



**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
HĪKINA WHAKATUTUKI



research  
NEW ZEALAND



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# National Survey of Employers 2013/14

## Summary Findings

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**MINISTRY OF BUSINESS,  
INNOVATION & EMPLOYMENT**  
HĪKINA WHAKATUTUKI

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## **Ministry of Business, Innovation and Employment (MBIE)**

### **Hīkina Whakatutuki Lifting to make successful**

MBIE develops and delivers policy, services, advice and regulation to support economic growth and the prosperity and wellbeing of New Zealanders.

MBIE combines the former Ministries of Economic Development, Science + Innovation, and the Departments of Labour and Building and Housing.

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ISSN 2382-1493

December, 2014

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## Executive summary

This report summarises key findings from the Ministry of Business, Innovation and Employment's (MBIE's) National Survey of Employers (NSE) 2013/14. Comparisons are also made with results from the 2012/13 survey. The purpose of the annual NSE is to collect information to monitor employer practices and perspectives on topics including recruitment, workplace relations, health and safety, and employing recent migrants. This information is used to develop and evaluate policies and programmes, and answer contemporary policy questions.

The NSE 2013/14 surveyed 1,043 New Zealand employers between November 2013 and March 2014. Responding employers were asked to answer the survey questions about the business site where they were currently working – that is, for their establishment only rather than for the total enterprise.<sup>1</sup>

### Job vacancies

Three out of five employers (61 per cent) reported having job vacancies in the 12 months before the survey, and this result was similar to the 2012/13 result of 64 per cent.

Most commonly, employers with vacancies sought to fill these positions by advertising on *Trade Me* or *Seek* (41 per cent of those with vacancies), through word of mouth (33 per cent), and/or advertisements in New Zealand local newspapers and/or magazines (30 per cent).

Seventeen per cent of employers with vacancies had a position they could not fill in the last 12 months, with this issue being more common for employers in larger businesses than smaller businesses (28 per cent of those with vacancies and 15 per cent, respectively).<sup>2</sup> These findings are in line with results from the 2012/13 NSE.

Most commonly, employers were unable to fill vacancies for the following positions:

- automotive and engineering trades workers (12 per cent of employers with unfilled vacancies)
- farm, forestry and garden workers (11 per cent)
- food trades workers (10 per cent)
- construction trades workers (8 per cent).

### Future demand for skills

Sixty-five per cent of employers were expecting the number of positions in their business to stay the same over the coming year, while 27 per cent expected the number to increase and 6 per cent expected the number to decrease. These results are similar to those reported from the 2012/13 NSE.

Employers more commonly expected the number of high-skilled and medium-skilled positions in their business to increase (18 per cent and 17 per cent, respectively), rather than the number of low-skilled positions (10 per cent). Larger employers were more likely than smaller

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<sup>1</sup> Thirty-four per cent of businesses surveyed operated from more than one site in New Zealand.

<sup>2</sup> Larger employers/businesses are defined in this report as those with 20 or more employees and smaller employers/businesses are those with 1 to 19 employees.

employers to say they expected an increase in the number of high-skilled positions (31 per cent and 17 per cent, respectively).

Compared with all employers, those in the construction sector were more likely to say they expected an increase in the number of high-skilled positions (32 per cent). This result is consistent with the 2012/13 result (also 32 per cent).

## **Use of trial periods**

Just under two thirds of employers (63 per cent) had taken on one or more new staff in the 12 months before being surveyed. Of these hiring employers, 63 per cent had employed one or more of their new staff on a 90-day trial period. This equates to 39 per cent of all employers having taken on a new employee on a trial period in the last 12 months. The comparable figure in the 2012/13 NSE was also 39 per cent.

One in five hiring employers who had used trial periods said they had dismissed at least one staff member during or at the end of the trial compared with 27 per cent in 2012/13. However, this decrease is not statistically significant.

## **Employment relations and workplace practices**

Most employers (89 per cent) had written employment agreements for all of their employees. This finding is in line with the 2012/13 finding of 88 per cent.

Employers in larger businesses were more likely to have employment agreements for all employees than those in smaller businesses. Compared with all employers, those in the construction sector and the agriculture, forestry and fishing sector were less likely to have employment agreements for all employees.

Eighty-three per cent of employers reported that one or more employees were using at least one of the flexible working arrangements asked about in the survey. The most common flexible working arrangements used were:

- flexible break times (76 per cent of employers said staff used flexible break times)
- flexible start and finish times (65 per cent)
- unpaid leave (62 per cent)
- choice to work part-time/reduced hours (60 per cent).

Almost half of employers (46 per cent) had received at least one request for flexible working arrangements from an employee in the last 12 months. Of those employers who had received flexible working arrangement requests, in most cases (84 per cent), the employer agreed to all requests received.

Eighteen per cent of employers had requested proof of sickness from an employee in the last 12 months, due to concerns about possible misuse of sick leave. Compared with all employers, those in the retail trade and accommodation and food services sector were more likely to have made requests for proof of sickness on this basis.

Seventeen per cent of employers reported having concerns about productivity losses and 12 per cent reported concerns about workplace health and safety risks in the last 12 months due to employee use of illegal drugs, alcohol and/or legal highs.

About one in five employers (18 per cent) expressed concerns about either productivity or health and safety due to employee use of these substances, with larger employers more likely to have concerns than smaller employers (39 per cent and 16 per cent, respectively).

Employers were more likely to have concerns due to employees using alcohol (13 per cent) and illegal drugs (11 per cent) than employees' use of legal highs (5 per cent).

Actions taken by the 12 per cent of employers with concerns about the workplace impacts of employees using illegal drugs and legal highs included:

- adding provisions to employment agreements, giving them the right to request drug testing (53 per cent)
- using provisions under the *Employment Relations Act 2000* to manage the performance of an employee suspected of using drugs (46 per cent)
- providing support to an employee suspected of using drugs (44 per cent)
- using or introducing a drugs policy to manage the performance of an employee suspected of using drugs (37 per cent).

Of those employers who had concerns about employee use of illegal drugs or legal highs, one in four had required an employee to undergo testing for illegal drugs in the last 12 months.

## Minimum wages

Seventeen per cent of employers were paying the adult minimum wage of \$13.75 per hour to at least one employee at the time of surveying, down from 22 per cent of employers in the 2012/13 NSE. However, this decrease is not statistically significant.

Larger employers were more likely than smaller employers to have staff on the adult minimum wage (28 per cent and 15 per cent, respectively). Compared with all employers, those in the retail trade and accommodation and food services sector were more likely to have employees on the adult minimum wage (40 per cent).

Of those employers who had hired someone aged 16 to 19 years in the last 12 months (46 per cent), 11 per cent said they were paying the starting out wage of \$11.00 per hour to one or more of these employees. This equates to roughly 3 per cent of all employers who were paying one or more of their staff the starting out wage. Five per cent of employers reported having at least one employee on staff being paid the training minimum wage.<sup>3</sup>

Almost two thirds of employers (64 per cent) said their business usually increases the wages or salaries of employees who are already paid above the minimum wage, in response to an increase in minimum wage rates – up from 43 per cent in 2012/13. This result represents a statistically significant increase from 2012/13 to 2013/14 in the proportion of employers reporting flow-on effects from minimum wage rate increases.

## Health and safety: systems, practices and perspectives

The 2013/14 NSE collected information on whether businesses had documented systems and records in the following areas, relating to key duties for employers under the *Health and Safety in Employment Act 1992* (HSE Act):

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<sup>3</sup> The training minimum wage of \$11.00 per hour applies to employees aged 20 years or over who are doing recognised industry training of at least 60 credits per year as part of their employment agreement.

- a documented system for hazard identification that was actively used (68 per cent)
- a documented process for investigating workplace accidents (68 per cent)
- health and safety inductions for all new staff, with records kept of every induction (52 per cent).

Forty-three per cent of all employers had all of these elements in their system (which is in line with the 48 per cent result from the 2012/13 NSE), with larger employers being more likely than smaller employers to do so (77 per cent and 39 per cent, respectively).<sup>4</sup>

Over half of all employers had a formal system for employee participation in managing workplace health and safety (56 per cent), similar to the 58 per cent of employers in 2012/13 who reported having a formal employee participation system. Larger businesses were more likely to have formal systems in place than smaller businesses (81 per cent and 53 per cent, respectively).

Again consistent with findings from the 2012/13 NSE, employers most commonly involved employees in workplace health and safety by having regular systems for health and safety communications and including health and safety as a regular team meeting item.

As was the case in the 2012/13 NSE, in most businesses, management or the business owner was the most common source of health and safety expertise and leadership in the business (75 per cent).

One in five employers said they had made significant changes to their health and safety systems or practices in the last 12 months, with larger employers more likely than smaller employers to have done so (42 per cent and 17 per cent, respectively).

The majority of employers (89 per cent) agreed that having good health and safety systems is good for their business, and 77 per cent agreed that their business owners or managers had a good understanding of their obligations under the HSE Act. Fifty-eight per cent agreed that government is effective at enforcing obligations under the HSE Act.

## Employing migrants

One in five employers (19 per cent) had hired a recent migrant in the last 12 months. Larger employers were more likely than smaller employers to have done so (52 per cent, compared with 15 per cent). These results are in line with those reported by employers in the 2012/13 NSE.

Recent migrants were most commonly hired to fill the following roles: technicians and trades workers (24 per cent), professionals (19 per cent), labourers (18 per cent) and sales workers (12 per cent).

In line with the 2012/13 NSE results, 91 per cent of employers who had a recent migrant on staff rated their migrant employees' overall performance as *very good* (57 per cent) or *good* (34 per cent). The main reasons given for rating migrant employees' performance as good or very good were:

- having the right attitude, being willing to learn and/or their work ethic (ie go above and beyond their role; 43 per cent)

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<sup>4</sup> The HSE Act does not specify documentation and written records, but the survey uses these to demonstrate a systematic approach.

- their work is very good quality (23 per cent)
- being able to share their experience and skills (17 per cent).

Among employers that had hired a recent migrant in the last 12 months, about one in three (31 per cent) reported that at least one migrant employee had subsequently left. The most frequent reasons given were that the employee:

- got a job with another employer in New Zealand (19 per cent)
- moved elsewhere in New Zealand for non-work reasons (17 per cent)
- was not suitable for the job (ie that the employer was not happy with their performance; 15 per cent).

Advice from Immigration New Zealand on immigration policy and process was regarded as being the most useful type of assistance to businesses to attract migrant staff (68 per cent), among those employers who had a job vacancy in the 12 months before being surveyed and who subsequently hired a recent migrant. Other assistance viewed as being useful to such employers included:

- websites or services to connect businesses with prospective migrants (58 per cent)
- specialist advice on retention/settlement planning (54 per cent)
- information on migrant behaviour and needs (51 per cent).

# 1 Introduction

This report summarises key findings from the Ministry of Business, Innovation and Employment's (MBIE's) National Survey of Employers (NSE) 2013/14. This is the second report summarising findings from the annual NSE and, as such, comparisons are made with results from the 2012/13 survey where questions were consistent from year to year.

The purpose of the annual NSE is to:

- monitor employer practices and perspectives on recruitment, workplace relations, health and safety, and employing recent migrants
- improve MBIE's evidence base for developing and evaluating policy, and answering contemporary policy questions.

This summary of findings is an information resource for people developing policies and programmes across the government and non-government sectors, and researchers and academics.

The NSE 2013/14 surveyed 1,043 New Zealand employers between the dates of 6 November 2013 and 20 March 2014, with surveying suspended between 14 December and 20 January due to the known trend of increased refusal rates during the Christmas and New Year holiday period.

Of those employers that completed the survey by the close-off date, 775 were interviewed by telephone and 268 responded via the online version of the survey. The average telephone interview length was just over 17 minutes.

The survey questions focused on the following topics:

- job vacancies and the use of trial periods
- demand for skills at different levels in the coming year
- the use of employment agreements
- the use of flexible working arrangements by employees
- requests for proof of sickness
- concerns about the workplace impacts of substance use by employees, and strategies for managing drug-related issues
- use of minimum wages
- health and safety: systems, practices and perspectives
- the employment of migrants, including:
  - migrants' contributions to the business
  - migrant retention issues
  - the usefulness of resources from Immigration New Zealand in attracting and retaining migrant employees.

Some of these topics, such as requests for proof of sickness and concerns about substance use by employees, were new to the survey in 2013/14 and therefore comparisons are not made with data from the 2012/13 survey.

The target population for the NSE is New Zealand businesses (at the geographic establishment level) employing one or more staff in addition to the owner. The sample for the survey was drawn from Statistics New Zealand's Business Frame. Responding employers were asked to

answer the survey questions about the business site where they were currently working – that is, for their establishment only rather than for the total enterprise.<sup>5</sup>

MBIE contracted Research New Zealand to develop the survey, contact sampled respondents, undertake the field work and coding of responses, and report high level findings. This report has been produced jointly by MBIE and Research New Zealand.

The survey results represent the 176,370 employers in New Zealand as at February 2013.<sup>6</sup> Ninety per cent of these employers were in smaller businesses (with 1 to 19 employees), and the remaining 10 per cent were in businesses with 20 or more employees. Due to the large number of small businesses in New Zealand, the survey results at the total level tend to reflect business practices as reported by smaller employers. The maximum margin of error for the total achieved sample is  $\pm 5.4$  per cent at the 95 per cent confidence level. Maximum margins of error for sub-groups – for example, by industry – are larger.

This summary report provides commentary on statistically significant differences in the results by business size (smaller employers compared with larger employers) and by industry (compared with all employers). Comparisons are also made with findings from the 2012/13 survey. However, in most cases where there was a comparable result for 2012/13 (ie where the question was consistent between the two years) there was no statistically significant difference between the year-on-year results. The report mainly presents results in terms of ‘proportions of employers’, with weighted population numbers reported in some cases.

See Appendix 1 for detailed information about the survey methodology. The tables in Appendix 2 show the survey results with margins of error by business size (1 to 19 employees and 20 plus employees) and by the six industry groups used for sampling and reporting. Margins of error can be used to construct confidence intervals to aid in interpreting a specific statistic by indicating the ‘upper’ and ‘lower’ bounds (ie the margin of error) within which the true result for the population is likely to be at a 95 per cent confidence level.

Confidence intervals can also be used to compare the results between two populations or sub-groups of interest (eg by business size or industry type). Where there is no overlap in the upper or lower bound estimates for a finding when comparing two different results, we can be 95 per cent confident that the observed difference is statistically significant.

