



Settling in New Zealand: Migrant Survey Trends from 2015 to 2019

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1.0 Executive Summary

The Migrant Survey has been conducted annually since 2009 as part of the Immigration Survey Monitoring Programme (ISMP). The purpose of the survey is to accumulate an evidence base about migrants' settlement and labour market outcomes.

The summary below provides the key findings of the 2019 Migrant Survey, completed by a total of 2,264 migrants. The body of the report provides more detailed results, comparing the 2019 findings (where data is comparable) to the 2015, 2016, 2017 and 2018 surveys, as well as highlighting any statistically significant differences in results among different migrant groups.

Employment

- In 2019, 85 percent of recent migrants were working for a *wage or salary*.
- The most common occupation categories migrants were employed in were: *Farm, forestry and garden workers* (7%); *Hospitality workers* (6%); *Hospitality, retail and service managers* (5%); and *Business, human resources and marketing professionals* (5%).
- The most common industries migrants worked in were: *Accommodation and food services* (18%); *Agriculture, forestry and fishing* (14%); and *Retail trade* (12%).
- Eighty-six percent of employed recent migrants said they had *one job*, six percent said they had *two jobs* and one percent *three jobs*. The remaining percent either did not answer or said they didn't know.
- 56% of those working were in full-time employment. Three percent of recent migrants in work said they were paid less than the minimum wage.

Employer Relationships

- In the 2019 survey, 94 percent of working recent migrants said they had a written employment agreement and 86 percent said they felt their employer was treating them fairly.

- Less than ten percent of working recent migrants reported having experienced issues with their employers, more specifically:
 - Six percent said they have felt threatened by their employers' behaviour
 - Three percent said their employer had held back, or threatened to hold back, entitlements like holiday pay or sick leave
 - Two percent said their employers had asked them to pay money to get or keep their job
 - Five percent had contacted someone to help them with their working conditions.

- The most common information/support provided by employers to recent migrants was related to *health and safety* (77%), *welcoming them to the workplace* (75%) and their *employment rights and obligations* (68%). A fifth had received support from their employer on *improving their English skills* (22%) or *helping them or their partner to settle in New Zealand* (23%).

Skills & Qualifications

- In the 2019 survey, 62 percent of recent migrants held a university qualification:
 - Thirty-five percent had a Bachelor's degree, and 27 percent a postgraduate certificate or higher
 - For 19 percent, a tertiary certificate/diploma was their highest completed educational qualification
 - For 15 percent high school was their highest qualification.

- Fifty-seven percent of recent migrants working for a wage or salary said their current role in their main job matches the skills and qualifications they have.

- The key reasons given for why their current role did not match their skills and qualifications were because they *chose to pursue a different career* (43%), they *couldn't get a job in the area of their skills/qualifications* (35%) or because they were *over-qualified for their current job* (28%).

- Just over a third of recent migrants (36%) said they had undertaken formal education or training while in New Zealand. A higher proportion (44%) said they had undertaken non-formal training, for instance on-the-job training or community training courses.

Life in New Zealand

- Nine in ten recent migrants (91%) said they were *very satisfied* or *satisfied* with living in New Zealand.
- Just over two thirds (67%) said they felt like New Zealand was their home (either *completely* or *a lot*) with a further 29 percent saying it felt like home either *more than a little* or *a little*. Just three percent said New Zealand did not feel like home *at all*.
- Eighty-five percent of recent migrants said they feel either *safe* or *very safe* from crime in New Zealand and 42 percent said their health was *better* or since coming to New Zealand. Just five percent said their health was *worse*.
- Nine in ten recent migrants (90%) said they can have a conversation about everyday things in English either *well* or *very well*. Just five percent said *not very well* or *not at all well*.
- Twenty-seven percent said *all* or *most* of their friends in New Zealand are New Zealanders. Twenty-two percent said *all* or *most* of their friends were people from their home country and 13 percent said *all* or *most* were from other countries.
- Six in ten recent migrants said they belonged to at least one group or club. The most common groups or clubs to belong to were a *sports club* (22%), *religious group* (19%), *job related association* (16%), or a *hobby/cultural group* (15%).
- Just under a third of recent migrants (32%) said they felt they had been treated unfairly *once* or *twice* since coming to New Zealand because they had come from overseas and just under a quarter (23%) said this had happened to them *three* or *more times*.
- Just under two thirds of recent migrants (65%) said they had a partner or spouse who was living in New Zealand while eight percent said their partner or spouse was living overseas and a quarter were single.
- Just under half of recent migrants (46%) said their current partner or spouse is a New Zealand citizen or resident.
- Four in ten migrants (40%) with a partner or spouse living in New Zealand had been with this partner for *five years* or *more*, and a quarter had been with their partner *two years* or *less*.

Expectations of Life in New Zealand

- In 2019 the aspects of life in New Zealand recent migrants were most likely to say were better than they expected were *our clean, green environment* (61%), *being made to feel welcome* (49%) and *feeling safe from crime* (42%).
- Aspects migrants were most likely to find worse than they expected were the *cost of living* (51%), *quality of housing* (35%), *ability to get a job* (26%) and *level of salary/wages* (25%).

Settlement Information

- The sources of information most used to help recent migrants settle in New Zealand were *other New Zealanders* (92%), *employer/work colleagues* (89%), *social media* (85%) and *friends and family living in New Zealand* (83%).
- All sources of information were rated as *very helpful* or *helpful* by two thirds or more of recent migrants who used them. The highest rated sources were *friends and family in New Zealand* (93% rated as *very useful/useful*), *employer/work colleagues* (93%) and *other New Zealanders* (91%). *Social media* (90%) and *community facilities such as libraries* were also rated highly. The source receiving the lowest helpfulness rating was *school connections* (66%).
- More than three quarters (78%) of recent migrants agreed with the statement that: *New Zealand supports migrants with the information and services they need.*

2.0 Background

The Migrant Survey has been conducted annually since 2009 as part of the Immigration Survey Monitoring Programme (ISMP). The purpose of the survey is to accumulate an evidence base about migrants' settlement and labour market outcomes. The survey aims to provide a better understanding of the experiences of those who have recently migrated to New Zealand, how these experiences differ between different types of recent migrants, and how these change over time.

This report summarises findings from the 2019 Migrant Survey and compares these findings with the 2015, 2016, 2017 and 2018 surveys (where data is comparable).

The 2019 survey was completed by a total of 2,264 migrants across eight different visa types:

Visa Type	Count
Residence – Skilled Principal	375
Residence – Secondary Skilled	293
Residence – Family Partner	454
Residence – Family Parent	45
Work – Essential Skills	341
Work – Working Holiday Scheme	296
Work – Family	285
Work – Other	175
Total	2,264

In each section of the report, results for individual survey questions are reported as time series and statistically significant differences are identified between survey years. Note, only changes that are statistically significantly different are commented on. Some of these changes are small (i.e 1% or 2%) but are statistically significant due to the large survey sample sizes.

In addition, for the 2019 survey, results which are statistically significantly different have been identified for the following migrant groups:

- Age groups: 18-24, 25-29, 30 to 39, 40 to 49, 50+ years
- Top four source countries: China, India, UK, Philippines
- Time in New Zealand: less than 1 year, 1 year to less than 2 years, 2 years to less than 5 years, 5 years or more¹
- Region of residence in New Zealand: Auckland, Wellington, Canterbury, Rest of North Island, Rest of South Island.

Only results that are statistically significantly different to the total sample of migrants (total population) at 95% confidence have been reported. The Methodology section explains how statistical significance has been determined and Appendix 2 provides a table with raw unweighted sample sizes.

All results shown include 'Don't know' and unanswered. Due to this inclusion figures in this report may differ from other published results.

¹ A total of N=501 survey respondents (equating to 15% of respondents) had been living in New Zealand for five years or more. The survey includes migrants who have been here more than five years because some migrants have held one or more visas prior to the one they currently hold. For example, migrants who are eligible for the survey because they have been granted a residence visa in the past 12 months may have previously held a work, student or visitor visa.

3.0 Employment, Skills & Qualifications

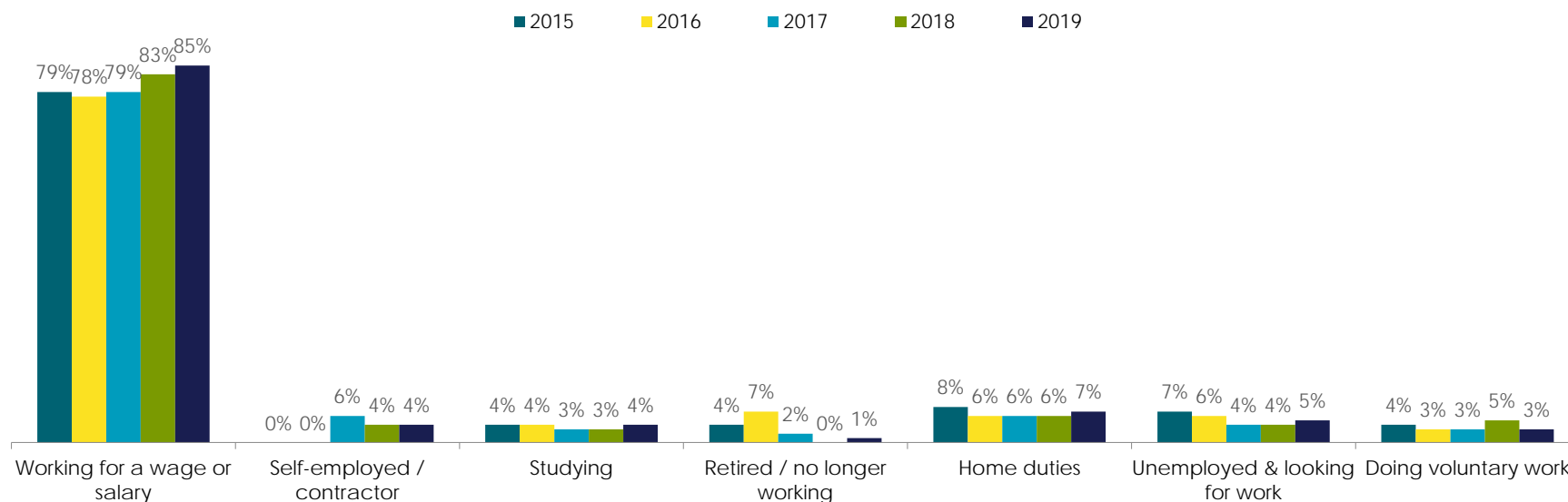
3.1 Employment Status

In 2019, 85 percent of recent migrants were *working for a wage or salary*. This proportion has steadily increased over the past three years. The 2019 result is statistically significantly higher than in 2015 (79%), 2016 (78%) and 2017 (79%) (see Figure 1).

Other statistically significant changes over the five years of surveys are as follows:

- The proportion of *unemployed* migrants in 2019 was five percent, lower than that measured in 2015 (7%)
- Four percent of recent migrants were *self-employed* in 2019, lower than that recorded in 2017 (6%)
- The proportion of *retired* recent migrants in 2019 (1%) is lower than that reported in 2015 (4%), 2016 (7%) and 2017 (2%).

Figure 1: Employment Status, 2015 – 2019
(Employment statuses included are those with proportions 1% and over in 2019)



Q. Which of the following apply to you. Are you...? Please answer based on your situation when you were still living in NZ.
(Note: Respondents were able to select multiple options. 'Self-employed/contractor' category changed from 'contract work' in 2017).

- Compared to the overall proportion of 85 percent of recent migrants in 2019, the following groups were more likely to be working for a *wage or salary*:
 - Aged 25-29 (90%)
 - Skilled Principal visa holders (92%)
 - From the source countries Philippines (94%), Great Britain (91%) and India (90%)
 - Living in the South Island (excluding Canterbury region) (91%).

- Compared to the overall proportion of 85 percent of recent migrants in 2019, the following groups were less likely to be working for a *wage or salary*:
 - Aged over 50 years (58%)
 - Skilled Secondary (72%), Family Partner (69%) and Family Parent (25%) visa holders
 - From the source country China (70%).

3.2 Occupations

In 2019 the most common occupation categories recent migrants were employed in were: *Farm, forestry and garden workers* (7%); *Hospitality workers* (6%); *Hospitality, retail and service managers* (5%); and *Business, human resources and marketing professionals* (5%) (see Figure 2).

Statistically significant differences in the 2019 results versus previous surveys are highlighted in the table below. An up arrow ▲ indicates a statistically significantly higher result compared to 2019 and a down arrow ▼ a statistically significantly lower result compared to 2019.

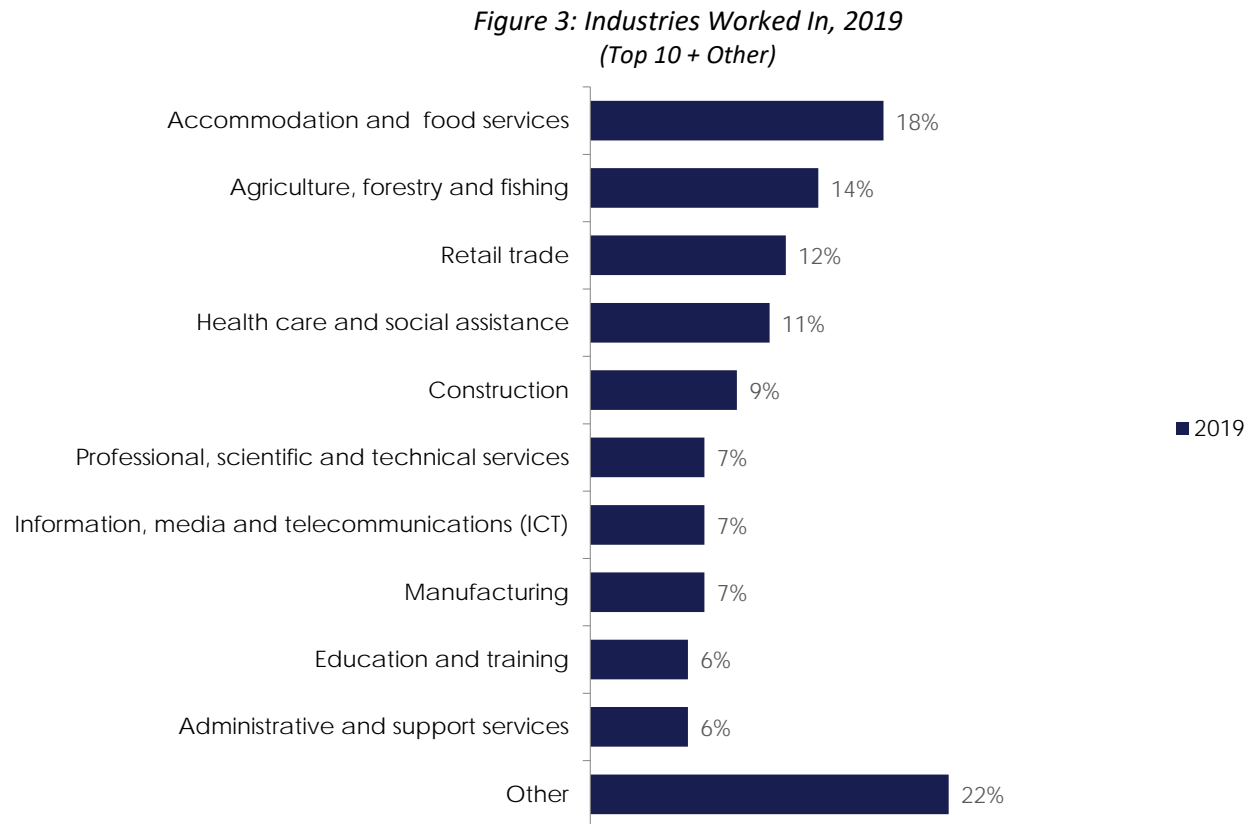
*Figure 2: Most Common Occupations, 2015 – 2019
(Occupation categories included are those with proportions over 2% in 2019)*

Occupation based on ANZSCO codes	2015	2016	2018	2019
Farm, forestry and garden workers	3% ▼	3% ▼	5% ▼	7%
Hospitality workers	3% ▼	5%	6%	6%
Hospitality, retail and service managers	4%	6%	4% ▼	5%
Business, human resource and marketing professionals	5%	6%	5%	5%
Specialist managers	5%	4%	3% ▼	4%
Health professionals	6% ▲	6% ▲	5%	4%
ICT professionals	8% ▲	6% ▲	5%	4%
Design, engineering, science and transport professionals	6%	7% ▲	5%	4%
Sales assistants and salespersons	1% ▼	3%	2% ▼	4%
Construction trades workers	3%	2%	3%	3%
Factory process workers	2%	2%	3%	3%
Food trades workers	6% ▲	4% ▲	4% ▲	3%
Sales representatives and agents	3%	1% ▼	1% ▼	3%
Education professionals	3%	2%	3%	3%
Engineering, ICT and science technicians	3% ▲	4% ▲	2%	2%

*Q. What is your occupation in your main job?
(Note: Respondents were able to select multiple occupations).*

3.3 Industries

In 2019, the most common industries recent migrants were working in were: *Accommodation and food services* (18%); *Agriculture, forestry and fishing* (14%); and *Retail trade* (12%) (see Figure 3).



*Q. Which of the below group or groups best describes your workplace (for your main current job)?
(Note: Respondents were able to select multiple industries).*

- Compared to the overall proportion of 18 percent of recent migrants in 2019, the following groups were more likely to be working in *accommodation and food services*:
 - Females (22%)
 - Aged under 25 years (31%)
 - Living in the South Island (excluding Canterbury) (28%).

- Compared to the overall proportion of 14 percent of recent migrants in 2019, the following groups were more likely to be working in *agriculture, forestry and fishing*:
 - Males (17%)
 - Aged under 25 years (21%)
 - Living in the North Island (excluding Auckland and Wellington) (20%) or living in the South Island (excluding Canterbury) (22%).

- Compared to the overall proportion of 12 percent of recent migrants in 2019, the following groups were more likely to be working in the *retail trade*:
 - From the source country India (25%).

- Compared to the overall proportion of 11 percent of recent migrants in 2019, the following groups were more likely to be working in *health care and social assistance*:
 - Females (17%)
 - From the source country Philippines (34%)
 - Living in Wellington region (17%)
 - Skilled Principal visa holders (17%).

- Compared to the overall proportion of nine percent of recent migrants in 2019, the following groups were more likely to be working in *construction*:
 - Males (15%)
 - Aged 40 to 49 (20%)
 - From the source country Philippines (15%)
 - Living in the Auckland region (12%).

- Compared to the overall proportion of seven percent of recent migrants in 2019, the following groups were more likely to be working in *professional, scientific and technical services*:
 - From the source country China (13%)
 - Skilled Principal visa holders (14%)
 - Living in Auckland region (10%).

