



# Banking Industry Study

October 2016

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# Methodology



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This study was conducted on the Galaxy Online Omnibus between 6-9 October, 2016.

The sample was 1,000 Australians aged 18 years and older distributed throughout Australia, as follows:

➤ NSW/ACT	309
➤ Victoria/Tasmania	275
➤ Queensland	207
➤ South Australia	105
➤ Western Australia	104

Age, gender and region quotas were applied to the sample.

Following the completion of interviewing, the data was weighted by age, gender and region to reflect the latest ABS population estimates.

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# Main Findings

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Are you in favour or opposed to action being taken to change the banking industry now? (Q1)

Are you in favour or opposed to action being taken to change the banking industry now? (Q1)	Total (n=1,000)	Men (n=500)	Women (n=500)	18-24 Years (n=121)	25-34 Years (n=180)	35-49 Years (n=279)	50+ years (n=420)
Strongly opposed	5	7	4	5	10	3	5
Somewhat opposed	6	6	6	10	7	7	4
<i><u>Subtotal opposed</u></i>	<u>11</u>	<u>13</u>	<u>10</u>	<u>15</u>	<u>17</u>	<u>9</u>	<u>9</u>
Neither	42	34	50	67	52	43	31
In favour	21	22	20	10	17	23	25
Strongly in favour	25	31	20	8	14	25	35
<i><u>Subtotal in favour</u></i>	<u>46</u>	<u>53</u>	<u>40</u>	<u>18</u>	<u>31</u>	<u>48</u>	<u>60</u>

# Main Findings

Are you in favour or opposed to action being taken to change the banking industry now? (Q1)...Cont'd

Are you in favour or opposed to action being taken to change the banking industry now? (Q1)	Total (n=1,000)	NSW/ ACT (n=309)	Vic/Tas (n=275)	Qld (n=207)	SA (n=105)	WA (n=104)	5 Cap City (n=657)	Not 5 Cap City (n=343)
Strongly opposed	5	7	5	4	3	7	7	3
Somewhat opposed	6	6	7	6	4	6	7	5
<i><u>Subtotal opposed</u></i>	<u>11</u>	<u>12</u>	<u>12</u>	<u>10</u>	<u>7</u>	<u>13</u>	<u>13</u>	<u>8</u>
Neither	42	41	40	45	50	44	45	38
In favour	21	24	22	17	19	18	20	24
Strongly in favour	25	23	26	29	24	24	22	30
<i><u>Subtotal in favour</u></i>	<u>46</u>	<u>47</u>	<u>48</u>	<u>46</u>	<u>43</u>	<u>42</u>	<u>42</u>	<u>54</u>

# Main Findings

According to Australian law, a Royal Commission Can... and Cannot... With this information, how would you describe your attitude toward a Royal Commission into the banking industry? (Q2)

With this information, how would you describe your attitude toward a Royal Commission into the banking industry? (Q2)	Total (n=1,000)	Men (n=500)	Women (n=500)	18-24 Years (n=121)	25-34 Years (n=180)	35-49 Years (n=279)	50+ years (n=420)
Strongly opposed	6	9	4	4	6	5	8
Somewhat opposed	14	15	14	20	15	14	13
<i><u>Subtotal opposed</u></i>	<u>21</u>	<u>24</u>	<u>18</u>	<u>24</u>	<u>21</u>	<u>19</u>	<u>22</u>
Neither	38	35	41	55	45	38	29
In favour	21	17	26	12	20	25	22
Strongly in favour	20	24	16	9	13	19	27
<i><u>Subtotal in favour</u></i>	<u>41</u>	<u>41</u>	<u>42</u>	<u>21</u>	<u>34</u>	<u>44</u>	<u>49</u>

# Main Findings

According to Australian law, a Royal Commission Can... and Cannot... With this information, how would you describe your attitude toward a Royal Commission into the banking industry? (Q2)...Cont'd

