



LIFE IN NEW ZEALAND: SETTLEMENT EXPERIENCES OF SKILLED MIGRANTS

Results from the 2005 survey





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EXECUTIVE SUMMARY

The Settlement Experiences Feedback Survey (SEFS) gains feedback from migrants about their settlement experiences and outcomes in New Zealand (12 months after residence approval). These migrants were approved for residence through the Skilled and Business Streams from 1 January 2004 to 31 December 2004. Therefore, these migrants were surveyed from 1 January 2005 to 31 December 2005.

The SEFS survey captures a range of information relating to migrants' initial settlement in New Zealand such as employment and income, housing, children's schooling and satisfaction with New Zealand; their experiences interacting with Immigration New Zealand (INZ); and any areas they could have used additional settlement assistance.

This survey achieved a 42 percent response rate and was over-represented by migrants approved for residence onshore.

These are the key findings from the Settlement Experiences Feedback Survey:

Employment

- 94 percent of principal and 67 percent of secondary applicants were working for pay or profit.
- Of the principal applicants who applied for residence through the skilled migrant category, 98 percent from both UK/Ireland and Asia, and 96 percent from ESANA were working for pay or profit.¹
- 33 percent of principal and 24 percent of secondary applicants were classified as professionals.
- 25 percent of migrants were employed in health and community services.
- 85 percent of migrants had no difficulty in finding work in New Zealand.
- 78 percent of principal and 72 percent of secondary applicants were very satisfied/satisfied with their main job.

Income

- 56 percent of principal and 16 percent of secondary applicants had an annual income of over \$50,001.
- 65 percent of principal applicants from UK/Ireland had an income of over \$50,001 from their main job, followed by 52 percent from ESANA, 24 percent from Other and 19 percent from Asia.²
- Conversely, 60 percent of principal applicants from Asia had an annual income of under \$40,000, followed by 37 percent from Other, 25 percent from ESANA and 15 percent from UK/Ireland.

¹ ESANA includes countries from the following regions: Europe, South Africa and North America

² Other includes Pacific countries

Housing

- 46 percent of migrants lived in the Auckland region.
- Of the migrants who lived in the Auckland region, 62 percent were from Asia, 49 percent from ESANA and 39 percent from UK/Ireland.
- 20 percent of migrants had difficulty finding suitable housing.
- 80 percent of migrants were very satisfied/satisfied with the quality of housing in New Zealand.

Children

- 85 percent of migrants were very satisfied/satisfied with their children's school.

Further education and training

- 44 percent of migrants had taken up study or training since taking up residence in New Zealand.
- Of the migrants who had taken up study, 56 percent were from Asia, 42 percent from ESANA and 39 percent from UK/Ireland.
- 35 percent of principal applicants studied to get their qualification upgraded, and 43 percent of secondary applicants studied to get a job or a better job.
- A small proportion, 12 percent of principal and 19 percent of secondary applicants, studied to improve their English language skills.

Satisfaction with the immigration service in New Zealand

- 40 percent of migrants would have liked INZ to provide them with more detail on health services.

Access to services

- Migrants from all regions needed help with the tax system, getting a driver licence and finding a GP.

Living in New Zealand

- At the time of the obtained residence, 60 percent of migrants planned to live in New Zealand for at least 5 years.
- After 12 months, 71 percent of migrants planned to live in New Zealand for at least 5 years.
- The majority of migrants from UK/Ireland, ESANA and Asia liked New Zealand's climate or natural beauty and liked the friendly lifestyle or relaxed pace of life.
- Most migrants from UK/Ireland liked New Zealand because of the recreation and leisure activities and the ability to achieve a desired lifestyle.
- Migrants from ESANA liked New Zealand because of the safety from crime.
- Migrants from Asia liked New Zealand for its small population.
- Half of migrants from UK/Ireland, ESANA and Other disliked the distance of New Zealand from their home or family.
- About two-thirds of migrants from Asia disliked the high tax rates.
- 88 percent of migrants were very satisfied / satisfied with living in New Zealand.

- 89 percent would recommend New Zealand to others as place to come and live.

Conclusion

Overall, the settlement outcomes for skilled migrants are very good. Migrants are not a homogenous group. The SEFS survey shows that settlement experiences and needs differ by principal and secondary applicants, as well as by region of origin. Most principal applicants were employed at the time of the survey – a key determinant for positive settlement. Despite a few areas of dissatisfaction, skilled migrants were predominantly pleased with life in New Zealand and planned to live in New Zealand for at least five years or more.

1. INTRODUCTION AND BACKGROUND

1.1. Introduction

The Settlement Experiences Feedback Survey (SEFS) was designed to monitor early settlement outcomes for Skilled and Business Stream migrants who took up residence in New Zealand from January 2004 to December 2004. The aim of the survey was to provide a detailed picture of the first year of settlement for migrants approved through the Skilled and Business Streams.

1.2. Background

The survey was implemented as part of an evaluation of Customised Service, which was a business strategy introduced in August 2003. The purpose of Customised Service was to move the strategic direction of the Department of Labour's immigration services from demand driven processing to a targeted market approach, with a focus on meeting New Zealand's skill shortages and economic growth.

The SEFS was set up to monitor the settlement experiences and outcomes of migrants included in the Customised Service strategy. This included migrants who took up residence through the Skilled and Business Streams.

1.3. Report Structure

The report is presented as follows:

- Section 1 provides an introduction and background to the survey and immigration policies.
- Section 2 outlines the survey methodology and statistical analyses.
- Section 3 presents the descriptive results and where possible, differences between principal and secondary applicants and between migrants' region of origin.
- Section 4 summarises the main results and provides a discussion and conclusion.

1.4. Immigration Policy – Skilled/Business Stream

The Skilled/Business Stream includes the Skilled Migrant Category (SMC) and the forerunners to the SMC (the General Skills Category and Interim General Skills Category), the Work to Residence categories and the Business categories.³

1.4.1. Skilled Migrant Category

A person who is interested in applying for residence under the SMC must first submit an Expression of Interest (EOI). Points are then awarded for employability and capacity building factors, including skilled employment, work experience,

³ The General Skills Category (GSC) closed on 1 July 2003 and the Interim General Skills Category (IGSC) took effect until 12 November 2003. The IGSC was an intermediate step before the introduction of SMC. Under the IGSC, principal applicants had to meet the same requirements as they did under the GSC, but they were also required to have a skilled job offer in New Zealand.

qualifications and age. An EOI is entered into a pool if the applicant meets prerequisites for health, character and English language, and has a point score of 100 or more.

EOIs are ranked on the basis of their point scores, and the Department of Labour then determines the number of EOIs to be selected from the pool and a selection point is set.⁴ EOIs that meet or exceed the selection point may be invited to apply for residence through the SMC.

Applicants may be granted residence if they can demonstrate the ability to settle and contribute to New Zealand. This includes evidence of skilled employment in New Zealand (or an offer of skilled employment) or New Zealand qualifications that are either to a specified level, in an area of identified growth, or relevant to an occupation than is in absolute shortage.

1.4.2. Business Categories

The Business categories include the Investor Category, Entrepreneur Category, and Employees of Relocating Business Category.⁵ The Long Term Business Visa (LTBV) allows an applicant to establish a business in New Zealand before applying for residence through the Entrepreneur Category. The Investor Category aims to provide targeted use of investor funds and attract skilled business people to New Zealand. The Investor category operates in a similar manner to the SMC, where applicants must first submit an expression of interest, after which the applicant may be invited to apply for residence.

1.4.3. Work to Residence

Work to Residence policies grant residence subject to certain conditions being met, including a sustained period of work in a skilled occupation in New Zealand. Work to Residence policies include:

- Talent Visa (Accredited Employers)
- Talent Visa (Arts, Sports and Culture)
- Long Term Skills Shortage List.

The Work to Residence policies were introduced on 29 April 2002. After holding one of these work permits for two years, applicants are eligible for permanent residence provided they have met the conditions of their permit, will continue to work in New Zealand, and meet the English language, health and character requirements.

⁴ In December 2005, a number of SMC policy changes came into effect. One such change was the selection mechanism for the EOI pool. However, migrants included in this analysis were approved prior to these changes.

⁵ The previous Investor Category closed on 13 June 2005 and was replaced by a new Investor Category, which came into effect from 4 July 2005.

2. METHODOLOGY

2.1. Survey Population

The SEFS questionnaire was posted out to all new migrants aged 16 and over who were included in the Customised Service business strategy and whose contact details were available 12 months after they had taken up residence. The survey includes migrants whose residence was approved both offshore and onshore. For migrants whose applications were approved offshore, the questionnaire was posted 12 months after they arrived in New Zealand. For migrants who were already onshore, the questionnaire was posted 12 months after their residence application was approved. Therefore, migrants approved onshore would have been in New Zealand for varying lengths of time before completing the survey. The survey was also sent to migrants approved a Talent/LTSSL work permit 12 months after approval or arrival in New Zealand.

2.2. Questionnaire

The SEFS questionnaire was designed by the Department of Labour to collect information comparable to that of the New Migrant Follow-up Survey (NMFS).⁶ It collects information about migrants' satisfaction with Immigration New Zealand, current employment and activities, satisfaction with housing, children's schools, access to services and experience of living in New Zealand. A copy of the SEFS questionnaire is in Appendix A.

2.3. Survey Administration

The administration of SEFS is contracted to Research New Zealand, a market research company. The Department of Labour provides the names and contact details of the migrants eligible to receive the survey to Research New Zealand under strict confidentiality criteria. Research New Zealand posts out the questionnaire, collates responses, provides a monthly report to the Department of Labour and inputs the data on a monthly basis.

2.4. Survey Coverage

The questionnaire is posted out to all Skilled and Business migrants for whom Immigration New Zealand has a New Zealand address. The questionnaire is voluntary, and respondents are able to complete it anonymously if they chose.

2.5. Post-out Rates

Table 2.1 shows the post-out and response rates for the survey. There were 8061 migrants who were eligible to receive a questionnaire after 12 months of living in New Zealand. Of these, 5004 had New Zealand addresses, resulting in a post-out rate of 62 percent. Of those posted out, 771 were returned for reason of wrong address, resulting in a 15 percent wrong address rate.

⁶ The New Migrant Follow-up Survey is sent out to migrants who have lived in New Zealand for 3 to 5 months. The purpose of the NMFS is to measure early settlement outcomes, including employment experiences and satisfaction with life in New Zealand.

2.6. Response Rates

Table 2.1 shows the monthly response rate for migrants with addresses, and the monthly overall contact and response rate.

Overall, of the 4233 questionnaires that were posted out successfully, 1759 migrants responded to the survey, giving a 42 percent response rate for migrants with addresses. The overall contact response rate (with or without addresses) was 22 percent.

Table 2.1: Response data for SEFS

Response data for SEFS													
Arrived/approved date	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
	2004	2004	2004	2004	2004	2004	2004	2004	2004	2004	2004	2004	
Total eligible (with or without addresses)	663	408	520	372	334	448	669	601	713	906	1173	1254	8061
Total with addresses (BRC samples)	144	131	183	156	193	257	452	439	503	658	899	989	5004
Post-out rate	22%	32%	35%	42%	58%	57%	68%	73%	71%	73%	77%	79%	62%
Returned to sender	33	22	26	20	42	47	71	72	74	97	115	152	771
Wrong address rate	23%	17%	14%	13%	22%	18%	16%	16%	15%	15%	13%	15%	15%
Refused	1	0	0	0	0	0	6	2	3	4	9	5	30
Responded	60	48	64	41	71	74	143	170	190	265	321	312	1759
Response rate for migrants with addresses	55%	44%	41%	30%	47%	35%	38%	47%	45%	48%	41%	38%	42%
Overall contact and response rate	9%	12%	12%	11%	21%	17%	21%	28%	27%	29%	27%	25%	22%

Response rate for migrants with addresses = Responded/Total with addresses (Returns + Refusals)

*Overall contact rate = (1759 / 8061) * 100 = 22%*

*Overall response rate = (1759 / (5004 - 771)) * 100 = 42%*

2.7. Limitations

The results have three main limitations which need to be considered in interpreting and generalising these results. These include:

- length of time in New Zealand prior to residence approval
- overall representation of migrants who responded compared to the actual/eligible migrant population
- response rate.

2.7.1. Length of time in New Zealand

The purpose of this survey was to collect migrant settlement outcomes and experiences at 12 months. Table 2.2 shows that the majority of the respondents (82 percent) were living in New Zealand (for varying lengths of time) when they received the survey (onshore), therefore their responses are over-represented compared to their offshore counterparts (18 percent). Further analysis of onshore migrants from the survey shows that 94 percent had previously held a student or work permit (at some point), of which 91 percent had lived in New Zealand between one to four years prior to being issued their current permit. Therefore, the greater proportion of onshore approvals needs to be taken into account when interpreting the results from this survey (as migrants approved onshore would have more New Zealand experience).

2.7.2. Representation of migrants

The survey results include responses from migrants for whom the Department of Labour has address details. Table 2.2 shows the differences between the eligible population (n=8061) and the survey respondents (n=1759) for the study period (January to December 2004).

According to Table 2.2, there were relatively equal proportions of principal and secondary applicants, and males and females, in the eligible population and in the respondent population.

Migrants who were approved onshore were significantly over-represented in the respondent population compared to the eligible population (82 percent versus 56 percent), while those approved offshore were markedly under-represented (18 percent versus 44 percent).

Migrants approved through the SMC were over-represented, while those who applied through the GSC were under-represented in the survey. With the exception of migrants approved through the LTBV and Investor Category, the proportion of migrants approved through all the other business categories was similar in the eligible population and respondent population.

The proportions of migrants from the UK, South Africa, South Korea, China, India, USA, Zimbabwe and Fiji in the respondent population were similar to the eligible

population. Similarly, the age distribution of migrants in the respondent population was similar to the eligible population across all age groups.⁷

2.7.3. Response rate

There were 8061 migrants who were either approved or arrived between January to December 2004. The Department of Labour had address details for 5004 of these migrants to whom the survey was sent. Of these, 771 were returned to the Department of Labour (incorrect address) and 30 migrants refused to answer. Out of the 4203 possible respondents, the Department of Labour received responses from 1759 migrants, which resulted in a 42 percent response rate. Therefore care must be taken when interpreting and generalising these results.

Despite these limitations, the findings from this report provide useful baseline information on the short term settlement experiences and outcomes of skilled migrants.

⁷ The results have not been weighted for type of applicant, gender, nationality or age given the similarities between the eligible population and respondent population, and because the analysis is at a broad descriptive level.

Table 2.2: SEFS population versus respondent population chi-square estimates

Total Population Estimate: n=8061

Total Responses: n=1759

Variable	Eligible Population		Respondent Population		p-value	Comment
	n	%	n	%		
Applicant						
Principal	4687	58%	1115	63%	<0.0001	
Secondary	3374	42%	644	37%	<0.0001	
Gender						
Male	4267	53%	927	53%	0.8244	
Female	3794	47%	832	47%	0.8244	
Permit/visa						
Permit (onshore)	4540	56%	1438	82%	<0.0001	Over-represented in response data
Visa (offshore)	3521	44%	321	18%	<0.0001	Under-represented in response data
Application type						
SMC	3394	42%	1098	62%	<0.0001	Over-represented in response data
GSC	1759	22%	138	8%	<0.0001	Under-represented in response data
Entrepreneurs	1143	14%	228	13%	0.0978	
Investors	647	8%	76	4%	<0.0001	
LTBV	367	5%	58	3%	0.0043	
LTSSL	217	3%	49	3%	0.7836	
Talent (Accredited Employers)	515	6%	111	6%	0.8792	
Nationality						
UK	3742	45%	812	45%	0.8058	
South Africa	790	10%	167	9%	0.6251	
South Korea	689	9%	115	7%	0.0007	
China	714	9%	115	7%	0.0001	
India	227	3%	72	4%	0.0003	
USA	208	3%	62	4%	0.0047	
Zimbabwe	203	3%	65	4%	0.0004	
Fiji	191	2%	33	2%	0.1239	
Age groups						
16–19 years	488	6%	82	5%	0.0059	
20–29 years	1360	17%	290	16%	0.6261	
30–39 years	3211	40%	725	41%	0.1803	
40–44 years	1503	19 %	338	19%	0.4875	
45–49 years	881	11%	175	10%	0.1361	
50+ years	618	8%	149	8%	0.1517	

NOTE: 0.05 indicates the significance level set at 95%

2.8. Analysis

The results present descriptive findings. With the exception of Table 3.4, the results are not broken down by application categories within the Skilled/Business stream because of small numbers. In most cases, the results are stratified by principal and secondary applicants in order to get an indication of differences in settlement outcomes by applicant status. For some sections, results are analysed by migrants' region of origin. This was done to get an understanding of settlement outcomes and experiences for migrants from different regions. Four regions were used: UK/Ireland, ESANA (Europe, South Africa and North America), Asia and Other.⁸ With the exception of the Asia and Other regions, all of the other regions are categorised as per the pilot Longitudinal Immigration Survey New Zealand (LisNZ) for consistency with the Department of Labour's analysis and reporting style.⁹

North Asia, South Asia and South East Asia regions were combined as one region in order to have a robust sample size for analysis. This group is referred to as Asia in the report. The Pacific region was combined with the Other region because the sample size for the Pacific region was not large enough to conduct meaningful analysis. This group is referred to as Other in the report. A complete country list for each of the mentioned regions is given in Appendix B.

⁸ UK and Ireland are not included in 'Europe' group as their numbers are large enough to be analysed on their own.

⁹ Preliminary results from the pilot LisNZ survey are available. *Migrants' Experiences of New Zealand*. March 2004.

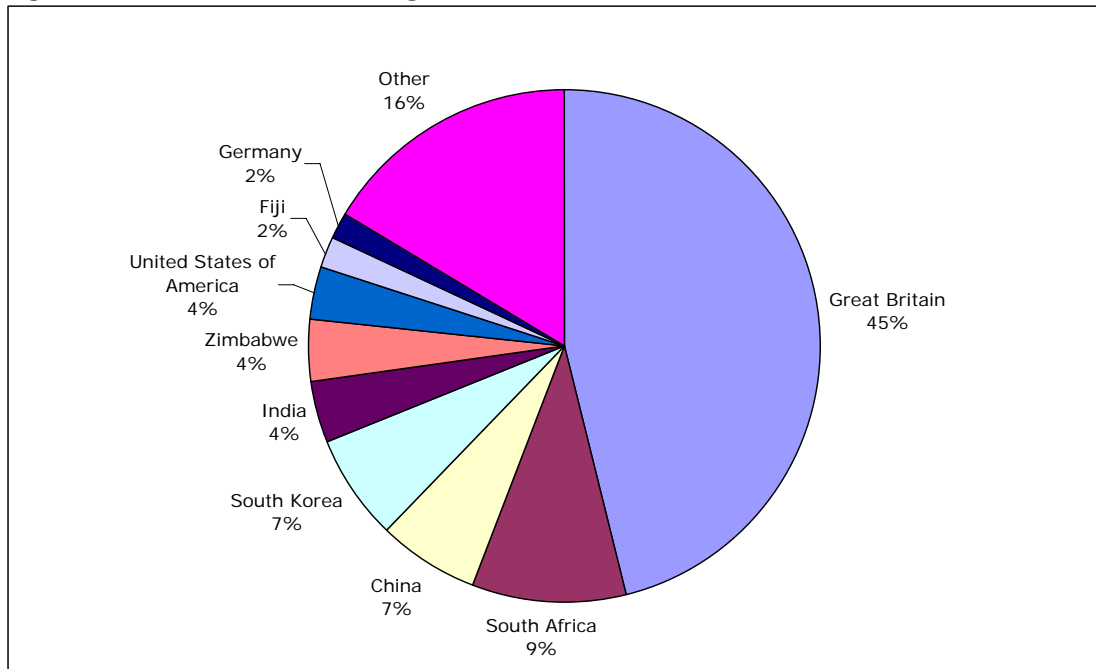
3. RESULTS

3.1. Migrant Characteristics

This section looks at the demographic characteristics of the migrants who responded to the survey. It gives an overview of respondents' nationalities, age, gender and category of approval.