Where comments are made in this report about differences by business size or industry, these have been confirmed using additional statistical significance tests. Therefore some differences noted in the text will not necessarily be evident when applying the margins of error as specified in the tables in Appendix 2.

## **1.1 Profile of responding businesses**

To help contextualise the survey’s findings, the demographic characteristics of responding businesses are as follows.<sup>7</sup>

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<sup>5</sup> Thirty-four per cent of responding employers reported that their organisation operated from more than one site in New Zealand.

<sup>6</sup> Source: Statistics New Zealand’s Business Frame.

<sup>7</sup> See Appendix 2, tables 1 to 3 and 95 to 97.

- Two-thirds of employers (66 per cent) reported that their business operated from only one site in New Zealand, while 34 per cent reported the business operated from more than one site.
- Two-thirds of the businesses (67 per cent) had been in operation in New Zealand for 10 or more years. Just 3 per cent of employers reported the business had been in operation for less than two years, while 28 per cent had been in operation for between two and ten years.
- About six in ten employers (62 per cent) reported the business employed between one and five employees, excluding the owner or any contractors, at the business site.<sup>8</sup> Twenty-seven per cent reported employing between 6 and 19 employees, while 11 per cent employed 20 plus employees. Just 2 per cent of employers reported that 100 or more employees worked at the business site.

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<sup>8</sup> Respondents whose businesses operated from more than one site in New Zealand were asked to report the number of employees working at the site where the employer currently works.

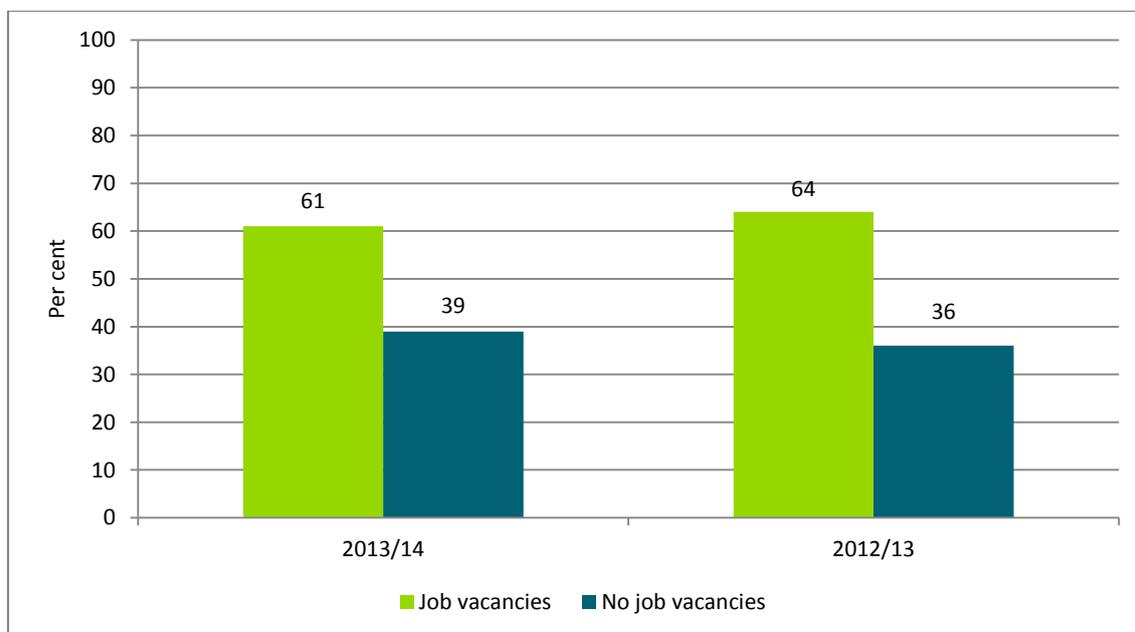
## 2 Job vacancies

An important indicator of labour market demand is the extent of job vacancies and, of particular interest, information on the types of jobs that employers find hard to fill. The 2013/14 NSE started with questions about job vacancies experienced by employers in the 12 months before the interview; how employers usually go about finding staff to fill a vacancy; difficulties experienced in filling vacancies; and the types of positions that could not be filled.<sup>9</sup>

### 2.1 Job vacancies and recruitment methods

Three out of five employers (61 per cent) reported having job vacancies in the last 12 months (see Figure 1). This equates to about 106,800 New Zealand employers having had job vacancies in the 12 months before the survey.<sup>10</sup> This result is similar to the 2012/13 NSE result (64 per cent).

Figure 1: Proportion of employers with job vacancies in the last 12 months



As might be expected, due to their size, larger businesses were more likely than smaller businesses to have had job vacancies (95 per cent and 57 per cent respectively).<sup>11</sup> Of those employers that reported having job vacancies in the last 12 months, most commonly they sought to fill their vacancies by advertising on *Trade Me* or *Seek* (41 per cent), through word of mouth (33 per cent), and/or through advertisements in New Zealand/local newspapers/magazines (30 per cent).

<sup>9</sup> See Appendix 2, tables 4 to 7 and 98 to 101.

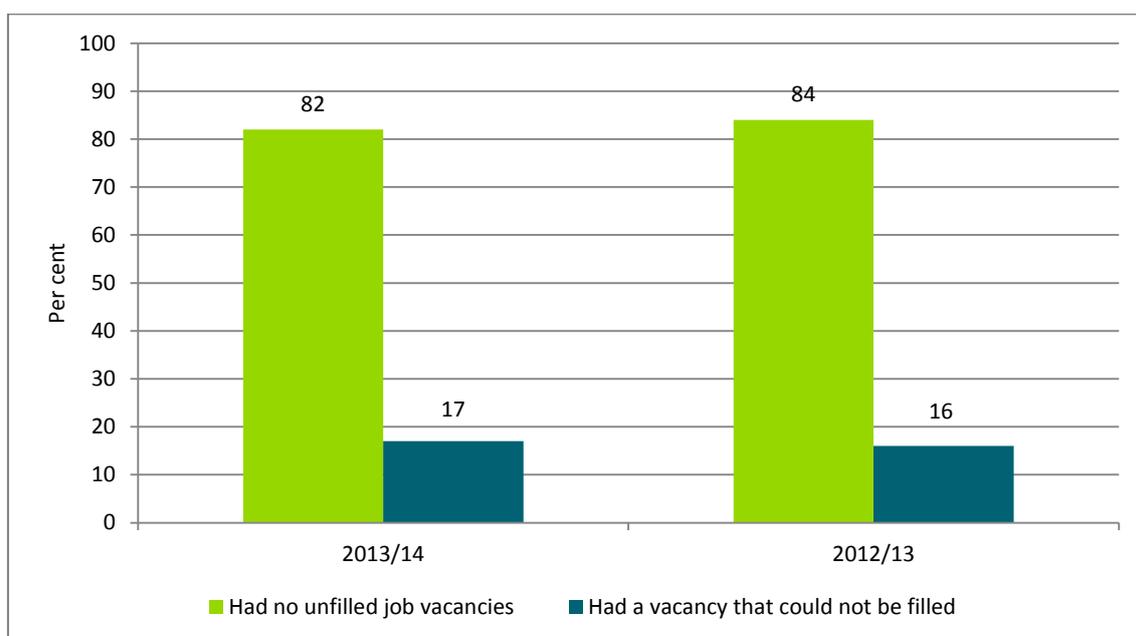
<sup>10</sup> See Section 1 (Introduction) for more information.

<sup>11</sup> Smaller businesses/employers are those with 1 to 19 employees and larger businesses/employers are those with 20 or more employees.

## 2.2 Inability to fill vacancies

Of those employers who reported having vacancies in the last 12 months, 17 per cent had a position they were unable to fill (see Figure 2). This result is in line with the result from the 2012/13 NSE (16 per cent).

Figure 2: Proportion of employers with vacancies they could not fill\*



\* Sub-sample based on those employers who had vacancies in the year before being surveyed (2013/14 n=848; 2012/13 n=1,279).

Note: Totals may not sum to 100 per cent due to rounding and the exclusion of unspecified responses.

Similar to results from last year, in 2013/14 it was more common for employers in larger businesses than smaller businesses to report having job vacancies they could not fill (28 per cent of those with vacancies compared with 15 per cent in smaller businesses). Most commonly, employers were unable to fill vacancies for the following positions:

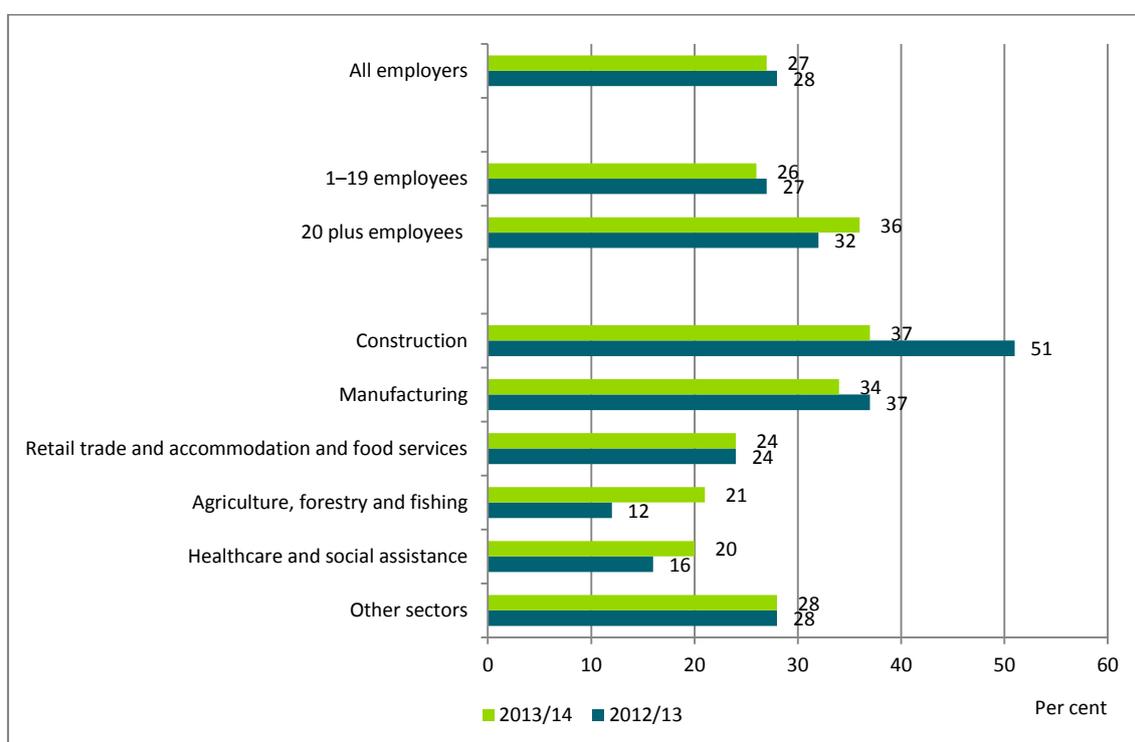
- automotive and engineering trades workers (12 per cent of employers who had unfilled job vacancies)
- farm, forestry and garden workers (11 per cent)
- food trades workers (10 per cent)
- construction trades workers (8 per cent).

### 3 Future demand for skills

Information on employers' likely needs for skills is important for future planning and resourcing. The survey asked employers about expected changes to the number of positions in their business over the coming year, and the likely demand for skills at different levels.<sup>12</sup>

Overall, 65 per cent of employers were expecting the number of positions in their business to stay the same, while 27 per cent expected the number to increase and 6 per cent expected the number to decrease (see Figure 3). These results are similar to those reported by employers in last year's NSE.

Figure 3: Employers expecting the number of positions to increase



Employers more commonly expected the number of high-skilled and medium-skilled positions in their business to increase (18 per cent and 17 per cent, respectively), rather than the number of low-skilled positions (10 per cent). Larger employers were more likely than smaller employers to say they expected an increase in the number of high-skilled positions (31 per cent and 17 per cent, respectively). Compared with all employers, those in the construction sector were more likely to say they expected an increase in the number of high-skilled positions (32 per cent). This result is consistent with the 2012/13 result (also 32 per cent).

<sup>12</sup> See Appendix 2, tables 11 to 14 and 105 to 108.

## 4 Use of trial periods

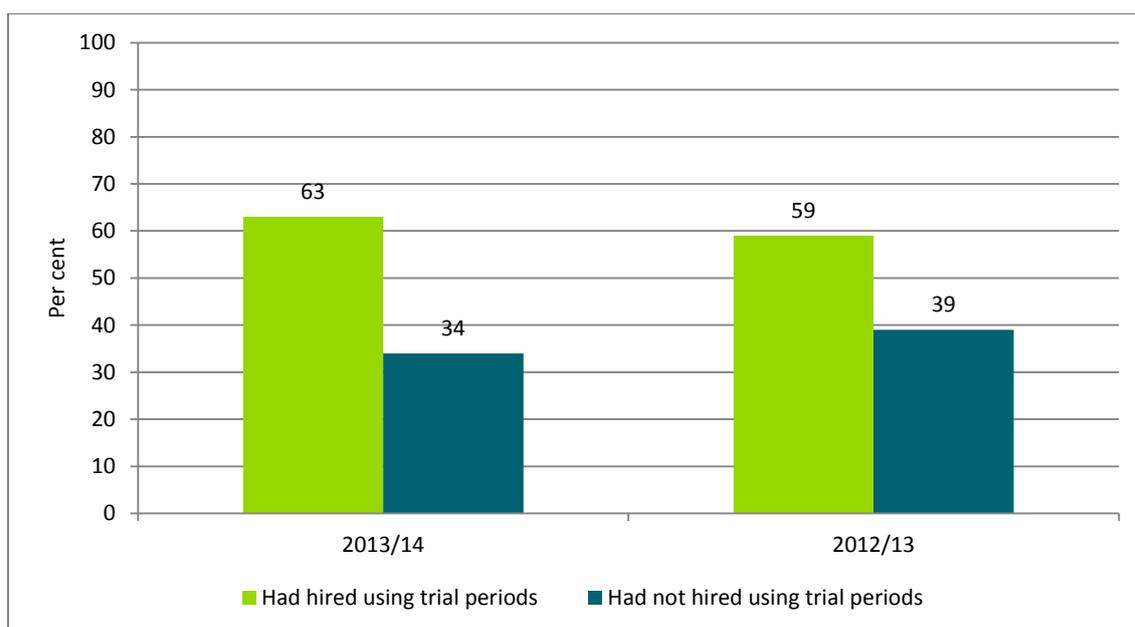
Since April 2011, all employers have been able to make an offer of employment that includes a trial period of up to 90 days for new employees. A key objective of trial periods is to encourage employers to take on employees and provide opportunities for people who might face greater disadvantage in the labour market. The NSE asked employers about their use of trial periods in the last 12 months.<sup>13</sup>

### 4.1 Rate of hiring new employees on trial periods

Just under two thirds of employers (63 per cent) had taken on one or more new staff in the 12 months before being surveyed. As was found last year, larger businesses were more likely than smaller businesses to have hired new staff (95 per cent and 59 per cent, respectively).