- Compared to the overall proportion of seven percent of recent migrants in 2019, the following groups were more likely to be working in *information, media and communications (ICT)*:
 - Males (10%)
 - From the source country China (12%)
 - Skilled Principal visa holders (17%)
 - Living in Auckland (12%) or Wellington region (15%)
 - Those who had been living in New Zealand for between two and five years (11%).

- Compared to the overall proportion of seven percent of recent migrants in 2019, the following groups were more likely to be working in *manufacturing services*:
 - Males (10%)
 - Aged 40 to 49 (16%).

- Compared to the overall proportion of six percent of recent migrants in 2019, the following groups were more likely to be working in *education and training services*:
 - Females (9%)
 - From the source country China (12%)
 - Skilled Secondary visa holders (11%).

- Compared to the overall proportion of six percent of recent migrants in 2019, the following groups were more likely to be working in *administrative and support services*:
 - Females (9%)
 - Aged 50 plus (14%)
 - From the source country Great Britain (12%)
 - Living in Wellington region (12%).

Figure 4 shows data for the top 10 industries recent migrants were working in for the 2015 to 2019 surveys.

Accommodation and food services, and *Agriculture, forestry and fishing* have consistently been the top two employment industries reported since 2015. In previous surveys *Health care and social assistance* was the third highest industry but in 2019 employment in this industry has dropped back a place behind retail.

Statistically significant differences in the 2019 results versus previous surveys are highlighted in the table below. An up arrow ▲ indicates a statistically significantly higher result compared to 2019 and a down arrow ▼ a statistically significantly lower result compared to 2019.

*Figure 4: Industries Worked In, 2015 - 2019
(Top 10 based on 2019)*

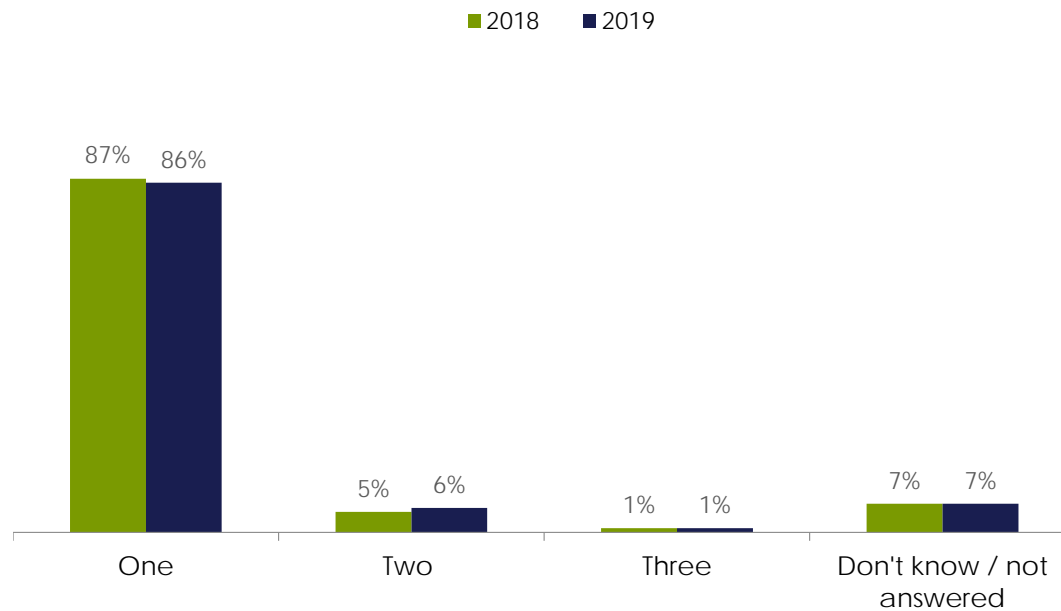
Top 10 industries based on 2019 results	2015	2016	2017	2018	2019
Accommodation and food services	15%	17%	16%	18%	18%
Agriculture, forestry and fishing	13%	9% ▼	10% ▼	12%	14%
Retail trade	8% ▼	8% ▼	8% ▼	8% ▼	12%
Health care and social assistance	12%	13%	12%	13%	11%
Construction	11% ▲	10%	10%	9%	9%
Professional, scientific and technical services	8%	6%	8%	8%	7%
Information, media and telecommunications (ICT)	10% ▲	11% ▲	11% ▲	8%	7%
Manufacturing	6%	8%	6%	6%	7%
Education and training	8%	6%	7%	6%	6%
Administrative and support services	3% ▼	6%	5% ▼	4% ▼	6%

*Q. Which of the below group or groups best describes your workplace (for your main current job)?
(Note: Respondents were able to select multiple industries).*

3.4 Number of Jobs

In 2019, 86 percent of employed recent migrants said they had *one* job, six percent said they had *two* jobs and one percent *three* jobs. These results are unchanged from 2018 (see Figure 5).

Figure 5: Number of Paid Jobs, 2018-2019



Q. How many paid jobs do you currently have?

(Note: This question was asked in the survey for the first time in 2018).

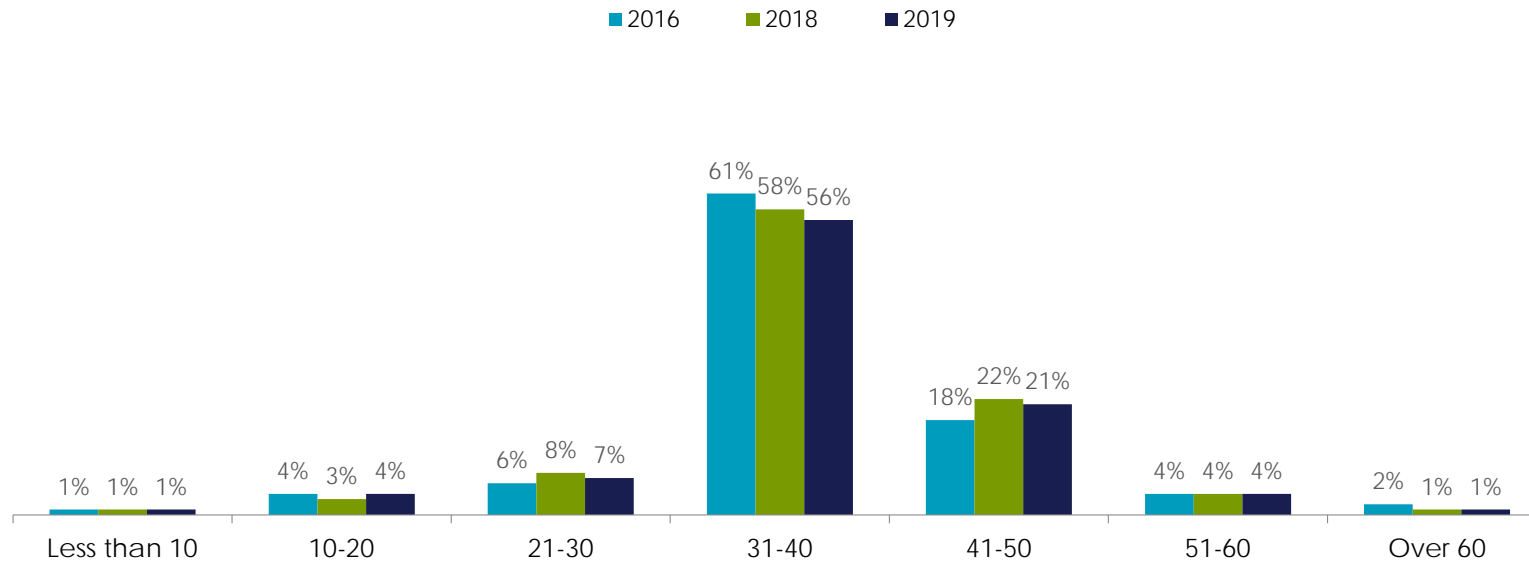
- Compared to the overall proportion of six percent of recent migrants in 2019, the following groups were more likely to have *two* paid jobs:
 - Aged under 25 (11%)
 - Family Partnership visa holders (9%).

3.5 Hours Worked

In 2019, 56 percent of employed recent migrants said they worked between 31 and 40 hours in a usual week in all their paid jobs or businesses in New Zealand (see Figure 6). This result is lower than in 2016 (61%) and shows a small decreasing trend over time.

There has been a shift from 2016 with more migrants in 2019 working 41-50 hours (21% vs 18%) and fewer working 31-40 hours (56% vs 61%).

Figure 6: Number of Hours Worked in Paid Jobs or Businesses, 2016, 2018, 2019



Q. How many hours do you work in a usual week in all your paid jobs or businesses in NZ?
 (Note: This question was not asked in the 2017 survey. Stats NZ defines full time work as 30+ hours a week).

- Compared to the overall proportion of four percent of recent migrants in 2019, the following groups were more likely to be working *10-20 hours* in a usual week:
 - Females (6%)
 - Aged under 25 years (8%) or aged over 50 years (14%)
 - Skilled Secondary (10%) or Family Partner (8%) visa holders.

- Compared to the overall proportion of seven percent of recent migrants in 2019, the following groups were more likely to be working *21-30 hours* in a usual week:
 - Females (10%)
 - Family Partnership visa holders (11%)
 - Those who had been living in New Zealand for up to one year (11%).

- Compared to the overall proportion of 56 percent of recent migrants in 2019, the following groups were more likely to be working *31-40 hours* in a usual week:
 - Aged 25 to 29 (61%) or aged 30 – 39 (61%)
 - From the source country Philippines (63%)
 - Skilled Principal visa holders (63%)
 - Living in the Auckland (60%) or Wellington (65%) regions
 - Those who had been living in New Zealand for between two and five years (61%).

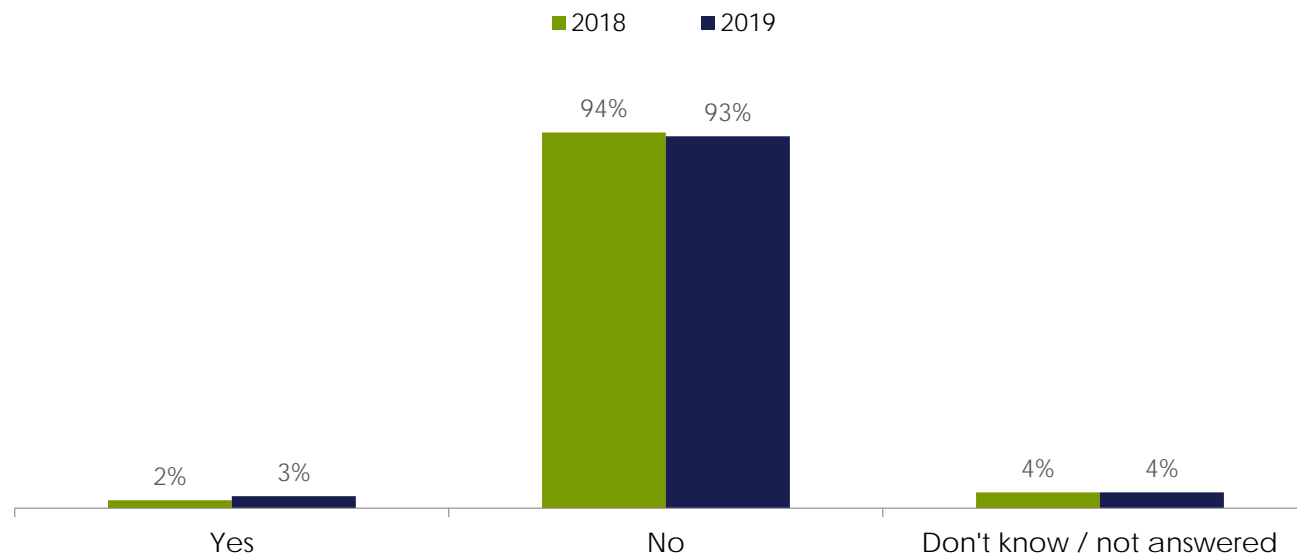
- Compared to the overall proportion of 21 percent of recent migrants in 2019, the following groups were more likely to be working *41-50 hours* in a usual week:
 - Males (28%)
 - Those who had been living in New Zealand for five years or more (28%).

- Compared to the overall proportion of four percent of recent migrants in 2019, the following groups were more likely to be working *51-60 hours* in a usual week:
 - Males (6%)
 - Living in the South Island (excluding Canterbury) (8%).

3.6 Minimum Wage

In 2019, three percent of recent migrants said they were paid less than the minimum wage. This result is similar to the 2018 result of two percent (see Figure 7).

Figure 7: Paid Less Than Minimum Wage, 2018,2019



Q: In your current main job, are you paid LESS than the minimum wage, before tax and any other deductions are taken out?

(Note: This question was asked in the survey for the first time in 2018. 'Not answered' consists of 'would rather not say' and missing data from paper surveys).

- Compared to the overall proportion of three percent of recent migrants in 2019, the following groups were more likely to say yes they were being paid less than the minimum hourly wage:
 - Aged under 25 (6%).

3.7 Employer Relationships

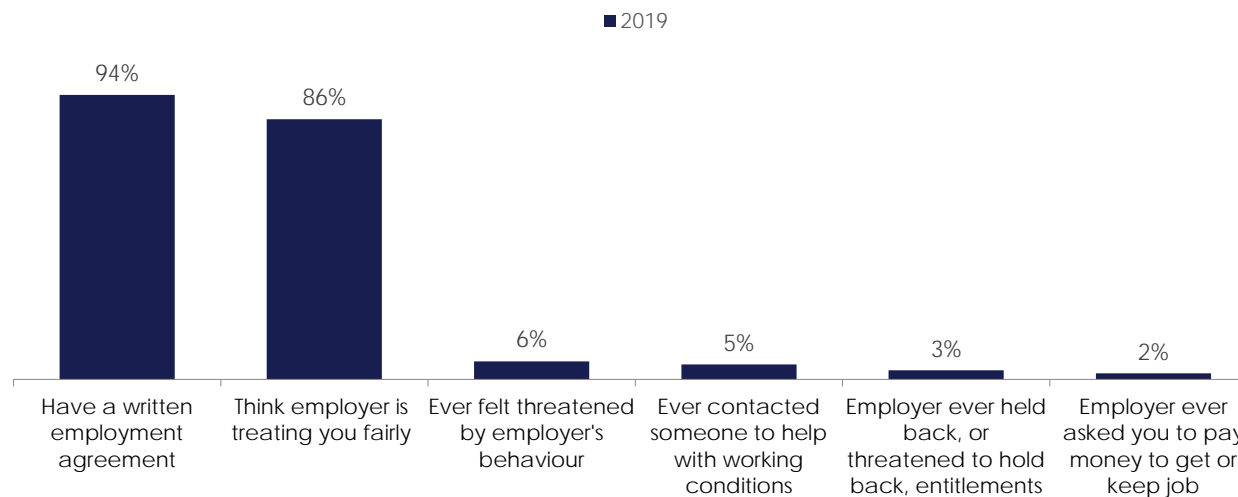
Recent migrants working for a wage or salary were asked a range of questions about their employment rights and relationship with their employer. Figure 8 below provides a summary of the 2019 results. A comparison with previous survey years is provided on the pages that follow.

In 2019, 94 percent of recent migrants said they have a *written employment agreement* and 86 percent said they think their *employer is treating them fairly*.

Six percent said they have *felt threatened by their employers' behaviour* and five percent had *contacted someone to help them with their working conditions*.

Three percent said their *employer had held back, or threatened to hold back, entitlements like holiday pay or sick leave* and two percent have had employers *ask them to pay money to get or keep their job*.

Figure 8: Employment Conditions, 2019 Summary



Q. Do you have a written employment agreement for your job that describes your work and conditions of employment? Please answer all questions relating to employment based on the last job you had in New Zealand.

Q. Do you think your employer is treating you fairly in your main paid job?

Q. Have you ever felt threatened by your current employer's behaviour?

Q. Have you ever contacted someone (other than a friend or family member) for help with problems about your current working conditions?

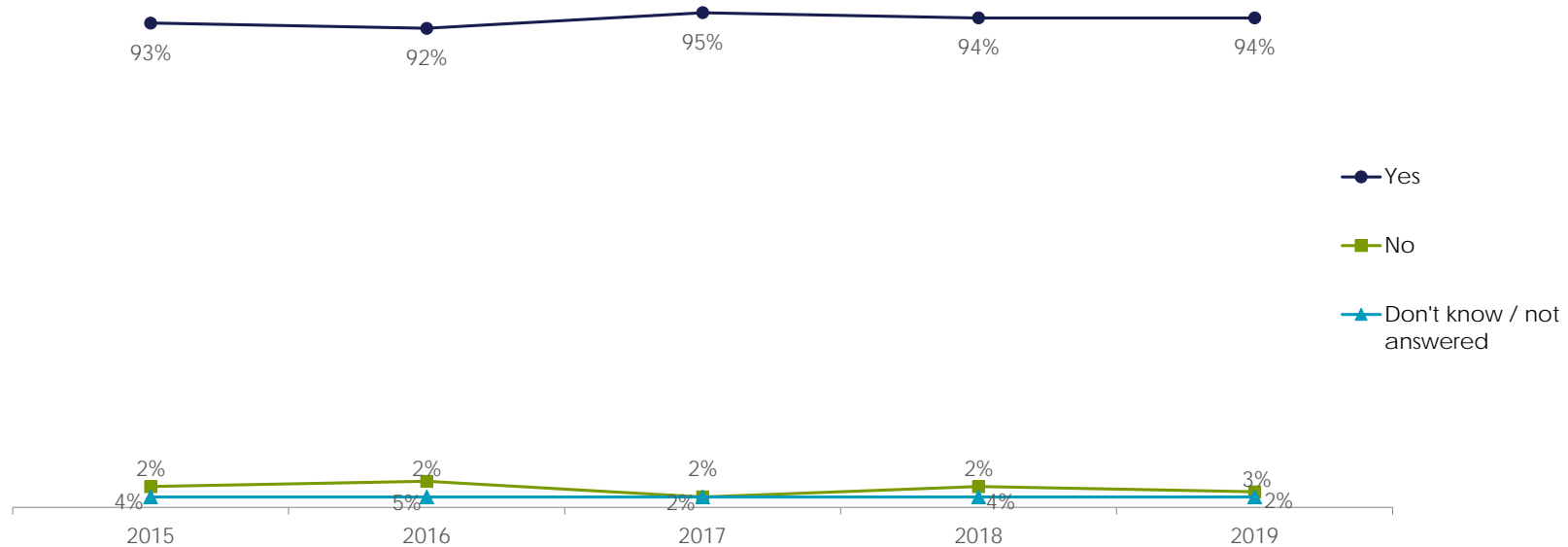
Q. Has your current employer ever held back, or threatened to hold back, entitlements like holiday pay or sick leave?