A total of 1759 migrants, comprising 64 different nationalities, responded to the survey. As shown in Figure 3.1, the majority of respondents were from Great Britain, followed by South Africa (9 percent), and China and South Korea (7 percent each). Other nationalities included people from the Philippines, Ireland, the Netherlands, Japan and Malaysia.

Figure 3.1: Nationalities of migrants



3.1.1. Demographics

Table 3.1 looks at the demographic characteristics of the migrants who responded to the survey. Over 60 percent of the migrants were principal applicants, and the majority of migrants were approved for residence (88 percent). A relatively even proportion of males and females responded. Over two-thirds of the migrants were in the 30–49 years age range.

Table 3.1: Migrant demographics

	n	%
Applicant		
Principal	1115	63
Secondary	644	37
Gender		
Male	926	53
Female	833	47
Application type		
Residence	1541	88
Work	218	12
Residence criteria		
Skilled Migrant	1096	71
Entrepreneur	228	15
1995 General Skills	138	9
Investor	76	5
Talent (Accredited Employers)	3	0
Work criteria		
Talent (Accredited Employers)	108	50
Long Term Business Visa	58	27
Long Term Skill Shortage List (LTSSL)	49	23
Skilled Migrant	2	1
Talent (Arts, Culture and Sports)	1	0
Age of respondents		
16 to 19 years	82	5
20 to 29 years	290	16
30 to 39 years	725	41
40 to 44 years	338	19
45 to 49 years	175	10
50 and over	149	8

3.1.2. Application criteria

Under the residence criteria, a substantial proportion of respondents (71 percent) applied under the Skilled Migrant Category (SMC). A reasonably small proportion of respondents were approved through the Entrepreneur, General Skills and Investor categories.

Under the work criteria, half the respondents were approved through the Talent (Accredited Employers) category, followed by 27 percent who were approved through the Long Term Business Visa and 20 percent applied through the LTSSL.

3.2. Current Employment

The purpose of New Zealand's skilled immigration policy is to maximise and accelerate the contribution of immigration to New Zealand's capacity building, global connectedness, and thriving and inclusive communities. The speed at which migrants integrate into the labour market and find work that fits their skills and qualifications is a significant indicator of progress with settlement.

This section looks at five labour market-related indicators: employment outcomes (including employment experiences), satisfaction levels, income, and occupation and industry.

3.2.1. Employed and not employed

Table 3.2 shows that the majority of principal applicants (94 percent) were employed (working for pay or profit) as were 67 percent of secondary applicants.¹⁰

Table 3.2: Proportion of migrants working for pay or profit, principal and secondary applicants

Applicant type	Employed		Not employed		Total
	n	%	n	%	
Principal	1043	94	69	6	1112
Secondary	429	67	213	33	642

When analysed by region of origin, employment outcomes for principal applicants from UK/Ireland, ESANA and Other are excellent, with 97 percent from UK/Ireland, 94 percent from ESANA and 95 percent from Other employed (Table 3.3). Employment outcomes for principal applicants from Asia are good, with 84 percent employed.

Secondary applicants from UK/Ireland and Other also had good employment outcomes, with 76 percent and 79 percent employed. Secondary applicants from ESANA and Asia had a lower employment rate compared to their regional counterparts, with 68 percent and 48 percent employed.

¹⁰ Employment outcomes for migrants approved for residence onshore and offshore were analysed. The results show that relatively equal proportions were employed (Appendix C).

Table 3.3: Proportion of migrants working for pay or profit, region of origin and principal and secondary applicants

Principal applicants					
Region	Employed		Not employed		Total
	n	%	n	%	
UK/Ireland	561	97	16	3	577
ESANA	210	94	14	6	224
Asia	190	84	35	16	225
Other	82	95	4	5	86
Secondary applicants					
Region	Employed		Not employed		Total
	n	%	n	%	
UK/Ireland	197	76	62	24	259
ESANA	90	68	43	32	133
Asia	86	48	93	52	179
Other	56	79	15	21	71

Although employment outcomes are slightly lower for principal applicants from Asia compared to their regional counterparts, it must be noted that an equal proportion of principal applicants from Asia applied for residence through both the Business and Skilled Migrant Categories (Table 3.8). This could suggest that the Asian migrants from the business category are responding “no” to the question, “Are you currently working for pay or profit?”, (as they might consider being self-employed not being the same as working for pay or profit) thereby affecting (lowering) the overall response for employment outcomes, understating employment outcomes for migrants from Asia.

Therefore, employment outcomes for principal applicants were examined by region of origin and by application category (SMC and Business Category). Table 3.4 shows that employment outcomes for all principal applicants (who applied through the SMC) from all regions are exceptional. The foremost difference is for principal applicants from Asia, with 98 percent employed (working for pay or profit). Employment outcomes for all migrants who applied through the Business Category are good, with over two-thirds of principal applicants working for pay or profit.

Table 3.4: Proportion of employed principal applicants working for pay or profit, region of origin and application category

Region	Skilled Migrant Category		Business Category	
	n	%	n	%
UK/Ireland	322	98	38	86
ESANA	123	96	19	79
Asia	96	98	61	69
Other	47	100	11	79

3.2.2. New Zealand regional employment

Figure 3.2 looks at employment outcomes (by region of origin) in three New Zealand regions: Auckland, the rest of the North Island (excluding Auckland) and the South Island. Of the migrants who were working for pay or profit, 60 percent were from Asia and were employed in the Auckland region, followed by 49 percent from ESANA, 48 percent from Other and 39 percent from UK/Ireland. A third of migrants (34 percent) from UK/Ireland and Other were employed across the North Island (outside of Auckland), followed by 31 percent from ESANA and 22 percent from Asia. About a third (27 percent) of migrants from UK/Ireland were employed in the South Island, followed by one-fifth (20 percent) from ESANA and 18 percent from Asia and Other.

Figure 3.2: New Zealand region of employment, by region of origin (n=1436)

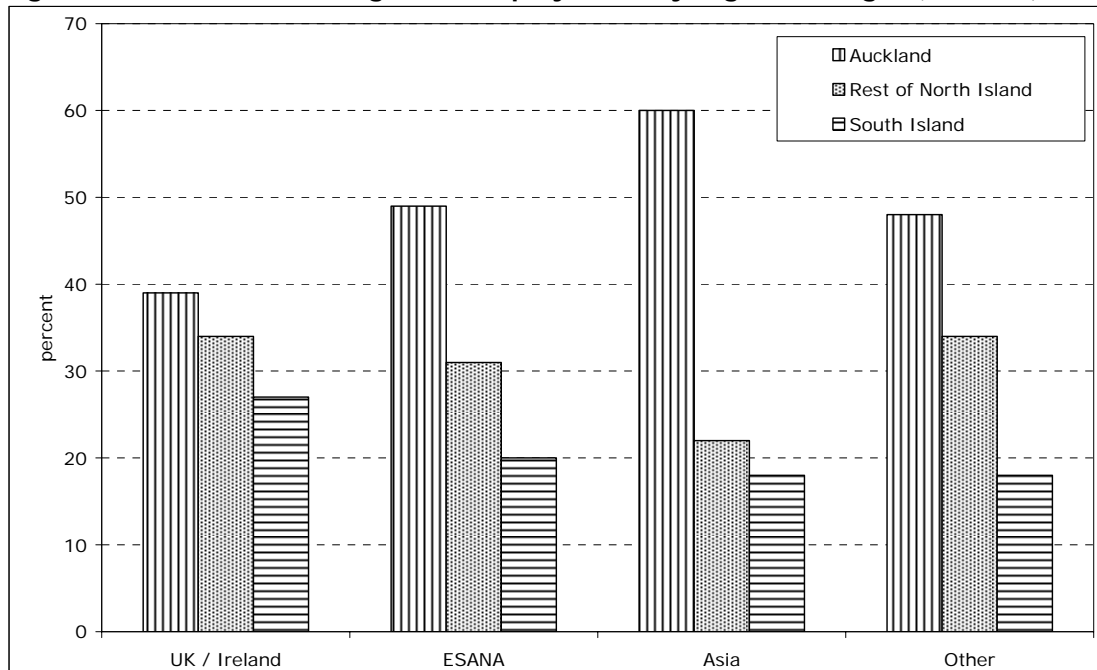


Table 3.5 looks at all migrants that were employed and not employed, by regional council. The Auckland region had a higher proportion of employed migrants than all other regions.

Table 3.5: Migrants employed and not employed by regional council

	Employed		Not employed	
	n	%	n	%
Auckland	659	45	139	50
Southland	128	9	29	10
Wellington	127	9	18	6
Canterbury	96	7	21	8
Waikato	91	6	7	3
Bay of Plenty	69	5	9	3
Manawatu-Wanganui	53	4	7	3
Tasman	43	3	4	1
Hawkes Bay	41	3	9	3
Northland	28	2	8	3
Otago	28	2	5	2
Nelson	26	2	6	2
Taranaki	25	2	9	3
Gisborne	11	1	*	*
Marlborough	6	0	*	*
West Coast	5	0	*	*
Area outside region	19	1	6	2
Total**	1455	100	278	100

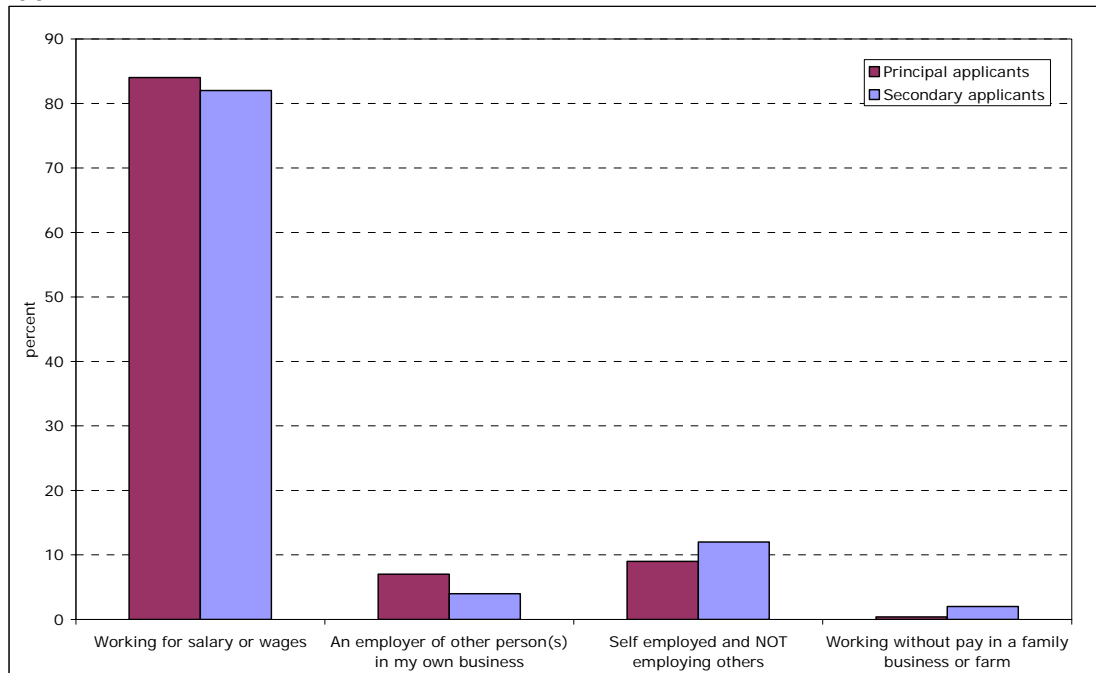
*Percentage not calculated for counts less than 5.

**Excludes missing and not stated data.

NOTE: Data from the Department of Labour's Immigration database shows the Canterbury region as one the main regions of employment. Southland features in this report as more migrants from Southland responded to the survey.

Figure 3.3 shows that of those migrants who were working, 84 percent of principal applicants and 82 percent of secondary applicants were working for salary or wages. Slightly more secondary than principal applicants were self-employed (12 percent versus 9 percent respectively).

Figure 3.3: Main job (work the most hours), by principal and secondary applicants (n=1438)

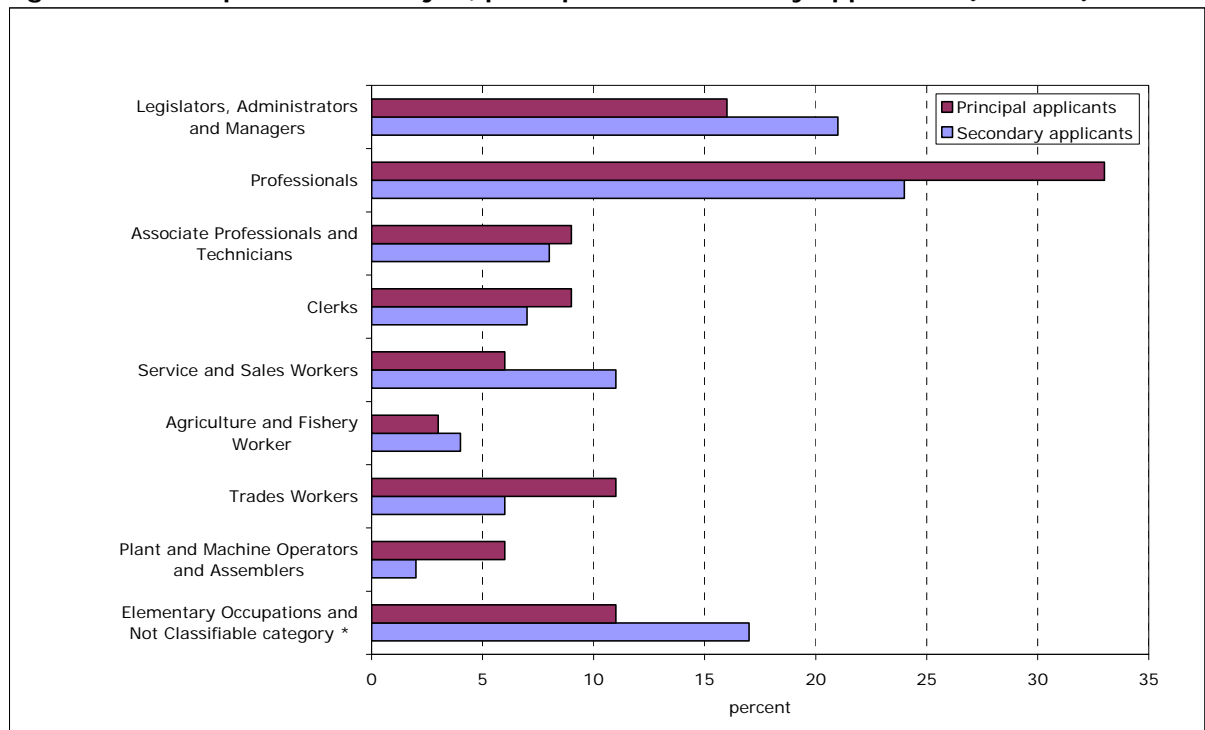


3.2.3. Occupation and industry

Occupations were classified according to the New Zealand Standard Classification of Occupations (NZSCO).

The most common occupational classification for all migrants was Professional, with one-third of principal applicants and a quarter of secondary applicants were classified as professionals (33 percent and 24 percent respectively). Principal applicants were more likely than secondary applicants to work as Trade Workers, Clerks, and Plant and Machine Operators and Assemblers. Conversely, secondary applicants were more likely than principal applicants to work as Legislators, Administrators and Managers, Elementary Occupations, and Service and Sales Workers (Figure 3.4).

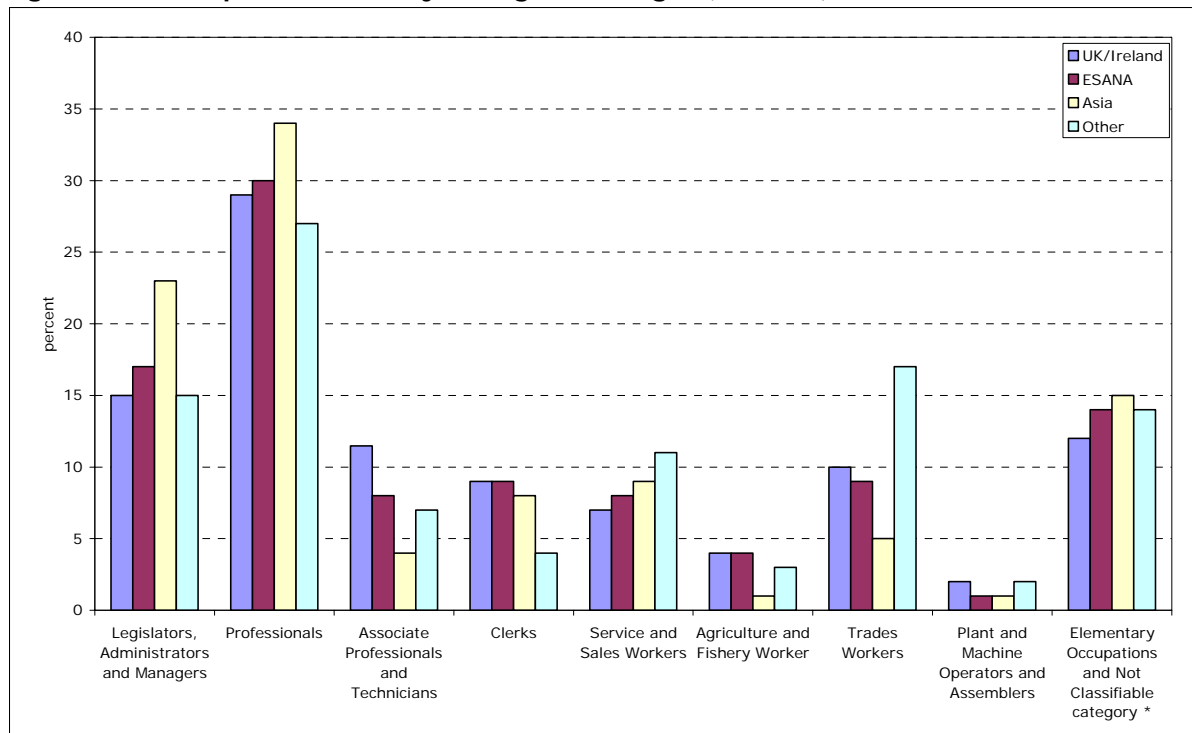
Figure 3.4: Occupation in main job, principal and secondary applicants (n=1460)



* NOTE: The majority of migrants in this category could not be classified in terms of their occupational classification.

The regional analysis shows that 34 percent of migrants from Asia were classified as Professionals, followed by 30 percent from ESANA and 29 percent from UK/Ireland. The top two occupation classifications for migrants from all regions were Professionals, and Legislators, Administrators and Managers (Figure 3.5).