Of all hiring employers, 63 per cent had employed one or more of their new staff on a 90-day trial period (see Figure 4). This equates to 39 per cent of all employers having taken on a new employee on a trial period in the last 12 months. The comparable figure in 2012/13 was also 39 per cent.

Figure 4: Proportion of hiring employers that used trial periods in the last 12 months\*



\* Sub-sample based on those employers who had employed new staff in the last 12 months (2013/14 n=866; 2012/13 n=1,289).

Note: Totals may not sum to 100 per cent due to rounding and the exclusion of unspecified responses.

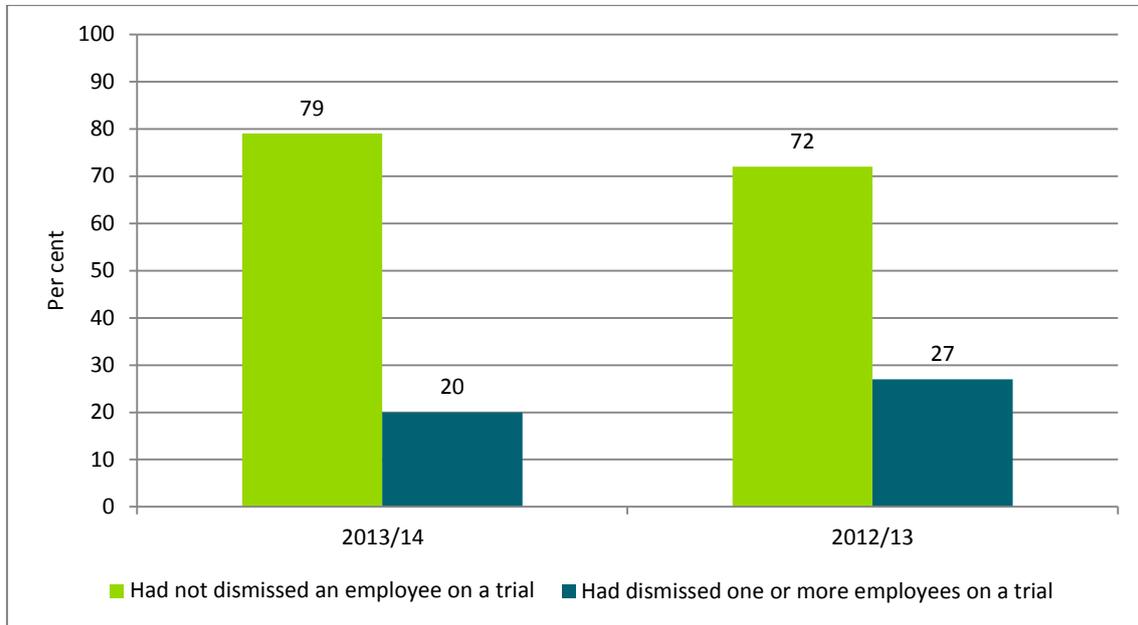
### 4.2 Dismissal of employees on trial periods

One in five hiring employers who had used trial periods (20 per cent or 13,700 employers) said they had dismissed at least one staff member during or at the end of the trial (see Figure 5). In 2012/13, 27 per cent of hiring employers who had used trial periods reported dismissing an employee who was on a trial. However, this decrease from 2012/13 to 2013/14 in the

<sup>13</sup> See Appendix 2, tables 8 to 10 and 102 to 104.

proportion of hiring employers that had dismissed an employee on a trial period is not statistically significant.

Figure 5: Proportion of hiring employers that had dismissed an employee on a trial\*



\* Sub-sample based on those employers that had employed new staff in the last 12 months on a 90-day trial period (2013/14 n=525; 2012/13 n=741).

Note: Totals may not sum to 100 per cent due to rounding and the exclusion of unspecified responses.

## 5 Employment relations and workplace practices

This section of the report presents results from the survey on the use of employment agreements, use of flexible working arrangements, requests for proof of sickness, and employers' concerns about, and management of, suspected use of drugs and alcohol by employees.<sup>14</sup>

### 5.1 Use of employment agreements

Good employment relationships begin with good recruitment processes that ensure everyone has clear expectations about the role, working conditions and employment rights. There are some provisions that must be included in employment agreements by law, and there are also a number of minimum conditions that must be met regardless of whether they are included in agreements. All employers are required to retain signed copies of employment agreements for all employees.

Most employers (89 per cent) said they had written employment agreements for all employees. This finding is in line with last year's result of 88 per cent. Differences by size and sector were as follows:

- Larger employers were more likely than smaller employers to have written employment agreements for all staff (99 per cent and 88 per cent, respectively).
- Compared with all employers, those in the construction sector and the agriculture, forestry and fishing sector were less likely to report that all employees had written employment agreements (73 per cent and 79 per cent, respectively).

### 5.2 Use of flexible working arrangements

Flexible work can benefit employees, employers, the economy, communities and the environment. It is about people having the opportunity to make changes to the hours they work, the times and days they work, or where they work. From 1 July 2008, employees with caring responsibilities had the statutory 'right to request' flexible working arrangements. This 'right to request' is being extended to all employees from 6 March 2015.

Employers were asked if any current employees in the business used one or more of a number of different flexible working arrangements (see Figure 6). Eighty-three per cent of employers reported that current employees were using one or more of the arrangements asked about, and an additional 9 per cent said they had employees using other types of flexible arrangements.

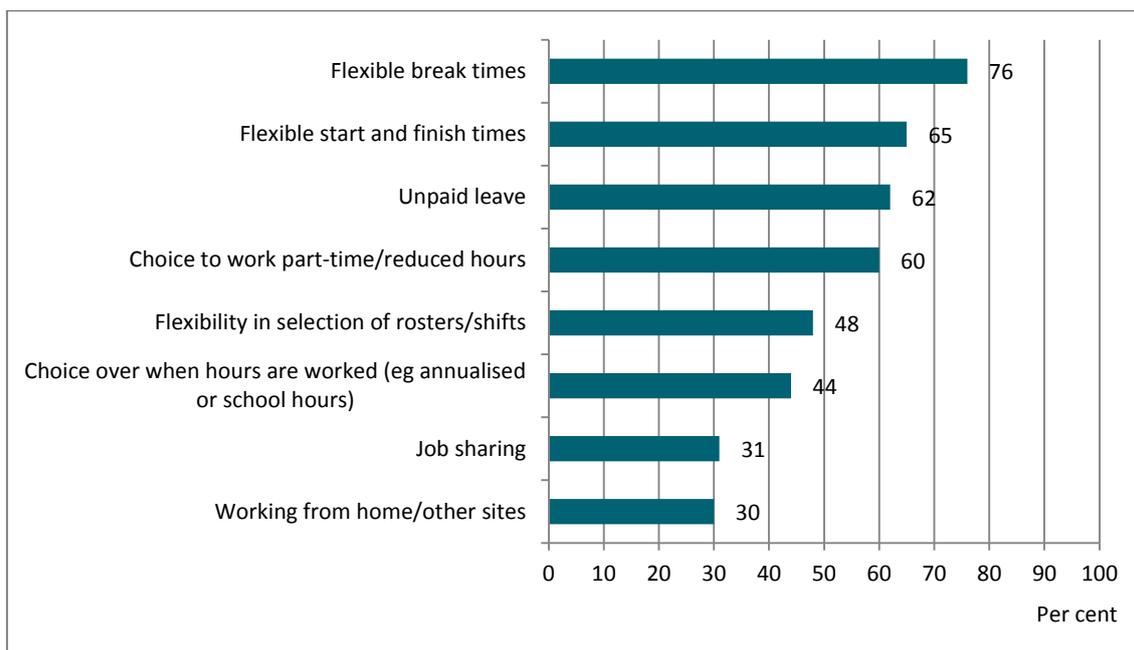
The most common flexible working arrangements used were:

- flexible break times (76 per cent of employers said one or more staff used flexible break times)
- flexible start and finish times (65 per cent)
- unpaid leave (62 per cent)
- the choice to work part-time/reduced hours (60 per cent).

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<sup>14</sup> See Appendix 2, tables 15 to 40 and 109 to 134.

Figure 6: Proportion of businesses with employees using flexible working arrangements



Note: Total exceeds 100 per cent due to multiple responses.

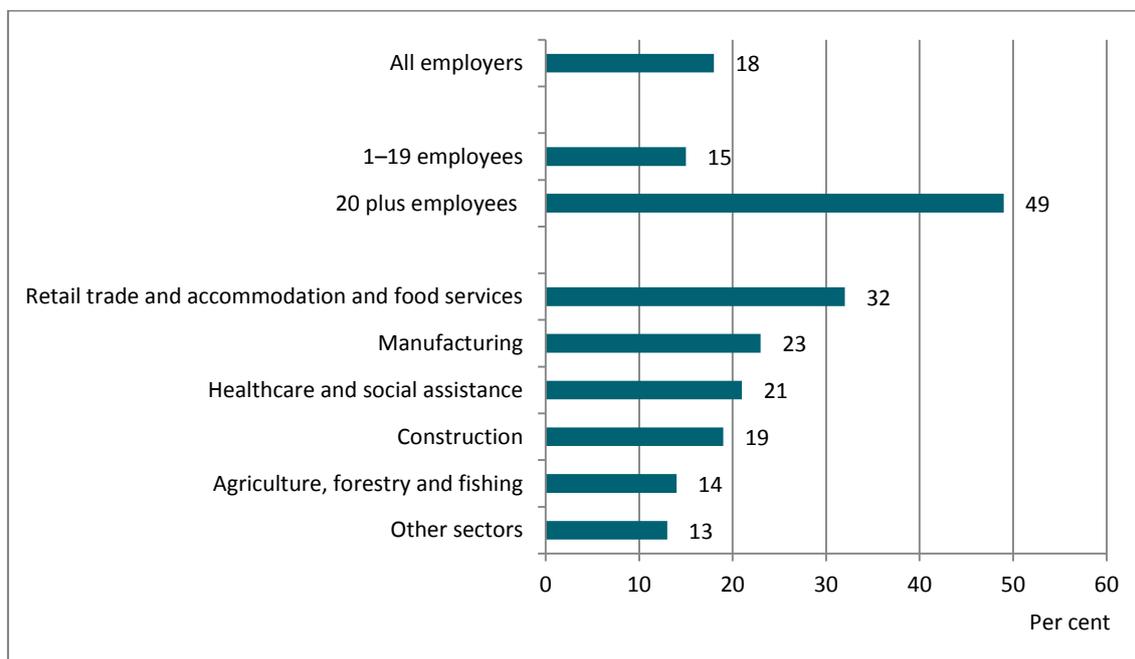
All employers were asked roughly how many requests for flexible working arrangements the business had received from current employees in the last 12 months. Almost half of employers (46 per cent) had received at least one such request. Around two-thirds of employers (65 per cent) who had received requests for flexible working arrangements had received only one to four requests.

Of those employers who had received requests for flexible working arrangements, in most cases (84 per cent) the employer agreed to all requests received. Another 11 per cent of employers who received requests said they agreed to half or more than half of these requests.

### 5.3 Requests for proof of sickness

Since April 2011, employers have been able to ask for proof of sickness or injury at any time once an employee takes sick leave. The 2013/14 NSE included a new question asking all employers whether the business had requested proof of sickness from any employee in the last 12 months, due to concerns about possible misuse of sick leave. Eighteen per cent of employers reported that they had requested proof of sickness on this basis (Figure 7). This equates to about 32,500 employers.

Figure 7: Proportion of employers that requested proof of sickness in the last 12 months



Larger employers were more likely than smaller employers to have made requests for proof of sickness from employees due to concerns about possible misuse of sick leave (49 per cent and 15 per cent, respectively).

Compared with all employers, employers in the retail trade and accommodation and food services sector were more likely to have requested proof of sickness (32 per cent).

## 5.4 Drug and alcohol use by employees

### 5.4.1 Concerns about the workplace impacts of substance use by employees

The use of drugs and alcohol by workers, even if consumed outside the workplace, can lead to employee impairment while at work. Poor concentration, carelessness, risk-taking behaviour and errors in judgement can occur. Drug and alcohol abuse not only affects work performance, but also results in higher rates of injuries, fatalities and absenteeism as well as reduced productivity. In line with the International Labour Organization, the government recommends that the first step in dealing with drug and alcohol problems in the workplace is to develop a drug and alcohol policy.

The 2013/14 NSE included new questions to assess the level of employer concern about the impacts of drug and alcohol use by employees on the workplace, and to better understand how employers are managing these concerns.

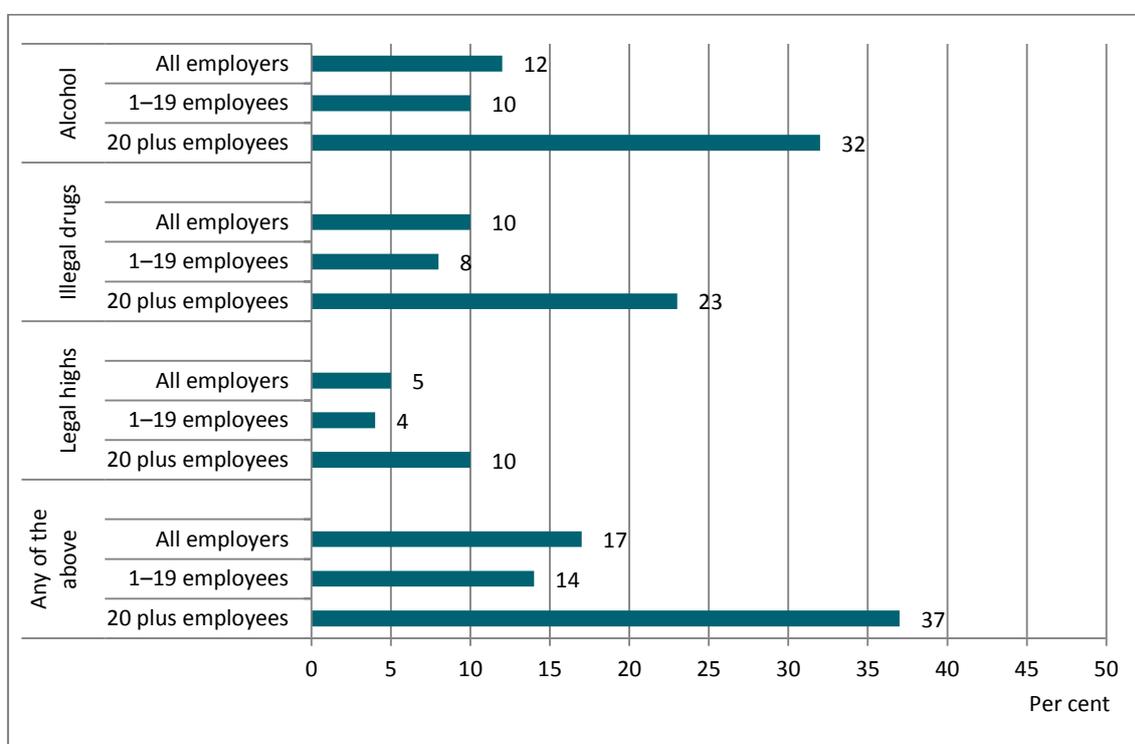
#### Concerns about productivity losses

All employers were asked whether they had concerns about productivity losses in the last 12 months, due to any employees using illegal drugs, alcohol or legal highs either on their own time or while at work.