Q. Has your current employer ever asked or expected you to pay money to get or keep your job?

Written Employment Agreement

The proportion of recent migrants who have a *written employment agreement* has remained stable over time (see Figure 9).

Figure 9: Have a Written Employment Agreement, 2015-2019



Q. Do you have a written employment agreement for your job that describes your work and conditions of employment?

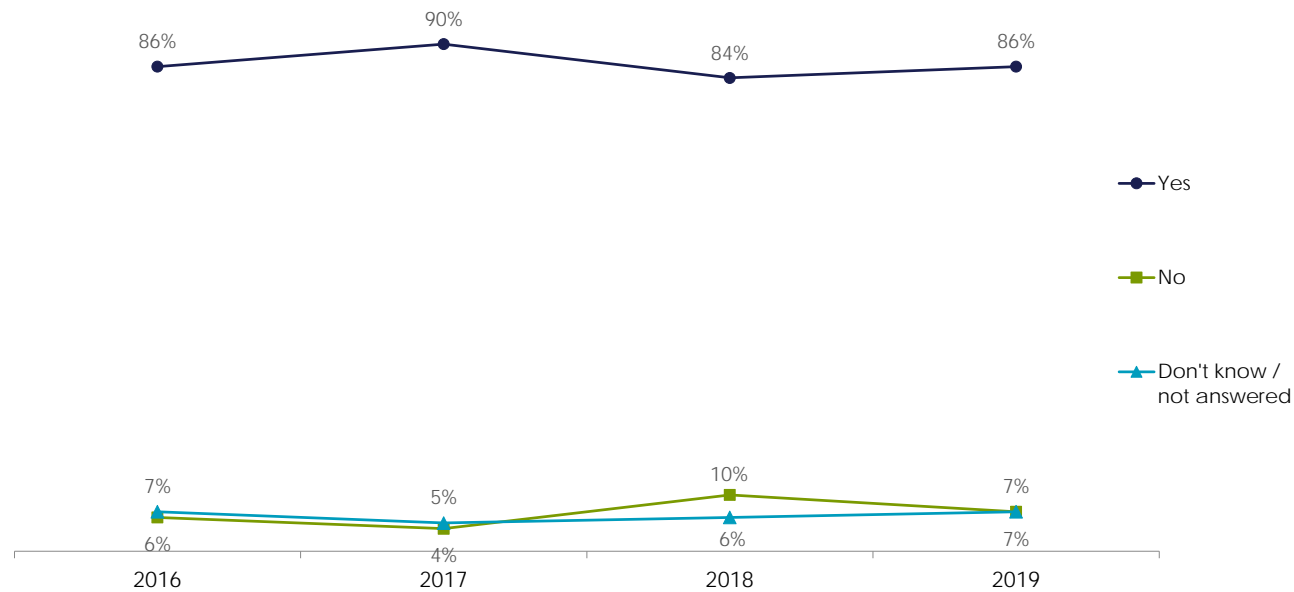
- Compared to the overall proportion of 94 percent of recent migrants in 2019, the following groups were more likely to have a *written employment agreement*:
 - From the source countries India (99%) or the Philippines (98%)
 - Skilled Principal visa holders (98%)
 - Those who had been living in New Zealand for between two and five years (98%).

- Compared to the overall proportion of 94 percent of recent migrants in 2019, the following groups were less likely to have a *written employment agreement*:
 - Aged under 25 (89%)
 - Those who had been living in New Zealand for up to one year (89%).

Treated Fairly

The proportion of recent migrants in 2019 who *felt their employer was treating them fairly* was 86%; this is a lower result than that recorded in 2017 (90%), but higher than the 2018 survey result (84%) (see Figure 10).

Figure 10: Treated Fairly by Employer, 2016-2019



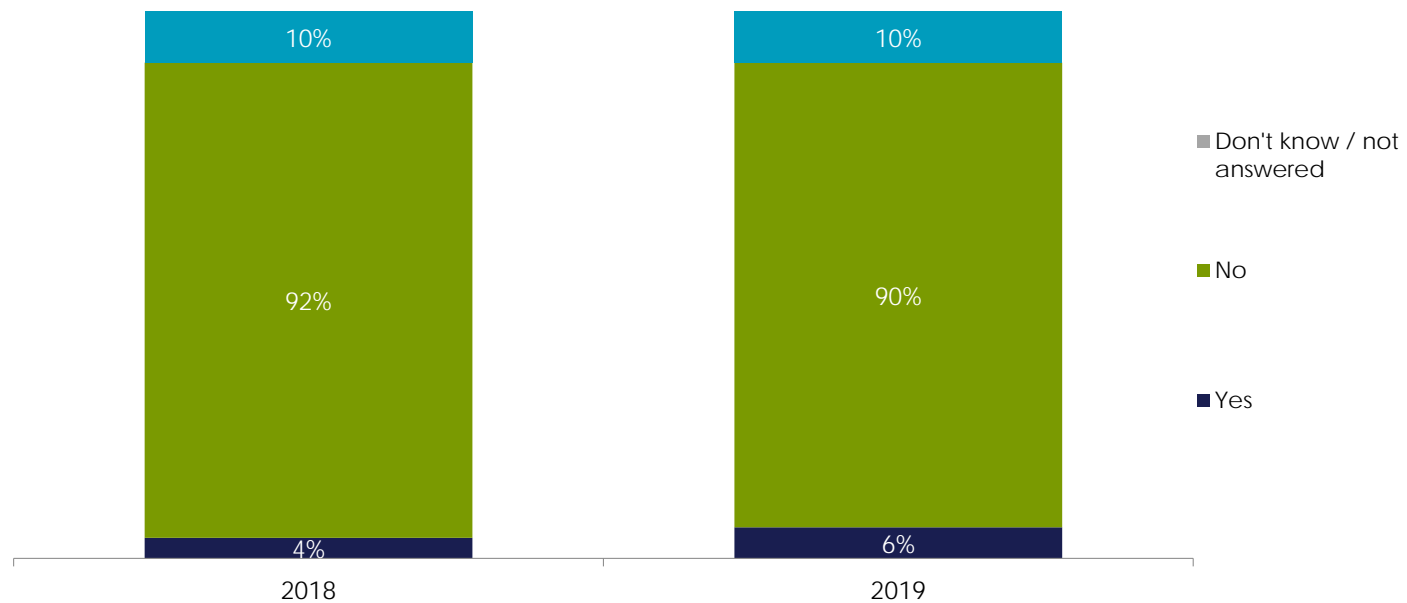
Q. Do you think your employer is treating you fairly in your main paid job?
(Note: This question was asked in the survey for the first time in 2016.)

- Compared to the overall proportion of seven percent of recent migrants in 2019, those aged under 25 years (10%) were more likely to answer *no*, indicating they felt their employer was treating them unfairly.

Ever Felt Threatened by Employers' Behaviour

The proportion of recent migrants in 2019 who said they *have felt threatened by their employers' behaviour* has increased from four percent in 2018 to six percent in 2019 (see Figure 11).

Figure 11: Ever Felt Threatened by Employers' Behaviour, 2018, 2019



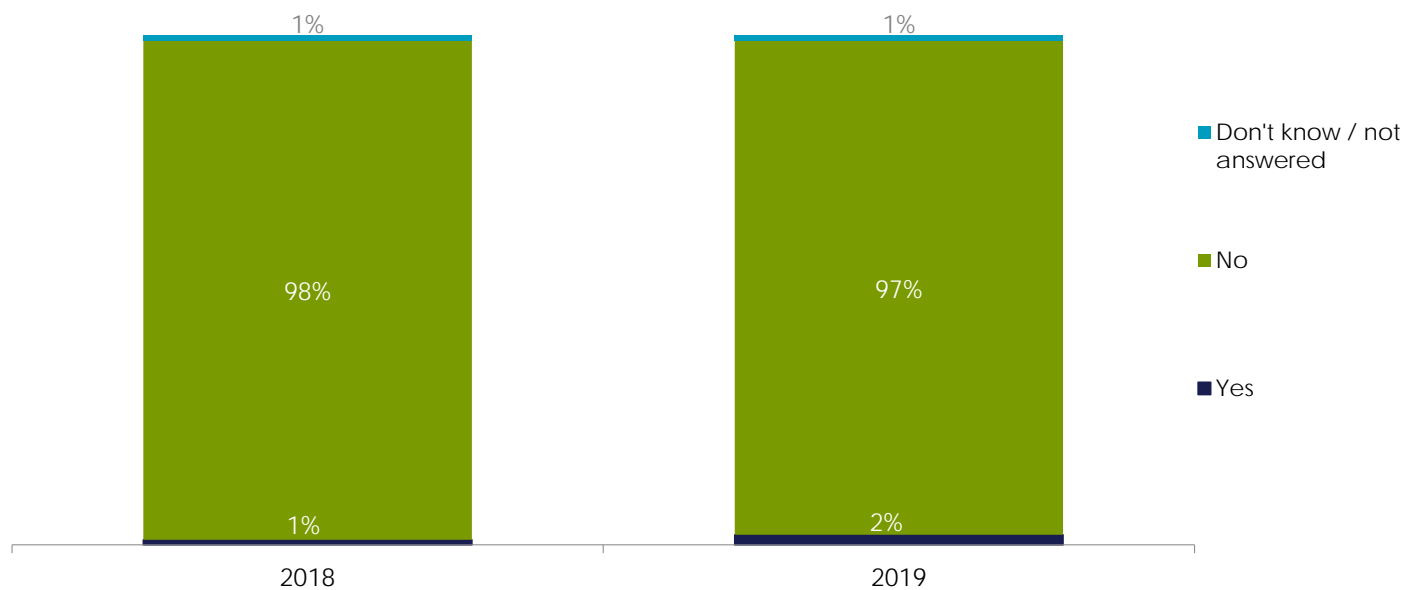
Q. Have you ever felt threatened by your current employer's behaviour?
(Note: This question was asked in the survey for the first time in 2018).

- There were no significant differences in the type of recent migrants in 2019 who were more or less likely to say they have *felt threatened* by their employer's behaviour.

Employer Ever Asked or Expected Money to Get or Keep Job

The proportion of recent migrants who said their *employer had asked or expected them to pay money to get or keep their job* has increased from one percent in 2018 to two percent in 2019 (see Figure 12).

Figure 12: Employer Ever Asked or Expected You to Pay Money to Get or Keep Job, 2018, 2019



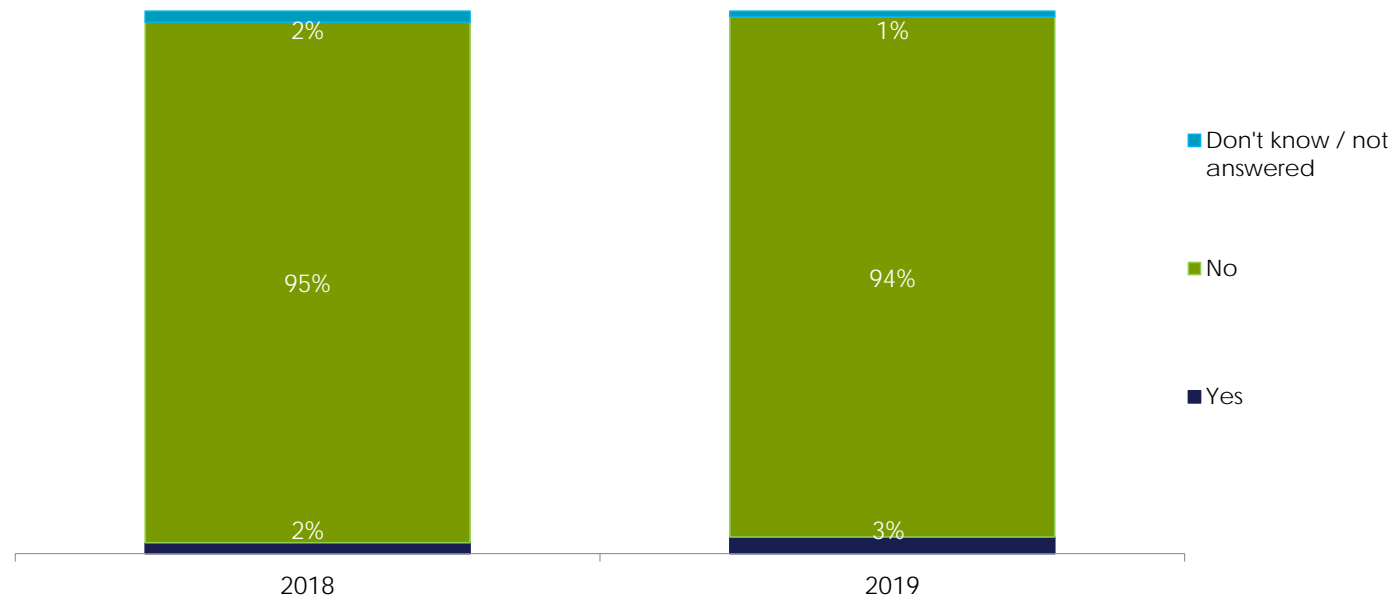
Q. Has your current employer ever asked or expected you to pay money to get or keep your job?
(Note: This question was asked in the survey for the first time in 2018).

- Compared to the overall proportion of two percent of recent migrants in 2019, the following groups were more likely to say their employer had asked or expected them to pay money to get or keep their job:
 - From the source country India (4%)
 - Those who had been living in New Zealand for five years or more (5%).

Employer Ever Held Back, or Threatened to Hold Back, Entitlements

The proportion of recent migrants who said their *employer had held back, or threatened to hold back, entitlements like holiday pay or sick leave* has increased from two percent in 2018 to three percent in 2019 (see Figure 13).

Figure 13: Employer Ever Held Back, or Threatened to Hold Back, Entitlements, 2018, 2019



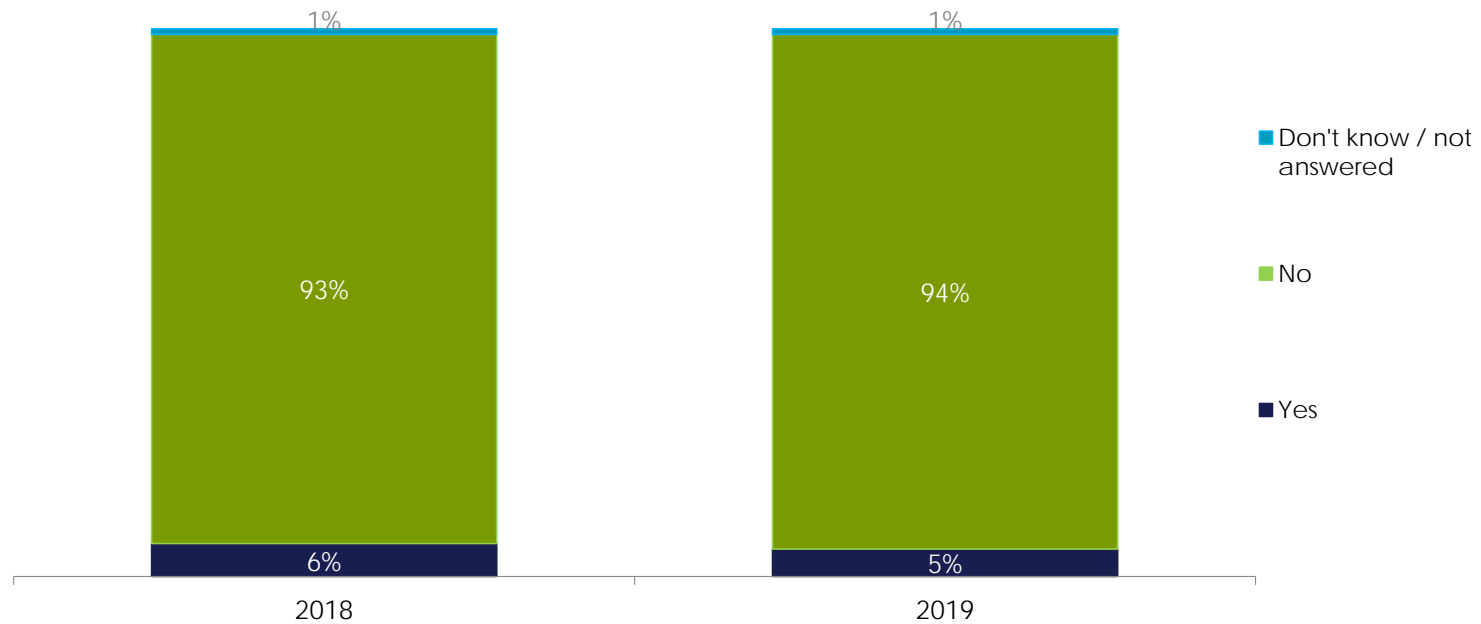
Q. Has your current employer ever held back, or threatened to hold back, entitlements like holiday pay or sick leave?
(Note: This question was asked in the survey for the first time in 2018).

- Compared to the overall proportion of three percent of recent migrants in 2019, the following groups were more likely to say their employer had *held back, or threatened to hold back, entitlements like holiday or sick pay*:
 - Aged under 25 years (7%).

Ever Contacted Someone for Help with Working Conditions

The proportion of recent migrants in 2019 who had *contacted someone for help with their working conditions* (5%) is similar to the 2018 result of six percent.

Figure 14: Ever Contacted Someone for Help with Working Conditions, 2018, 2019



Q. Has your current employer ever held back, or threatened to hold back, entitlements like holiday pay or sick leave?
(Note: This question was asked in the survey for the first time in 2018).