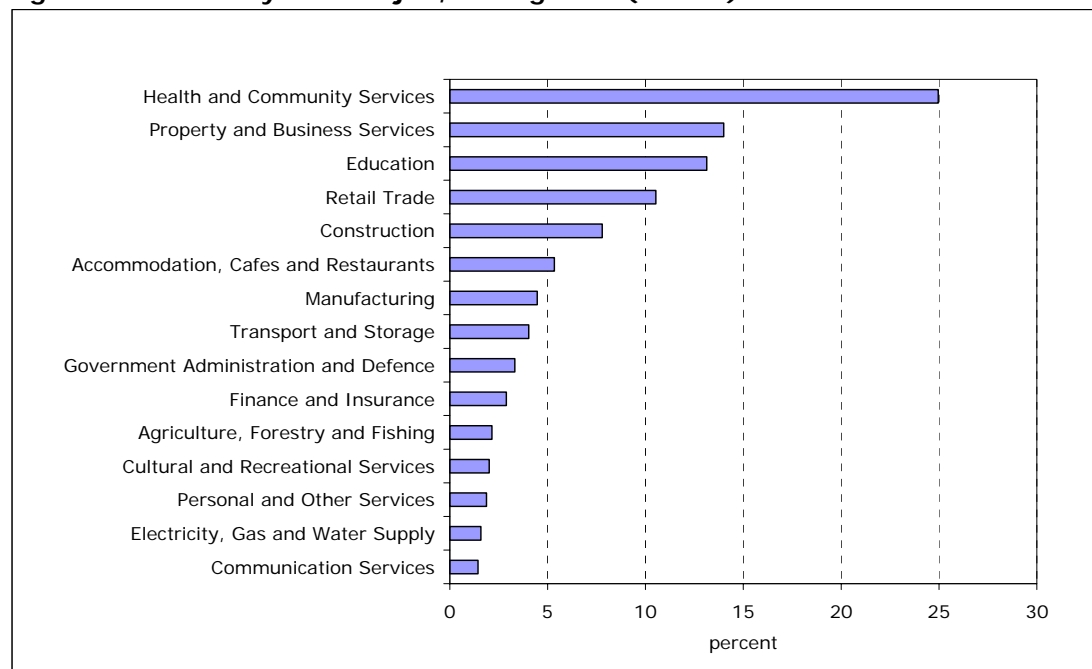
Figure 3.5: Occupation in main job, region of origin (n=1463)



* NOTE: The majority of migrants in this category could not be classified in terms of their occupational classification.

Figure 3.6 shows that a quarter of migrants were employed in Health and Community Services (25 percent), followed by Property and Business (14 percent) and Education (13 percent).

Figure 3.6: Industry of main job, all migrants (n=693)



3.2.4. Income levels

As shown in Table 3.6, over 50 percent of principal applicants had an annual income of over \$50,001 compared to 16 percent of secondary applicants. More secondary than principal applicants earned \$20,000 or less (38 percent and 8 percent respectively).

Table 3.6: Annual incomes from main job before tax, principal and secondary applicants

Income category	Principal applicants		Secondary applicants	
	n	%	n	%
\$20,000 or less	75	8	152	38
\$20,001 to \$25,000	29	3	34	8
\$25,001 to \$30,000	45	5	31	8
\$30,001 to \$40,000	128	13	76	19
\$40,001 to \$50,000	213	21	44	11
\$50,001 to \$70,000	271	27	36	9
\$70,001 to \$100,000	144	14	21	5
\$100,001 or more	95	10	9	2
Total	1000	100	403	100

Table 3.7 provides a breakdown of annual incomes, stratified by region of origin and principal and secondary applicants.

Income outcomes for employed principal applicants differ by region of origin. About two-thirds (65 percent) of principal applicants from UK/Ireland had an income of over \$50,001 from their main job, followed by 52 percent from ESANA, 24 percent from Other and 19 percent from Asia. Conversely, roughly two-thirds (60 percent) of principal applicants from Asia had an annual income of under \$40,000, followed by 37 percent from Other, 25 percent from ESANA and 15 percent from UK/Ireland.

Income outcomes for employed secondary applicants also differ by region of origin. About one-fifth of migrants from UK/Ireland and ESANA (21 percent and 22 percent respectively) had an annual income of \$30,001 to \$40,000, followed by 17 percent from Other and 12 percent from Asia. A high proportion of secondary applicants from Asia earned \$20,000 or less (61 percent).

Table 3.7: Annual incomes from main job before tax, region of origin and principal and secondary applicants

Principal applicants								
Income category	UK/Ireland		ESANA		Asia		Other	
	n	%	n	%	n	%	n	%
\$20,000 or less	24	4	10	5	35	19	6	8
\$20,001 to \$25,000	5	1	3	2	16	9	5	6
\$25,001 to \$30,000	15	3	13	6	15	8	*	*
\$30,001 to \$40,000	40	7	25	12	45	24	18	23
\$40,001 to \$50,000	106	20	44	22	40	22	23	29
\$50,001 to \$70,000	181	34	49	24	22	12	19	24
\$70,001 to \$100,000	100	19	34	17	7	4	*	*
\$100,001 or more	64	12	23	11	5	3	*	*
Total	535	100	201	100	185	100	79	100
Secondary applicants								
Income category	UK/Ireland		ESANA		Asia		Other	
	n	%	n	%	n	%	n	%
\$20,000 or less	55	31	21	24	51	61	25	46
\$20,001 to \$25,000	17	9	6	7	5	6	6	11
\$25,001 to \$30,000	9	5	10	12	8	10	*	*
\$30,001 to \$40,000	38	21	19	22	10	12	9	17
\$40,001 to \$50,000	19	11	14	16	5	6	6	11
\$50,001 to \$70,000	23	13	8	9	*	*	*	*
\$70,001 to \$100,000	12	7	8	9	*	*	*	*
\$100,001 or more	7	4	*	*	*	*	*	*
Total	180	100	86	100	83	100	54	100

*Percentage not calculated for counts less than 5.

Since 33 percent of all principal applicants were classified as professionals (Figure 3.4), the research looked at differences in annual income by region of origin (for principal applicants). Table 3.8 shows that 42 percent of principal applicants from UK/Ireland had an annual income of \$50,001 to \$70,000, followed by 29 percent

from ESANA, 19 percent from Other and 13 percent from Asia. Over a third (35 percent) of migrants from UK/Ireland and ESANA earned \$70,001 or more annually. More than half of migrants from Asia (56 percent) earned \$40,000 or less annually. These discrepancies in incomes by region of origin need to be further investigated in terms of specific occupations, age, stage of career and gender.

It is also important to note that data from the SEFS survey does not provide enough information on specific occupational groupings to fully explain the differences in annual income for professionals by region of origin. The Professionals group is very broad, covering a wide range of occupations and salaries. For example, early childhood teachers and surgeons are both classified in the Professionals occupational group. Hourly salaries for both these groups vary from \$15.42 (early childhood teacher) to \$68.71 (surgeon).¹¹

Table 3.8: Annual incomes from main job for principal applicants classified as 'professionals' by region of origin

Professionals (Principal applicants)								
Income category	UK/Ireland		ESANA		Asia		Other	
	n	%	n	%	n	%	n	%
\$30,000 or less	8	5	5	7	14	21	5	19
\$30,001 to \$40,000	9	5	6	9	24	35	*	*
\$40,001 to \$50,000	21	13	13	19	17	25	10	37
\$50,001 to \$70,000	70	42	20	29	9	13	5	19
\$70,001 or more	59	35	24	35	*	*	*	*
Total	167	100	68	100	68	100	27	100

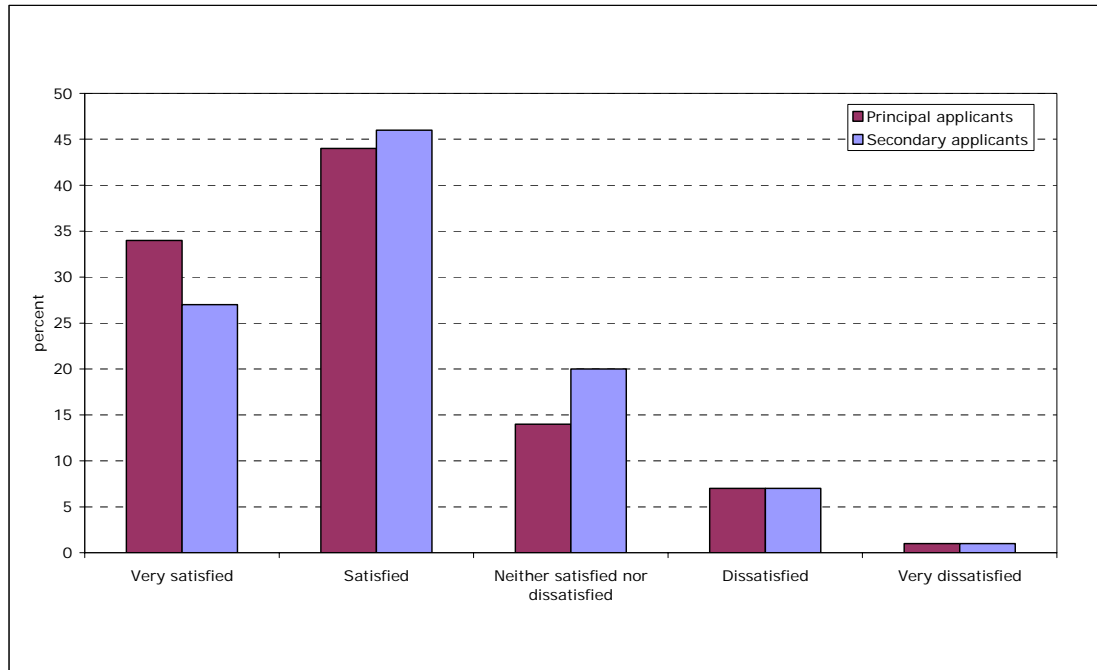
* Percentage not calculated for counts less than 5.

¹¹ Department of Labour, Occupational Wage Model (December 2005).

3.2.5. Job satisfaction

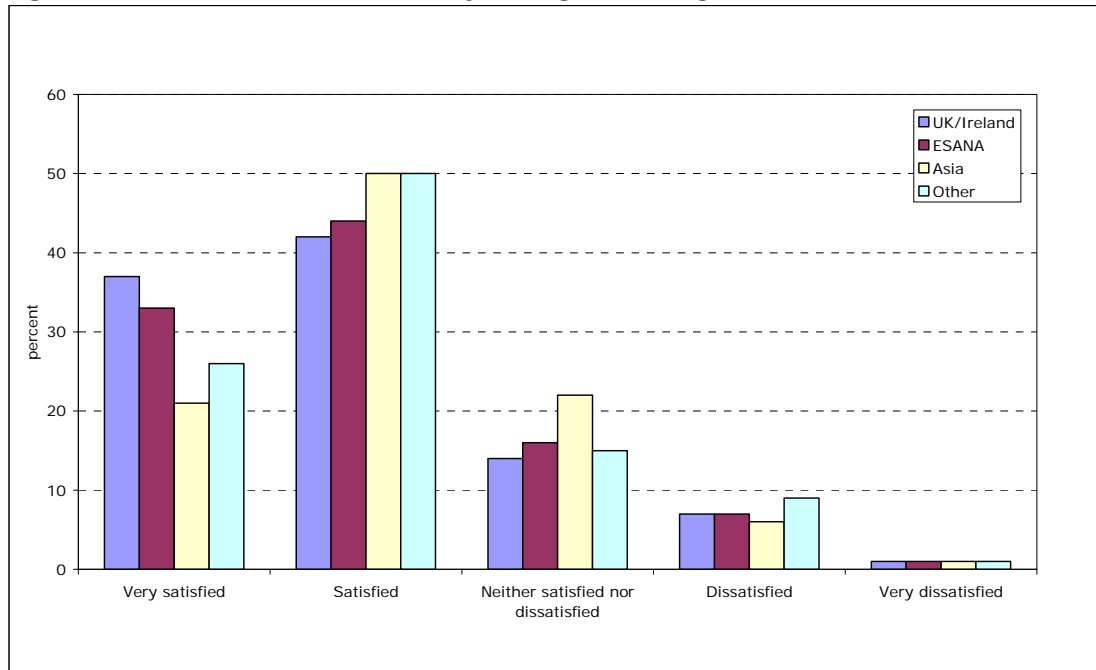
Figure 3.7 shows that a large proportion of principal and secondary applicants were very satisfied/satisfied with their main job (78 percent and 72 percent respectively). A relatively small proportion of migrants were dissatisfied/very dissatisfied.

Figure 3.7: Satisfaction with main job, principal and secondary applicants (n=1431)



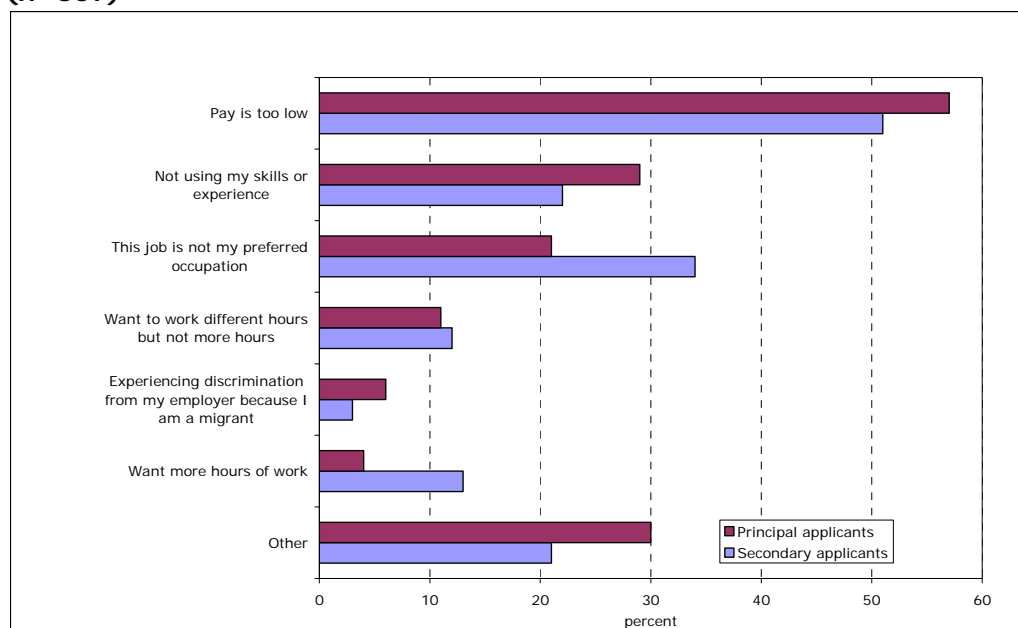
Similarly when compared by region of origin as shown in Figure 3.8 most migrants from all regions were very satisfied/satisfied with their main job: UK/Ireland 79 percent, ESANA 77 percent, Asia 71 percent and Other 76 percent.

Figure 3.8: Satisfaction with main job, region of origin (n=1433)



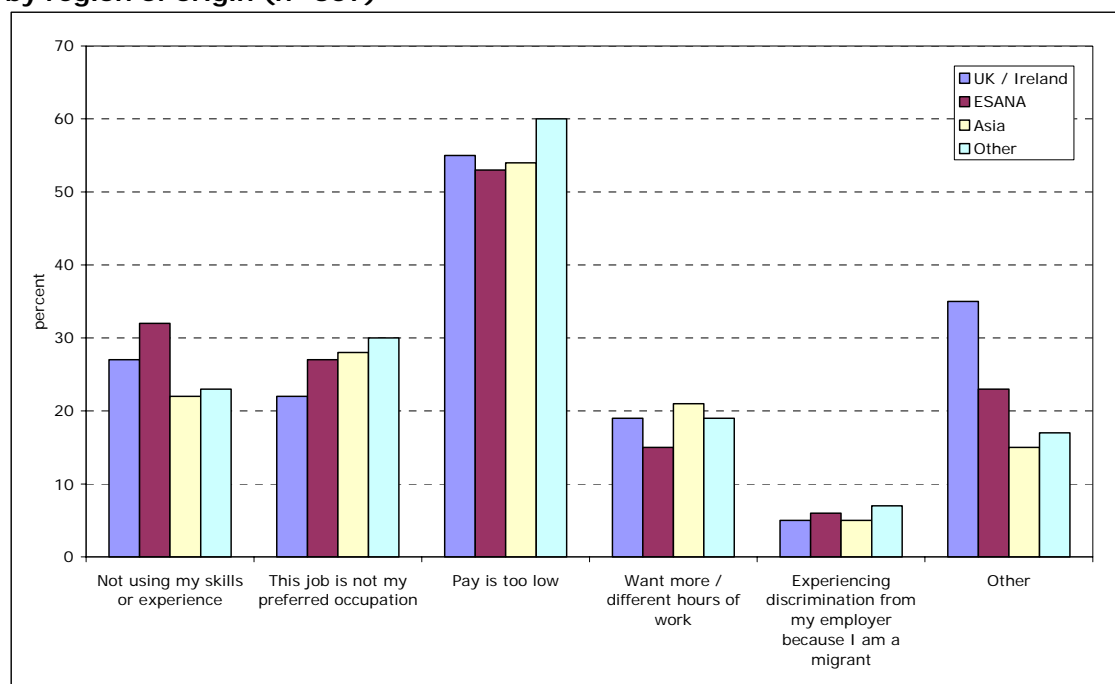
Those who were dissatisfied with their main job were asked to provide reasons for their dissatisfaction. Over half of the dissatisfied principal applicants (57 percent) and a third of the dissatisfied secondary applicants (31 percent) said their pay was too low. Just over a third (33 percent) of secondary applicants were dissatisfied with their job as it was not their preferred occupation, compared to 21 percent of principal applicants who gave the same reason (Figure 3.9).

Figure 3.9: Reasons for dissatisfaction with main job for employed respondents (n=307)



When compared by region of origin as shown in Figure 3.10, over 50 percent of migrants (across all regions) stated low pay as their main reason for dissatisfaction with their main job. About a third (32 percent) of migrants from ESANA were dissatisfied with their main job as it was not using their skills, and a third of migrants from Asia and Other were dissatisfied as it was not their preferred occupation (28 percent and 30 percent respectively).

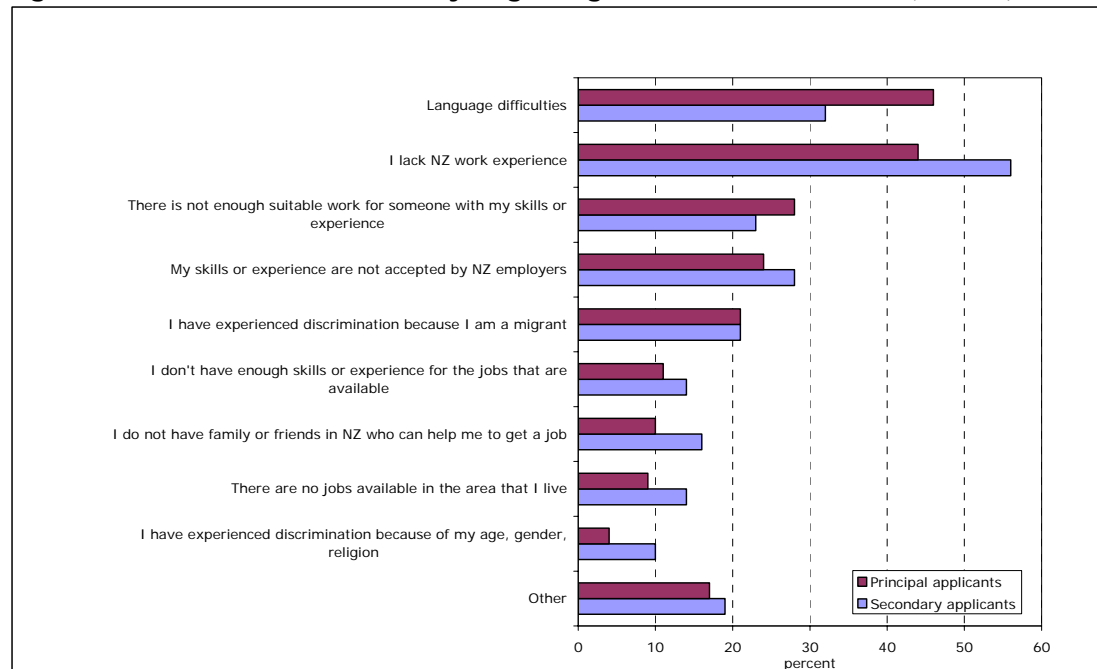
Figure 3.10: Reasons for dissatisfaction with main job for employed respondents, by region of origin (n=307)



Since gaining residence, 85 percent of migrants reported that they had no difficulty in getting work.