Seventeen per cent of all employers reported having concerns about productivity losses due to employee use of at least one of the substances asked about (Figure 8). Twelve per cent specifically had concerns about alcohol use by employees, and 10 per cent had concerns about use of illegal drugs. Comparatively fewer employers reported having concerns about productivity losses due to employee use of legal highs (5 per cent).

Larger employers were much more likely than smaller employers to report having concerns about productivity losses due to substance use by their employees (37 per cent and 14 per cent, respectively). This was the case for each of the substances asked about, but the difference was particularly notable for alcohol use (32 per cent for larger employers and 10 per cent for smaller employers).

Figure 8: Proportion of employers with concerns about productivity losses due to substance use by employees in the last 12 months



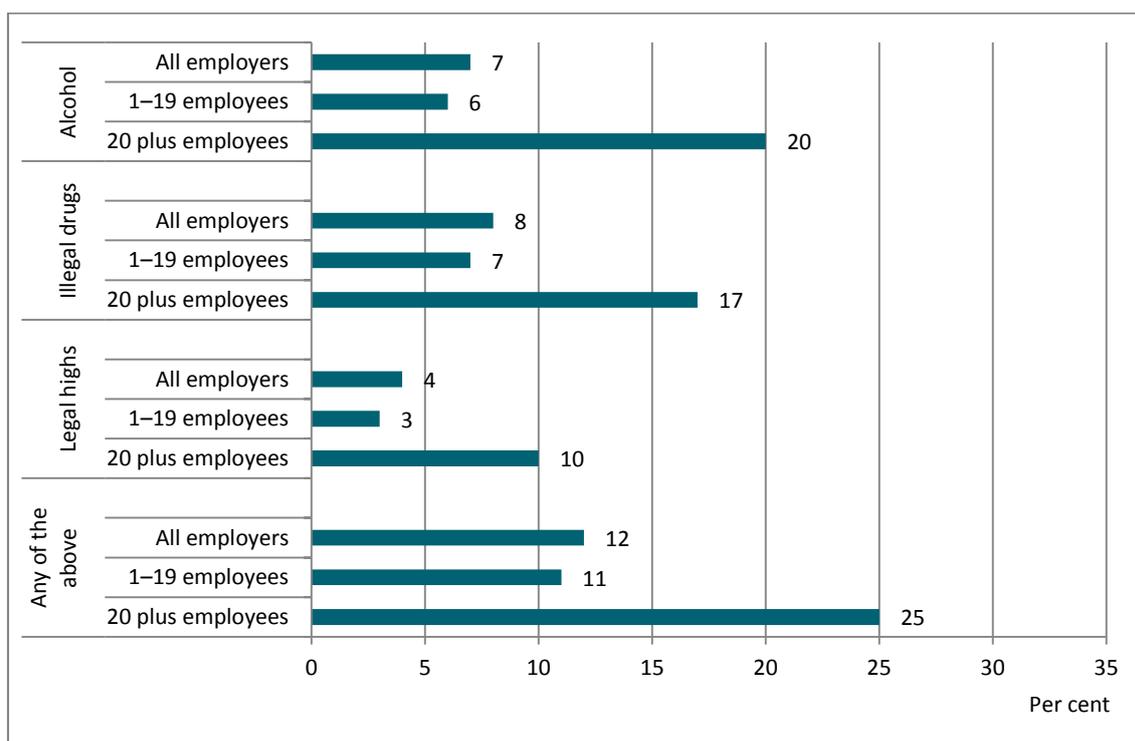
### Concerns about risks to workplace health and safety

Employers were also asked whether they had concerns about risks to workplace health and safety in the last 12 months, due to any employees using the above substances either on their own time or while at work.

Twelve per cent of employers reported having workplace health and safety concerns due to employee use of at least one of the noted substances (Figure 9). However, there is no statistically significant difference between this result and the proportion of employers that reported having concerns about productivity losses due to substance use by employees (at 17 per cent).

Similar proportions of employers had workplace health and safety concerns regarding employee use of illegal drugs (8 per cent), alcohol (7 per cent) and legal highs (4 per cent). Again, larger employers were much more likely than smaller employers to report having concerns about risks to workplace health safety due to substance use by their employees.

Figure 9: Proportion of employers with concerns about workplace health and safety risks due to substance use by employees in the last 12 months



### Concerns about productivity losses and/or risks to workplace health and safety

When the above results are combined to look at concerns about both productivity and health and safety due to substance use by employees, the findings are as follows:

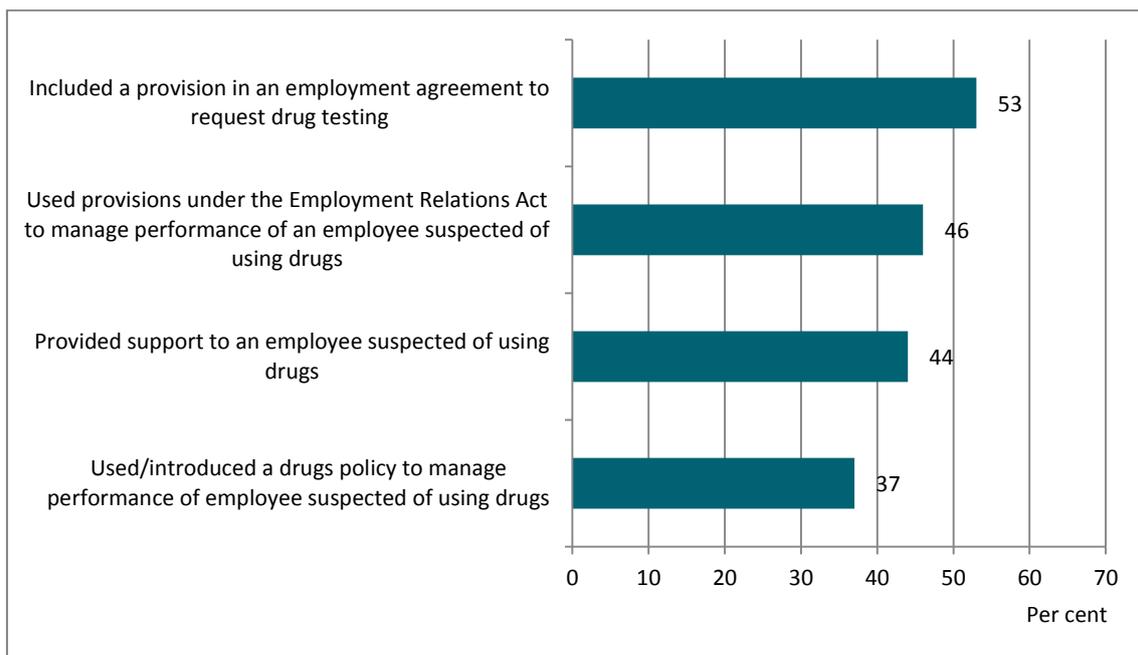
- Employers were more likely to have concerns about the workplace impacts due to employees using alcohol (13 per cent) and illegal drugs (11 per cent) than employees’ use of legal highs (5 per cent)
- About one in five employers (18 per cent) expressed concerns about productivity losses and/or risks to workplace health and safety due to employee use of at least one of the above substances – 39 per cent for larger employers and 16 per cent for smaller employers.

#### 5.4.2 Actions taken by employers due to concerns about suspected drug use by employees

Twelve per cent of all employers reported having productivity and/or health and safety concerns due to employees using illegal drugs or legal highs, either at work or on their own time. This equates to about 21,000 New Zealand employers. Employers who expressed these concerns were asked if they had taken any particular actions due to concerns about the suspected use of drugs by employees (Figure 10).

- Fifty-three per cent of the sub-sample had included a provision in an employment agreement, giving them the right to request drug testing. Larger employers with concerns about drug use had more commonly taken this action than smaller employers (71 per cent and 48 per cent, respectively).
- Forty-six per cent had used provisions under the *Employment Relations Act 2000* to manage the performance of an employee suspected of using drugs.
- Forty-four per cent had provided support to an employee suspected of using drugs. Among those with concerns about drug use, larger employers were more likely to have provided this type of support than smaller employers (61 per cent and 39 per cent, respectively).
- More than one in three (37 per cent) had used or introduced a drugs policy to manage the performance of an employee suspected of using drugs. Again, those in larger businesses who had concerns were more likely to have used or introduced a drugs policy to manage performance issues than employers in smaller businesses with concerns about drug use (55 per cent and 32 per cent, respectively).

Figure 10: Proportion of employers taking specific actions due to concerns about the suspected use of illegal drugs or legal highs by employees\*

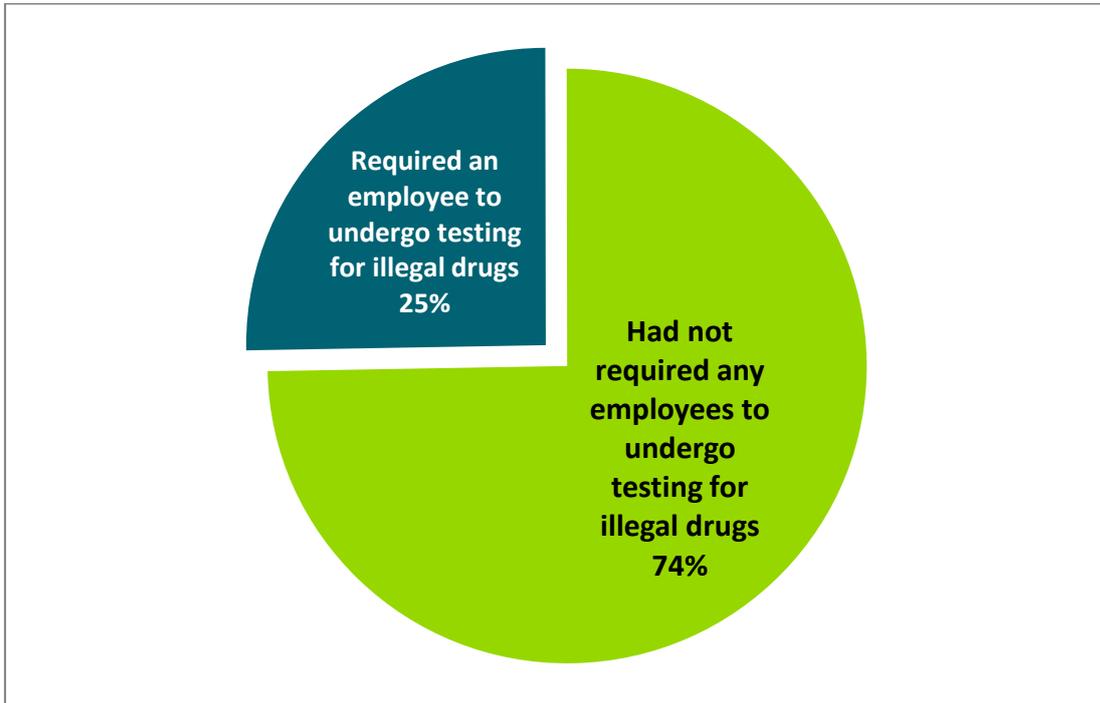


\* Sub-sample based on those employers that had concerns about employees using illegal drugs and/or legal highs (n=253).

Employers that reported concerns about the workplace impacts of employees using illegal drugs or legal highs were also asked if the business had required any employee to undergo testing for illegal drugs in the last 12 months.

Twenty-five per cent of concerned employers reported that the business had required an employee to undergo testing for illegal drugs (Figure 11). Larger employers who had concerns about employee drug use were much more likely to have required an employee to undergo drug testing than smaller employers with concerns (52 per cent and 18 per cent, respectively).

Figure 11: Proportion of employers requiring an employee to undergo testing for illegal drugs\*



\* Sub-sample based on those employers that had concerns about employees using illegal drugs and/or legal highs (n=253).

Note: Total may not sum to 100 per cent due to rounding and the exclusion of unspecified responses.

Among the sub-sample of employers who had required an employee to undergo drug testing for illegal drugs:

- 69 per cent did so ‘on a random basis’
- 61 per cent required a drug test before an employee started working for the business
- 53 per cent required a drug test in response to ‘performance issues’
- about one in four (27 per cent) required a drug test in response to a workplace accident or near miss.