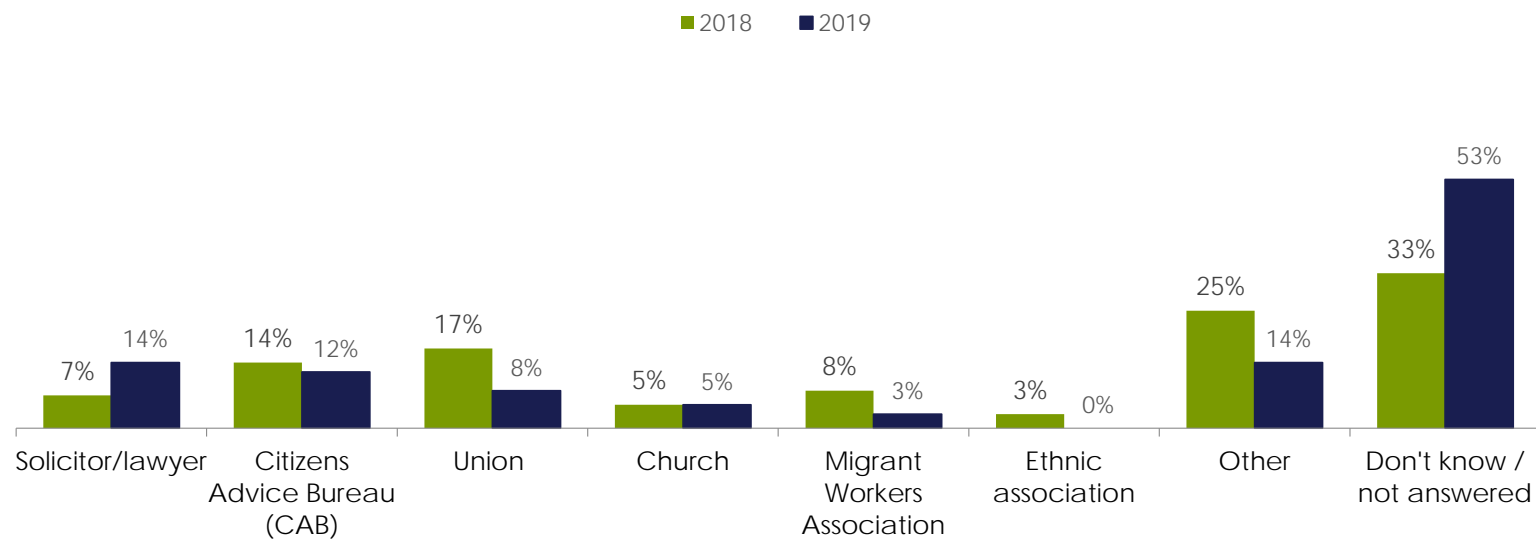
- There were no significant differences in the type of recent migrants in 2019 who were more or less likely to *have contacted someone for help* with their working conditions.

Who Migrants Contacted for Help with Working Conditions

Recent migrants who said that they had approached someone for help with their working conditions were asked who they had contacted. In 2019, the most common person or organisation contacted for help was a *solicitor/lawyer* (14%) followed by *Citizens Advice Bureau* (12%) (see Figure 15).

Due to the small sample who answered this question in 2019 (N=88) there are no statistically significant differences between the 2018 and 2019 survey results. There are also no statistically significant differences across migrant groups.

Figure 15: Who Contacted for Help with Working Conditions, 2018, 2019



Q. Who did you contact? (Base: 2018 N=195; 2019 N=88).
(Note: This question was asked in the survey for the first time in 2018).

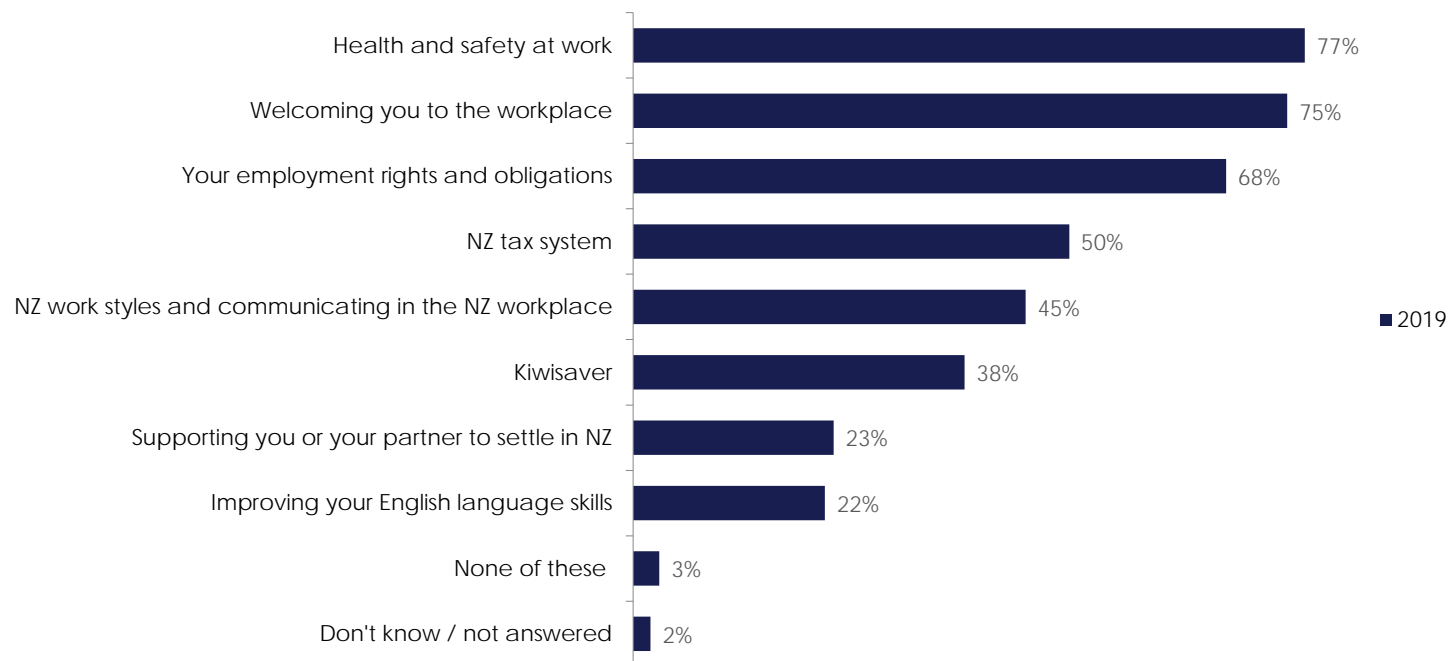
3.8 Support Provided by Employer

In 2019, the most common information/support provided by employers to recent migrants related to *health and safety* (77%), *welcoming them to the workplace* (75%) and their *employment rights and obligations* (68%) (see Figure 16).

Only around a fifth received support from their employer on *improving their English skills* (22%) or *helping them or their partner to settle in New Zealand* (23%).

2019 was the first time this question was asked in the survey so no comparisons to previous survey years can be provided.

Figure 16: Information/Support Provided by Employer, 2019



Q. Has your current employer provided you with information on, or support with, the following areas?
(Note: This question was asked in the survey for the first time in 2019).

- Compared to the overall proportion of 77 percent of recent migrants in 2019, the following groups were more likely to say their employer had provided them with information on, or support with, *health and safety at work*:
 - From the source countries India (83%) or the Philippines (87%)
 - Those who had been living in New Zealand for five years or more (85%).

- Compared to the overall proportion of 75 percent of recent migrants in 2019, the following groups were more likely to be say their employer had provided them with information on, or support with, *welcoming them to the workplace*:
 - Females (78%)
 - From the source country China (87%)
 - Skilled Principal visa holders (81%).

- Compared to the overall proportion of 68 percent of recent migrants in 2019, the following groups were more likely to say their employer had provided them with information on, or support with, *employment rights and obligations*:
 - From the the source country Philippines (80%)
 - Living in the South Island (excluding Canterbury region) (75%).

- Compared to the overall proportion of 50 percent of recent migrants in 2019, the following groups were more likely to say their employer had provided them with information on, or support with, the *New Zealand tax system*:
 - Aged under 25 (59%)
 - From the source countries India (64%) or China (66%)
 - Skilled Secondary visa holders (57%)
 - Those who had been living in New Zealand for five years or more (58%).

- Compared to the overall proportion of 45 percent of recent migrants in 2019, the following groups were more likely to say their employer had provided them with information on, or support with, *New Zealand work styles and communicating in the New Zealand workplace*:
 - From the source countries India (57%), China (64%) or the Philippines (54%)
 - Those who had been living in New Zealand for two to five years (50%) or five years or more (51%).

- Compared to the overall proportion of 38 percent of recent migrants in 2019, the following groups were more likely to say their employer had provided them with information on, or support with, *Kiwisaver*:
 - Skilled Principal (76%), Skilled Secondary (82%) and Family Partnership (72%) visa holders
 - Living in Auckland (44%) or Wellington (48%) regions.
 - Those who had been living in New Zealand for two to five years (46%) or five years or more (50%).

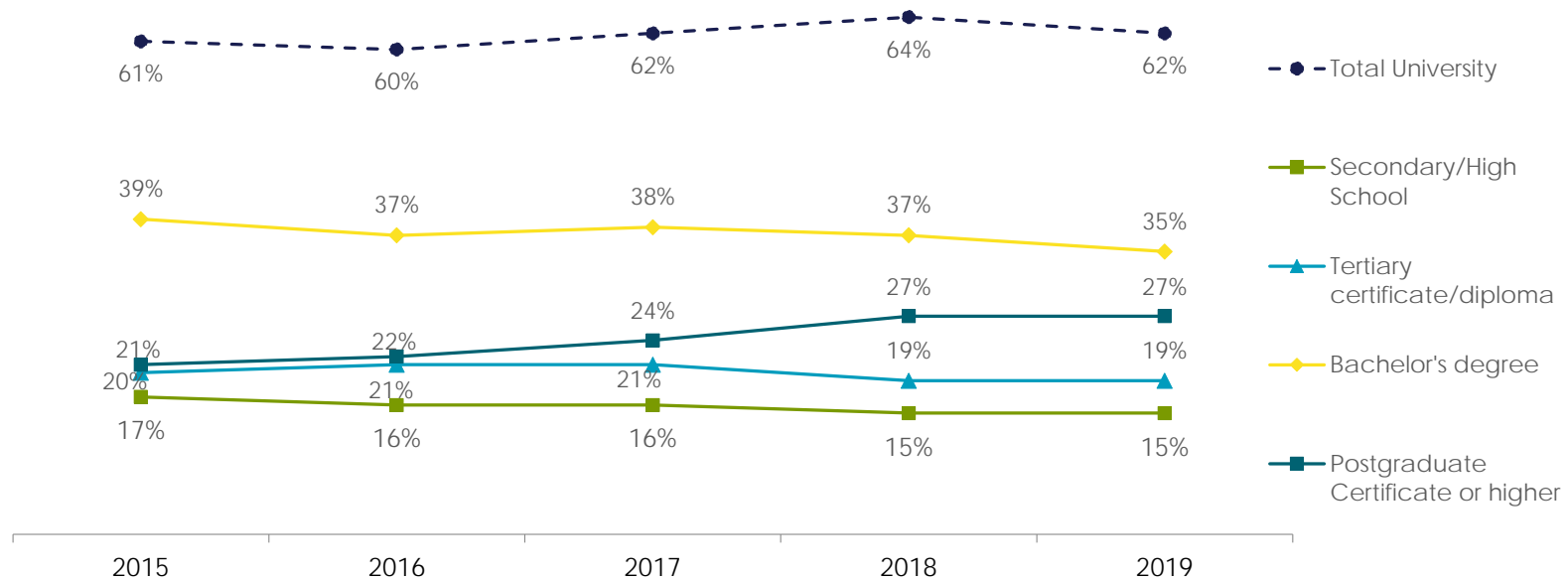
- Compared to the overall proportion of 23 percent of recent migrants in 2019, the following groups were more likely to say their employer had provided them with information on, or support with, *supporting you or your partner to settle in New Zealand*:
 - Males (27%)
 - Those who had been living in New Zealand for two to five years (27%) or five years or more (28%).
- Compared to the overall proportion of 22 percent of recent migrants in 2019, the following groups were more likely to say their employer had provided them with information on, or support with, *improving their English language skills*:
 - From the source countries India (35%) or China (33%)
 - Those who had been living in New Zealand for two to five years (26%) or five years or more (27%).

3.9 Skills & Qualifications

In 2019, 62 percent of recent migrants held a university qualification. Thirty-five percent had a *Bachelor's degree*, and 27 percent a *postgraduate certificate or higher*. For 19 percent, a *tertiary certificate/diploma* was their highest completed educational qualification and for 15 percent *high school* was their highest qualification (see Figure 17).

The proportion of recent migrants who have a university qualification has remained fairly stable over time but there has been an increase in those with *postgraduate qualifications* (up from 21% in 2015 to 27% in 2019). Correspondingly there has been a decrease in migrants with a *Bachelor's degree* qualification (down from 39% in 2015 to 35% in 2019).

Figure 17: Highest Completed Educational Qualification, 2015-2019



Q. What is your highest completed educational qualification?

- Compared to the overall proportion of 62 percent of recent migrants in 2019, the following groups were more likely to have a *university* qualification:
 - Females (66%)
 - Aged 25 to 39 (67%) or aged 30 to 39 (69%)
 - From the source countries of India (70%), China (72%) and the Philippines (69%)
 - Skilled Principal visa holders (85%)
 - Living in the Wellington region (74%)
 - Those who had been living in New Zealand for between two and five years (68%).

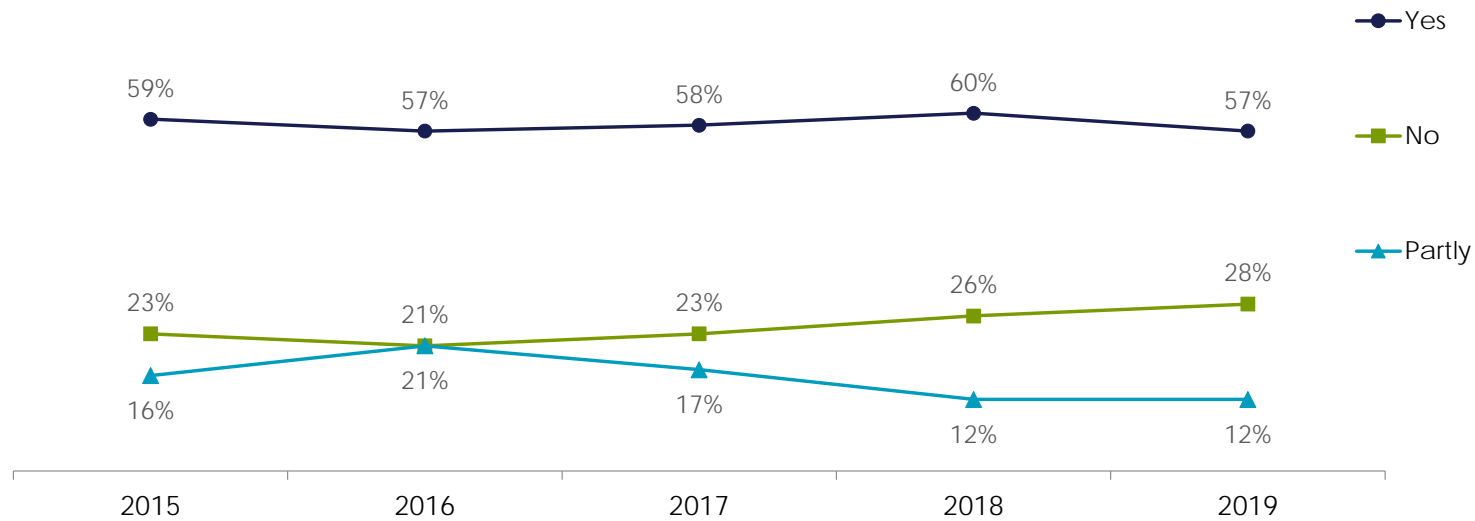
- Compared to the overall proportion of 19 percent of recent migrants in 2019, the following groups were more likely to have a *tertiary certificate/diploma* qualification:
 - Males (22%)
 - Family Parent visa holders (33%)
 - Those who had been living in New Zealand for five years or more (29%).

- Compared to the overall proportion of 15 percent of recent migrants in 2019, the following groups were more likely to have a *secondary/high school* qualification:
 - Aged under 25 years (31%)
 - From the source country Great Britain (28%)
 - Family Parent visa holders (29%)
 - Living in the South Island (excluding Canterbury) (20%)
 - Those who had been living in New Zealand for up to one year (22%).

In 2019, 57 percent of recent migrants working for a wage or salary said their current role in their main job *matches the skills and qualifications they have*.

The proportion who said *yes* their skills and qualifications match their job has remained fairly stable over time but the proportion saying *no* is showing an increasing trend since 2017, up from 23% to 28% in 2019. The proportion saying 'partly' (12%) has decreased compared to 2015 (16%), 2016 (21%) and 2017 (17%) (see Figure 18).

Figure 18: Does Current Role Match Skills & Qualifications, 2015-2019



Q. Does your current role in your main job (paid or unpaid) match the skills and qualifications that you have?
(Note: This question was only asked of salary/wage workers).

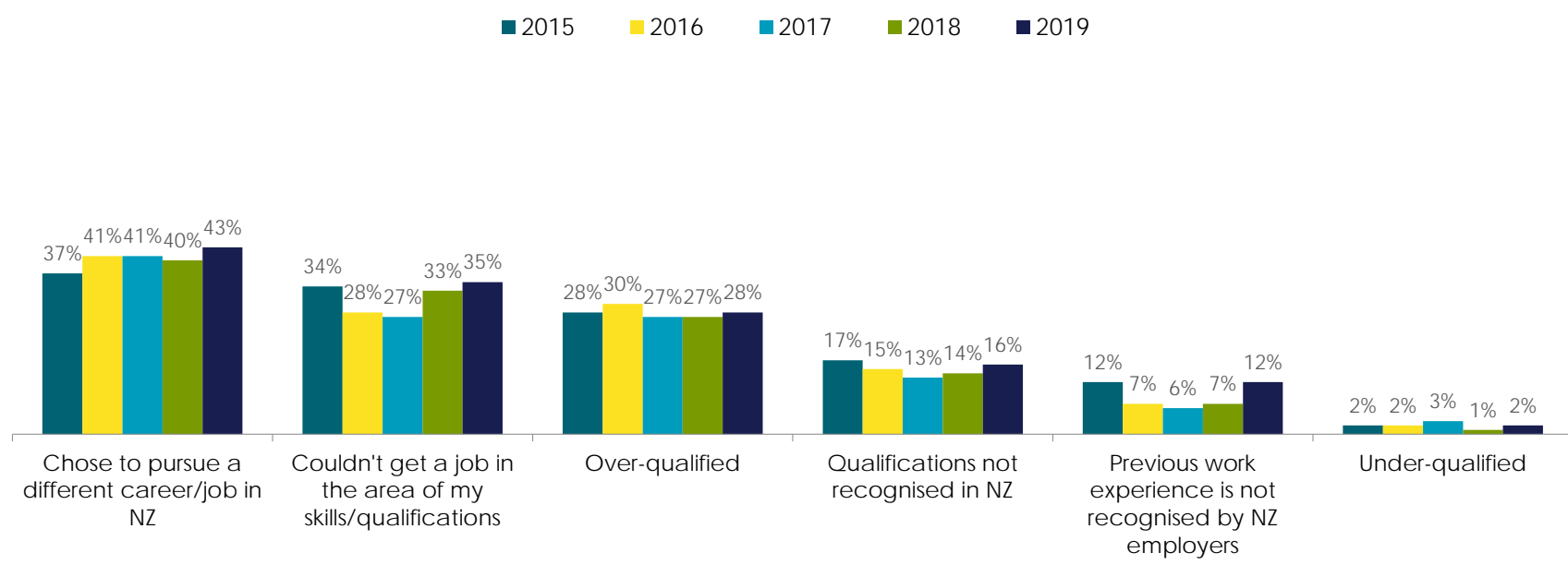
- Compared to the overall proportion of 57 percent of recent migrants in 2019, the following groups were more likely to say their main job *matches* their skills and qualifications:
 - Males (63%)
 - Aged 40 to 49 (67%)
 - From the source countries of India (68%) or the Philippines (70%)
 - Living in the Auckland region (63%)
 - Skilled Principal visa holders (88%)
 - Those who had been living in New Zealand for two to five years (65%) or five years or more (66%).
- Compared to the overall proportion of 12 percent of recent migrants in 2019, the following groups were more likely to say their main job *partly matches* their skills and qualifications:
 - Skilled Secondary (18%) or Family Partnership (17%) visa holders.
- Compared to the overall proportion of 28 percent of recent migrants in 2019, the following groups were more likely to say their main job *does not match* their skills and qualifications:
 - Females (32%)
 - From the source country Great Britain (38%)
 - Those who had been living in New Zealand for up to one year (39%).