The remainder (15 percent) of principal and secondary applicants (Figure 3.11) who did report difficulty stated that the main reasons for this included language difficulties (46 percent and 32 percent respectively) and a lack of New Zealand work experience (44 percent and 56 percent respectively).

Figure 3.11: Reasons for difficulty in getting work in New Zealand (n=250)



Summary:

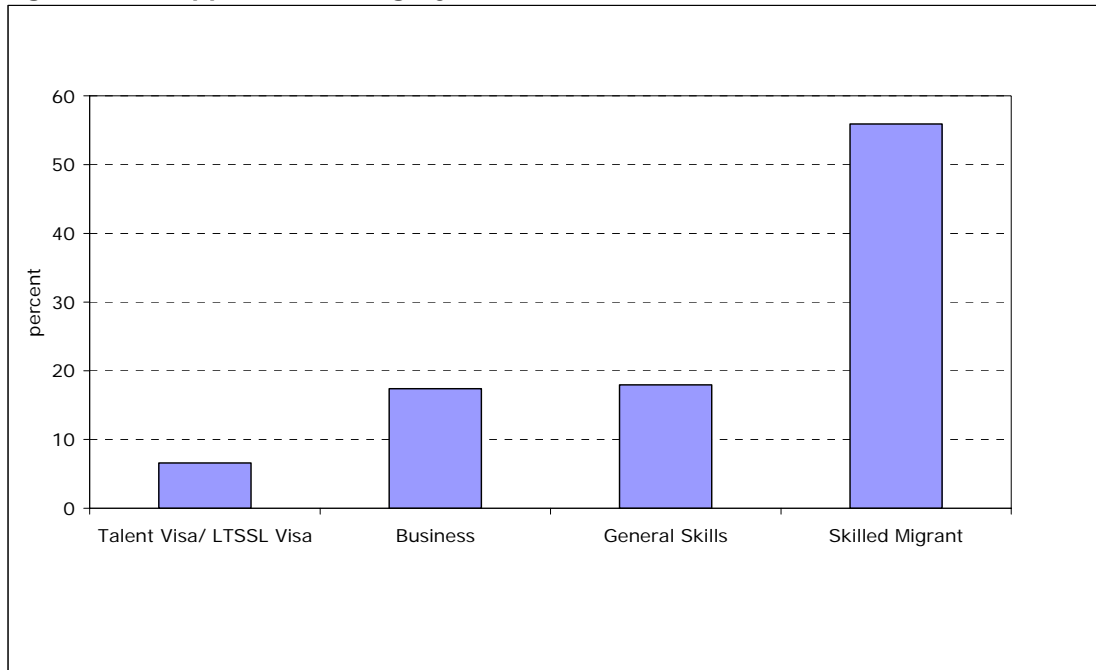
- 94 percent of principal and 67 percent of secondary applicants were working for pay or profit.
- Of the principal applicants who applied for residence through the SMC 98 percent from both UK/Ireland and Asia, and 96 percent from ESANA were working for pay or profit.
- 33 percent of principal and 24 percent of secondary applicants were professionals.
- 78 percent of principal and 72 percent of secondary applicants were very satisfied / satisfied with their main job.
- 56 percent of principal and 16 percent of secondary applicants had an annual income of over \$50,001.
- 65 percent of principal applicants from UK/Ireland had an income of over \$50,001 from their main job, followed by 52 percent from ESANA, 19 percent from Asia and 24 percent from Other.
- 57 percent of principal applicants were not satisfied with their main job as their pay was too low.
- 33 percent of secondary applicants were not satisfied with their main job as it was not their preferred occupation.

3.3. Immigration Application

Only principal applicants were asked to respond to this section of the survey. They were asked about the category they applied through, whether they received points on their application for a job offer, if they are still working in the job they received points for, and their reasons for moving onto another job.

Figure 3.12 shows that principal applicants mainly applied through the SMC (56 percent) followed by General Skills, Business categories and Talent Visa/LTSSL visa.

Figure 3.12: Application category (n=1074)



According to table 3.9, most migrants from UK/Ireland, ESANA and Other mainly applied for residence through the SMC, while almost equal proportions of migrants from Asia applied for residence through the Business or SMC.

Table 3.9: Application category, region of origin (n=1077)

	Talent Visa		Business		General Skills		Skilled Migrant	
	n	%	n	%	n	%	n	%
UK/Ireland	54	10	47	9	109	20	335	61
ESANA	9	4	26	12	58	26	130	58
Asia	5	2	104	46	15	7	103	45
Other	*	*	14	17	17	21	47	57

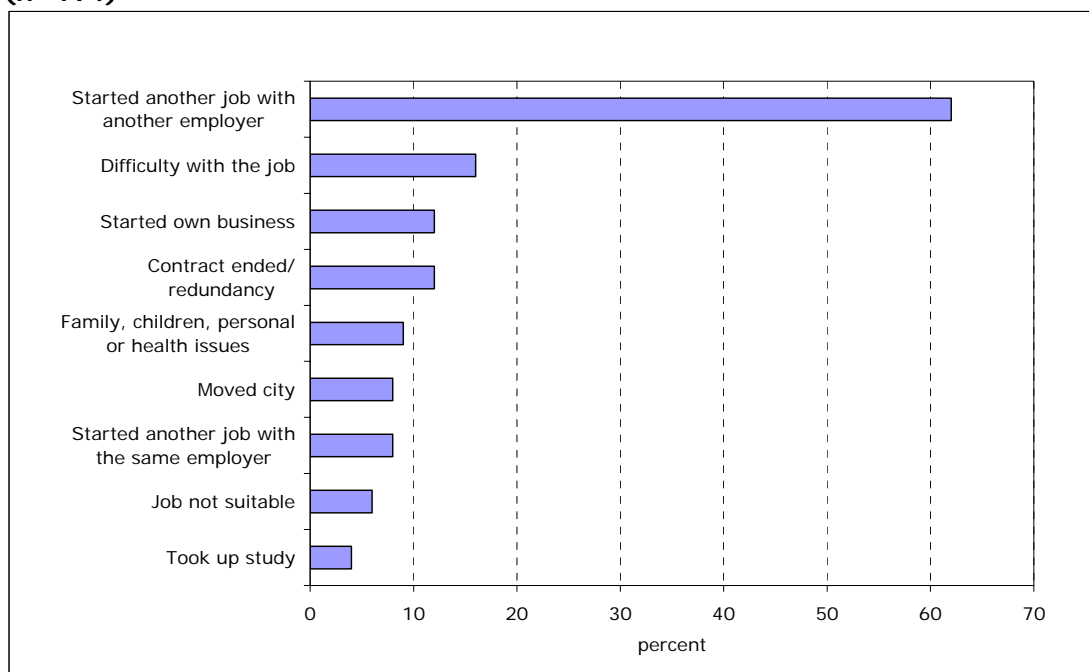
*Percentage not calculated for counts less than 5.

3.3.1. Points for employment

Over 80 percent of principal applicants received points for employment on their residence application, and almost all (97 percent) of these worked in the job they received points for (at the time of application). At 12 months, 75 percent were still employed in that job.

The main reason stated by the 25 percent of migrants who were not working in the job they got points for was that they started another job with another employer (62 percent). Other reasons included difficulty with the job (15 percent), starting their own business (12 percent) and redundancy (12 percent) (Figure 3.13).

Figure 3.13: Reasons for not working in the job that the applicant got points for (n=194)



Summary:

- Most migrants from UK/Ireland, ESANA and Other mainly applied for residence through the SMC.
- Almost equal proportions of migrants from Asia applied for residence through the Business category or SMC.

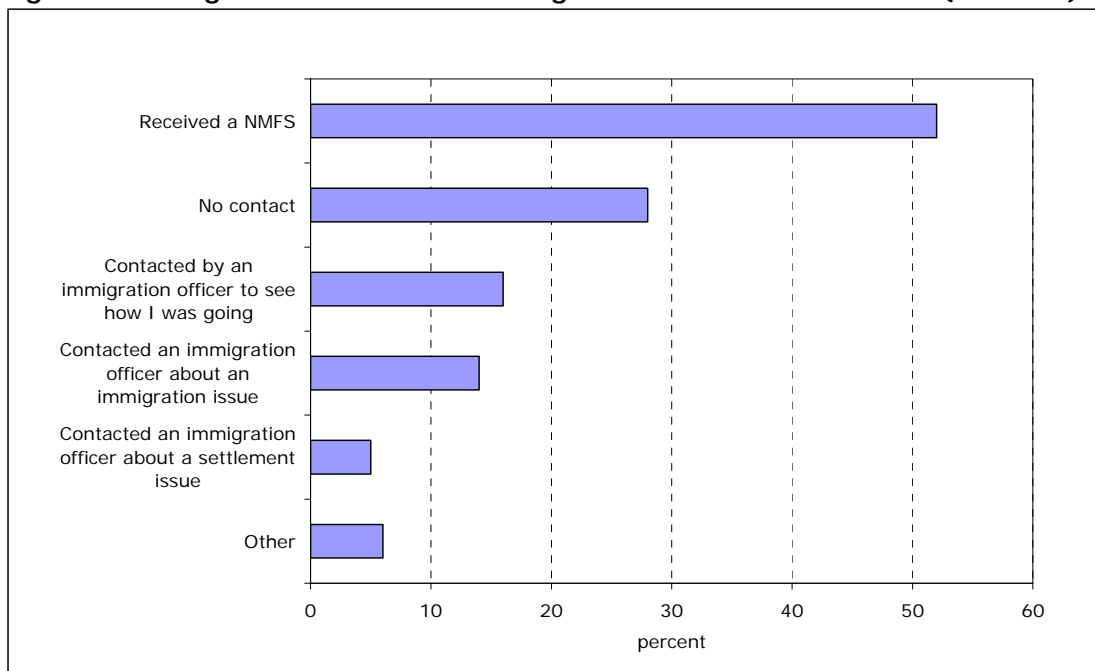
3.4. Satisfaction with Immigration New Zealand

This section of the questionnaire asks migrants to describe their contact with their immigration officers since living in New Zealand. It also seeks to determine information on areas that Immigration New Zealand could improve their services to migrants, and migrants' overall satisfaction with settlement services.

3.4.1. Contact since arrival

Migrants were asked to describe the nature of their contact with immigration officers in New Zealand. Figure 3.14 shows that over half (52 percent) received a New Migrant Follow-up Survey (NMFS). Almost 30 percent of migrants had no contact with Immigration New Zealand, followed by 16 percent who were contacted by an immigration officer and 14 percent who contacted an immigration officer about an issue.

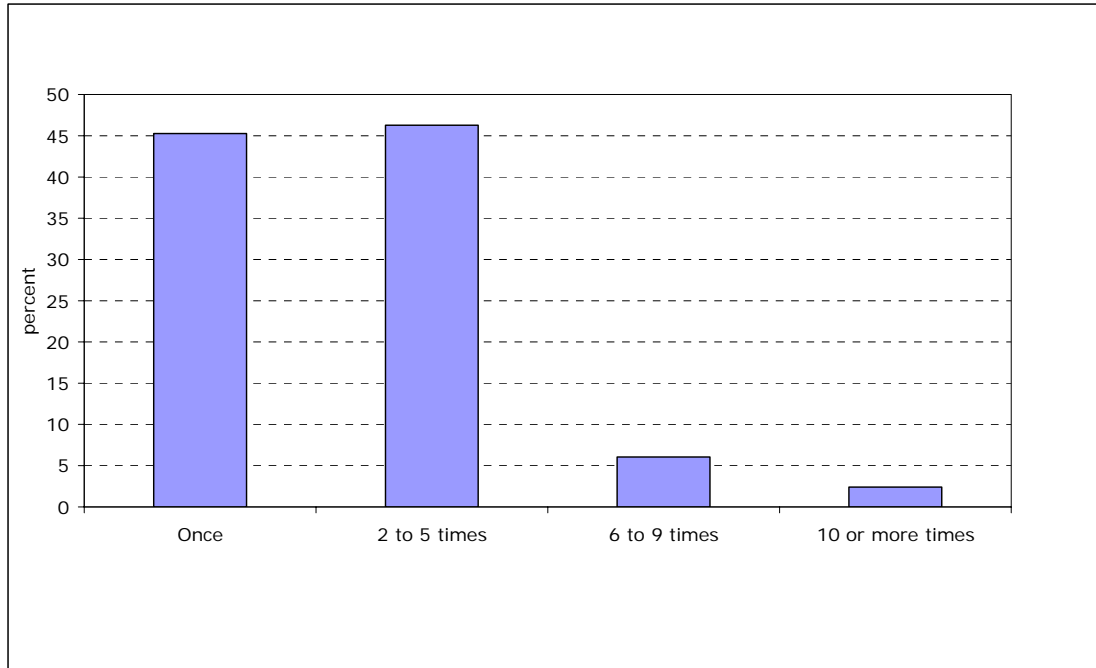
Figure 3.14: Migrants' contact with immigration officers since arrival (n= 1742)



3.4.2. Frequency of contact

Of the migrants who had contact with Immigration New Zealand, 45 percent reported only one contact and 46 percent reported between 2 to 5 contacts since gaining residence. Around 8 percent reported over six contacts since gaining residence (Figure 3.15).

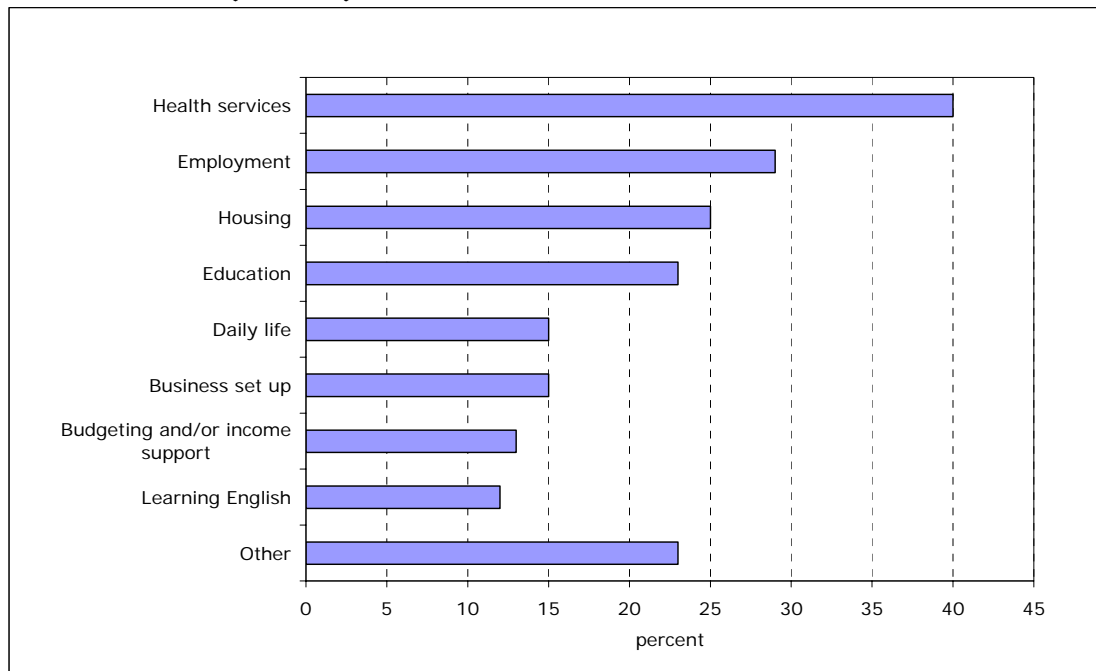
Figure 3.15: Frequency of contact with immigration officer (n=1173)



3.4.3. Information needs and helpfulness

Immigration New Zealand (INZ) provides new migrants with two resources; a Welcome Pack and Living in New Zealand guide on arrival. Figure 3.16 shows that most migrants said that Immigration New Zealand could have provided more detail about health services (40 percent), employment (29 percent), housing (25 percent) and education (23 percent).

Figure 3.16: Areas where INZ could have provided more information to assist with settlement (n=1000)



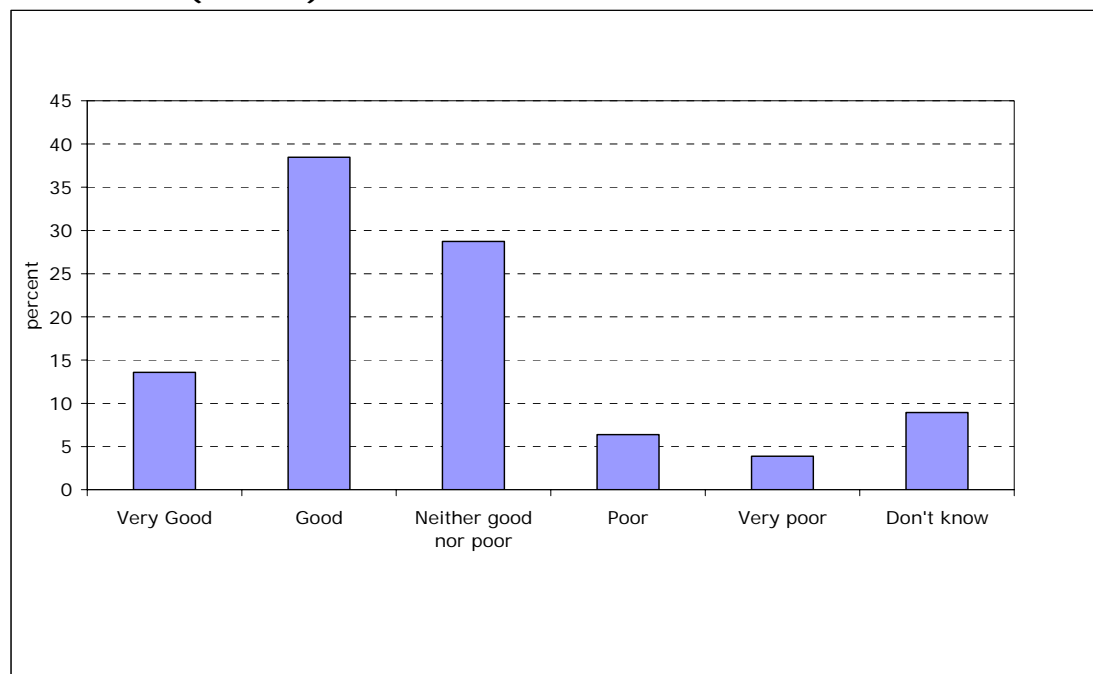
Specific information needs regarding health services included an overview of public and private health systems and how they worked, information on ACC, health care insurance, prescription costs and health entitlements as New Zealand residents.