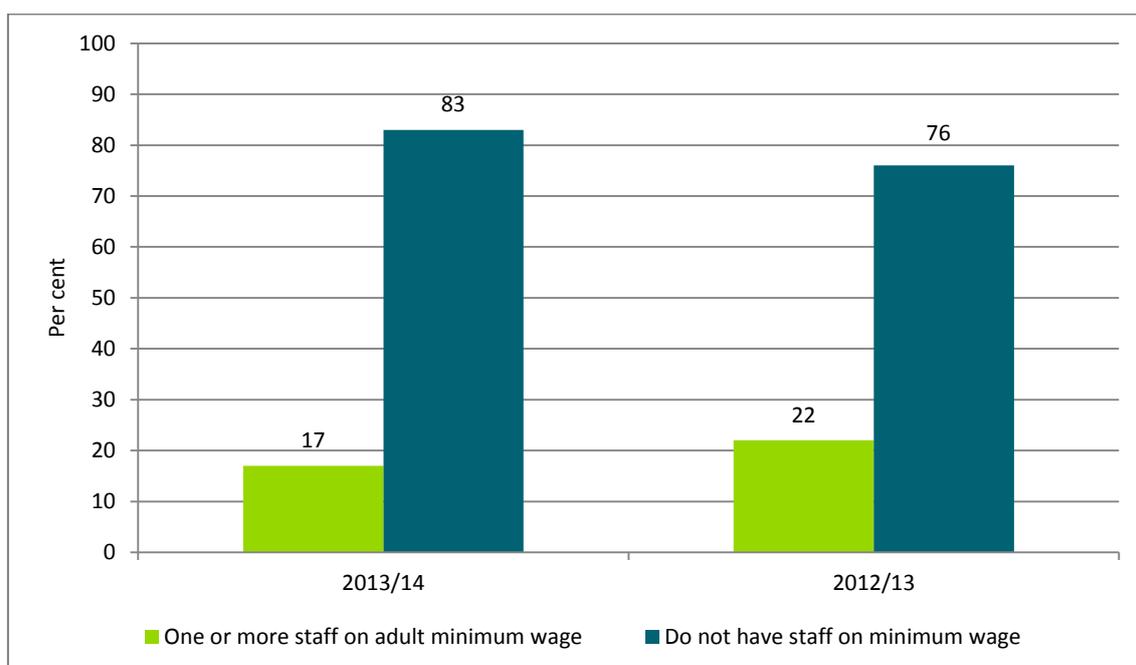
## 6 Minimum wages

The minimum wage is reviewed annually. Setting this rate requires balancing the benefits of any changes, such as the protection of the lowest paid individuals in society, against the costs that any changes might imply for the viability of the greater economy.<sup>15</sup> To help determine the likely impacts of changing the minimum wage rate, MBIE monitors the use of minimum wage rates by employers and the likelihood of flow-on effects from minimum wage increases.

### 6.1 Adult minimum wage

Seventeen per cent of employers said they were paying the adult minimum wage of \$13.75 per hour to at least one employee (Figure 12).<sup>16</sup> This compares with 22 per cent of employers last year; however, the decrease is not statistically significant. Larger businesses were more likely to have staff on the adult minimum wage than smaller businesses (28 per cent and 15 per cent, respectively).

Figure 12: Proportion of employers with at least one employee on the adult minimum wage



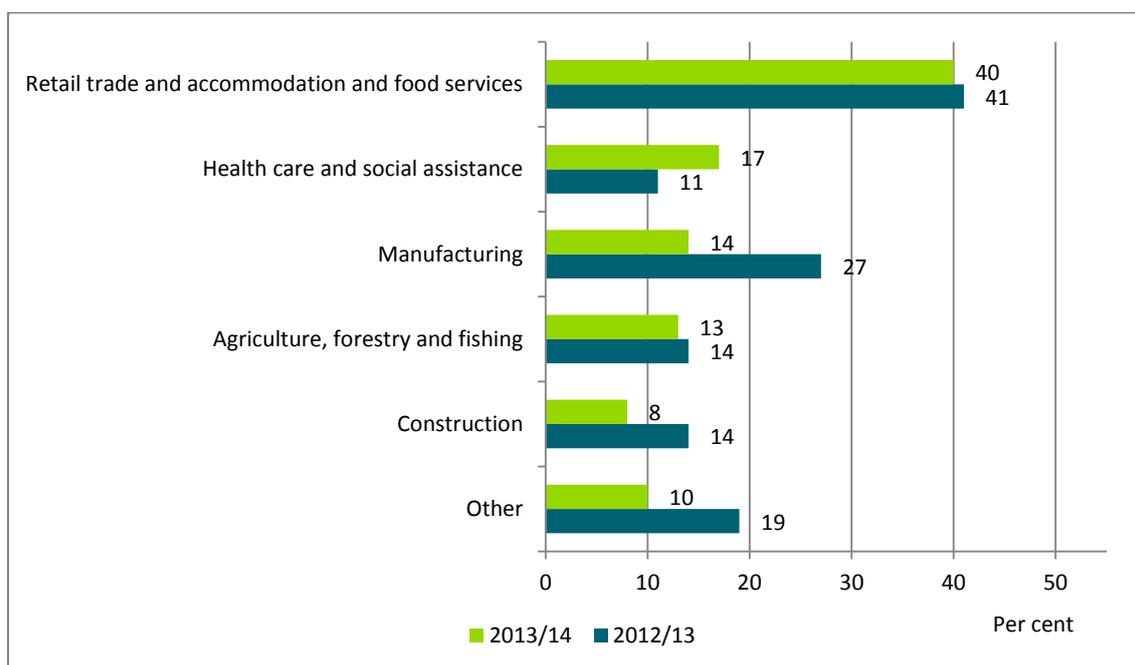
Note: Totals may not sum to 100 per cent due to rounding and the exclusion of unspecified responses.

Compared with all employers, those in the retail trade and accommodation and food services sector were more likely to have employees on the adult minimum wage (40 per cent).

<sup>15</sup> See Appendix 2, tables 41 to 45 and 135 to 139.

<sup>16</sup> At the time of surveying.

Figure 13: Proportion of employers with at least one employee on the adult minimum wage by industry



## 6.2 Starting out and training minimum wages

Of those employers who had hired someone aged 16 to 19 years in the last 12 months (46 per cent or about 51,200 employers), 11 per cent said they were paying the starting out wage of \$11.00 per hour to one or more of these employees. This equates to roughly 3 per cent of all employers who were paying one or more of their staff the starting out wage. The proportions of larger and smaller employers who had hired 16- to 19-year-olds in the last 12 months on the starting out wage were similar (8 per cent and 11 per cent, respectively).

Five per cent of employers reported having at least one employee on staff being paid the training minimum wage.<sup>17</sup> This compares with just 1 per cent of employers last year who were paying the training minimum wage to one or more employees. Again, larger and smaller employers were equally likely to have staff on the training minimum wage (4 per cent and 5 per cent, respectively).

## 6.3 Flow-on effects of minimum wage increases

Employers were asked whether, after an increase in minimum wage rates, their business usually increases the wages or salaries of employees who are already being paid above minimum wages.

Almost two thirds of employers (64 per cent) said they usually increase wages or salaries for those paid above minimum wages, in response to an increase in minimum wage rates, with similar proportions of larger and smaller employers reporting they were likely to do so (59 per cent and 64 per cent, respectively). This result represents a notable increase compared with 2012/13 (43 per cent) in the proportion of employers reporting flow-on effects from minimum wage rate increases.

<sup>17</sup> The training minimum wage of \$11.00 per hour applies to employees aged 20 years or over who are doing recognised industry training of at least 60 credits per year as part of their employment agreement.

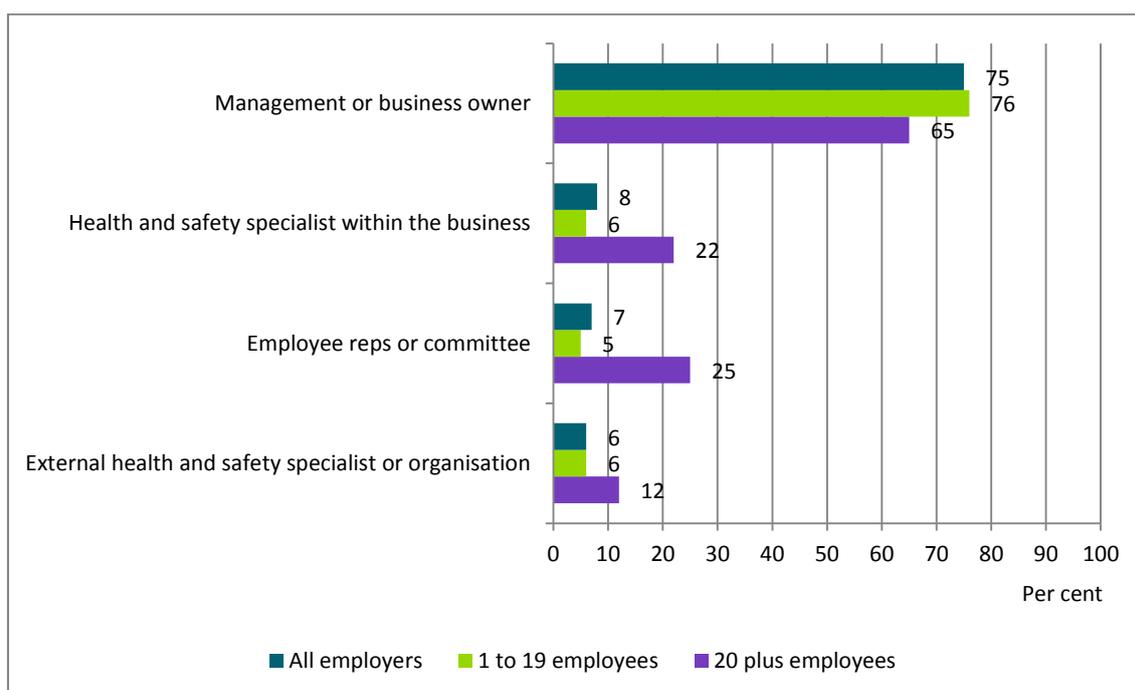
## 7 Health and safety: systems, practices and perspectives

The NSE collects information on workplace health and safety systems and practices, including compliance with aspects of New Zealand legislation, and employers' views on workplace health and safety.<sup>18</sup> This information is used by MBIE to monitor ongoing reforms of workplace health and safety legislation.

### 7.1 Health and safety leadership, and advice

Employers were asked who provides health and safety expertise and leadership in the business. As was the case in 2012/13, management or the business owner most commonly provided this leadership (75 per cent), with smaller businesses more likely than larger businesses to rely on management or the business owner (76 per cent and 65 per cent, respectively).

Figure 14: Most common sources of health and safety leadership and advice



Note: Total exceeds 100 per cent due to multiple responses.

Again, similar to results for 2012/13, larger employers were more likely than smaller employers to report using:

- a health and safety specialist within the business
- employee representatives and/or a health and safety committee
- an external health and safety specialist or organisation (Figure 14).

The majority of employers (82 per cent) said that if they wanted more expert advice on health and safety matters for their business than they currently received that they would know where

<sup>18</sup> See Appendix 2, tables 46 to 61 and 140 to 155.

to get this advice. Larger employers were more likely to report this than smaller employers (93 per cent and 81 per cent, respectively).

## 7.2 Elements included in workplace health and safety systems

Respondents were asked a series of questions to estimate the proportion of employers that were meeting their key duties under the *Health and Safety in Employment Act 1992* (HSE Act) by including all three of the following elements in their health and safety system:

- a documented system for hazard identification that was actively used (68 per cent)<sup>19</sup>
- a documented process for investigating workplace accidents (68 per cent)<sup>20</sup>
- health and safety inductions for all new staff, with records kept of every induction (52 per cent).<sup>21</sup>

Forty-three per cent of all employers had all of these elements in their health and safety system. This is similar to the result from the 2012/13 NSE of 48 per cent. Larger employers were more likely than smaller employers to include the above elements in their system (77 per cent and 39 per cent, respectively).<sup>22</sup> There were no statistically significant differences by industry sector.

### 7.2.1 Hazard management system

Similar to the 2012/13 result, over three quarters of employers (77 per cent) reported having a documented system for identifying and managing workplace hazards. Of these, 88 per cent said that new hazards are documented in the system as they are identified or if an existing hazard changes. This equates to 68 per cent of all employers having a documented system for identifying and managing hazards that was also actively used.

Larger employers were more likely than smaller employers to:

- have a documented hazard management system (95 per cent and 75 per cent, respectively)
- regularly record new hazards or changes to existing hazards in the system (98 per cent and 87 per cent, respectively, of those who had a system).

Compared with all employers, those in the:

- manufacturing sector were more likely to have a documented hazard management system (91 per cent)
- health and social assistance sector who had a documented system were more likely to record new hazards and changes to existing hazards in the system (100 per cent of those with a system).

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<sup>19</sup> See: Identification of hazards, section 7(1) HSE Act.

<sup>20</sup> See: Identification of hazards, section 7(2) HSE Act.

<sup>21</sup> See: Information for employees generally and health and safety representatives, section 12(1) HSE Act.

<sup>22</sup> The HSE Act does not specify documentation and written records, but the survey uses these to demonstrate a systematic approach.

### **7.2.2 Accident investigation process**

Sixty-eight per cent of employers reported having a documented process for investigating workplace accidents. This is similar to the 2012/13 NSE result of 73 per cent. The key results by size and sector were as follows:

- Larger employers were more likely than smaller employers to have a documented process in place (94 per cent and 65 per cent, respectively).
- Manufacturing sector employers were more likely to have a documented process (88 per cent), compared with all employers.

### **7.2.3 Health and safety inductions for employees**

Around three quarters of employers said that all new employees receive a health and safety induction (76 per cent). This is consistent with the 2012/13 result of 76 per cent. Larger businesses were more likely than smaller businesses to provide all new employees with a health and safety induction (92 per cent and 74 per cent, respectively).

Of those employers who provided inductions for all new employees, around seven out of ten (69 per cent) kept a record of every induction. This equates to 52 per cent of all employers who both provided health and safety inductions and kept records of these inductions. Larger employers who provided inductions were more likely to keep records of every induction (87 per cent) compared with smaller employers (67 per cent).

## **7.3 Health and safety inductions for contractors**

Consistent with last year, approximately six out of ten employers (59 per cent) reported using contractors or subcontractors to do work for their business. The key differences by size and industry were as follows:

- Larger businesses were more likely to use contractors or subcontractors (82 per cent) than smaller businesses (56 per cent).
- Employers in the construction sector (83 per cent) and the agriculture, forestry and fishing sector (82 per cent) were more likely to use contractors or subcontractors compared with all employers.

Among those employers who used contractors or subcontractors:

- Forty-six per cent said that all contractors and subcontractors received health and safety inductions. While this result suggests a decrease from last year (54 per cent) in the proportion of employers providing health and safety inductions for contractors, the observed difference is not statistically significant.
- Larger employers were more likely than smaller employers to provide inductions for their contractors and subcontractors (74 per cent and 41 per cent, respectively).

If 'inductions for contractors' (where contractors were used) is included in the aggregate measure reported in Section 7.2 for employers meeting their key duties under the HSE Act, the percentage of employers with all four elements in their health and safety system drops from 43 per cent to 35 per cent. This is similar to the 2012/13 NSE (39 per cent).