In 2019, the key reasons given for why a recent migrant's current role does not match their skills and qualifications were because they *chose to pursue a different career* (43%), they *couldn't get a job in the area of their skills/qualifications* (35%) or because they are *over-qualified for their current job* (28%) (see Figure 19).

The proportion who *couldn't get a job in the area of their qualifications* was higher in 2019 (35%) than in 2016 (28%) and 2017 (27%).

The proportion of recent migrants who said their *previous work experience is not recognised* by New Zealand employers was higher in 2019 than in 2016, 2017 and 2018.

Figure 19: Why Role Doesn't Match Skills & Qualifications, 2015-2019
(Reasons included are those with proportions 2% and over in 2019)



Q. What are the reasons why your job does not match your skills and qualifications?

- Compared to the overall proportion of 43 percent of recent migrants in 2019, the following groups were more likely to say they *chose to pursue a different career/job in New Zealand*:
 - From the source country Great Britain (56%).

- Compared to the overall proportion of 28 percent of recent migrants in 2019, the following groups were more likely to say they *were over-qualified for their current role*:
 - From the source countries China (39%) or Great Britain (38%)
 - Living in the Wellington region (45%).

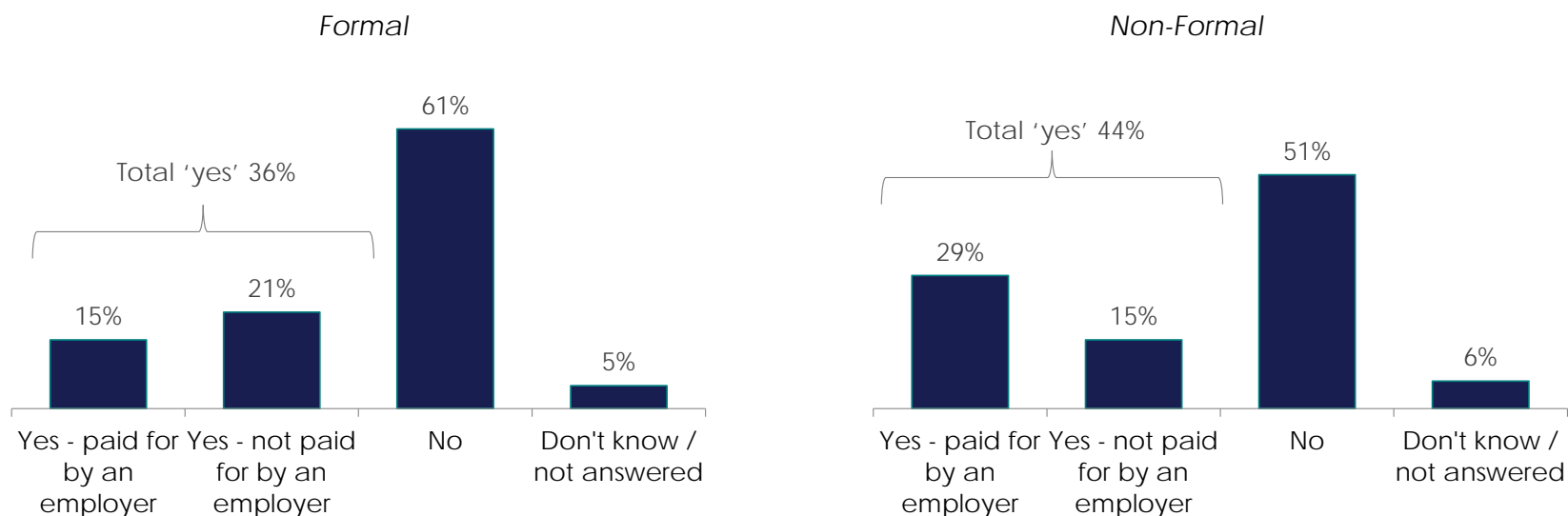
- Compared to the overall proportion of 16 percent of recent migrants in 2019, the following groups were more likely to say their *qualifications are not recognised* in New Zealand:
 - Aged 40 to 49 (32%)
 - Living in the North Island (excluding Auckland and Wellington regions) (28%).

- Compared to the overall proportion of 12 percent of recent migrants in 2019, the following groups were more likely to say their *previous work experience is not recognised by New Zealand employers*:
 - Aged 40 to 49 (27%)
 - From the source country India (27%)
 - Living in the Auckland region (17%).

3.10 Education & Training

In 2019, just over a third of recent migrants (36%) said they had undertaken *formal education or training* while in New Zealand. A higher proportion (44%) said they had undertaken *non-formal training*, for instance on-the-job training or community training courses (see Figure 20).

Figure 20: Received Formal or Non-Formal Training, 2019



Q. Have you received any **FORMAL** education or training in New Zealand? Formal education and training leads to nationally recognised qualifications.

Q. Have you received any **NON-FORMAL** education or training in New Zealand? Non-formal education and training can include on-the-job or community based online or in-person courses, workshops and classes that do not lead to nationally recognised qualifications.

(Note: The format of this question was changed in 2019 therefore no comparisons with previous surveys are possible).

- Compared to the overall proportion of 36 percent of recent migrants in 2019, the following groups were more likely to say they had undertaken *formal training*:
 - Males (40%)
 - Aged 40 to 49 (42%)
 - From the source countries of India (47%), China (55%) or the Philippines (56%)
 - Skilled Principal visa holders (59%)
 - Living in the Auckland region (41%)
 - Those who had been living in New Zealand for two to five years (45%) or five years or more (59%).

- Compared to the overall proportion of 44 percent of recent migrants in 2019, the following groups were more likely to say they had undertaken *non-formal training*:
 - From the source country Great Britain (53%)
 - Skilled Principal visa holders (60%)
 - Living in the Wellington region (50%)
 - Those who had been living in New Zealand five years or more (50%).

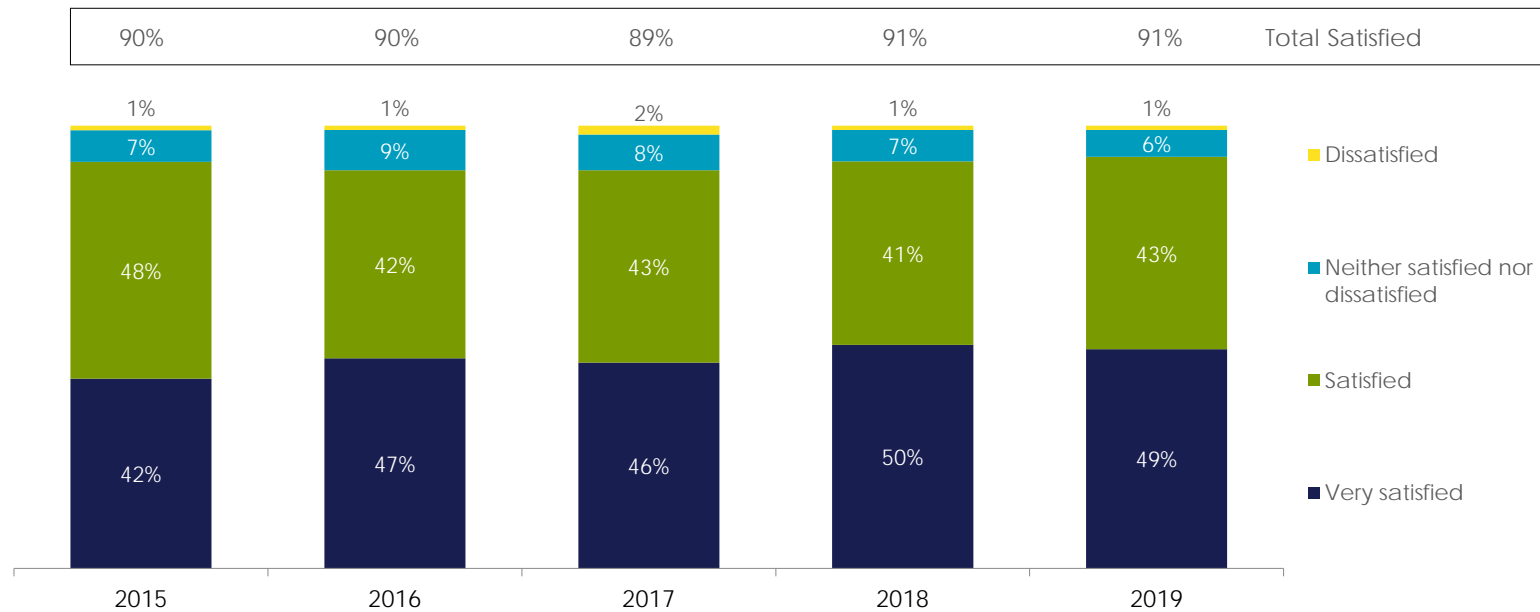
4.0 Life in New Zealand

4.1 Satisfaction with Life in NZ

In 2019, 91 percent of recent migrants said they were *very satisfied* or *satisfied* with living in New Zealand.

The total proportion satisfied has remained fairly stable since 2015 at around 9 in 10 recent migrants (see Figure 21).

Figure 21: Satisfaction with Life in New Zealand, 2015-2019



Q. Overall, how satisfied or dissatisfied are you with living in New Zealand?

(Note: 'Very dissatisfied' and 'Don't know/not answered' responses are not shown in the graph but are less than 1% for all survey years).

- Compared to the overall proportion of 49 percent of recent migrants in 2019, the following groups were more likely to be *very satisfied* with life in New Zealand:
 - From the source country Great Britain (64%)
 - Living in the South Island (excluding Canterbury region) (58%).

- Compared to the overall proportion of 43 percent of recent migrants in 2019, the following groups were more likely to say were *satisfied* with life in New Zealand:
 - From the source country China (70%)
 - Skilled Principal visa holders (49%).

- Compared to the overall proportion of six percent of recent migrants in 2019, the following groups were more likely to say they were *neither satisfied nor dissatisfied* with living in New Zealand:
 - From the source countries India (11%) or China (14%)
 - Living in the Auckland region (8%)
 - Living in New Zealand between two and five years (9%).

- Compared to the overall proportion of one percent of recent migrants in 2019, the following groups were more likely to say they were *dissatisfied or very dissatisfied*² with living in New Zealand:
 - From the source country India (5%)
 - Living in New Zealand for five years or more (6%).

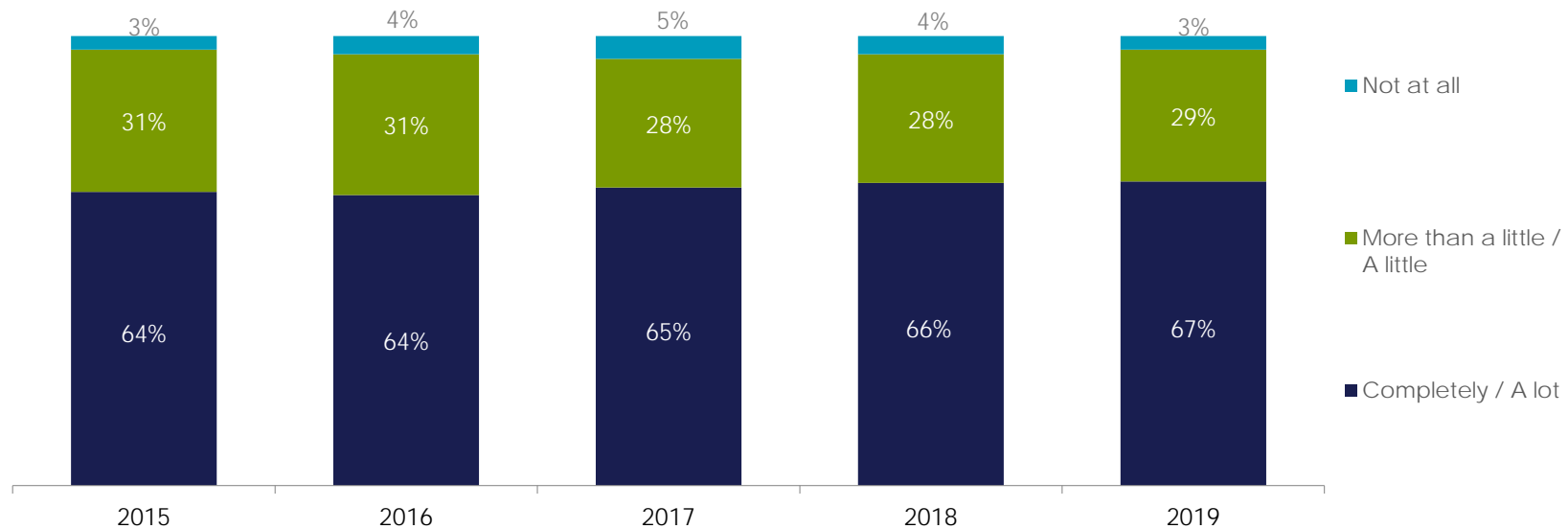
² *Dissatisfied* and *very dissatisfied* were aggregated due to the small proportion of migrants who selected these options.

4.2 Sense of Belonging

In 2019, just over two thirds (67%) of recent migrants felt that New Zealand was their home, either *completely* or *a lot*. This proportion is statistically significantly higher than in 2016 (64%) (see Figure 22).

The proportion who said *not at all* (3%) is similar to all previous years other than 2017, where the result was statistically significantly higher at five percent.

Figure 22: Feel Like New Zealand is Home, 2015-2019



Q. When people have been in a new country for a while, they can start to feel like it is their home. Do you feel that New Zealand is your home?
(Note: 'Don't know' and not answered responses are not shown in the graph but is 2% or less in all years).

- Compared to the overall proportion of 67 percent of recent migrants in 2019, the following groups were more likely to say New Zealand feels *completely or a lot* like home:
 - Aged 40 to 49 (78%)
 - From the source countries India (75%) or Philippines (80%)
 - Skilled Secondary (73%) or Family Partnership (76%) visa holders
 - Living in the North Island (excluding Auckland and Wellington regions (72%)
 - Those who had been living in New Zealand for five years or more (77%).

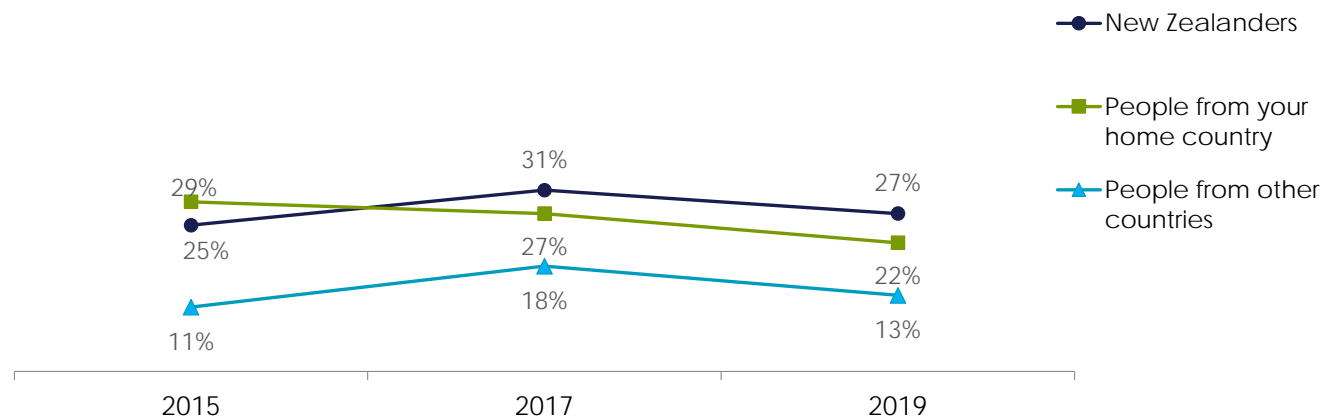
- Compared to the overall proportion of 3 percent of recent migrants in 2019, the following groups were more likely to say New Zealand feels *not at all* like home:
 - Aged over 50 (8%).

4.3 Friends in New Zealand

In 2019, 27 percent of recent migrants said *all* or *most* of their friends in New Zealand are New Zealanders. This result is statistically significantly lower than measured in the 2017 survey (31%) (see Figure 23).

There is a decreasing trend in migrants for whom *most* of their friends in New Zealand are from their home country (down from 29% in 2015 to 22% in 2019). The proportion in 2019 who said *all* or *most* of their friends are from other countries is also lower than in 2017 (13% compared to 18%).

Figure 23: Friends in New Zealand, 2015, 2017, 2019
(Total All + Most)



Q. How many of your friends in New Zealand are...?
(Note: This question was only asked in alternate years).

- Compared to the overall proportion of 27 percent of recent migrants in 2019, the following groups were more likely to say *all* or *most* of their friends in New Zealand are *New Zealanders*:
 - Aged under 25 (36%) or over 50 years (37%)
 - From the source country Great Britain (39%)
 - Family Partnership visa holders (38%)
 - Living in the North Island (excluding Auckland and Wellington regions) (35%).

- Compared to the overall proportion of 22 percent of recent migrants in 2019, the following groups were more likely to say *all* or *most* of their friends in New Zealand are *people from their home country*:
 - From the source countries China (50%) or the Philippines (47%)
 - Skilled Secondary visa holders (29%), Family Parent visa holders (56%)
 - Living in the Auckland region (26%)
 - Those who had been living in New Zealand between two and five years (26%).

- Compared to the overall proportion of 13 percent of recent migrants in 2019, the following groups were more likely to say *all* or *most* of their friends in New Zealand are *people from other countries*:
 - Aged 25 to 29 (16%)
 - Living in South Island (excluding Canterbury) (19%).
 - Those who had been living in New Zealand for up to one year (18%).

