	40%	6%	7%	13%	8%	24%	32%	19%
Lack of choice	7%	8%	7%	9%	6%	10%	11%	6%	6%	6%	7%	21%	9%	5%	6%	8%	15%	9%	6%	6%	7%	8%	5%	9%	9%	6%	6%	5%	12%	7%	11%
Poor safety	8%	6%	7%	9%	4%	8%	8%	10%	6%	6%	2%	21%	13%	4%	9%	6%	9%	12%	4%	4%	11%	7%	3%	14%	7%	7%	5%	6%	15%	12%	6%
Low standards of cleanliness	6%	4%	5%	6%	3%	2%	3%	5%	5%	5%	10%	27%	14%	5%	6%	1%	11%	9%	5%	3%	6%	4%	4%	22%	4%	4%	3%	5%	10%	8%	5%



Methodology

These are the results of a 31-country survey conducted by Ipsos on its Global Advisor online platform and, in India, on its IndiaBus platform, between Friday, July 21 and Friday, August 4, 2023. For this survey, Ipsos interviewed a total of 23,274 adults aged 18 years and older in India, 18-74 in Canada, Republic of Ireland, Malaysia, New Zealand, South Africa, Turkey, and the United States, 20-74 in Thailand, 21-74 in Indonesia and Singapore, and 16-74 in all other countries.

The sample consists of approximately 1,000 individuals each in Australia, Brazil, Canada, France, Germany, Great Britain, Italy, Japan, New Zealand, Singapore, Spain, and the U.S., and 500 individuals each in Argentina, Belgium, Chile, Colombia, Hungary, Indonesia, Ireland, Malaysia, Mexico, the Netherlands, Peru, Poland, South Africa, South Korea, Sweden, Switzerland, Thailand, and Turkey.

The sample in India consists of approximately 2,200 individuals, of whom approximately 1,800 were interviewed face-to-face and 400 were interviewed online.

Samples in Argentina, Australia, Belgium, Canada, France, Germany, Great Britain, Hungary, Italy, Japan, the Netherlands, New Zealand, Poland, South Korea, Spain, Sweden, Switzerland, and the U.S. can be considered representative of their general adult populations under the age of 75.

Samples in Brazil, Chile, Colombia, Indonesia, Ireland, Malaysia, Mexico, Peru, Singapore, South Africa, Thailand, and Turkey are more urban, more educated, and/or more affluent than the general population. The survey results for these countries should be viewed as reflecting the views of the more "connected" segment of their population.

India's sample represents a large subset of its urban population — social economic classes A, B and C in metros and tier 1-3 town classes across all four zones.

The data is weighted so that the composition of each country's sample best reflects the demographic profile of the adult population according to the most recent census data.

"The Global Country Average" reflects the average result for all the countries and markets in which the survey was conducted. It has not been adjusted to the population size of each country or market and is not intended to suggest a total result.

When percentages do not sum up to 100 or the 'difference' appears to be +/-1 percentage point more/less than the actual result, this may be due to rounding, multiple responses, or the exclusion of "don't know" or not stated responses.

The precision of Ipsos online polls is calculated using a credibility interval with a poll where N=1,000 being accurate to +/- 3.5 percentage points and of where N=500 being accurate to +/- 5.0 percentage points. For more information on Ipsos' use of credibility intervals, please visit the Ipsos website.

The publication of these findings abides by local rules and regulations.



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