## 7.4 Employee participation

Employers were asked whether they had a formal system for employee participation in managing health and safety. Fifty-six per cent of employers reported having such a system in place, which is in line with 58 per cent last year. The term ‘formal system’ was not defined for respondents.<sup>23</sup>

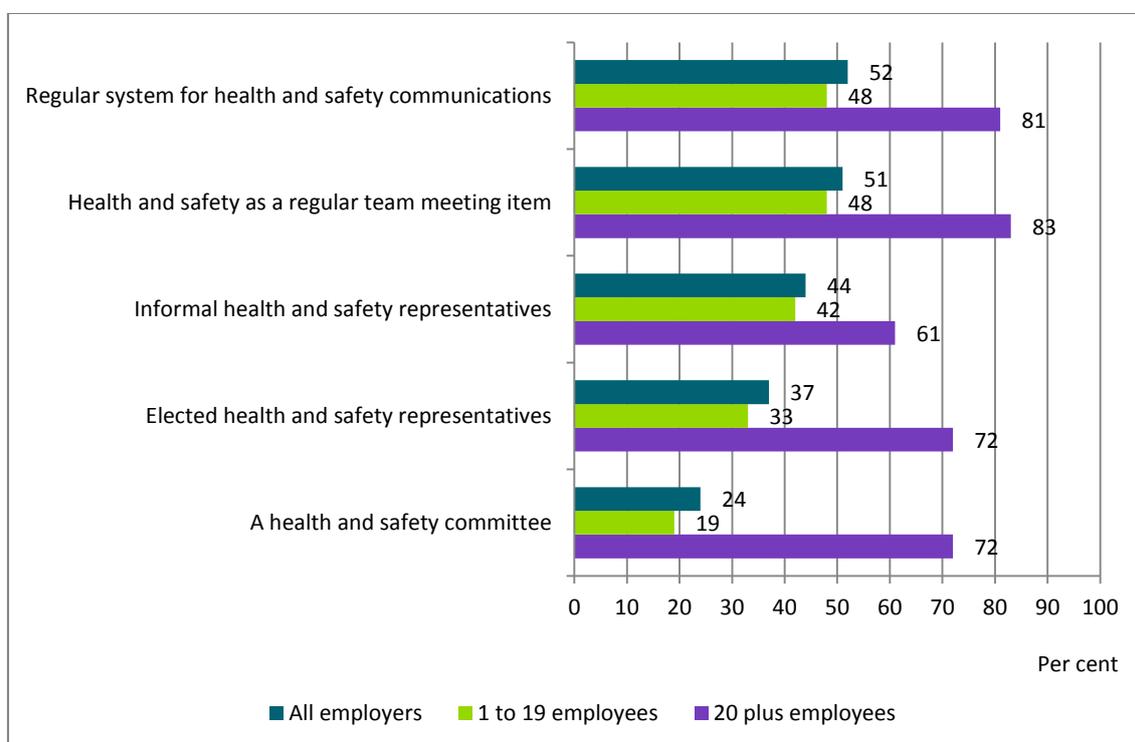
Reflecting the requirement under the HSE Act for employers with 30 or more employees to have a formal system for employee participation in managing workplace health and safety, larger employers were more likely than smaller employers to report having a formal system (81 per cent and 53 per cent, respectively).<sup>24</sup>

The NSE also asked employers about types of employee involvement in workplace health and safety, both formal and informal. Consistent with results from the 2012/13 NSE, employers most commonly reported having:

- a regular system for health and safety communications
- health and safety included as a regular team meeting item (Figure 15).

The proportions of employers using other approaches to involving employees in workplace health and safety were also similar to those from 2012/13 NSE, with larger employers more likely than smaller employers to use all of these approaches.

Figure 15: Types of employee involvement in health and safety



<sup>23</sup> While using the word ‘formal’, the question as worded was not limited to elected health and safety representatives and committees.

<sup>24</sup> The requirement under the HSE Act for an employee participation system also applies “if an employer employs fewer than 30 employees, whether or not at a single location, and one or more of the employees or a union representing them requires the development of a system for employee participation”.

Similar to last year, around one in five employers (21 per cent) said they had none of these types of employee participation in place. Smaller employers were more likely than larger employees to say they had 'none of the above' (23 per cent and 4 per cent, respectively).

## **7.5 Changes to health and safety practices and systems**

One in five employers (20 per cent) said they had made significant changes to their health and safety systems or practices in the 12 months before the survey, with larger employers being more likely than smaller employers to have made changes (42 per cent and 17 per cent, respectively). These results are consistent with last year's findings. Of those employers who had made changes, this was most commonly in response to:

- making ongoing improvements to workplace health and safety (41 per cent)
- complying with current or anticipated future changes to health and safety legislation (26 per cent).

## **7.6 Employers' perspectives on workplace health and safety**

To get a better understanding of employers' views about workplace health and safety, employers were asked about the extent to which they agreed or disagreed with the following statements:

- Your business owners or manager have a good understanding of their obligations under the *Health and Safety in Employment Act*.
- Government is effective at enforcing obligations for businesses under the *Health and Safety in Employment Act*.
- Having good health and safety systems is good for your business.

Seventy-seven per cent of employers agreed that their business owners or managers had a good understanding of health and safety, with larger employers more likely than smaller employers to agree (87 per cent and 75 per cent, respectively).

Fifty-eight per cent of employers agreed that the government is effective at enforcing obligations under the HSE Act, with no significant differences in agreement when viewed by business size or industry sector.

Eight-nine per cent of employers agreed that having good health and safety systems is good for their business, with larger employers being more likely than smaller employers to agree (97 per cent and 88 per cent, respectively).

The above results are all consistent with findings from the 2012/13 NSE.

## 8 Employing migrants

Information on employing migrants is important in assessing the benefits and issues associated with that employment to ensure policy settings are right.<sup>25</sup>

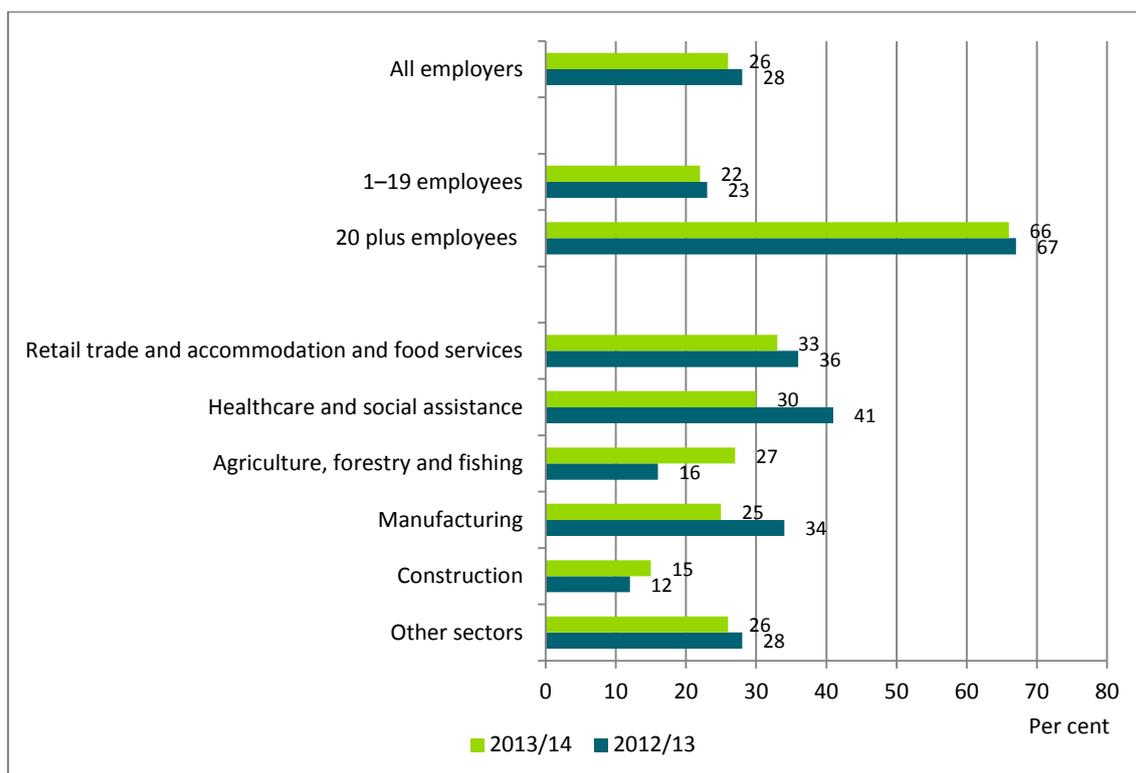
### 8.1 Migrants on staff

Employers were asked whether their business had any migrant employees on staff who arrived in New Zealand in the last five years (ie 'recent migrants'). One in four (26 per cent) had at least one migrant currently on staff (Figure 16). One in five (19 per cent) had hired a recent migrant in the last 12 months (Figure 17). These results are in line with those reported by businesses last year.

Larger employers were more likely than smaller employers to have:

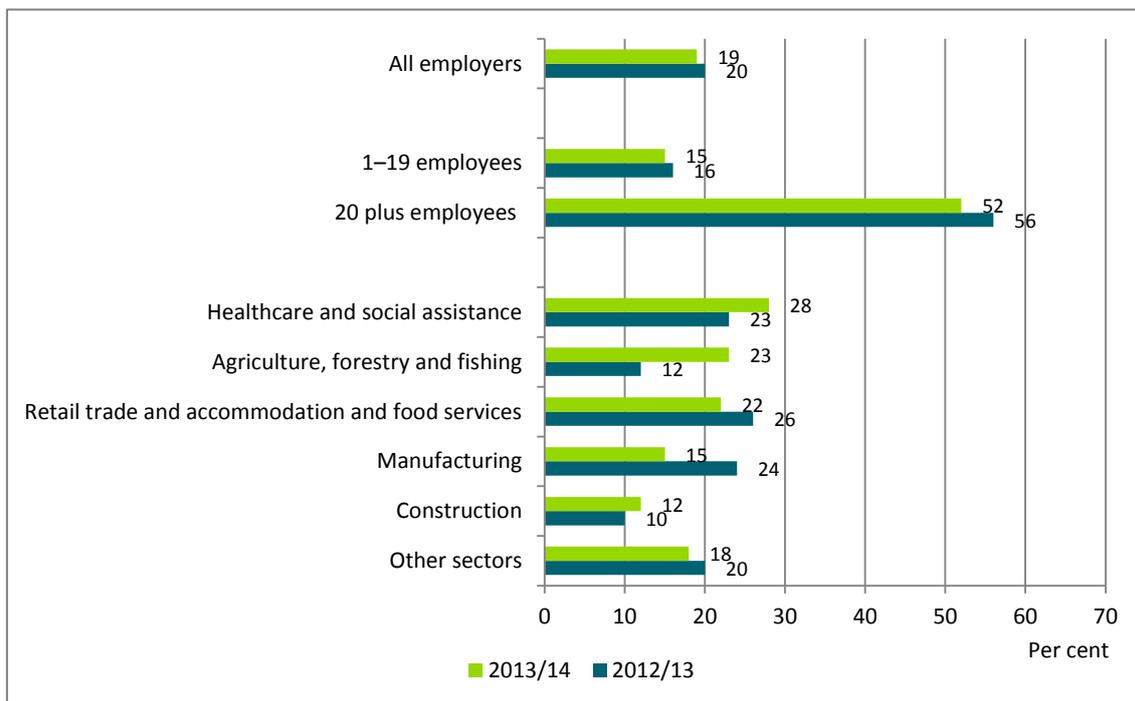
- recent migrants on their staff (66 per cent, compared with 22 per cent)
- employed a recent migrant in the last 12 months (52 per cent, compared with 15 per cent).

Figure 16: Businesses with a recent migrant on staff



<sup>25</sup> See Appendix 2, tables 62 to 64 and 156 to 158.

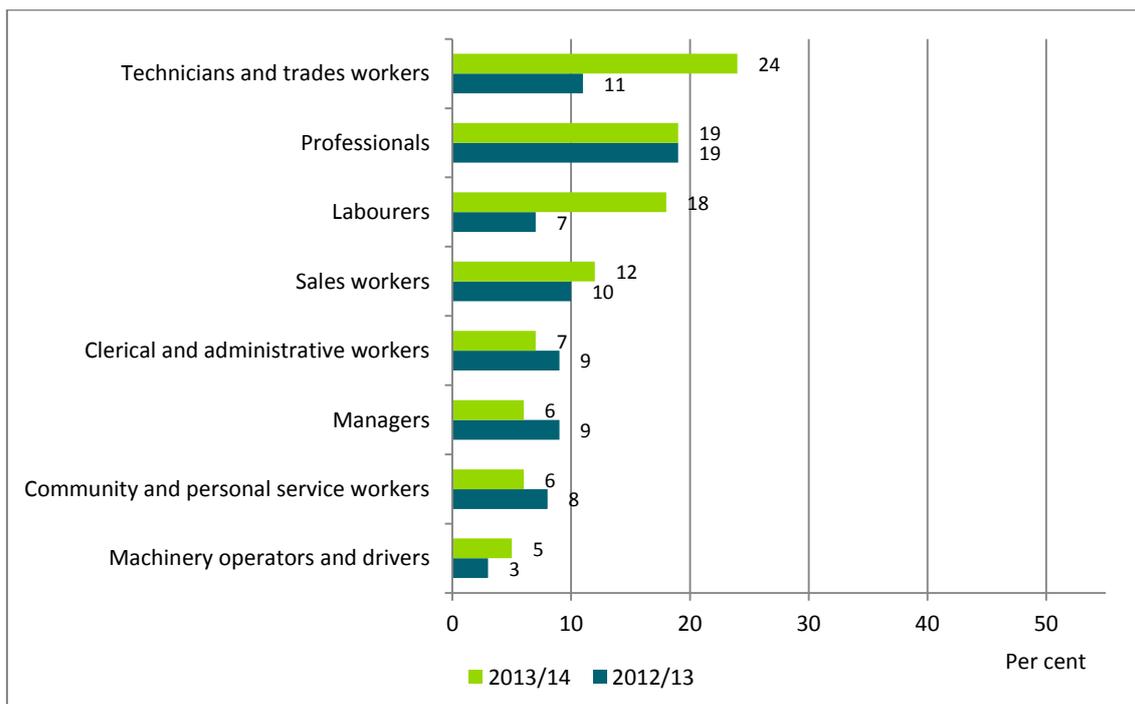
Figure 17: Proportion of employers that hired a recent migrant in the last 12 months



## 8.2 Roles filled in the business

Recent migrants were most often hired for the following roles: technicians and trades workers (24 per cent), professionals (19 per cent), labourers (18 per cent) and sales workers (12 per cent; Figure 18).

Figure 18: Roles filled by most recently hired migrants\*



\* Sub-sample based on businesses that hired recent migrants in the last 12 months (2013/14 n=406; 2012/13 n=623).