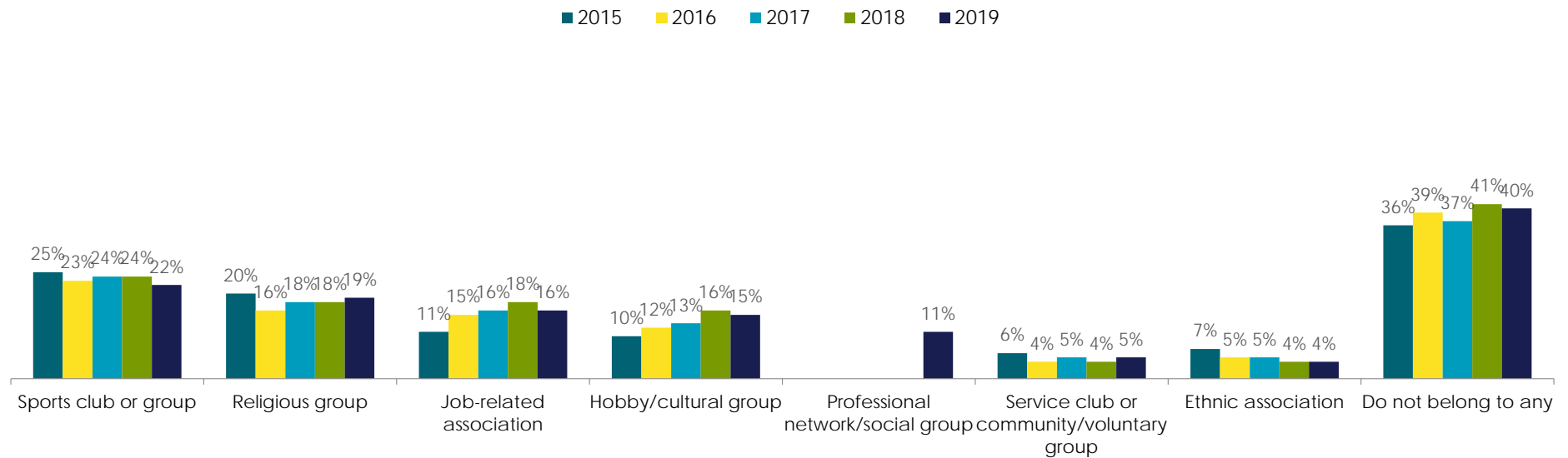
4.4 Group and Club Participation

In 2019, 60 percent of recent migrants said they belonged to at least one group or club (see Figure 24). The proportion of recent migrants who said they didn't belong to any groups or clubs was 40 percent in 2019; this result is higher than 36 percent in 2015 and 37 percent in 2017.

Membership of the various types of groups and clubs has remained fairly stable, with only some small variations over survey years. *Job related associations* and *hobby/cultural groups* both showed growth from 2016 to 2018 but this growth has halted in 2019.

Membership of ethnic associations shows a small decreasing trend over time, down from seven percent in 2015 to four percent in 2019.

Figure 24: Groups and Clubs Belong To, 2015-2019
(4% or more shown only)



Q. Which groups or clubs do you belong to?
(Note: Professional network/social group was a new response category added in 2019).

- Compared to the overall proportion of 40 percent of recent migrants in 2019, the following groups were more likely to say they did not belong to a group or club:
 - Females (44%)
 - From the source country China (50%)
 - Living in New Zealand for up to one year (52%).
- Compared to the overall proportion of 22 percent of recent migrants in 2019, the following groups were more likely to belong to a *sports group or club*:
 - Males (28%)
 - From the source country Great Britain (34%)
 - Skilled Principal visa holders (28%).
- Compared to the overall proportion of 19 percent of recent migrants in 2019, the following groups were more likely to belong to a *religious group*:
 - Aged 30 to 39 (24%) or aged 40 to 49 (40%)
 - From the source countries India (32%) or the Philippines (36%)
 - Skilled Secondary visa holders (31%)
 - Living in the Auckland region (24%)
 - Those who had been living in New Zealand between two and five years (27%).
- Compared to the overall proportion of 16 percent of recent migrants in 2019, the following groups were more likely to belong to a *job-related association*:
 - From the Philippines (22%)
 - Skilled Principal visa holders (28%).
- Compared to the overall proportion of 15 percent of recent migrants in 2019, the following groups were more likely to belong to a *hobby or cultural club/group*:
 - From the source country Great Britain (27%).

- Compared to the overall proportion of 11 percent of recent migrants in 2019, the following groups were more likely to belong to a *professional network or social group*:
 - Males (14%)
 - Aged 30 to 39 (14%)
 - Skilled Principal visa holders (21%)
 - Living in Auckland region (15%)
 - Had been living in New Zealand for five years or more (14%).

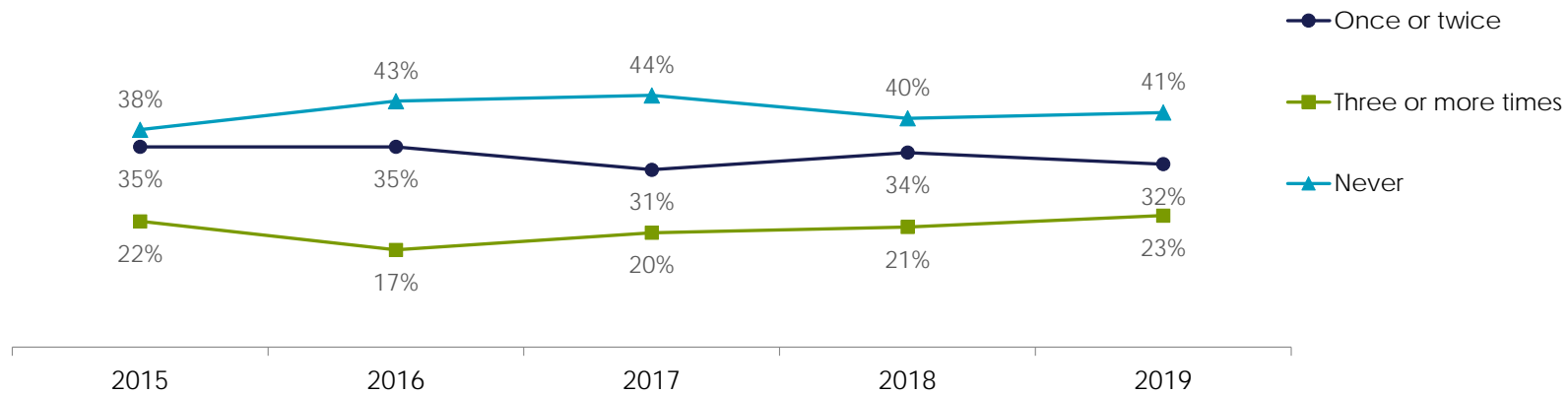
- Compared to the overall proportion of four percent of recent migrants in 2019, the following groups were more likely belong to an *ethnic association*:
 - Aged 40 plus (9%)
 - From the source countries China (9%) or the Philippines (7%)
 - Skilled Principal (9%), Skilled Secondary (7%), Family Partnership (6%) or Family Parent (18%) visa holders
 - Had been living in New Zealand for between two and five years (5%) or five years or more (7%).

4.5 Treated Fairly

In 2019, just under a third of recent migrants (32%) said they felt they had been treated unfairly *once or twice* and under a quarter (23%) said they had been treated unfairly *three or more times* (see Figure 25).

These results show a small amount of variation over time but the proportion of recent migrants who said they have *never* been treated unfairly has remained fairly consistent at around four in ten.

Figure 25: How Often Felt Have Been Treated Unfairly, 2015 – 2019



Q. Since coming to New Zealand, how often have you felt that someone was treating you unfairly because you came from overseas?
(Note: 'Yes – three or more times' is a combination of the options 'three or four times' and 'five or more times'.
Results will not add to 100% as the small proportion of 'don't know' responses and 'not answered' are not shown).

- Compared to the overall proportion of 41 percent of recent migrants in 2019, the following groups were more likely to have *never* experienced being treated unfairly because they come from overseas:
 - Aged 40 plus (54%)
 - From the source country Great Britain (56%)
 - Family Parent visa holders (64%)
 - Those who had been living in New Zealand for up to one year (51%) or one to two years (51%).

- Compared to the overall proportion of 32 percent of recent migrants in 2019, the following groups were more likely to have experienced being treated unfairly *once or twice*:
 - Skilled Principal visa holders (38%).

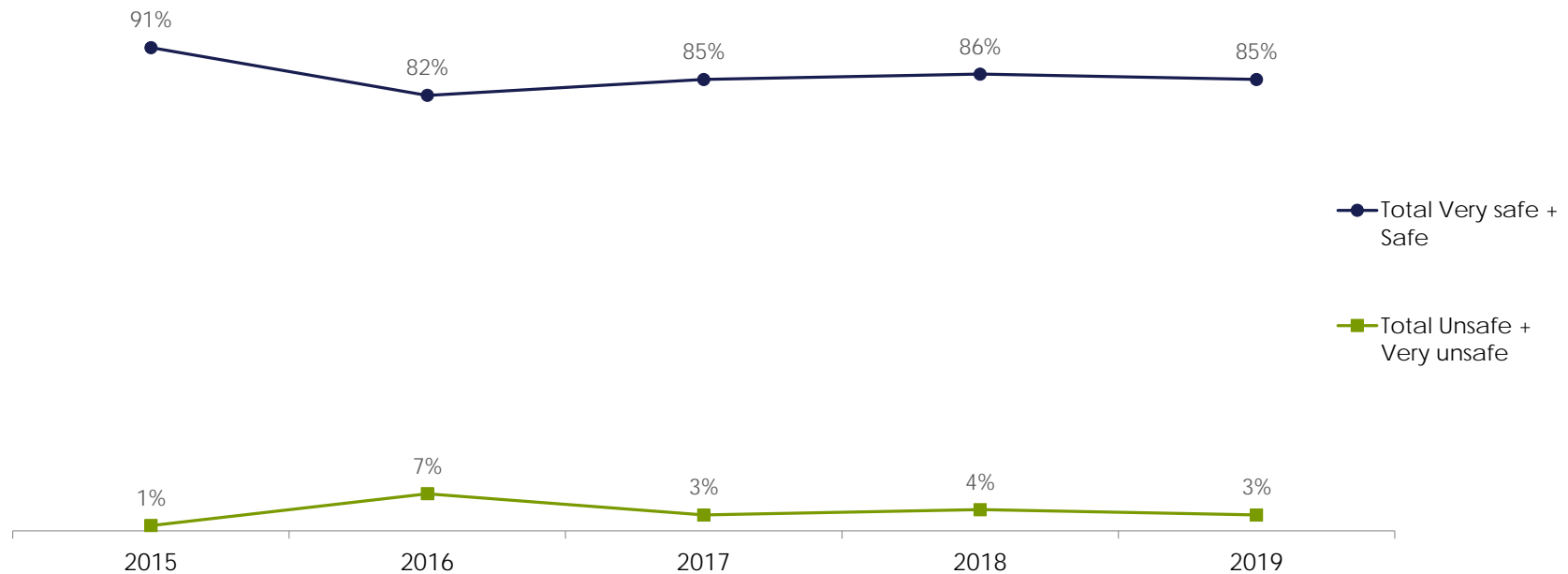
- Compared to the overall proportion of 23 percent of recent migrants in 2019, the following groups were more likely to have experienced being treated unfairly *three or more times*:
 - Aged 25 to 29 (27%)
 - From the source country China (32%)
 - Skilled Principal (29%) or Family Partner visa holders (28%)
 - Those who had been living in New Zealand for two to five years (27%) or five years or more (34%).

4.6 Feeling Safe from Crime

In 2019, 85 percent of recent migrants felt either *safe* or *very safe* from crime in New Zealand. This result has remained stable since 2017 but is statistically significantly lower than that measured in the 2015 survey (91%) (see Figure 26).

Three percent of recent migrants said they felt *unsafe* or *very unsafe* in 2019. This result is similar to the 2017 and 2018 results but is statistically significantly higher than measured in 2015 (1%) and lower than measured in 2016 (7%).

Figure 26: How Safe Feel in NZ, 2015 – 2019



Q. Thinking only about crime in New Zealand, how safe or unsafe do you feel in New Zealand?

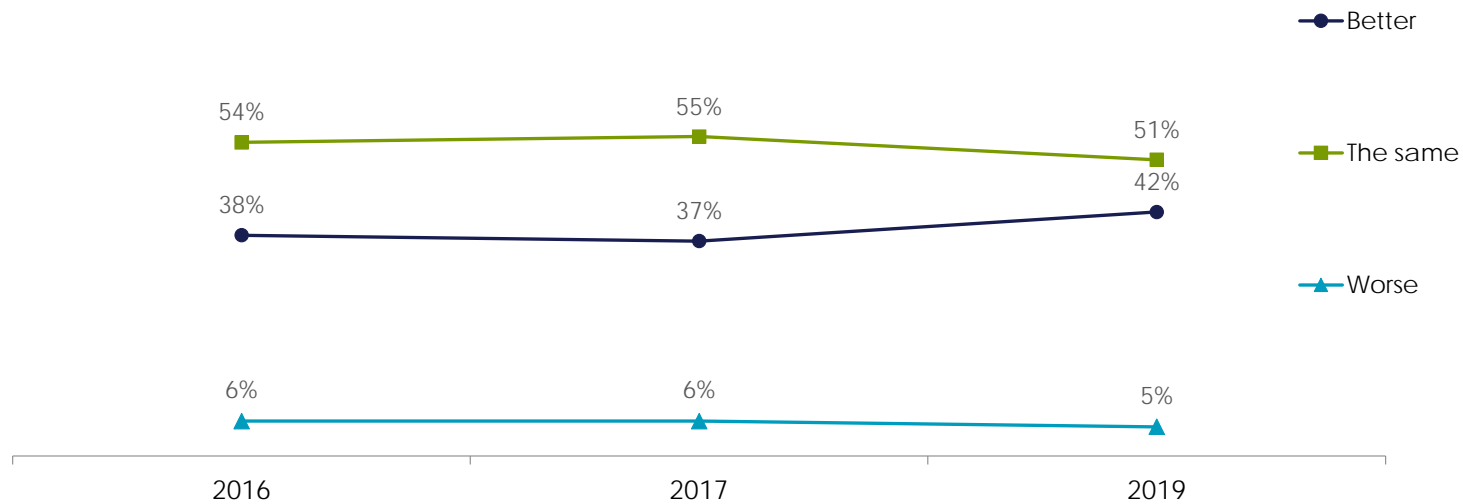
- Compared to the overall proportion of 85 percent of recent migrants in 2019, the following groups were more likely say they feel *safe/very safe* from crime in New Zealand:
 - From the source country Great Britain (91%)
 - Living in the Wellington region (91%)
 - Living in the South Island (excluding Canterbury region) (97%)
 - Those who had been living in New Zealand for up to one year (92%).
- Compared to the overall proportion of three percent of recent migrants in 2019, the following groups were more likely to say they feel *unsafe/very unsafe* from crime in New Zealand:
 - From the source country China (7%)
 - Skilled Principal (8%), Skilled Secondary (6%) or Family Partnership (6%) visa holders.

4.7 Health

In 2019, 42 percent of recent migrants said their health was *better* since coming to New Zealand. This is higher than in both the 2017 (37%) and 2016 (38%) surveys (see Figure 27).

Just five percent said their health was *worse* and the remainder (51%) said it was the *same*. In 2019 the proportion saying their health was the *same* was lower than measured in 2017 (55%).

Figure 27: Is Health Better, Same or Worse, 2016, 2017, 2019



Q. Would you say your health is better, the same, or worse than it was before you came to New Zealand?

(Note: This question was not included in the 2015 or 2018 surveys. Results shown do not add to 100% as 'don't know' responses and 'not answered' are not shown).

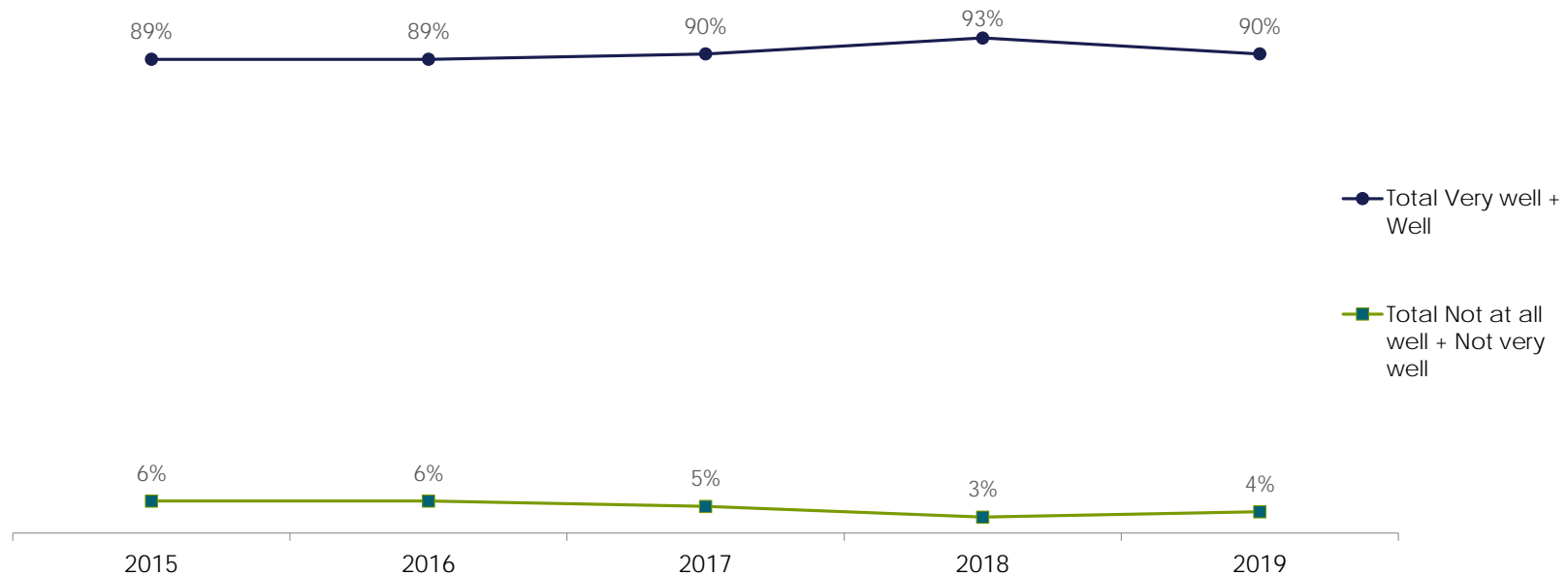
- Compared to the overall proportion of 42 percent of recent migrants in 2019, the following groups were more likely to say their health is *better* than what it was before they came to New Zealand:
 - Male (48%)
 - From the source countries India (49%) or China (55%)
 - Living in the North Island (excluding Auckland/Wellington) (50%).
- Compared to the overall proportion of five percent of recent migrants in 2019, the following groups were more likely to say their health was *worse* than what it was before they came to New Zealand:
 - Family Partnership visa holders (8%)
 - Those who had been living in New Zealand for five or more years (8%).