With regards to employment, more information would have been useful on getting recognition of overseas qualifications and the difficulty in getting a job without kiwi/New Zealand experience.

Some migrants felt that up-to-date information on house prices and renting would have been useful. Others felt that information on schools, along with a list of schools in different areas and an indication of the amount of contribution/donation schools expect parents to make, would have been useful.

Over 50 percent of the respondents rated the service provided by Immigration New Zealand as very good/good and 28 percent rated the service as neither good nor poor. Only a small proportion (10 percent) rated the service as poor/very poor (Figure 3.17).

Figure 3.17: How helpful the immigration service was in helping settlement into New Zealand (n=1723)



Summary:

- Over 50 percent of migrants rated the service provided by INZ as very good/good.
- 40 percent of migrants would have liked INZ to provide them with more detail on health services.

3.5. Housing

Access to affordable and suitable housing is an indicator of positive settlement in society, and home ownership is an indicator of economic wellbeing and represents an intention of long-term settlement.

Migrants were asked where they lived in New Zealand (city or region). In particular, they were asked to comment on the quality of their housing, whether they owned their own home, and to mention any difficulty they may have had finding suitable housing.

3.5.1. *Where in New Zealand do migrants settle?*

Table 3.10 shows that almost half of the respondents live in the Auckland region. This could reflect better employment opportunities in this region.

Table 3.10: New Zealand regions in which migrants settle/live

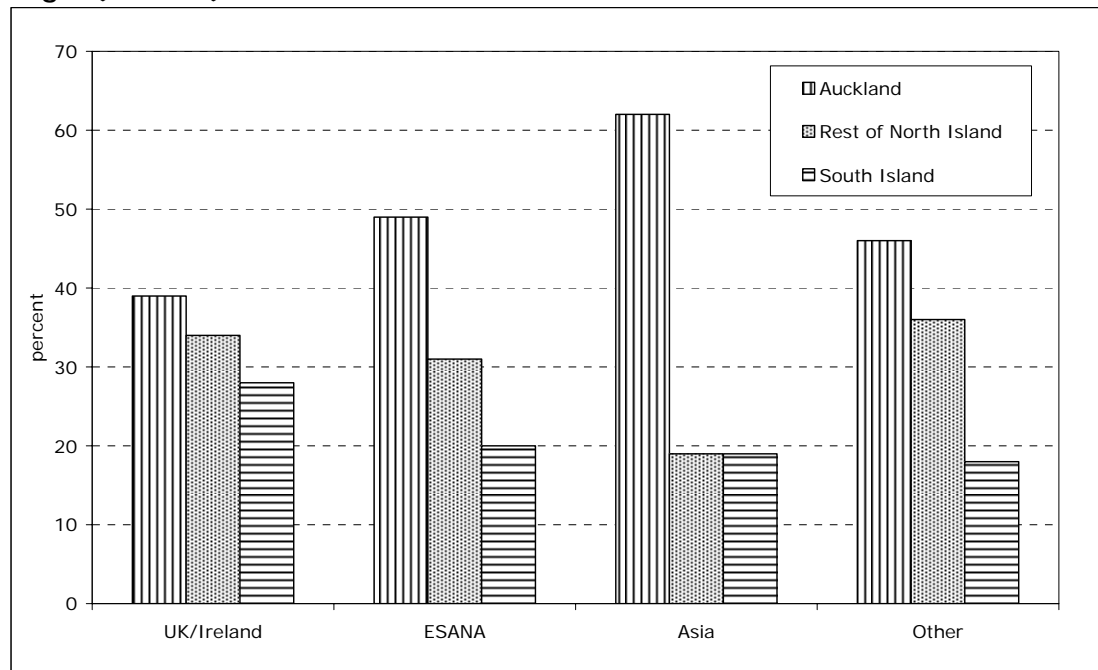
New Zealand City	n	%
Auckland	802	46
Southland	157	9
Wellington	145	8
Canterbury	117	7
Waikato	98	6
Bay of Plenty	78	4
Manawatu-Wanganui	60	3
Hawkes Bay	50	3
Tasman	47	3
Northland	36	2
Taranaki	34	2
Otago	33	2
Nelson	32	2
Gisborne	12	1
Marlborough	6	0.3
West Coast	5	0.3
Other	30	2
Total*	1742	100

**Total percentage may not add to 100 due to rounding.*

NOTE: Data from the Department of Labour's Immigration database shows the Canterbury region as one the main regions of employment. Southland features in this report as more migrants from Southland responded to the survey.

Figure 3.18 shows that migrants from UK/Ireland (28 percent) were more likely to live in the South Island than migrants from ESANA (20 percent), Asia (19 percent) and Other (18 percent). Conversely, more migrants from Asia and ESANA lived in Auckland (62 percent and 49 percent respectively) than migrants from UK/Ireland and Other.

Figure 3.18: New Zealand regions/districts where migrants live, by region of origin (n=1712)

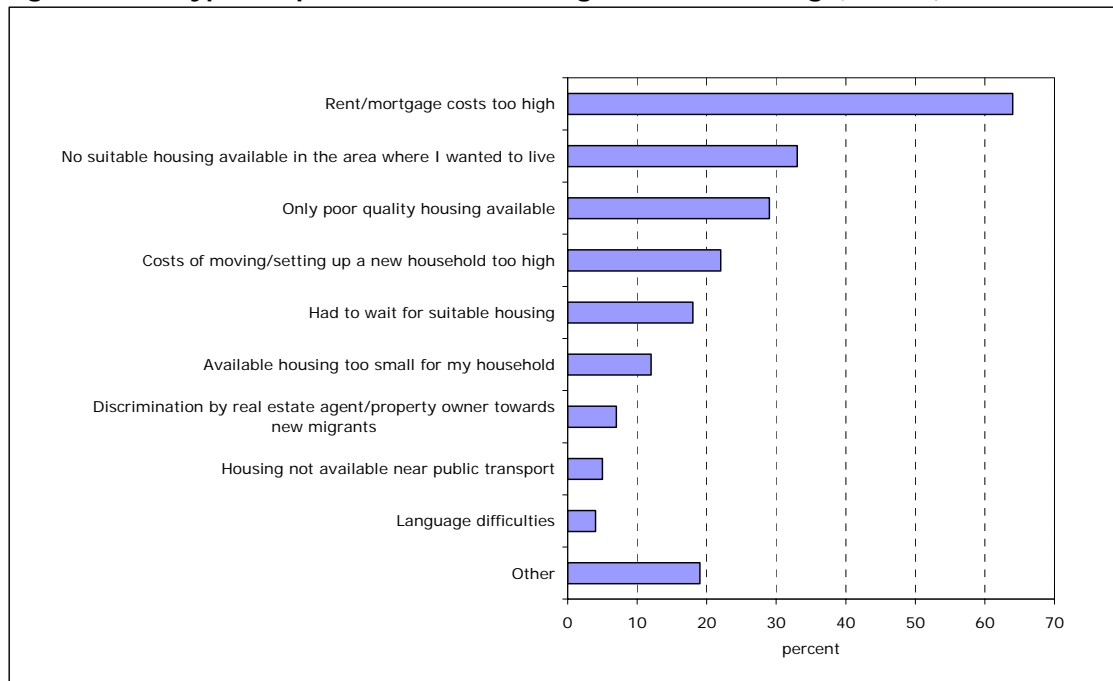


3.5.2. Difficulties and satisfaction with housing

Almost all migrants lived in a house, flat or apartment. 44 percent of migrants owned their house with a mortgage, and 12 percent owned their house without a mortgage.

One-fifth of migrants (23 percent) said that they had difficulty finding suitable housing. Figure 3.19 shows that the main reasons for this were the high cost associated with rent/mortgage (64 percent), the lack of suitable housing in the area of choice (33 percent) and the poor quality of housing (29 percent).

Figure 3.19: Types of problems with finding suitable housing (n=404)



The majority of migrants (80 percent) were very satisfied/satisfied with the quality of housing in New Zealand (Figure 3.20). This is also reflected by region of origin as shown in Figure 3.21, where 83 percent of migrants from UK/Ireland were very satisfied/satisfied, followed by 82 percent from ESANA, 75 percent from Asia and 69 percent from Other regions. Very small proportions of migrants (7 percent) were dissatisfied/very dissatisfied (Figure 3.20).

Figure 3.20: Satisfaction/dissatisfaction with quality of housing (n=1753)

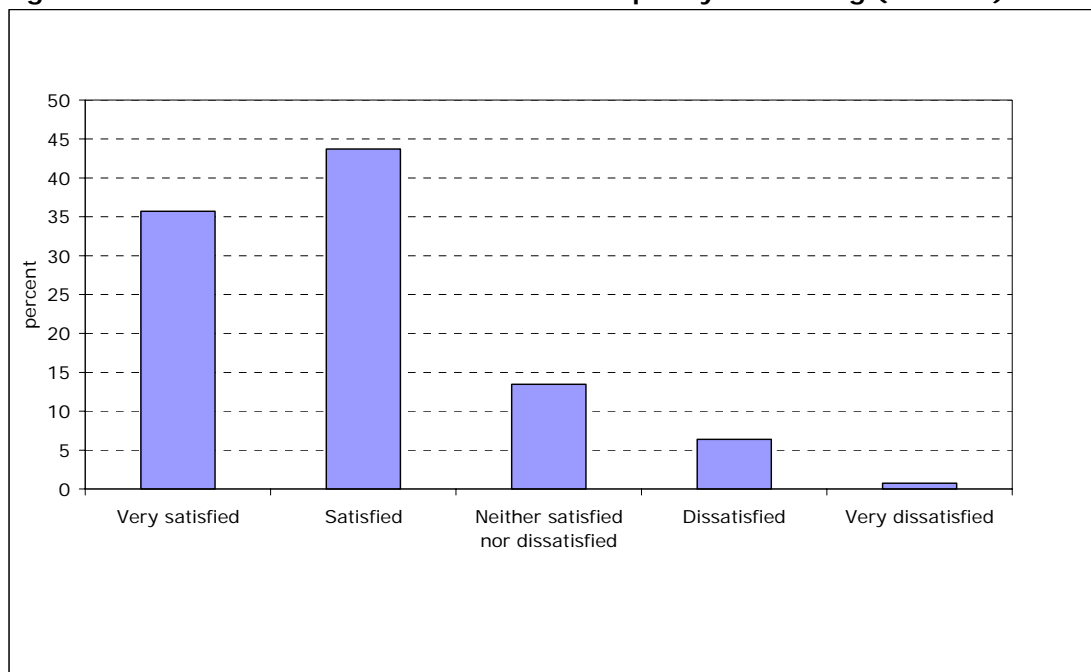
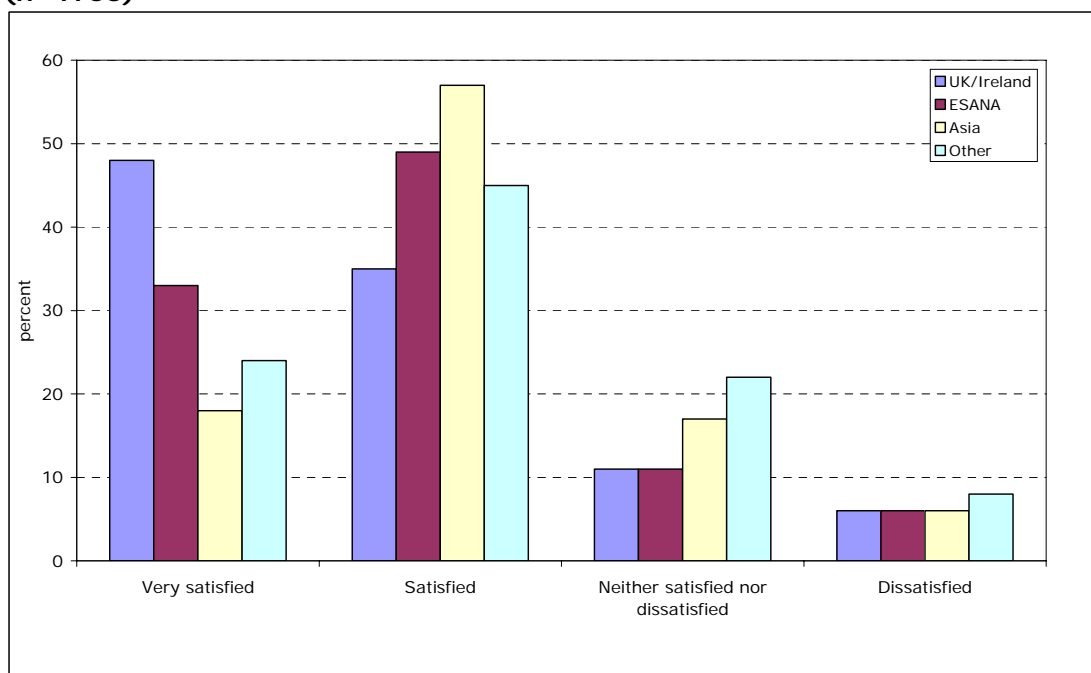
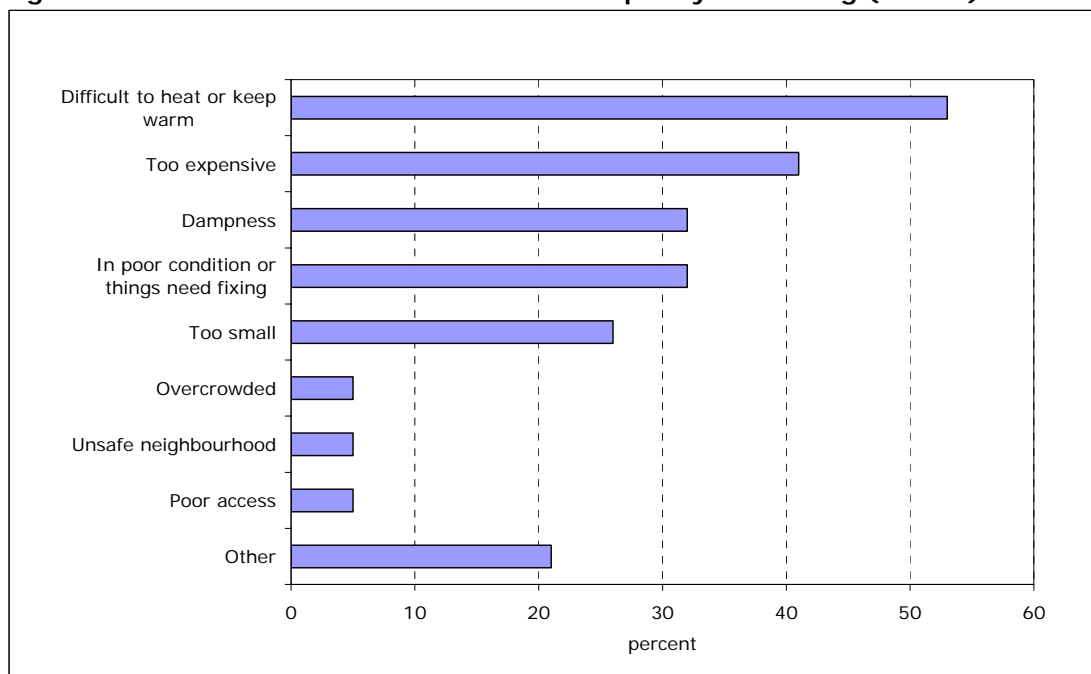


Figure 3.21: Satisfaction/dissatisfaction with quality of housing, region of origin (n=1753)



Respondents gave a variety of reasons for their dissatisfaction with the quality of their housing. Figure 3.22 shows that the most common reason was the difficulty of heating or keeping warm (53 percent). Housing being too expensive (41 percent) was the second most common reason, followed by housing being damp (32 percent) or in poor condition (32 percent).

Figure 3.22: Reasons for dissatisfaction with quality of housing (n=339)



Summary:

- 46 percent of migrants live in the Auckland region.
- In the Auckland region, 62 percent were from Asia, 49 percent from ESANA and 39 percent from UK/Ireland.
- 20 percent of migrants had difficulty finding suitable housing.
- 80 percent of migrants were very satisfied/satisfied with the quality of housing in New Zealand.

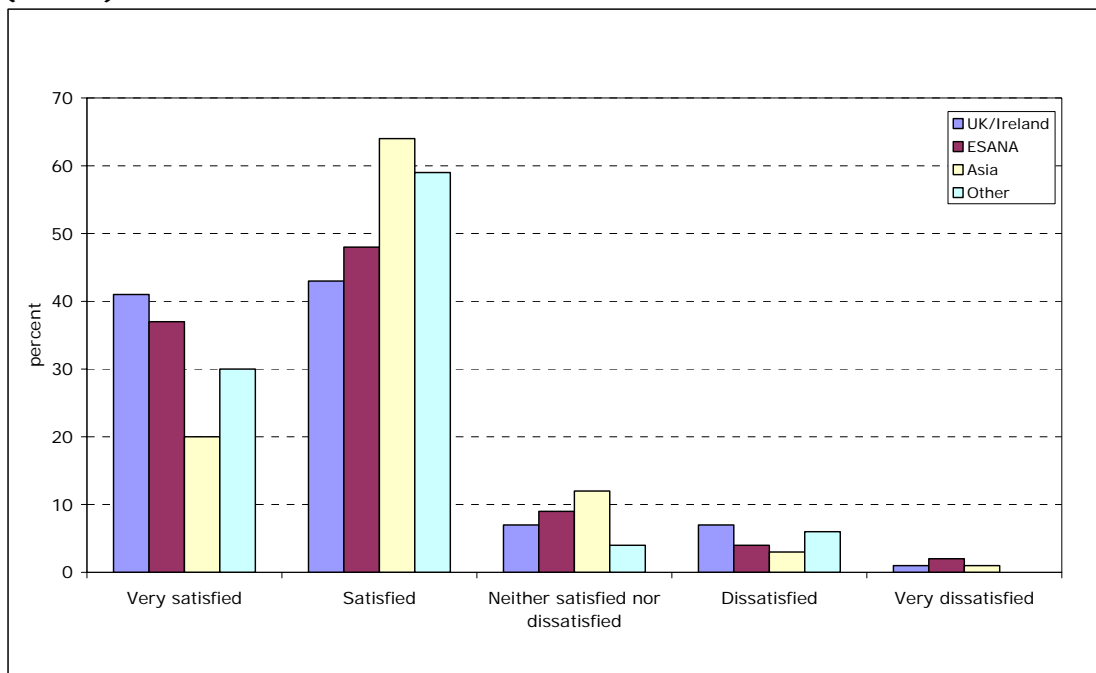
3.6. Children

Many migrants come to live in New Zealand with their families. It is important that they establish their families quickly and successfully in local communities.

Around 45 percent of migrants were a parent/guardian of a child or children attending school in New Zealand.