With this information, how would you describe your attitude toward a Royal Commission into the banking industry? (Q2)	Total (n=1,000)	NSW/ ACT (n=309)	Vic/Tas (n=275)	Qld (n=207)	SA (n=105)	WA (n=104)	5 Cap City (n=657)	Not 5 Cap City (n=343)
Strongly opposed	6	8	6	4	4	8	7	5
Somewhat opposed	14	14	14	18	13	10	15	14
<i><u>Subtotal opposed</u></i>	<u>21</u>	<u>23</u>	<u>20</u>	<u>22</u>	<u>17</u>	<u>19</u>	<u>22</u>	<u>20</u>
Neither	38	33	38	41	42	42	38	37
In favour	21	23	24	17	16	20	22	21
Strongly in favour	20	21	18	20	25	19	18	23
<i><u>Subtotal in favour</u></i>	<u>41</u>	<u>44</u>	<u>42</u>	<u>37</u>	<u>41</u>	<u>39</u>	<u>40</u>	<u>44</u>



# Main Findings

The proposed plan for the Royal commission into the banking sector will take 2 years to deliver recommendations. Given what you now know, how would you describe your attitude toward a Royal Commission? (Q3)

Given what you now know, how would you describe your attitude toward a Royal Commission? (Q3)	Total (n=1,000)	Men (n=500)	Women (n=500)	18-24 Years (n=121)	25-34 Years (n=180)	35-49 Years (n=279)	50+ years (n=420)
Strongly opposed	10	11	8	3	6	10	13
Somewhat opposed	15	17	14	18	16	13	15
<i><u>Subtotal opposed</u></i>	<u>25</u>	<u>28</u>	<u>22</u>	<u>22</u>	<u>22</u>	<u>23</u>	<u>28</u>
Neither	39	32	46	59	48	40	29
In favour	21	20	22	15	22	22	22
Strongly in favour	15	20	11	5	8	16	21
<i><u>Subtotal in favour</u></i>	<u>36</u>	<u>40</u>	<u>32</u>	<u>19</u>	<u>30</u>	<u>37</u>	<u>43</u>

# Main Findings

The proposed plan for the Royal commission into the banking sector will take 2 years to deliver recommendations. Given what you now know, how would you describe your attitude toward a Royal Commission? (Q3)...Cont'd

Given what you now know, how would you describe your attitude toward a Royal Commission? (Q3)	Total (n=1,000)	NSW/ ACT (n=309)	Vic/Tas (n=275)	Qld (n=207)	SA (n=105)	WA (n=104)	5 Cap City (n=657)	Not 5 Cap City (n=343)
Strongly opposed	10	9	11	9	10	11	10	8
Somewhat opposed	15	15	11	21	11	19	14	17
<i><u>Subtotal opposed</u></i>	<u>25</u>	<u>24</u>	<u>22</u>	<u>30</u>	<u>21</u>	<u>30</u>	<u>25</u>	<u>25</u>
Neither	39	36	42	37	45	38	41	36
In favour	21	23	21	22	12	18	21	21
Strongly in favour	15	16	14	12	22	14	13	18
<i><u>Subtotal in favour</u></i>	<u>36</u>	<u>40</u>	<u>36</u>	<u>34</u>	<u>34</u>	<u>32</u>	<u>35</u>	<u>39</u>

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# Questionnaire

# Questionnaire

## **SECTION E – ASK ALL RESPONDENTS**

E1. Thinking now about another topic. Are you in favour or opposed to action being taken to change the banking industry now?

**Please select one option only**

SR  
Strongly opposed..... 1  
Somewhat opposed ..... 2  
Neither opposed nor in favour..... 3  
Somewhat in favour ..... 4  
Strongly in favour..... 5

E2. According to Australian law, a Royal Commission:

**Can:**

- Summon a witness to give evidence
- Compel organisations to produce documents
- Make recommendations that will be considered by Government, but are not binding

**Cannot:**

- Impose fines or provide compensation
- Change laws
- Recommend actions that the Government must implement

With this information, how would you describe your attitude toward a Royal Commission into the banking industry?

**Please select one option only**

SR  
Strongly opposed..... 1  
Somewhat opposed ..... 2  
Neither opposed nor in favour..... 3  
Somewhat in favour ..... 4  
Strongly in favour..... 5

E3. The proposed plan for the Royal Commission into the banking sector will take 2 years to deliver recommendations.

Given what you now know, how would you describe your attitude toward a Royal Commission

**Please select one option only**

SR  
Strongly opposed..... 1  
Somewhat opposed ..... 2  
Neither opposed nor in favour..... 3  
Somewhat in favour ..... 4  
Strongly in favour..... 5