4.8 English Ability

In 2019, 90 percent of recent migrants said they can have a conversation about everyday things in English either *well* or *very well*. This proportion has remained unchanged over the past five years other than a slightly higher result in 2018 of 93 percent (see Figure 28).

Four percent in 2019 answered *not very well* or *not at all well*. This proportion is statistically significantly lower than the six percent result measured in 2015 and 2016 but is similar to more recent 2017 and 2018 results.

Figure 28: How Well Can Have a Conversation About Everyday Things in English, 2015 – 2019



Q. How well can you have a conversation about everyday things in English?
(Note: 'Neither/nor' responses account for the remaining percentages).

- Compared to the overall proportion of 90 percent of recent migrants in 2019, the following groups were more likely to say they could have a conversation about everyday things in English *very well* or *well*:
 - Aged under 30 (94%)
 - From the source countries India (97%), Philippines (95%) or Great Britain (99%)
 - Skilled Principal visa holders (97%)
 - Living in Wellington (96%).

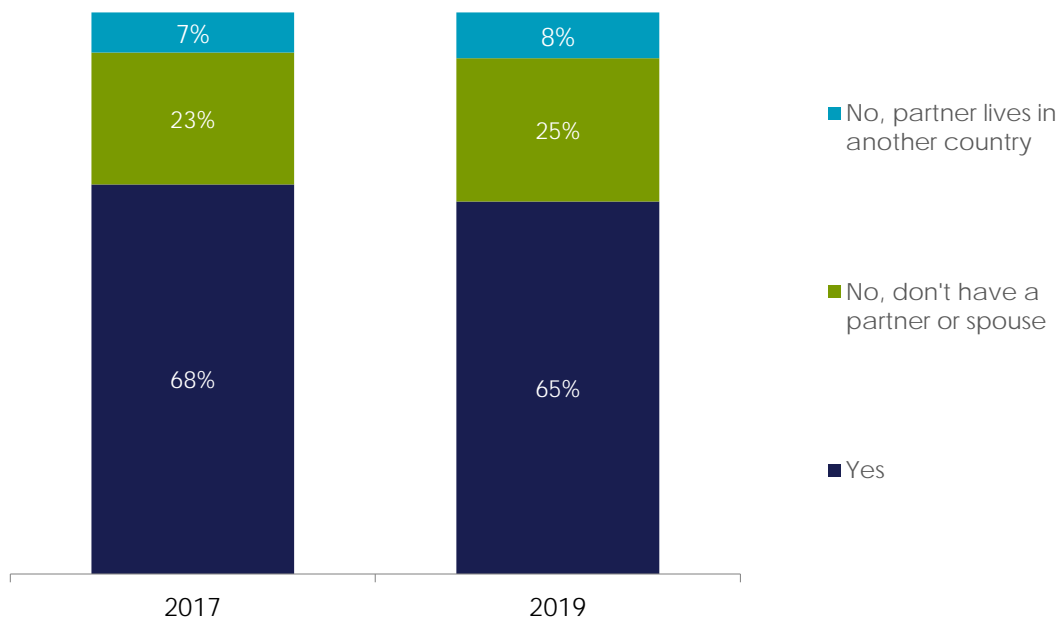
- Compared to the overall proportion of four percent of recent migrants in 2019, the following groups were more likely to say they speak conversational English *not at all well* or *not very well*:
 - Aged over 50 years (22%)
 - From the source country China (19%)
 - Family Partnership (6%) or Family Parent (56%) visa holders.

4.9 Partner Living in New Zealand

In 2019, 65 percent of recent migrants said they currently had a partner or spouse living in New Zealand (see Figure 29). This result is a statistically significant decrease from the 2017 result of 68 percent.

In 2019, four in ten migrants (40%) with a partner or spouse living in New Zealand had been with this partner for *five years or more*. A quarter had been with their partner *two years or less*. Results are similar to 2017, with just a small increase in those who had been with their partner for *two to three years* (14% in 2019, up from 12%).

Figure 29: Have a Partner or Spouse Living in New Zealand, 2017, 2019



Q. Do you currently have a partner or spouse who is living in New Zealand?

(Note: This question was only asked in the 2017 and 2019 surveys. 'Would rather not say' responses have been excluded from the graph but are 2% or less in both survey years).

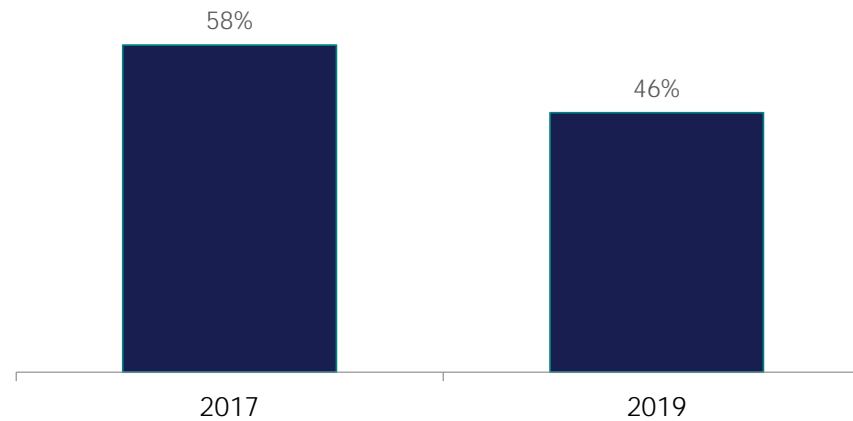
- Compared to the overall proportion of 65 percent of recent migrants in 2019, the following groups were more likely to have a partner or spouse *living in New Zealand*:
 - Females (72%)
 - Secondary Skilled visa holders (93%)
 - Family Partner visa holders (95%)
 - Those living in Auckland (71%), Canterbury (71%) or Other North Island regions (71%)
 - Those who had been living in New Zealand for two to five years (73%).

- Compared to the overall proportion of eight percent of recent migrants in 2019, the following groups were more likely to have a partner or spouse *living outside New Zealand*:
 - Male (13%)
 - Aged 40 years plus (12%)
 - From the source country Philippines (20%)
 - Those who had been living in New Zealand for less than one year (12%).

- In 2019, four in ten migrants (40%) with a partner or spouse living in New Zealand had been with this partner for five years or more. A quarter had been with their partner two years or less. Results are similar to 2017, with just a small increase in those who had been with their partner for two to three years (14% in 2019, up from 12%).

In 2019, just under half of recent migrants (46%) had a partner or spouse who is a New Zealand citizen or resident (see Figure 30). This result is a statistically significant decrease from the 2017 result of 58 percent.

Figure 30: Is Partner/Spouse a NZ Citizen or Resident, 2017, 2019
(% Yes)



Q. Is your partner/spouse a New Zealand citizen or resident?
(Note: This question was included in the survey in 2017 and 2019 only).

- Compared to the overall proportion of 46 percent of recent migrants in 2019, the following groups were more likely to have a partner or spouse who is a NZ citizen or resident:
 - Females (54%)
 - Aged under 25 years (55%) or aged 50 plus (64%)
 - From Great Britain (57%)
 - Skilled Principal visa holders (66%), Skilled Secondary visa holders (91%), Family Partner visa holders (99%), Family Parent visa holders (87%)
 - Those who had been living in New Zealand for five years or more (52%).

5.0 Expectations of Life in New Zealand

In 2019, aspects of life in New Zealand recent migrants were most likely to say were **better** than they expected were: *our clean, green environment* (61% of migrants), *being made to feel welcome* (49%) and *feeling safe from crime* (42%) (see Figure 31 overleaf).

A higher proportion of migrants in 2019 found their *ability to get a job* (32%, up from 26% in 2016) and the *level of salary or wages* (24%, up from 20% in 2016) better than expected.

Compared to 2016, there was a drop in the proportion of migrants in 2019 who found being *made to feel welcome* better than they expected (49% compared to 54%) and the *cost of living* better than expected (9% compared to 11%).

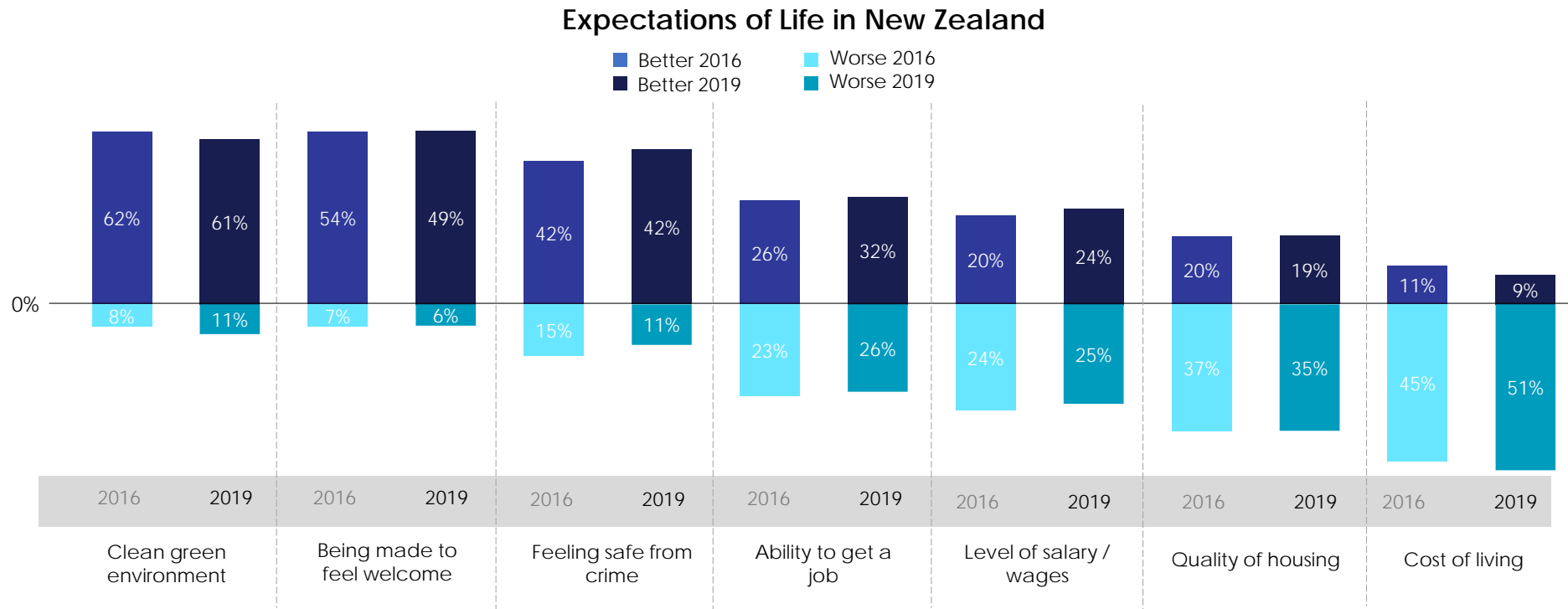
Aspects recent migrants were most likely to find **worse** than they expected were: *the cost of living* (51%) and *quality of housing* (35%).

A higher proportion of migrants in 2019 than in 2016 found the *cost of living* (51% up from 45%), *their ability to get a job* (26% up from 23%) and the *clean green environment* (11% up from 8%) worse than they expected.

There was a drop in the proportion of migrants who reported that *feeling safe from crime* was worse than they expected (11% vs 15%).

Aspects that were most likely to have **met** migrants' expectations were *level of salary or wages* (42%) and *feeling safe from crime* (42%). There has been an increase in 2019 in migrants who *feel safe from crime* (up from 36% in 2016 to 42%) and those who have been *made to feel welcome* (up from 32% in 2016 to 37%).

Figure 31: Aspects of New Zealand That Recent Migrants Found Better or Worse Than Expected, 2016, 2019



Q. Have you found each of the following things in New Zealand to be better, worse or about the same as what you expected? We are not asking you to compare New Zealand to your home country. We would like to know how New Zealand compares to the expectations you had of New Zealand before arriving. (Note: This question was asked in the 2016 and 2019 surveys only).

Clean, green environment

- Compared to the overall proportion of 61 percent of recent migrants in 2019, the following groups were more likely say they found the *clean, green environment* **better** than expected:
 - From source countries India (81%) or the Philippines (76%)
 - Those who had been living in New Zealand for between two and five years (65%).
- Compared to the overall proportion of 11 percent of recent migrants in 2019, the following groups were more likely to say they found the *clean, green environment* **worse** than expected:
 - From the source country Great Britain (17%)
 - Those who had been living in New Zealand for up to one year (18%).

Being made to feel welcome

- Compared to the overall proportion of 49 percent of recent migrants in 2019, the following groups were more likely to say they found *being made to feel welcome* **better** than expected:
 - From source countries Great Britain (59%) or the Philippines (56%)
 - Living in the South Island (outside of Canterbury) (56%).
 - Those who had been living in New Zealand for between one and two years (55%).
- Compared to the overall proportion of 6 percent of recent migrants in 2019, the following groups were more likely to say they found *being made to feel welcome* **worse** than expected:
 - From the source country China (14%)
 - Those who had been living in New Zealand for between two and five years (9%).

Feeling safe from crime

- Compared to the overall proportion of 42 percent of recent migrants in 2019, the following groups were more likely to say they found *feeling safe from crime* **better** than expected:
 - From the source country the Philippines (52%)
 - Living in Wellington (50%)
 - Living in the South Island (outside of Canterbury) (51%).

- Compared to the overall proportion of 11 percent of recent migrants in 2019, the following groups were more likely to say they found *feeling safe from crime worse* than expected:
 - From the source country China (39%)
 - Skilled Principal (18%), Skilled Secondary (17%) and Family Partnership (16%) visa holders
 - Living in the Auckland region (15%)
 - Those who had been living in New Zealand for five years or more (16%).

Ability to get a job

- Compared to the overall proportion of 32 percent of recent migrants in 2019, the following groups were more likely to say they found their *ability to get a job better* than expected:
 - From the source countries Philippines (33%) or Great Britain (43%)
 - Those who had been living in New Zealand for up to one year (39%).
- Compared to the overall proportion of 26 percent of recent migrants in 2019, the following groups were more likely to say they found their *ability to get a job worse* than expected:
 - Females (29%)
 - From the source countries of India (33%) or China (48%)
 - Skilled Secondary visa holders (35%)
 - Living in the Auckland region (31%)
 - Those who had been living in New Zealand for between two and five years (29%).

Level of salary or wages

- Compared to the overall proportion of 24 percent of recent migrants in 2019, the following groups were more likely to say they found the *level of salary or wages better* than expected:
 - From the source countries Philippines (40%).
- Compared to the overall proportion of 25 percent of recent migrants in 2019, the following groups were more likely to say they found the *level of salary or wages worse* than expected:
 - From the source country of China (41%)
 - Skilled Principal visa holders (34%)
 - Living in the South Island (outside of Canterbury) (31%).

Quality of housing

- Compared to the overall proportion of 19 percent of recent migrants in 2019, the following groups were more likely to say they found the *quality of housing* **better** than expected:
 - From source countries India (27%) or the Philippines (31%)
 - Family Parent visa holders (36%)
 - Living in the North Island (outside of Auckland or Wellington) (23%).
- Compared to the overall proportion of 35 percent of recent migrants in 2019, the following groups were more likely to say they found the *quality of housing* **worse** than expected:
 - From the source country Great Britain (56%)
 - Skilled Principal (48%), Skilled Secondary (43%) and Family Partnership visa holders (42%)
 - Living in Wellington region (54%)
 - Those who had been living in New Zealand for one to two years (42%).

Cost of living

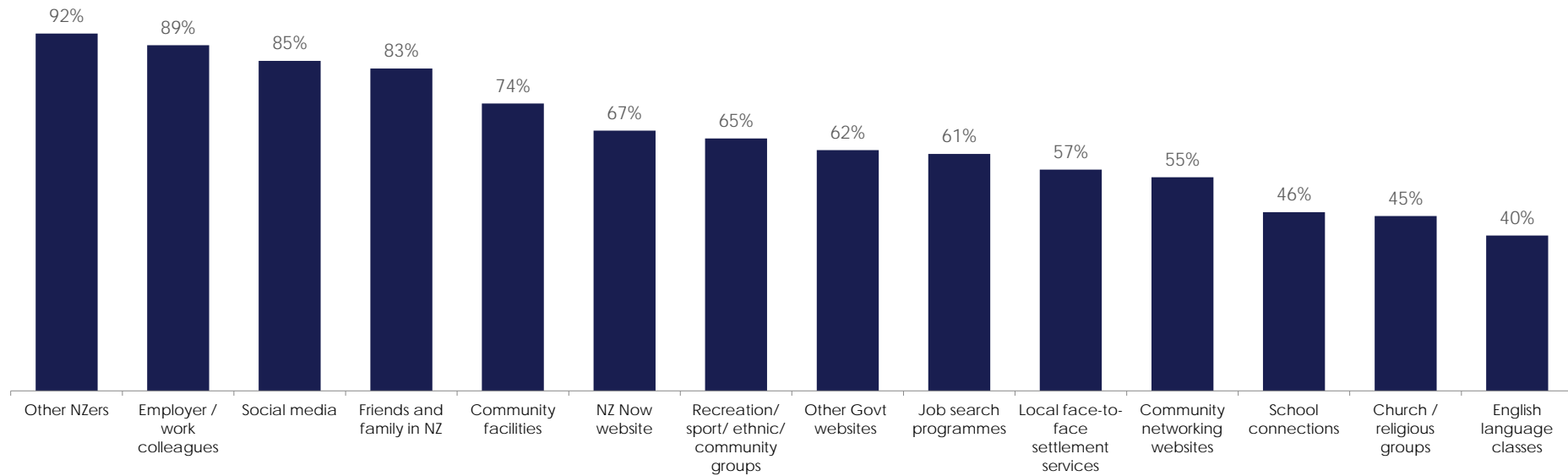
- Compared to the overall proportion of 9 percent of recent migrants in 2019, the following groups were more likely to say they found the *cost of living* **better** than expected:
 - Aged 40 to 49 (14%)
 - From the source country the Philippines (14%).
- Compared to the overall proportion of 51 percent of recent migrants in 2019, the following groups were more likely to say they found the *cost of living* **worse** than expected:
 - Aged 25 to 29 (56%)
 - From the source countries China (65%) or Great Britain (63%)
 - Skilled Principal (62%), Skilled Secondary (59%) and Family Partnership visa holders (59%)
 - Living in the Auckland region (56%).