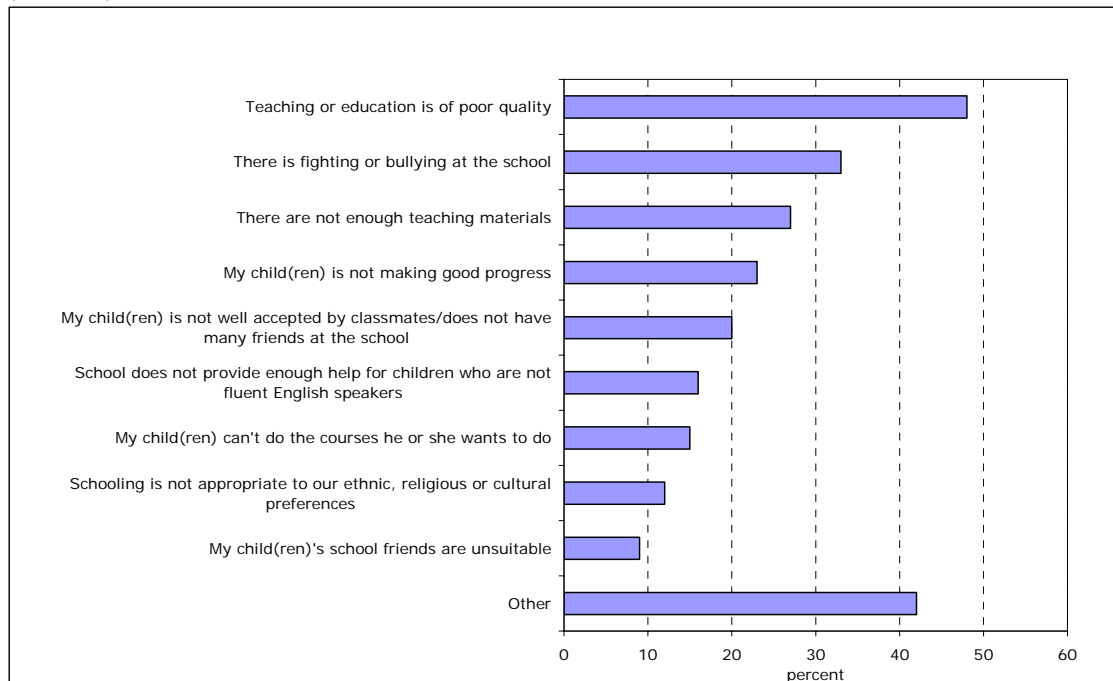
Overall, 85 percent of migrants were very satisfied/satisfied with their children's school. Figure 3.23 shows that most migrants across all regions were very satisfied/satisfied with their children's schooling.

Figure 3.23: Satisfaction/dissatisfaction with children's school, region of origin (n=785)



Respondents gave a variety of reasons for dissatisfaction with their children's schooling, and their main reasons as shown in Figure 3.24 were the poor quality of teaching (48 percent), and fighting or bullying (33 percent).

Figure 3.24: Reasons for dissatisfaction with children's school, all migrants (n=110)



Summary:

- 85 percent of migrants were very satisfied/satisfied with their children's school.

3.7. Further Education and Training

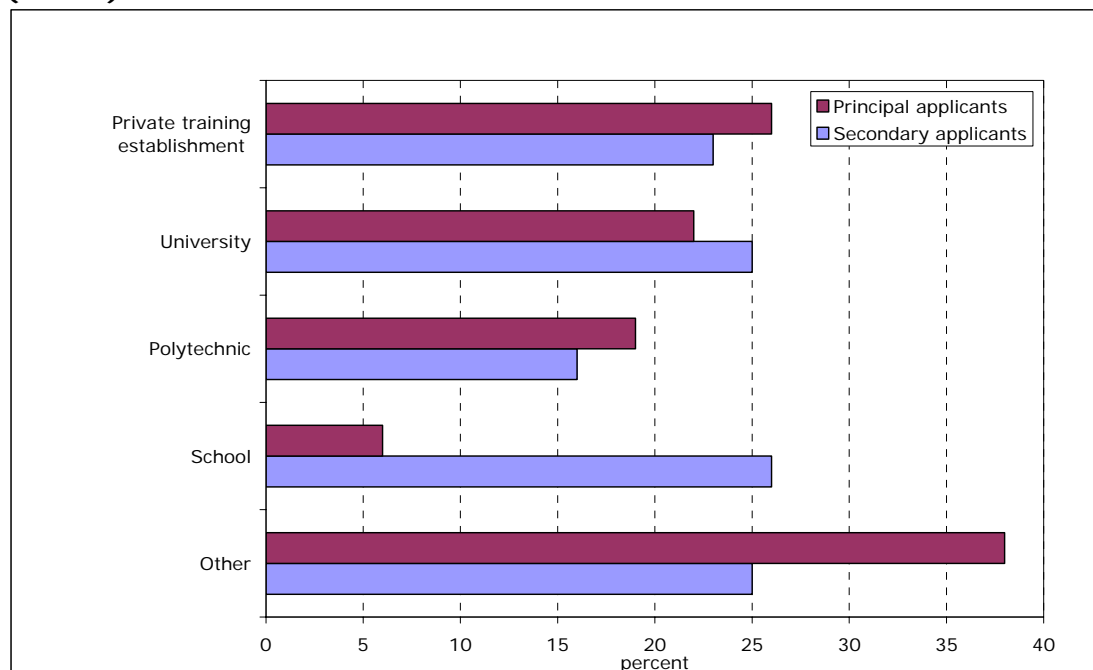
Irrespective of their labour force status, migrants were asked if they had taken up study or training since gaining residence, and their reasons for doing so. Since taking up residence, 44 percent of migrants have taken up study or training in New Zealand.

Migrants from Asia and Other regions (52 percent and 56 percent respectively) were more likely to take up study than migrants from UK/Ireland (39 percent) and ESANA (42 percent).

Figure 3.25 shows that secondary applicants mainly studied at a university (25 percent) or at a school (26 percent), while principal applicants mainly studied at a private training establishment (26 percent) or polytechnic (19 percent). The SEFS is sent to the principal applicant and all secondary applicants (this includes children aged 16 and over). Therefore the high proportion of secondary applicants at school could reflect dependant children attending secondary schools in New Zealand.

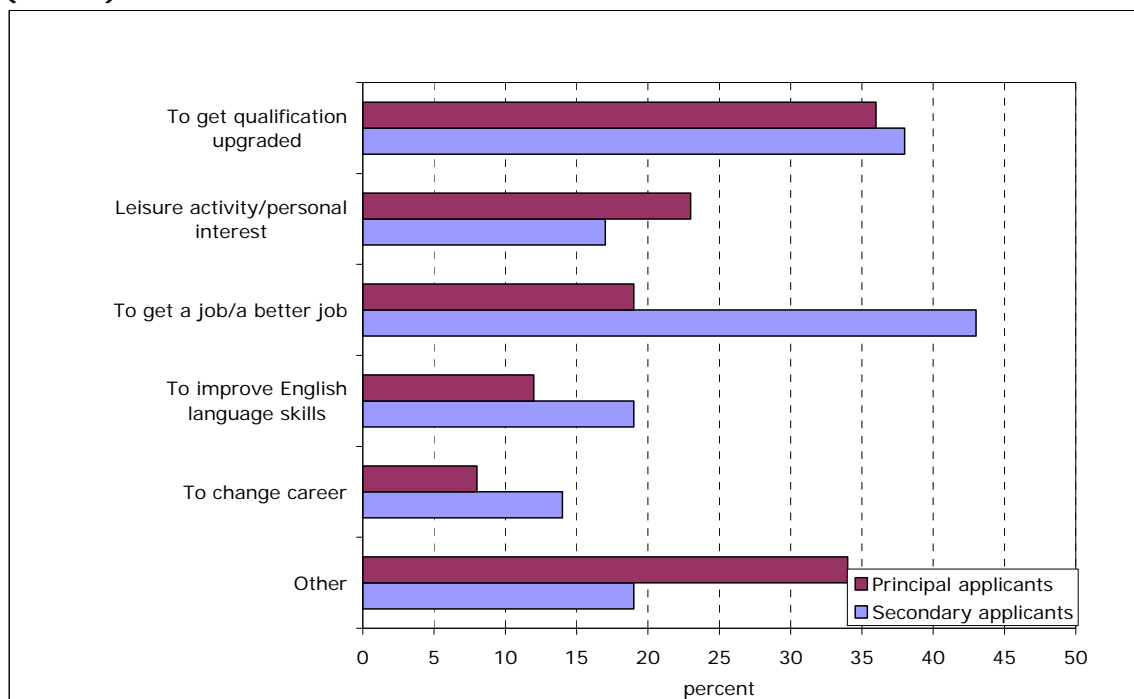
The high proportions of principal and secondary applicants in the other category are migrants who attended short courses organised by their employer as part of their professional development.

Figure 3.25: Where migrants have studied, principal and secondary applicants (n=773)



Respondents were asked for their reasons for studying. Principal applicants studied to get their qualification upgraded (36 percent), while 43 percent of secondary applicants studied to get a job or get a better job. A relatively small proportion of principal applicants (12 percent) and secondary applicants (19 percent) studied to improve their English language skills (Figure 3.26).

Figure 3.26: Reasons for undertaking study principal and secondary applicants (n=771)



Reasons for studying were analysed for principal and secondary applicants by region of origin. Table 3.11 shows that 53 percent of principal applicants from Other studied to get their qualification upgraded, followed by 39 percent from ESANA and 33 from Asia and UK/Ireland. Interestingly, 48 percent of principal applicants from Asia studied to improve English language skills. Despite the high level of English language requirements for principal applicants, migrants from experience in a work setting may find that they need assistance in improving their written or spoken English language skills. This seems to be a positive move, where migrants recognise the need to take additional steps themselves to improve things.

Not surprisingly, secondary applicants from all regions (with the exception of UK/Ireland) undertook further study to get a better job and to get qualifications upgraded. Similar to principal applicants from Asia, 47 percent of secondary applicants from Asia studied to improve English language skills.

Table 3.11: Reasons for undertaking study, region of origin and principal and secondary applicants (n=771)

Principal applicants								
	UK/Ireland		ESANA		Asia		Other	
	n	%	n	%	n	%	n	%
To get a job/better job	29	13	18	20	28	30	11	26
To get qualification upgraded	74	33	35	39	31	33	23	53
To change career	19	8	10	11	5	5	4	9
Leisure activity/personal interest	53	23	23	26	21	23	9	21
To improve English language skills	0	0	7	8	45	48	*	*
Other	107	47	27	30	8	9	13	30
Secondary applicants								
	UK/Ireland		ESANA		Asia		Other	
	n	%	n	%	n	%	n	%
To get a job / better job	29	29	25	42	59	51	25	57
To get qualification upgraded	28	28	24	41	49	42	19	43
To change career	19	19	9	15	10	9	8	18
Leisure activity / personal interest	18	18	16	27	13	11	8	18
To improve English language skills	0	0	7	12	54	47	0	0
Other	33	33	12	20	7	6	8	18

Note: Percentages do not add to 100 as respondents were allowed to tick more than one response.

** Percentage not calculated for counts less than 5.*

Summary:

- 44 percent of migrants have taken up study or training since taking up residence in New Zealand.
- Of the migrants who have taken up study, 56 percent were from Asia, 42 percent from ESANA and 39 percent from UK/Ireland.
- 35 percent of principal applicants studied to get their qualification upgraded and 43 percent of secondary applicants studied to get a job or a better job.

- 53 percent of principal applicants from Other studied to get their qualification upgraded, followed by 39 percent from ESANA and 33 from Asia and UK/Ireland.
- 48 percent of principal applicants and 47% of secondary applicants from Asia studied to improve English language skills.

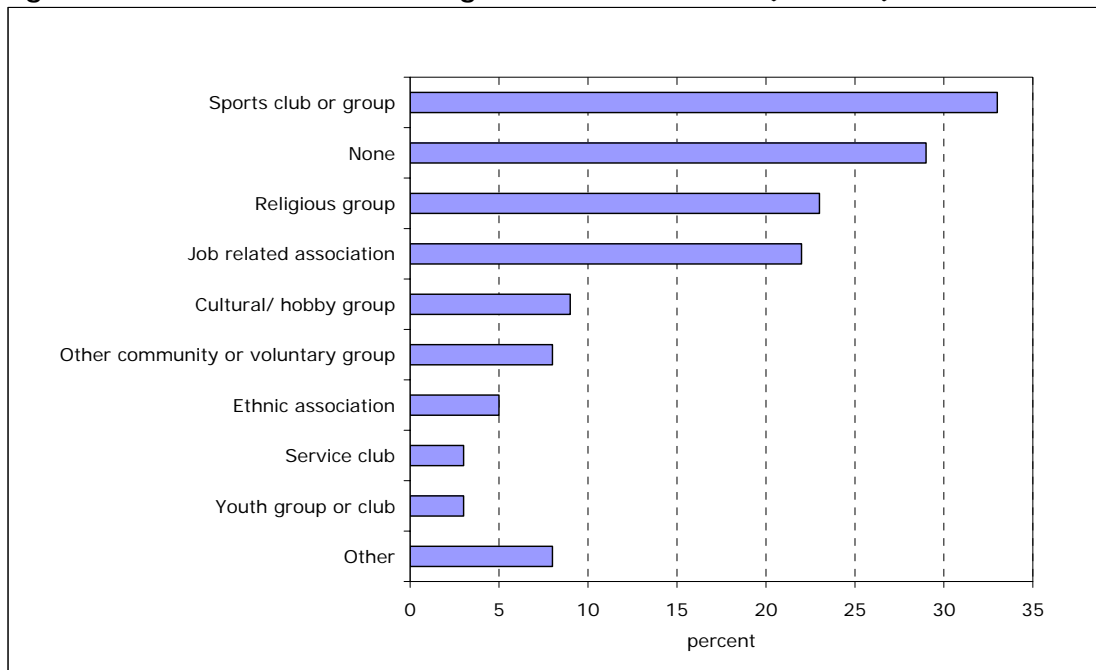
3.8. Social Networks

A supportive community can play a vital role in helping new migrants settle and feel at home. Most cities and many towns have a wide range of ethnic, social and community groups and organisations that can help migrants settle.

Migrants were asked if they were part of any social network in New Zealand. They were allowed to mark all the options that applied.

Figure 3.27 shows that the most common clubs or networks that migrants were involved in included sports club/group (33 percent), a religious group (23 percent), or a job related association (22 percent). Interestingly, 29 percent were not involved in a club or network.

Figure 3.27: Clubs or networks migrants are involved in (n=1723)



Summary:

- 33 percent of migrants were involved in a sports club/group.
- 23 percent of migrants were involved in a religious group.
- 29 percent of migrants were not involved in any club or network.

3.9. Access to Services

Access to services such as health and education, and understanding everyday matters like cultural norms and legal requirements are important for migrants from the time they arrive in the country. A lack of local knowledge can mean that people miss out on services to which they are entitled, and which can help them settle in New Zealand.

This part of the survey seeks to find out what areas and services migrants needed the most assistance with.

Figure 3.28 shows that most migrants tried to get help with driver licensing (37 percent), the tax system (34 percent) and finding a GP (25 percent). The least common services that migrants attempted to get help with were budgeting and support due to family stress (such as counselling).

Figure 3.28: Migrants who tried to get help for a particular service (n=1671)

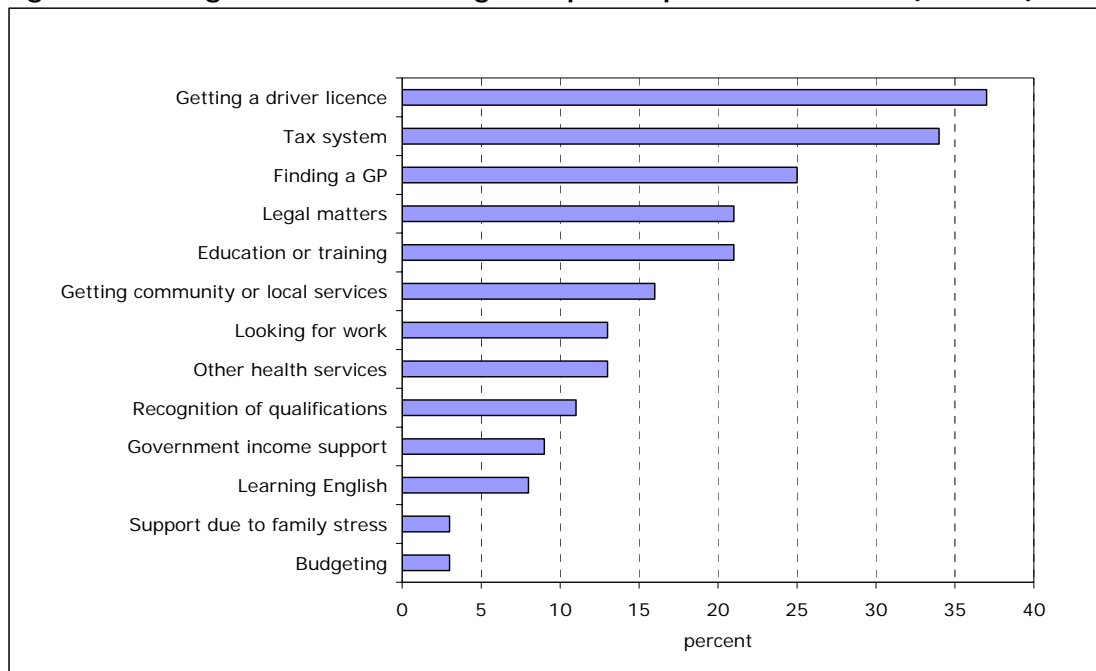


Table 3.12 looks at differences by region of origin of services that migrants tried to get help with. The groups that reported needing the most assistance with getting a driver licence were from UK/Ireland and Other, while those from ESANA and UK/Ireland needed the most help with the tax system. Those from Asia needed the most assistance with education/training, learning English and finding a GP.

Table 3.12: Migrants who tried to get help for a particular service, region of origin (n=1671)

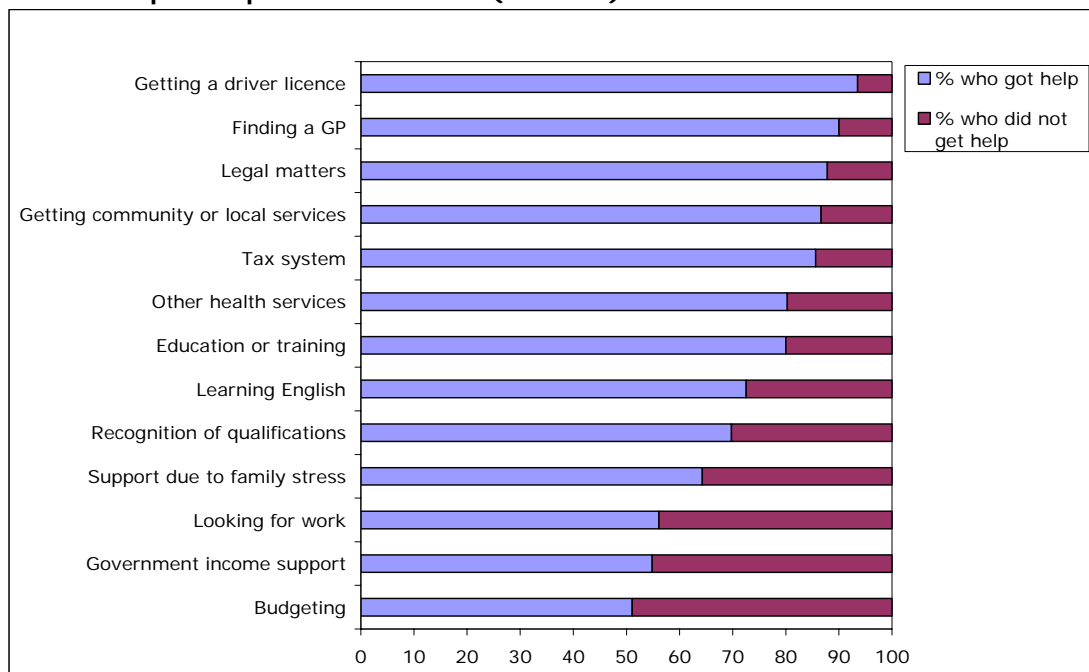
	UK/Ireland	ESANA	Asia	Other
	%	%	%	%
Looking for work	10	12	21	13
The tax system	35	35	34	22
Govt income support	4	7	18	11
Budgeting	1	*	8	*
Education/training	14	20	36	25
Recognition of qualification	9	13	13	11
Learning English	*	4	31	*
Getting community or local services	16	15	20	12
Legal matters	26	20	16	12
Support due to family stress	2	2	7	*
Finding a GP	24	23	32	19
Other health services	12	11	5	19
Getting a driver license	41	28	31	38

Note: Percentages do not add to 100 as respondents were allowed to tick more than one response.