Note: Only roles with 5 per cent or over are included in chart.

While the figures in the chart suggest that there has been an increase in migrants filling technician, trades worker and labourer roles since the 2012/13 NSE, the differences are not statistically significant.<sup>26</sup>

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<sup>26</sup> This is due to the relatively smaller sub-samples of businesses that had hired recent migrants in the last 12 months in both the 2012/13 and 2013/14 NSEs.

## 9 Migrant recruitment

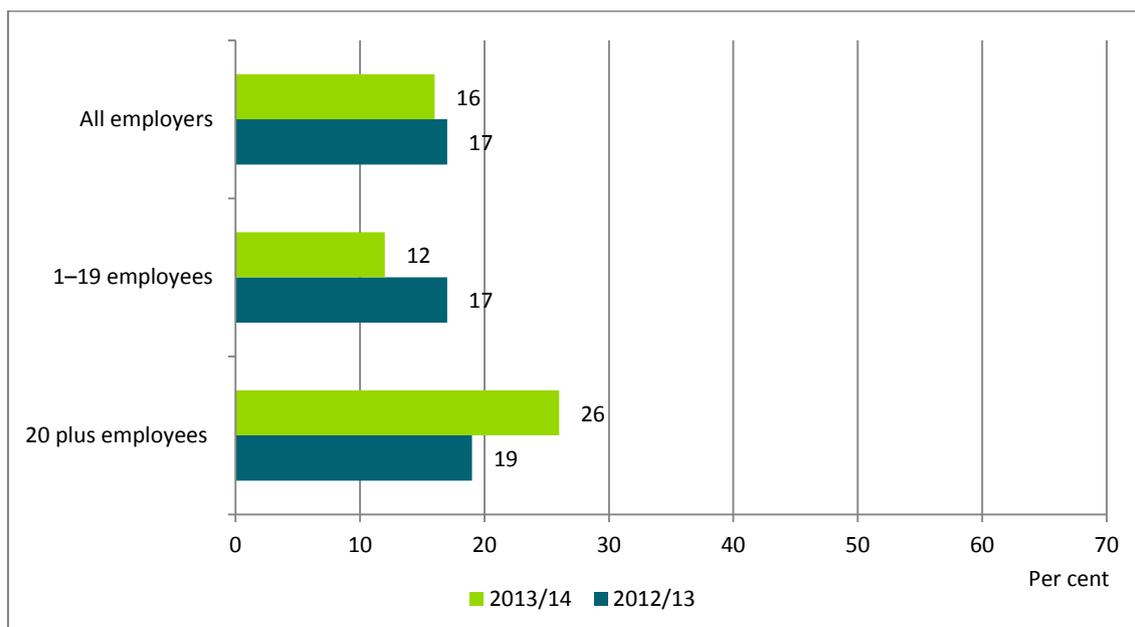
Employers with recent migrants on staff were asked whether the most recently hired migrant was living outside of New Zealand when they applied to work for the business, as well as the reasons why their business chose to employ a recent migrant.<sup>27</sup>

### 9.1 Migrants hired while living outside of New Zealand

Employers who reported hiring a recent migrant in the last 12 months were asked if the migrant in question was living outside of New Zealand when they applied to work at the business (Figure 19). Sixteen per cent of employers reported that the most recently hired migrant had been living outside of New Zealand when they applied to work for the business.

Larger employers were significantly more likely than smaller employers to report the most recently hired migrant had applied to work for the business while living outside of New Zealand (26 per cent, compared with 12 per cent).

Figure 19: Recently hired migrants living outside of New Zealand when they applied to work at business\*



\* Sub-sample based on those businesses that hired recent migrants in the last 12 months (2013/14 n=406; 2012/13 n=623).

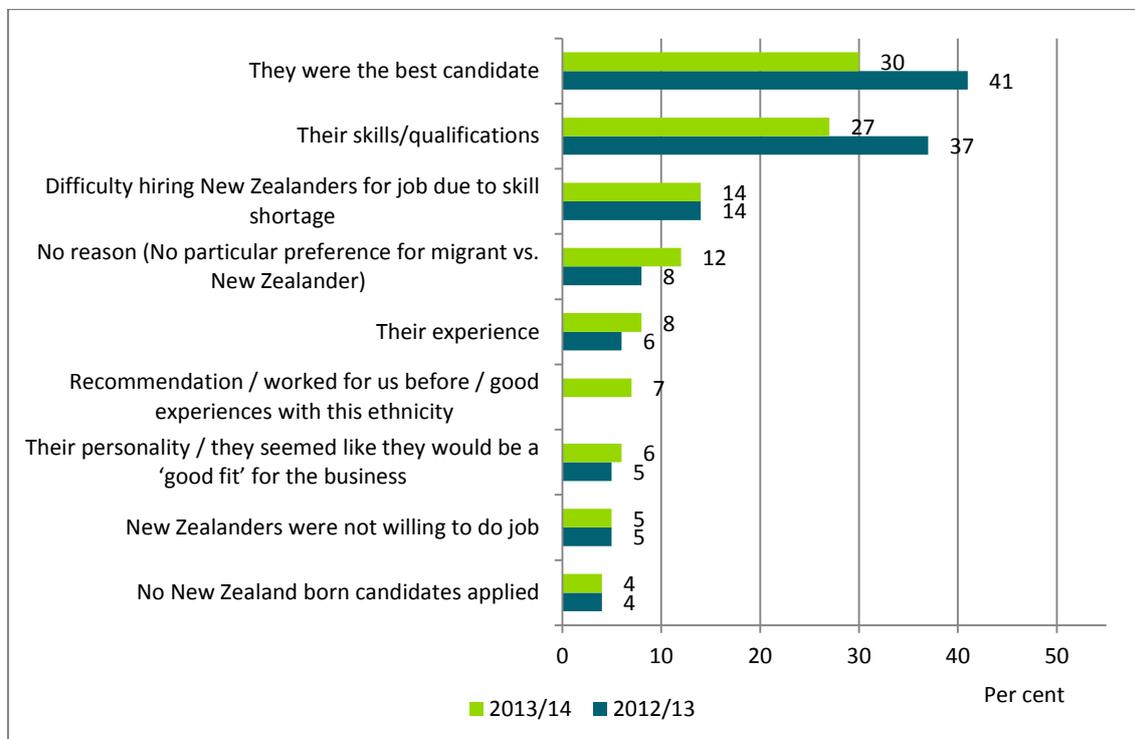
### 9.2 Reasons for hiring migrants

The most frequent reasons given for businesses choosing to employ the most recently hired migrant were that they were the best candidate and/or because of their skills and qualifications (30 per cent and 27 per cent, respectively; Figure 20). The third most frequently noted reason was that the employers had difficulty hiring New Zealanders for the job, due to skill shortages (14 per cent), with larger employers being significantly more likely to report this

<sup>27</sup> See Appendix 2, tables 65, 66 and 71 and 159, 160 and 165

was the case than smaller employers (24 per cent, compared with 10 per cent). These results are generally in line with those reported for the 2012/13 NSE.<sup>28</sup>

Figure 20: Reasons for hiring most recent migrant employee\*



\* Sub-sample based on businesses that had hired recent migrants in the last 12 months (2013/14 n=406; 2012/13 n=623).

Note: Total may exceed 100 per cent because of multiple responses.

### 9.3 Reasons for not recruiting any recent migrants

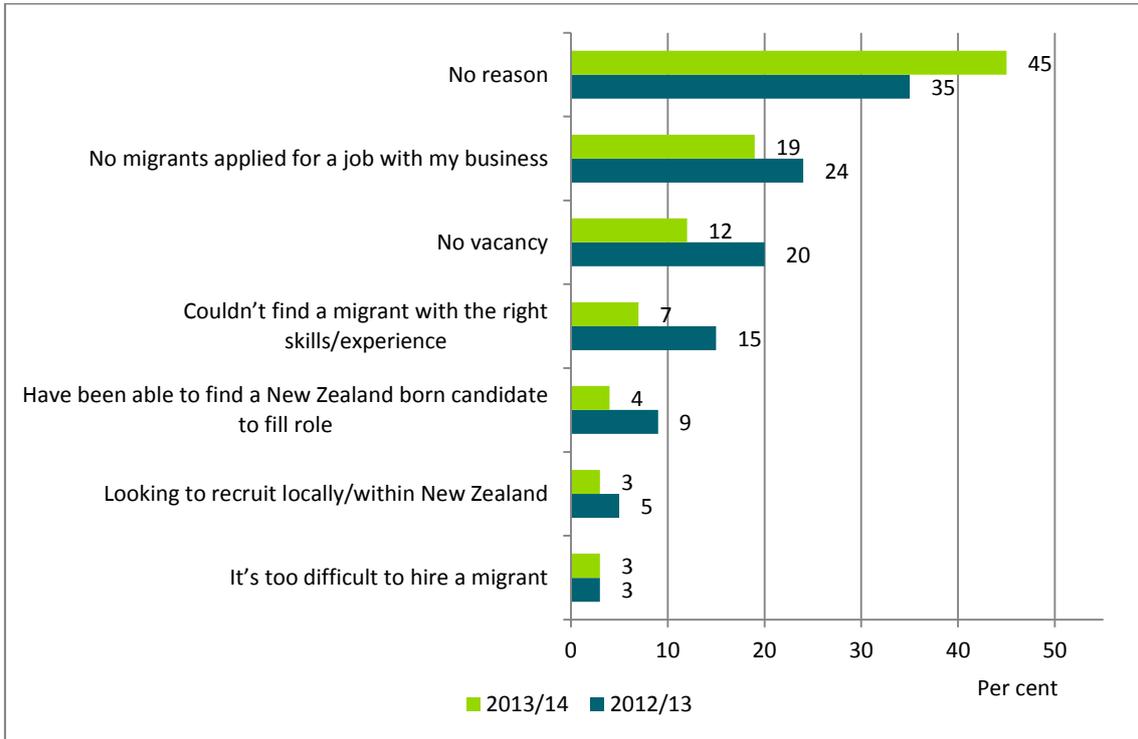
Employers who had not recruited any recent migrants in the last 12 months, and who stated they had a job vacancy during that period, were asked why they had not done so (Figure 21).

The most frequently stated reasons were no particular reason (45 per cent), that no migrants had applied for a job (19 per cent), followed by the business not having any vacancies (despite having reported a job vacancy in the last 12 months).<sup>29</sup> These results are generally in line with those reported for the 2012/13 NSE.

<sup>28</sup> Note: 'Recommendation / worked for us before / good experiences with this ethnicity' was not a reason reported in the 2012/13 NSE.

<sup>29</sup> Note: Twelve per cent of employers stated that they had no vacancy to fill, even though in a previous question in the survey they reported having a vacancy in the last 12 months. It is believed that some employers misinterpreted the first question about whether their business had any vacancies in the last 12 months.

Figure 21: Reasons for not recruiting migrants for vacancies\*



\* Sub-sample based on businesses that had job vacancies in the last 12 months but did not attempt to recruit any recent migrants (2013/14 n=442; 2012/13 n=638).

Note: Total may exceed 100 per cent because of multiple responses.

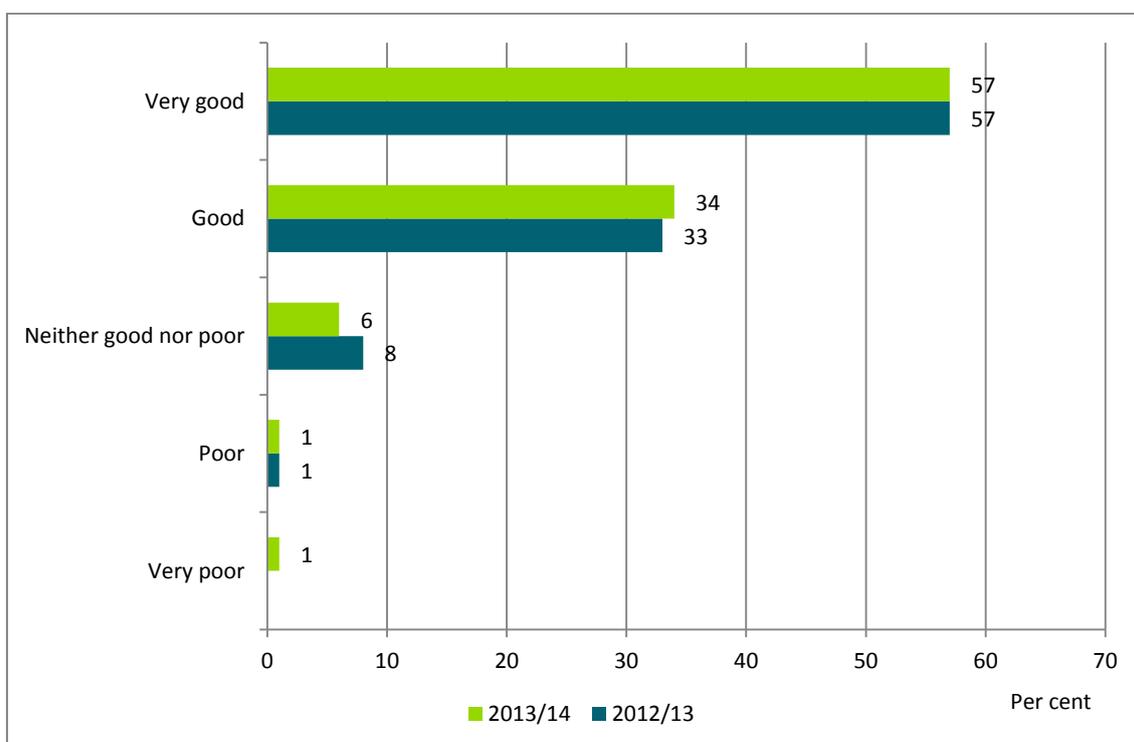
## 10 Migrant staff performance and retention

Employers were asked about their perceptions of their migrant employees' job performance and reasons for rating them as they did. Also examined is the retention of new migrant employees.<sup>30</sup>

### 10.1 Overall staff performance

Businesses that had a recent migrant employee on their staff were asked to rate their migrant employees' job performance using a five-point scale where '1' equals *very poor* and '5' equals *very good* (Figure 22). In line with last year's survey results, 91 per cent of the sub-sample rated their migrant employees' overall performance as *very good* (57 per cent) or *good* (34 per cent).

Figure 22: Perceptions of overall performance of migrant employees\*



\* Sub-sample based on those businesses that have recent migrant employees on staff (2013/14 n=501; 2012/13 n=775).