6.0 Settlement Information

6.1 Information Sources Used

In 2019, the sources of information most used to help recent migrants settle in New Zealand were *other New Zealanders* (92% used this source) *employer/work colleagues* (89%), *social media* (85%) and *friends and family living in New Zealand* (83%) (see Figure 32).

Figure 32: Sources of Information Used, 2019
(% Who Used Each Source)



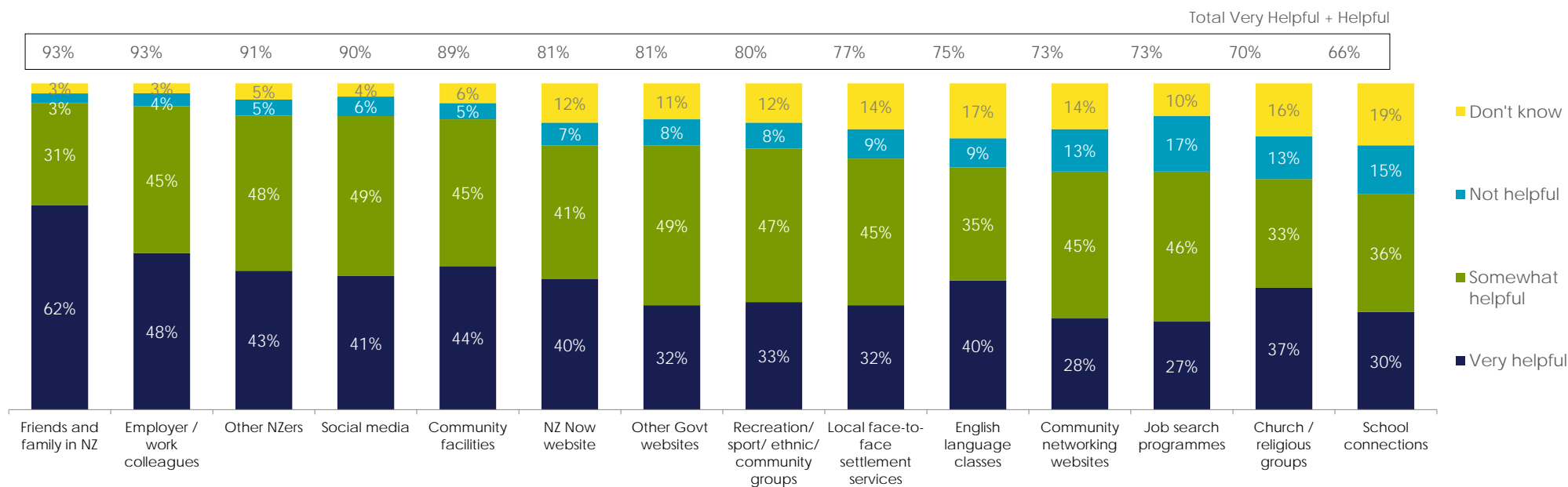
Q. How useful were each of the following information sources in helping you settle in New Zealand?

(Note: Results calculated as total migrants minus the % of migrants who answered 'did not use'. This question was asked for the first time in 2019).

6.2 Usefulness of Sources Used

In 2019, all sources of information were rated as being *very helpful* or *helpful* by two thirds or more of recent migrants who used them. The highest rated sources were *friends and family in New Zealand* (93% rated as *very helpful* or *helpful*), *employer/work colleagues* (93%) and *other New Zealanders* (91%). *Social media* (90%) and *community facilities such as libraries* were also rated highly. The source receiving the lowest helpfulness rating was *school connections* (66%) (see Figure 33).

Figure 33: Helpfulness of Information Sources, 2019

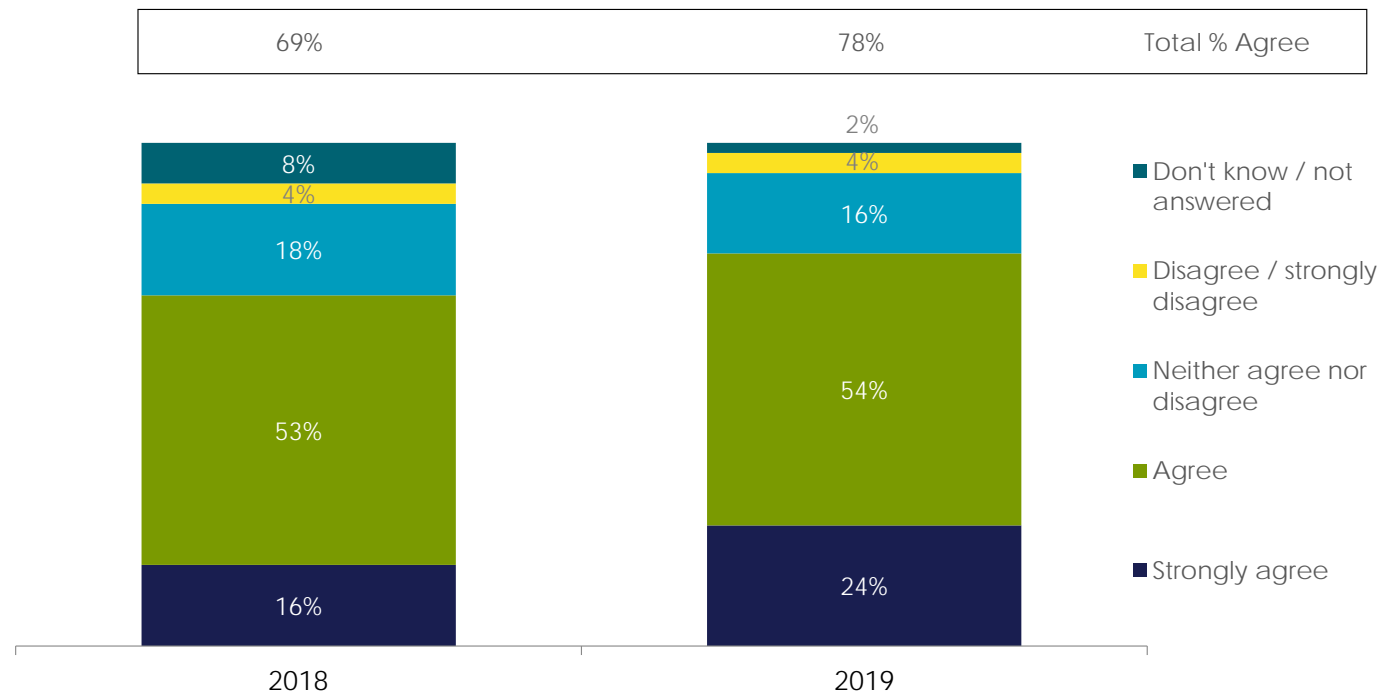


Q. How useful were each of the following information sources in helping you settle in New Zealand?
(Results exclude migrants who said they did not use each source)

6.3 Agreement New Zealand Supports Migrants' Information Needs

In 2019, 78 percent of recent migrants *agreed* or *strongly agreed* with the statement that *New Zealand supports migrants with the information and services they need*. This result has increased significantly from the 2018 result of 69 percent (see Figure 34).

Figure 34: Agreement NZ Supports Migrants Information Needs, 2018, 2019
(% rating as useful among those who used each information source)



Q. How much do you agree or disagree with the statement: New Zealand supports migrants with the information and services they need.

(Note: This question was only asked in the 2019 and 2019 surveys. 'Disagree' and 'strongly disagree' has been aggregated due to the low number of responses for these response categories).

- Compared to the overall proportion of 78 percent of recent migrants in 2019, the following groups were more likely to *agree/strongly agree* with the statement *New Zealand supports migrants with the information and services they need*:
 - From the source country the Philippines (89%)
 - Those who had been living in New Zealand for between one and two years (83%).
- Compared to the overall proportion of two percent of recent migrants in 2019, the following groups were more likely to *disagree* with the statement *New Zealand supports migrants with the information and services they need*:
 - Males (6%)
 - From the source country India (7%)
 - Those who had been living in New Zealand for five years or more (8%).

Appendix 1: Methodology

Migrants who are eligible for the survey are those on a work visa who were granted their visa or arrived in New Zealand at least six months prior to selection and those on a residence visa who were granted their visa or arrived in New Zealand at least 12 months prior to selection.

To meet the criteria for the target population migrants must:

- Be aged 18 years and older;
- Be admitted under the Skilled/Business residence stream (Principal and Secondary applicants), Family Residence Category (Partner and Parent) and Work Visa schemes; and
- Have been in New Zealand for less than five years.³

³ In reality, survey respondents include migrants who have been here more than five years (in 2019 these migrants amounted to 15% of respondents) because some migrants have held one or more visa prior to the one they currently hold. For example, migrants who are eligible for the survey because they have been granted a residence visa in the past 12 months may have previously held a work, student or visitor visa.

Response Rates

The unadjusted and adjusted response rates for the 2015 to 2019 surveys are shown in the table below.

Response Rates by Visa Type

Visa Type	2015	2016	2017	2018	2019
<i>Unadjusted response rates:</i>					
Skilled / Business Migrants (Principal Applicants)	31.6%	42.8%	48.7%	39.9%	33.2%
Skilled / Business Migrants (Secondary Applicants)	23.8%	31.0%	38.6%	24.4%	23.8%
Family (Partnership)	28.1%	36.5%	32.5%	34.6%	38.4%
Family (Parent)	17.4%	30.2%	26.9%	NA ⁴	33.8%
Work Visa	24.9%	32.3%	34.8%	35.9%	35.9%
- Essential Skills		38.4%	36.6%	39.4%	33.5%
- Working Holiday Scheme (WHS)		26.6%	28.8%	25.7%	26.4%
- Family		-	-	40.9%	41.6%
- Other Work		31.8%	39.5%	41.8%	39.0%
Overall unadjusted response rate	25.1%	34.1%	34.1%	36.2%	32.6%
Overall adjusted response rate⁵	28.3%	35.7%	39.4%	36.3%	34.5%

⁴ MBIE decided not to include the Parent category in the sampling in 2018 as there were decreasing numbers due to the temporary closure of the category.

⁵ The adjusted response rate is calculated excluding migrants who were not able to be contacted (i.e. due to an incorrect email and/or postal address details on the database).

Data Weighting

Each year's data has been weighted using assigned weights by stratified random sampling to match the actual migrant population by Visa Type and Region (ESANA⁶, North Asia, South Asia, South East Asia, UK/Irish Republic, Other). The table overleaf details the population figures used for each year's data set.

Statistical Significance

Weighted data tables were prepared for this report using Toolbox. The statistical significance testing used by Toolbox has been designed specifically for survey samples and to take into account the nuances of weighting, especially when using the Effective Sample Size option. A stratified sample may well have had extreme weights applied, especially if the sub-samples were not taken into consideration when determining the targets, so using effective bases for the test would be appropriate.

Toolbox does not have special handling for stratified samples. This is handled through appropriate weighting of each strata where weights are applied to balance the strata samples to population proportions.

Generally, weighting causes a decrease in the statistical significance of results, so Toolbox does have the option of using effective sample size in its significance tests. The effective sample size is an estimate of the equivalent sample size from an unweighted simple random sample.

We have not used the overlapping CI approach for significance testing as it can lead to misinterpretation. It is true that if there is no overlap between the confidence intervals then there is a significant difference. However, the converse is not true i.e. confidence intervals can overlap and still be significantly different. In other words, it is more conservative than applying a statistical test directly on the distribution of the differences.

Generally, it is better to perform a proportions test (chi-square) or t-test and use the p-value to determine if a difference is significant. This is the approach used in Toolbox.

⁶ ESANA = Europe, South Africa, and North America.

Population Figures Used to Weight Survey Data 2015 to 2019

2019									
Region of Origin	Skilled Principal	Skilled Secondary	Family Partner	Family Parent	Work - Essential Skills	Work - WHS	Work - Other	Total	
ESANA	1250	1145	1224	79	2767	20730	8464	35659	
North Asia	1620	1171	1174	433	1428	2215	8406	16447	
Other	385	306	479	10	1539	1109	2558	6386	
Pacific	130	123	585	41	746	0	1903	3528	
South Asia	2173	1133	1285	132	3449	0	15520	23692	
South East Asia	966	703	883	60	4379	797	6072	13860	
UK/Irish Republic	893	524	952	57	2038	7097	2845	14406	
Total	7417	5105	6582	812	16346	31948	45768	113978	

2018									
Region of Origin	Skilled Principal	Skilled Secondary	Family Partner	Family Parent	Work - Essential Skills	Work - WHS	Work - Other	Total	
ESANA	2162	1800	1587		2519	22091	6286	36445	
North Asia	2518	1559	1817		1284	2021	5845	15044	
Other	641	454	582		1261	868	1698	5504	
Pacific	331	288	861		853	0	1383	3716	
South Asia	3389	1507	1770		2671	0	8901	18238	
South East Asia	1966	1227	1122		3589	795	4594	13293	
UK/Irish Republic	1614	895	1201		1979	7219	2416	15324	
Total	12621	7730	8940		14156	32994	31123	107564	

2017									
Region of Origin	Skilled Principal	Skilled Secondary	Family Partner	Family Parent	Work - Essential Skills	Work - WHS	Work - Other	Total	
ESANA	2264	1596	1685	307	2698	22948	6188	37686	
North Asia	2911	1647	1984	2633	1261	2262	7522	20220	
Other	703	462	626	65	1170	1210	1606	5842	
Pacific	474	377	1186	389	919	0	1553	4898	
South Asia	4258	1689	1963	654	2078	0	9713	20355	
South East Asia	1969	1237	1268	296	2897	807	4316	12790	
UK/Irish Republic	1904	954	1432	342	2176	7365	2484	16657	
Total	14483	7962	10144	4686	13199	34592	33382	118448	

2016									
Region of Origin	Skilled Principal	Skilled Secondary	Family Partner	Family Parent	Work - Essential Skills	Work - WHS	Work - Other	Total	
ESANA	1723	1232	1260	548	2493	20725	5535	33516	
North Asia	2103	1245	1518	2643	1313	1906	7520	18248	
Other	594	379	508	67	989	1391	1393	5321	
Pacific	374	299	1015	341	996	0	1668	4693	
South Asia	3210	1247	1427	597	2175	0	7907	16563	
South East Asia	1495	899	959	271	2573	850	3607	10654	
UK/Irish Republic	1724	900	1074	660	1980	6779	2243	15360	
Total	11223	6201	7761	5127	12519	31651	29873	104355	

2015									
Region of Origin	Skilled Principal	Skilled Secondary	Family Partner	Family Parent	Work - Essential Skills	Work - WHS	Work - Other	Total	
ESANA	1732	1206	1542	600	2080	2161	21908	31229	
North Asia	1965	1099	1776	2835	1209	2043	6248	17175	
Other	587	365	567	62	787	793	1586	4747	
Pacific	420	349	1205	344	893	1220	544	4975	
South Asia	2968	1121	1425	465	1861	2564	2989	13393	
South East Asia	1427	825	1076	268	2249	1556	2008	9409	
UK/Irish Republic	1903	1022	1219	704	2118	1315	7539	15820	
Total	11002	5987	8810	5278	11197	11652	42822	96748	

Appendix 2: Demographic Profile of Migrants

Weighted Percentages

		2015	2016	2017	2018	2019
Gender	Male	43%	48%	47%	46%	42%
	Female	57%	52%	53%	54%	58%
Age Group	Under 25	4%	13%	13%	12%	12%
	25-29 years	21%	33%	32%	33%	33%
	30 to 39 years	43%	31%	33%	38%	40%
	40 to 49 years	15%	11%	12%	12%	10%
	50 years plus	18%	13%	10%	4%	5%
Visa Type	Residence – Skilled Principal	21%	18%	19%	19%	17%
	Residence – Secondary Skilled	16%	13%	15%	11%	13%
	Residence – Family Partner	19%	18%	15%	18%	20%
	Residence – Family Parent	12%	8%	7%	-	2%
	Work – Essential Skills	10%	18%	16%	18%	15%
	Work – WHS	4%	12%	12%	11%	13%
	Work – Family	11%	6%	9%	13%	13%
	Work – Other	8%	8%	7%	10%	8%
Time in NZ	Less than 1 year	9%	18%	14%	11%	12%
	1 year to less than 2 years	17%	21%	24%	19%	16%
	2 years to less than 5 years	55%	47%	48%	52%	50%
	5 years or more	19%	14%	13%	18%	22%
Region	Auckland	51%	43%	40%	40%	40%
	Wellington	10%	10%	10%	11%	11%
	Canterbury	14%	16%	15%	15%	14%
	Rest of North Island	17%	15%	17%	15%	18%
	Rest of South Island	8%	10%	10%	13%	11%
Country	India	14%	15%	14%	14%	15%
	China	11%	10%	9%	9%	13%
	Philippines	11%	12%	14%	15%	12%
	Great Britain	11%	12%	13%	13%	11%
	Other	52%	51%	50%	50%	50%

Unweighted N Counts

		2015	2016	2017	2018	2019
Gender	Male	653	1,148	1,209	982	955
	Female	854	1,252	1,340	1,155	1,309
Age Group	Under 25	58	314	335	256	268
	25-29 years	309	786	816	714	755
	30 to 39 years	641	735	833	821	899
	40 to 49 years	221	263	307	254	227
	50 years plus	278	302	258	92	115
Visa Type	Residence – Skilled Principal	316	427	486	399	375
	Residence – Secondary Skilled	238	310	386	244	293
	Residence – Family Partner	281	434	387	381	454
	Residence – Family Parent	174	196	175	-	45
	Work – Essential Skills	158	422	403	374	341
	Work – WHS	58	293	317	245	296
	Work – Family	165	138	219	286	285
	Work – Other	117	180	176	208	175
Time in NZ	Less than 1 year	135	432	369	230	261
	1 year to less than 2 years	249	492	619	411	365
	2 years to less than 5 years	832	1,123	1,216	1,103	1,132
	5 years or more	284	347	333	388	501
Region	Auckland	764	1,024	1,030	845	901
	Wellington	147	245	257	239	246
	Canterbury	213	381	382	329	309
	Rest of North Island	256	371	445	322	418
	Rest of South Island	118	238	259	269	248
Country	India	212	358	365	290	332
	China	172	237	239	194	284
	Philippines	169	289	357	315	274
	Great Britain	173	293	326	280	239
	Other	781	1,223	1,262	1,058	1,135