** Percentage not calculated for counts less than 5.*

Figure 3.29 shows the proportion of migrants who were both successful and unsuccessful in receiving help for a particular service. For example, of the 37 percent of migrants (from Figure 3.28) who tried to get help with driver licensing, 94 percent received it. In addition, of the 13 percent (from Figure 3.28) who need help with looking for work, 44 percent did not receive any help with this.

Figure 3.29: Proportion of migrants who received help versus those who did not receive help for a particular service (n=1374)



Summary:

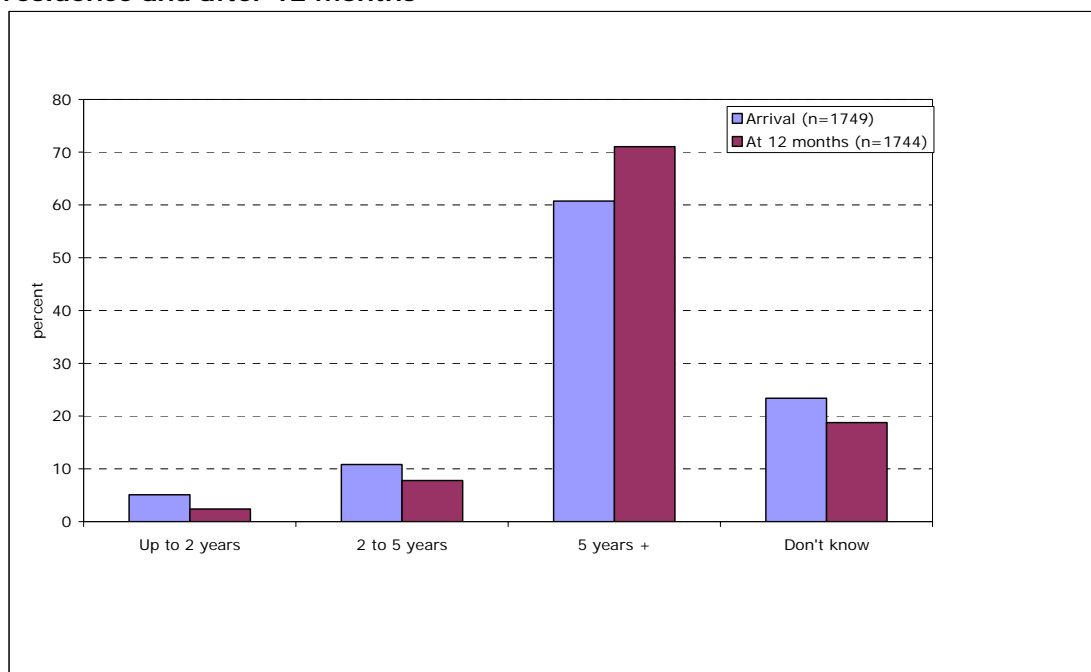
- 41 percent of migrants from UK/Ireland and 38 percent from Other needed help with getting a drivers licence.
- Over 30 percent of migrants from UK/Ireland, ESANA and Asia needed help with the tax system.
- 36 percent of migrants from Asia needed help with education/training.

3.10. Living in New Zealand

Migrants were asked to give an indication of how long they planned to live in New Zealand at the time of residence and at 12 months. They were also asked to compare the differences in their income needs in their source country (country they lived in before emigrating to New Zealand) and their income needs in New Zealand. Lastly, they were asked about their satisfaction with living in New Zealand and their likes and dislikes about New Zealand.

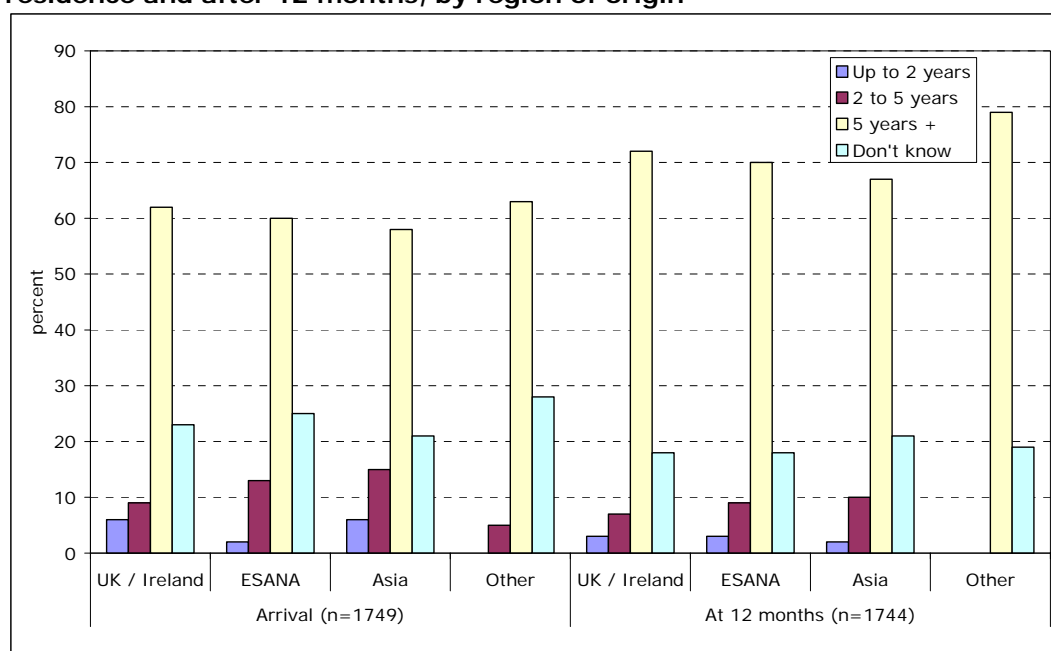
On arrival in New Zealand, 60 percent of migrants planned to live in New Zealand for at least five years. After 12 months, 71 percent of migrants planned to live in New Zealand for five years or longer (Figure 3.30).

Figure 3.30: Lengths of time migrants planned on living in New Zealand at time of residence and after 12 months



When compared by region of origin as shown in Figure 3.31, most migrants across all regions planned to live in New Zealand for at least five years on arrival (Other 63 percent, UK/Ireland 62 percent, ESANA 60 percent and Asia 58 percent). After 12 months, this increased for all groups such that 79 percent from Other, 72 percent from UK/Ireland, 70 percent from ESANA and 67 percent from Asia planned to live in New Zealand for five or more years.

Figure 3.31: Lengths of time migrants planned on living in New Zealand at time of residence and after 12 months, by region of origin

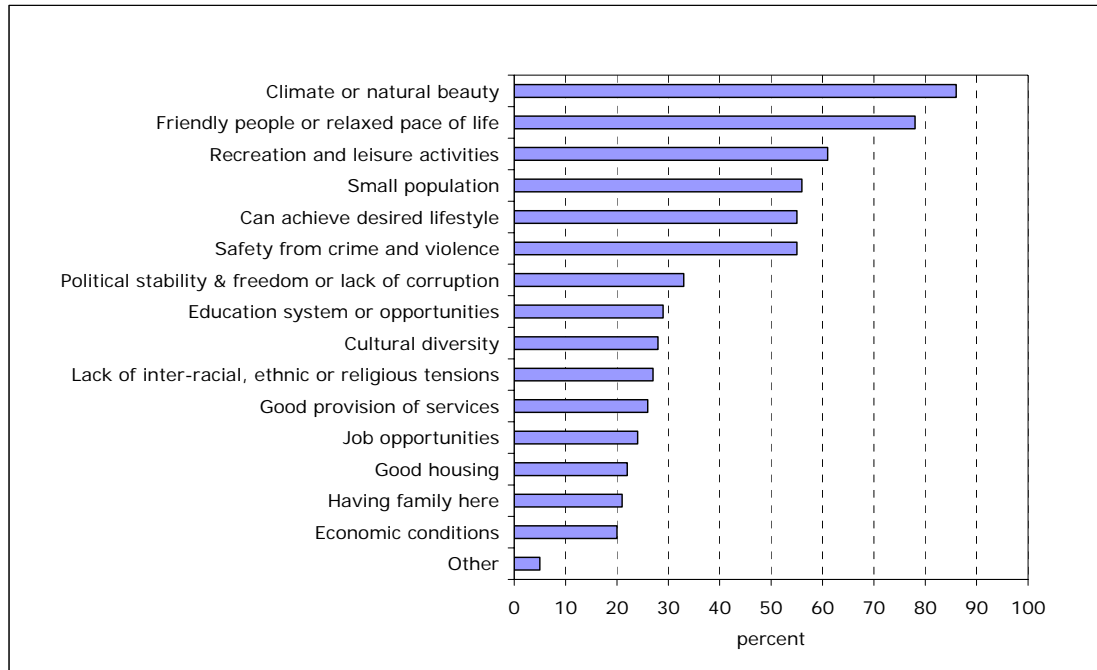


* Percentages were not calculated for counts less than 5.

3.10.1. Likes and dislikes about New Zealand

Figure 3.32 shows that migrants liked New Zealand's climate or natural beauty (97 percent) and the friendly and relaxed pace of life the most (78 percent). 61 percent liked the recreation and leisure activities, 56 percent liked New Zealand's small population, 55 percent liked that they could achieve a desired lifestyle and the safety from crime and violence.

Figure 3.32: What migrants liked the most about New Zealand (n=1742)



When compared by region of origin as shown in Table 3.13, the majority of migrants from UK/Ireland, ESANA and Asia liked New Zealand's climate or natural beauty and migrants across all regions liked the friendly lifestyle or relaxed pace of life. Most migrants from UK/Ireland liked New Zealand because of the recreation and leisure activities and the ability to achieve a desired lifestyle, while migrants from ESANA liked New Zealand because of the safety from crime and migrants from Asia liked New Zealand for its small population.

Table 3.13: What migrants liked the most about New Zealand, by region of origin (n=1742)

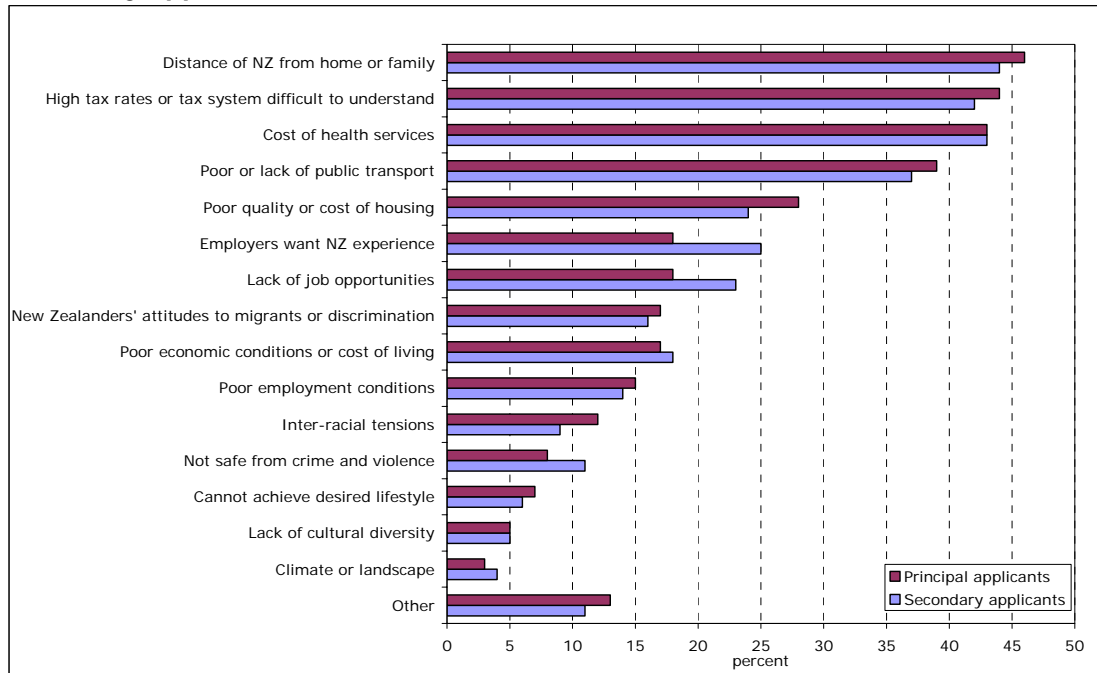
	UK/Ireland	ESANA	Asia	Other
	%	%	%	%
Job opportunities	18	36	16	48
Friendly lifestyle or relaxed pace of life	84	77	69	72
Climate or natural beauty	92	79	85	68
Education system or opportunities	19	26	46	53
Safety from crime	55	67	45	52
Economic conditions	15	31	15	36
Cultural diversity	22	35	29	41
Lack of inter-racial, ethnic or religious tensions	24	29	24	44
Can achieve desired lifestyle	65	53	40	38
Political stability	23	39	38	64
Good housing	21	17	28	29
Having family here	14	18	32	35
Small population	64	49	54	36
Good provision of services	17	35	25	52
Recreation and leisure activities	74	60	37	60
Other	7	7	*	4

Note: Percentages do not add to 100 percent as respondents were allowed to tick more than one response.

** Percentages were not calculated for counts less than 5.*

When asked what they disliked about New Zealand, both principal and secondary applicants said that they did not like the distance of New Zealand from their home or family (46 percent and 44 percent respectively), the high tax rates (44 percent and 42 percent respectively), the cost of health services (43 percent each) and the lack of public transport (39 percent and 37 percent respectively). More secondary than principal applicants disliked that employers wanted more New Zealand experience (25 percent versus 18 percent) and reported a lack of job opportunities (23 percent versus 18 percent) (Figure 3.33).

Figure 3.33: What migrants disliked most about New Zealand, principal and secondary applicants (n=1645)



When compared by region of origin as shown in Table 3.14, respondents from Asia most frequently reported the lack of job opportunities to be what they disliked most about New Zealand, while those from UK/Ireland and Other stated the cost of health services to be what they disliked most. In addition over half of migrants from Asia disliked the high tax rates and half of migrants from UK/Ireland, ESANA and Other disliked the distance of New Zealand from their home or family. These findings need to be understood in the context of migrant source country circumstances. For example, attitudes towards taxes amongst migrants from Asia possibly reflect source country experiences of low taxes but commensurate to low government provisions of social services.

Table 3.14: What migrants disliked the most about New Zealand, by region of origin (n=1645)

	UK/Ireland	ESANA	Asia	Other
	%	%	%	%
Lack of job opportunities	14	10	40	13
Poor employment conditions	15	10	20	9
Employers want NZ work experience	9	25	33	36
Cost of health services	48	30	38	45
Climate or landscape	1	6	3	13
Not safe from crime and violence	5	7	13	19
Poor economic conditions	17	16	21	11
Lack of cultural diversity	5	4	6	*
Inter-racial, ethnic or religious tensions	12	13	8	8
Can't achieve desired lifestyle	6	10	5	5
Poor quality of housing	24	40	19	28
NZ attitudes to migrants or discrimination	11	20	23	16
Poor/lack of public transport	43	30	42	20
Distance of NZ from home or family	53	49	28	49
High tax rates	37	33	59	52
Other	17	13	6	7

Note: Percentages do not add to 100 percent as respondents were allowed to tick more than one response.

** Percentages were not calculated for counts less than 5.*

3.10.2. Cost of living

Figure 3.34 shows that, in their source country most migrants had either enough money (54 percent) or had more than enough money (35 percent) to meet their needs. However, this differs in New Zealand, with most people having either enough money (62 percent) or not enough money (28 percent) to meet their needs. Conversely, 11 percent did not have enough money in their source country, and this increased to 28 percent in New Zealand. These findings could in part reflect the additional resources required to successfully resettle in a new country.

Figure 3.34: How well migrants' income met their needs in New Zealand compared with their source country (n=1708)

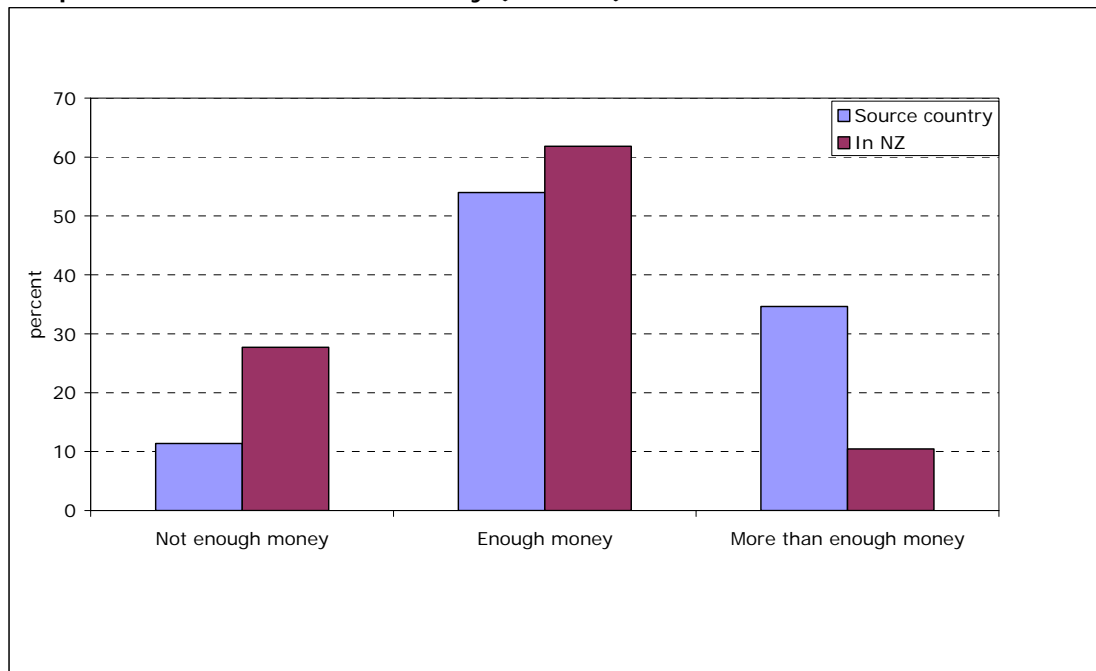
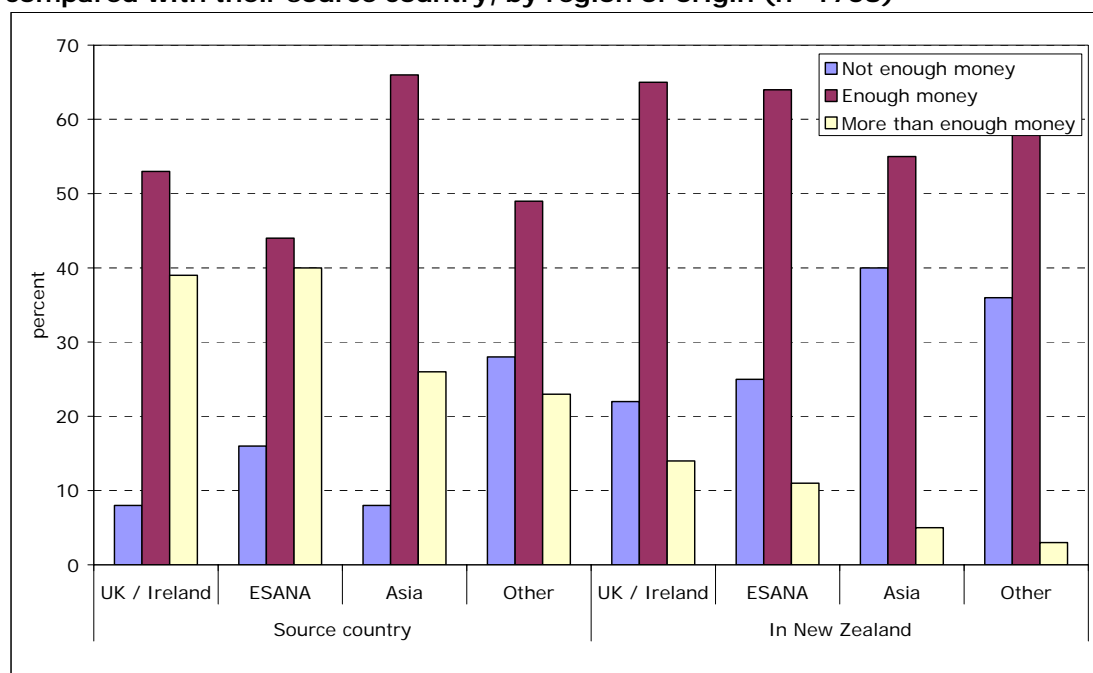


Figure 3.35 looks at income needs in New Zealand and migrants' source country by region of origin. The proportion of migrants from UK/Ireland and ESANA who stated that they had enough money in their source country was 53 percent and 44 percent respectively. In New Zealand, the proportion of migrants from UK/Ireland and ESANA who stated they had enough money increased to 64 percent and 63 percent respectively. Interestingly the proportion of migrants from UK/Ireland and ESANA who stated that they did not have enough money in their source country was 8 percent and 16 percent. Once in New Zealand, this proportion increased to 22 percent and 25 percent. Conversely, the proportion of migrants from UK/Ireland and ESANA who had more than enough money in their source country (39 percent and 40 percent respectively) decreased once in New Zealand to 14 percent and 11 percent respectively. This pattern is similar for migrants from Other regions. However for migrants from Asia, 66 percent had enough money in their source country. Once in New Zealand, this decreased to 55 percent. A small proportion of migrants from Asia (8 percent) said that they did not have enough money in their source country. This proportion increased to 40 percent once in New Zealand. Conversely the proportion of migrants from Asia who did have enough money (26 percent) in their source country decreased once in New Zealand to 5 percent.