Note: Totals may not sum to 100 per cent due to rounding and the exclusion of unspecified responses.

The main reasons given for rating migrant employees' performance as good or very good were (Figure 23):

- right attitude / willing to learn / work ethic / go above and beyond their role (43 per cent) – this reason was identified more frequently by employers in the construction sector (65 per cent)
- work is very good quality (23 per cent)
- able to share their experience and skills (17 per cent).

<sup>30</sup> See Appendix 2, tables 67 to 70 and 161 to 164.

Figure 23: Reasons for rating migrant employees' performance as good or very good\*



\* Sub-sample based on businesses that rated the performance of the businesses' recent migrant employees as *good* or *very good* (2013/14 n=440; 2012/13 n=692).

Note: Total may exceed 100 per cent due to multiple responses.

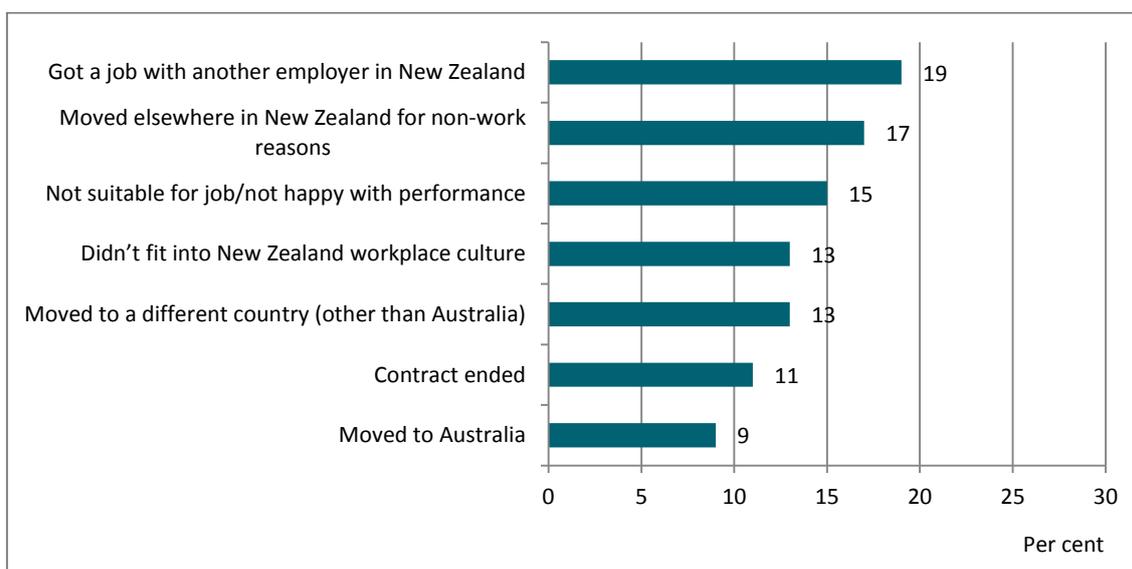
### 10.1.1 Migrant staff retention

Among employers who had hired a recent migrant in the last 12 months, about one in three (31 per cent) reported that at least one migrant employee had subsequently left.

The most frequent reasons given were that the employee:

- got a job with another employer in New Zealand (19 per cent)
- moved elsewhere in New Zealand for non-work reasons (17 per cent)
- was not suitable for the job, ie the employer was not happy with their performance (15 per cent).

Figure 24: Reasons recent migrant left the business\*



\* Sub-sample based on businesses that hired migrants in the last 12 months who subsequently left the business (n=156).

Note: Total may exceed 100 per cent due to multiple responses.

## 11 Usefulness of Immigration New Zealand services

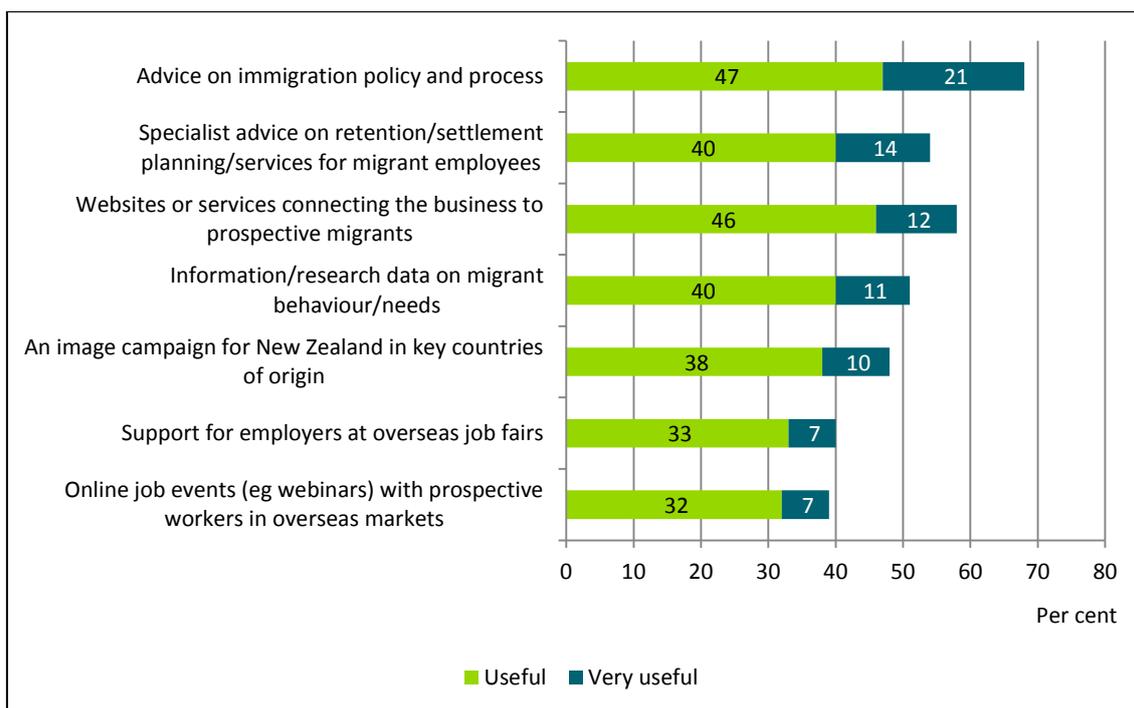
The aim of this section is to monitor whether Immigration New Zealand (INZ) is meeting the needs of employers, from the initial policy framework through to the settlement services provided.

Employers whose business had job vacancies in the last 12 months and had hired recent migrants were asked to comment on the perceived usefulness, to their business, of different types of assistance or support provided by INZ.<sup>31</sup>

### 11.1 Assistance to attract migrant staff

Generally, employers had a positive opinion (50 per cent or better) of four of the suggested resources or assistance to help their business to attract migrant staff (Figure 25). Advice on immigration policy and process was regarded as being the most useful type of assistance to businesses (68 per cent), with 21 per cent regarding it as very useful. Websites or services to connect businesses with prospective migrants were regarded by 58 per cent of employers as useful or very useful, with 12 per cent regarding them as very useful.

Figure 25: Usefulness of resources to attract migrant staff\*



\* Sub-sample based on businesses that had job vacancies in the last 12 months and had hired recent migrants (n=531).

### 11.2 Resources or assistance to employ and retain migrants

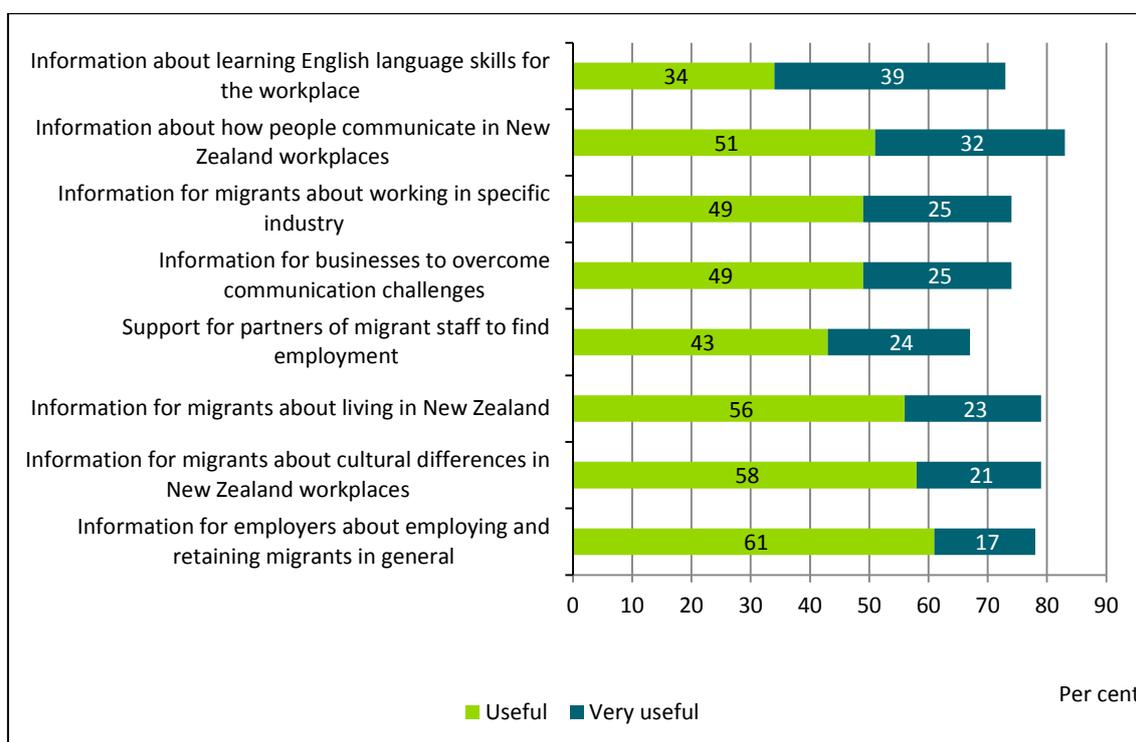
Employers whose business had job vacancies in the last 12 months and hired recent migrants were also asked how useful various resources or assistance would be to their workplace to employ and retain migrants (Figure 26). All of the suggested resources were viewed as being

<sup>31</sup> See Appendix 2, tables 72 to 94 and 166 to 188.

useful, with more than two-thirds of employers rating each as useful or very useful. Of particular usefulness were:

- information about learning English language skills for the workplace (39 percent rating it very useful)
- information for new migrant employees about how people communicate in New Zealand workplaces (32 per cent)
- information for new migrant employees about working in your industry (25 per cent)
- information for businesses to overcome communication challenges (25 per cent).

Figure 26: Usefulness of resources to employ and retain migrants\*



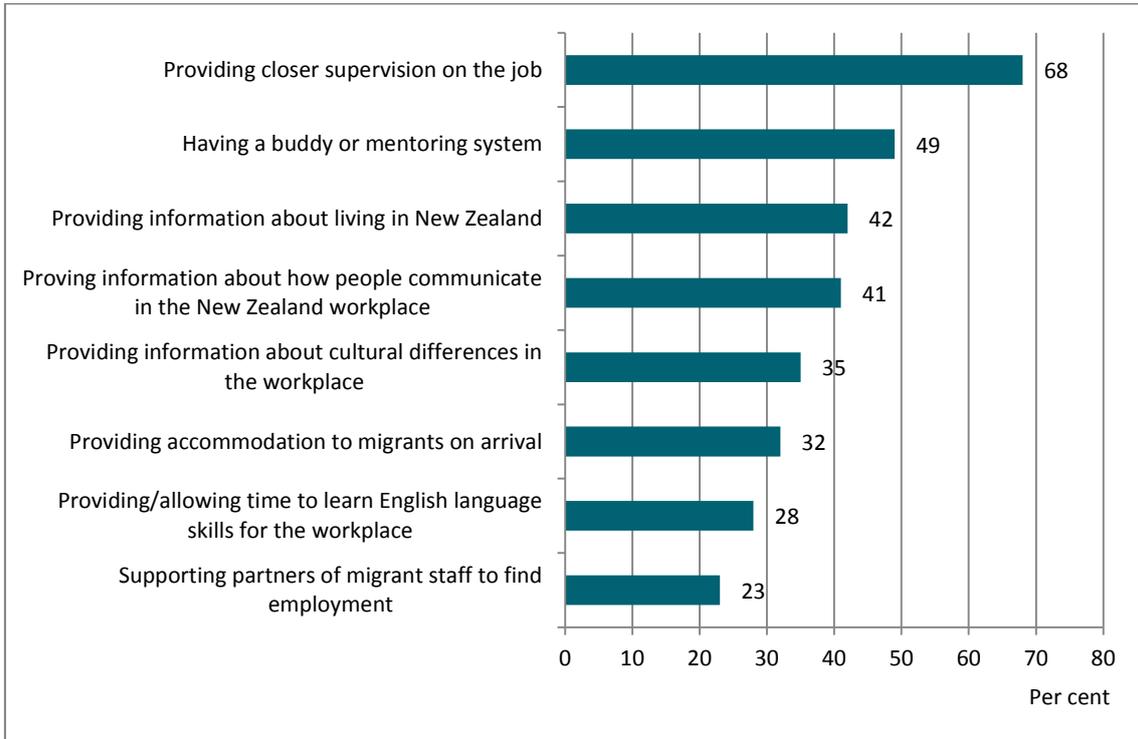
\* Sub-sample based on businesses that had job vacancies in the last 12 months and had hired recent migrants (n=531).

### 11.3 Resources and systems to support employed migrants

Finally, employers whose business had job vacancies in the last 12 months and had hired recent migrants were asked if they had used or put into place various practices to help and support migrants employed by their business (Figure 27).

Most frequently, employers reported they had provided closer supervision on the job to migrants who have been employed by their business (68 per cent), followed by having a buddy or mentoring system (49 per cent), providing information about living in New Zealand (42 per cent) and providing information about how people communicate with each other in New Zealand workplaces (41 per cent).

Figure 27: Assistance provided to support new migrants in the workplace\*



\* Sub-sample based on businesses that had job vacancies in the last 12 months and had hired recent migrants (n=531).

## **12 Conclusion**

The results of the NSE 2013/14 add to MBIE's evidence base for developing and evaluating policy, answering contemporary policy questions, and improving settlement services in the workplace relations, health and safety, and immigration areas. This report, together with the 2012/13 summary of findings, provides an information resource for people developing policies and programmes across the government and non-government sectors, and researchers and academics.

The NSE 2014/15 is currently in the field. Like previous NSEs, the 2014/15 survey includes a mix of time-series questions for monitoring trends and new questions on emerging policy issues. Results from the 2014/15 survey will be available in mid-2015.