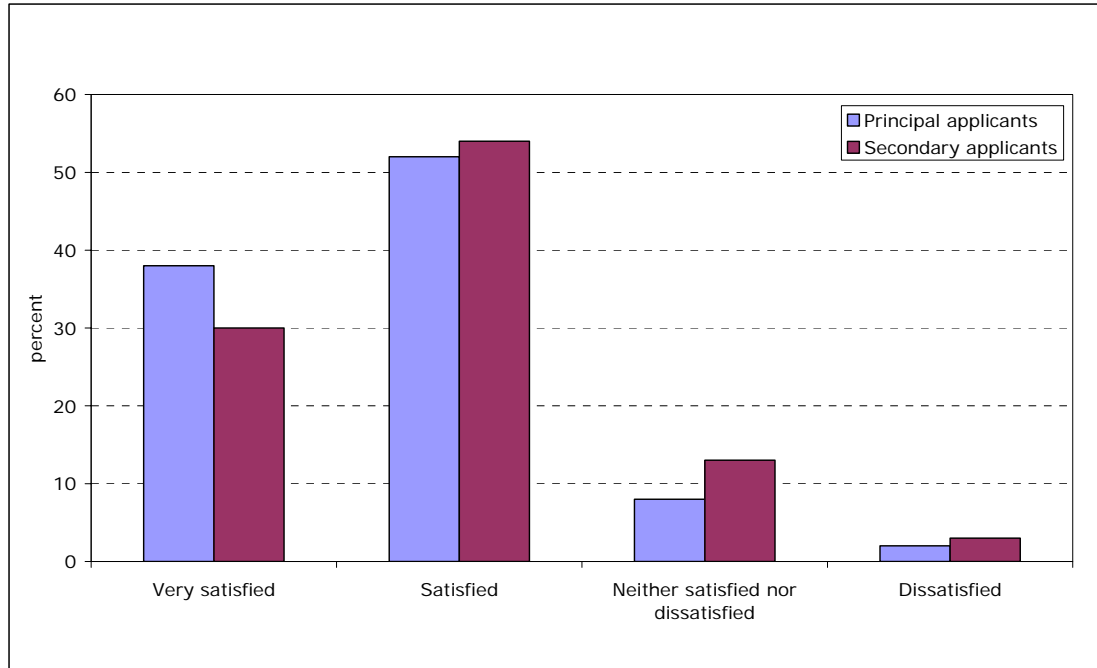
Figure 3.35: How well migrants' income meets their needs in New Zealand compared with their source country, by region of origin (n=1708)



3.10.3. Satisfaction with New Zealand

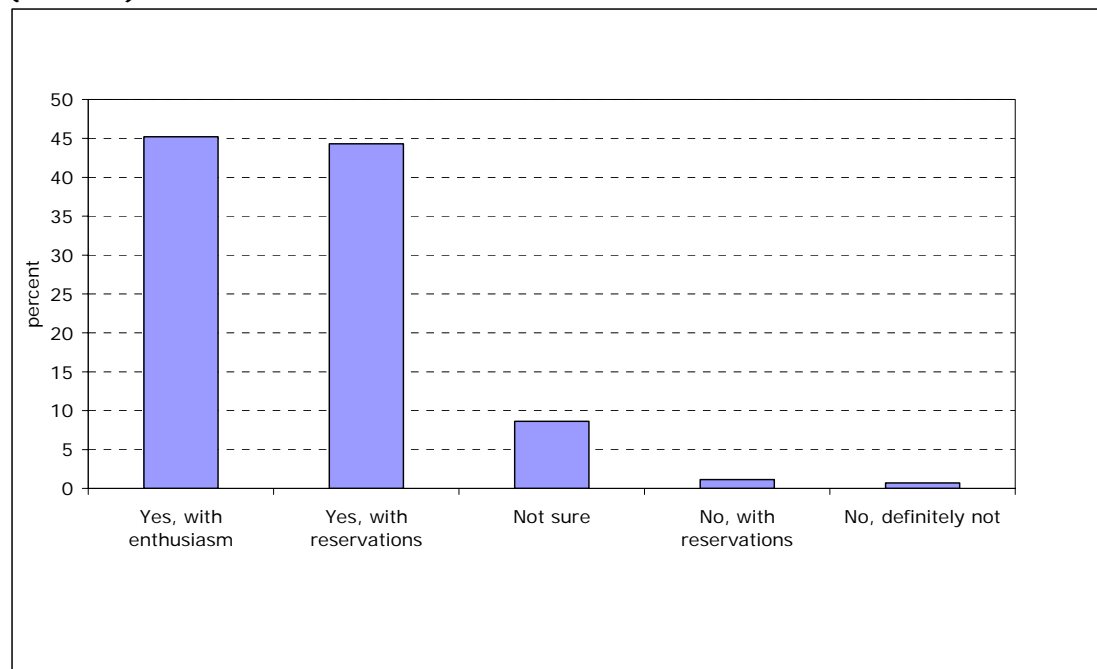
Most principal (90 percent) and secondary (84 percent) applicants were very satisfied/satisfied with living in New Zealand (Figure 3.36). This high level of satisfaction with living in New Zealand is also reflected by region of origin, with minor differences between the regions.

Figure 3-36: Satisfaction/dissatisfaction with living in New Zealand (n=1749)



The majority of migrants (89 percent) would recommend New Zealand to others as a place to come and live (Figure 3.37). Once again, this is reflected by region of origin with minor differences between the regions.

Figure 3.37: Recommend New Zealand to others as a place to come and live (n=1747)



Summary:

- On arrival in New Zealand, 60 percent of migrants planned to live in New Zealand for at least five years. After 12 months, 71 percent of migrants planned to live in New Zealand for five years or longer.
- All migrants liked New Zealand's climate (97 percent) and most liked the friendly and relaxed pace of life (78%).
- 74 percent of migrants from UK/Ireland liked New Zealand because of the recreation & leisure activities.
- 67 percent of migrants from ESANA liked New Zealand because of the safety from crime.
- 54 percent of migrants from Asia liked New Zealand for its small population.
- Migrants from UK/Ireland disliked the distance of New Zealand from their home or family (53 percent) and the cost of health services (48 percent).
- Migrants from ESANA disliked the distance of New Zealand from their home or family (49 percent) and the poor quality of housing (40 percent).
- Migrants from Asia disliked the tax rates (59 percent), poor / lack of public transport (42 percent) and lack of job opportunities (40 percent) in New Zealand.
- 90 percent of principal applicants and 84 percent of secondary applicants were very satisfied/satisfied with living in New Zealand.
- 89 percent of migrants would recommend New Zealand to others as a place to come and live.

4. DISCUSSION

The Settlement Experiences Feedback Survey (SEFS) was designed to monitor skilled and business migrants' short term settlement outcomes 12 months after arrival or gaining residence in New Zealand. SEFS complements other work of the Department of Labour such as the Longitudinal Immigration Survey: New Zealand (LisNZ).¹²

The SEFS report provides useful baseline information on settlement experiences of migrants. It also gives an understanding of differences in experiences between principal and secondary applicants and between migrants from different regions of the world. Although the categories for the latter embrace an extensive number of nationalities and ethnic groups, these regional groupings provide an awareness of the differences and similarities that skilled migrants encounter, which can guide further research and initiatives around settlement.

Employment

This report shows that employment outcomes for all skilled and business migrants were generally very good. For skilled principal applicants, employment outcomes were excellent, with 94 percent working for pay or profit and over half (56 percent) earning over \$50,001 per annum. This could suggest that the SMC policy is attracting skilled migrants that are contributing to New Zealand's needs. Employment outcomes for secondary applicants were also good, with 67 percent working for pay or profit, and 46 percent earning \$20,001 to \$50,000 annually.

Most principal and secondary applicants had occupations classified as professional. Principal applicants were more likely to work as trade workers and clerks, while secondary applicants were more likely to work as legislators and administrators.

The majority of principal and secondary applicants were very satisfied/satisfied with their main job. Of the small proportions who were dissatisfied with their job, their main reason was that the pay was too low (for both principal and secondary applicants).

Most migrants (85 percent) did not experience any difficulty finding work. Those principal and secondary applicants who did experience difficulty stated the main reasons being the lack of New Zealand work experience and language difficulties.

An analysis by region of origin and by principal and secondary applicants shows that principal applicants from all regions who applied through the SMC had exceptional employment outcomes with 98 percent from UK/Ireland and Asia and 96 percent from ESANA employed.

¹² Preliminary results from LisNZ will be available in July 2008.

Secondary applicants from UK/Ireland and Other had the most favourable employment outcomes, with 76 percent and 79 percent working for pay or profit. Large proportions (over 70 percent) of migrants from all regions were very satisfied/satisfied with their main job.

Where migrants live

Almost half of the migrants settled in Auckland (46 percent), with the greatest proportion being migrants from Asia. In contrast migrants from UK/Ireland were more evenly distributed across New Zealand. The majority of migrants from all regions were very satisfied/satisfied with the quality of their housing (80 percent). The main dissatisfactions with housing quality were difficulties with heating, dampness, the cost and poor housing conditions.

Further education and training

Since taking up residence, 44 percent of migrants have undertaken study or training in New Zealand. Over a third (35 percent) of principal applicants studied to get their qualification upgraded, while 43 percent of secondary applicants studied to get a job or a get a better job. Migrants from Asia and Other regions were more likely to take up study than migrants from UK/Ireland and ESANA.

One of the reasons given by half of principal applicants from Asia for undertaking study was to improve English language skills. Despite the high level of English language requirements for principal applicants, migrants from experience in a work setting may find that they need assistance in improving their written or spoken English language skills. This seems to be a positive move, where migrants recognise where they need to take additional steps themselves to improve things.

Children and social networks

Just under half of the migrants were a parent or a guardian of one or more children attending school in New Zealand. Across all regions, over 80 percent of migrants were very satisfied/satisfied with their children's schooling. Of the small proportions who were dissatisfied with their children's school, their key reasons were the poor quality of teaching and the fighting or bullying at school.

Migrants were part of various social networks in New Zealand, with a third belonging to sports club or group, a religious group or an association related to their job.

Access to services

Migrants from all regions needed assistance with driver licensing, the tax system and finding a GP. However, some specific needs differed by region of origin, where a third of migrants from Asia needed help with education/training and learning English, while a quarter of migrants from UK/Ireland needed help with legal matters.

Satisfaction with living in New Zealand

Most migrants liked New Zealand's climate or natural beauty, the relaxed pace of life or friendly people, and the recreation and leisure activities. Most migrants from UK/Ireland liked New Zealand because of the ability to achieve a desired

lifestyle, while migrants from ESANA liked New Zealand because of the safety from crime, and migrants from Asia liked New Zealand for its small population.

The main dislikes given by both principal and secondary applicants were the distance of New Zealand from their home or family, the high tax rates, the cost of health services and the lack of public transport. Over half of migrants from Asia disliked the high tax rates, and half of migrants from UK/Ireland, ESANA and Other regions disliked the distance of New Zealand from their home or family. Migrants from Asia reported the lack of job opportunities as what they disliked most about New Zealand, while those from UK/Ireland and Other regions stated the cost of health services as what they disliked most. Attitudes to factors such as health costs and taxes probably reflect circumstances in source countries. For example, many Asian economies have low taxes but may have less state provision of social assistance in the areas of health, education and welfare.

Despite the dislikes, the majority of migrants (90 percent principal and 84 percent secondary applicants) were very satisfied/satisfied with living in New Zealand, and a significant number (89 percent) would recommend New Zealand as a place to come and live.

The proportion of migrants from UK/Ireland and ESANA who reported having enough money in their source country increased once in New Zealand and those who stated not having enough money in their source country increased (once in New Zealand). Conversely, the proportion of migrants from Asia who reported having enough money in their source country decreased once in New Zealand. Interestingly, the proportion of migrants from UK/Ireland and ESANA who reported having more than enough money in their source country decreased once in New Zealand. A reason for this decrease in income (for all migrant groups) could be related to additional resettlement costs.

At the time of arrival/approval, approximately two-thirds of migrants planned to live in New Zealand for at least five years. After living in New Zealand for a year, approximately three-quarters of migrants planned to live in New Zealand for five years or more. Interestingly, the number of migrants who initially planned to live in New Zealand for two to five years decreased after living in New Zealand for a year. This suggests that most migrants settle and adapt well to New Zealand and prefer to live in New Zealand for longer durations (five years or more).

Conclusion

The findings from the Settlement Experiences Feedback Survey provide a wide range of useful information on migrant settlement experiences and outcomes to the Department of Labour. This information will be useful to the Department of Labour in developing settlement resources and services for migrants. This report will also be useful to other government organisations, non-government organisations, academics and community groups that might be in contact with migrants, in providing them an appreciation of migrant settlement experiences.

New Zealand's skilled immigration policies aim to attract qualified and skilled migrants who will assist with New Zealand's economic transformation. This report

will be used to inform the development of these policies to ensure that they continue to select migrants with the skills and talent to successfully live and work New Zealand. The report will also help ensure that the policies remain responsive to New Zealand's needs into the future.

The report is also a very useful source of information for further development of settlement strategies, the review of the settlement information produced by the Department of Labour, and ongoing development of Settlement Support New Zealand (SSNZ) initiative funded by the Department.

The report provides information of relevance to the settlement information strategy, including information for pre-settlement and marketing. The in-depth data on the challenges faced by migrants, access to settlement information and the areas of dissatisfaction with their New Zealand experience are also relevant to the development of settlement strategies in New Zealand.

APPENDIX A – QUESTIONNAIRE

Settlement Experience Feedback Survey (SEFS)

The purpose of this survey is to find out about how you are settling in New Zealand, and how satisfied you are with your life here. The information you provide will help us find out about migrant settlement in New Zealand and improve our services for other new migrants.

What you need to know

This survey should take only 20 minutes to complete. Here are some other things you should know before you start.

- Your answers to the survey questions are confidential and will be combined with other people's feedback to prepare statistical reports.
- Your name will not be used in any of these reports. Your answers will only be used for research purposes and will have no effect on your status in New Zealand.
- Depending on the answers you provide, you may need to skip some questions, or you may be asked to complete additional questions. None of the questions are mandatory.

Once again, we appreciate you taking the time to complete this survey. Please place the completed survey in the supplied envelope and send to:

BRC Marketing & Social Research
Box 10 617
Wellington.

Client ID: SEF20000

Please fill in the following:

Date: Day / month / year _____

A. Satisfaction with the Immigration Service in New Zealand

A1. Since gaining residence or work to residence, please describe any contact you have had with an immigration officer?

Tick **all** that apply.

- 1 I was contacted by an immigration officer to see how I was getting on
- 2 I was sent a New Migrant Follow-up Survey
- 3 I contacted an immigration officer about a settlement issue
- 4 I contacted an immigration officer about an immigration issue
- 5 Other (please state) _____
- 6 I have had no contact ⇒Go to A.3

A2. How often have you had contact with your immigration officer since you arrived in NZ?

Tick the box that **most** applies.

- 1 Once
- 2 2 to 5 times
- 3 6 to 9 times
- 4 10 or more times

A3. Please indicate any areas where the New Zealand Immigration Service could have provided more information to help you settle in New Zealand.

Tick **all** that apply and briefly describe the type of information that would have been helpful.

- 1 Employment (please state) _____
- 2 Health services (please state) _____
- 3 Business set up (please state) _____
- 4 Housing (please state) _____
- 5 Education (please state) _____
- 6 Learning English (please state) _____
- 7 Budgeting and / or income support (please state) _____
- 8 Daily life (please state) _____
- 9 Other (please state) _____

A4. Overall, how would you rate our service in helping you to settle in New Zealand?

Please tick the option that **best** describes our service.

- 1 Very good
- 2 Good
- 3 Neither good nor poor
- 4 Poor
- 5 Very poor
- 6 Don't know

A.5 What are your reasons for this rating? (please state)

B. Current Activities

Tell us what you are currently doing in New Zealand.

B1. In the **last seven days** which of these activities were you doing?

Tick **all** that apply.

- 1 Working for pay or profit
- 2 Working without pay in a family business or farm
- 3 Looking for work
- 4 Studying
- 5 At home caring for dependants
- 6 Retired or at home without dependants
- 7 Doing voluntary work
- 8 Suffering ill health
- 9 Taking steps to set up or buy a business in New Zealand
- 10 On holiday or visiting friends or relatives
- 11 Getting set up in New Zealand – organising housing, education, etc
- 12 Trying to get qualifications recognised
- 13 Other

B2. In the **last seven days which activity** did you spend the most time doing?

Tick **the one** that applies.

- 1 Working for pay or profit
- 2 Working without pay in a family business or farm
- 3 Looking for work
- 4 Studying
- 5 At home caring for dependants
- 6 Retired or at home without dependants
- 7 Doing voluntary work
- 8 Suffering ill health
- 9 Taking steps to set up or buy a business in New Zealand
- 10 On holiday or visiting friends or relatives
- 11 Getting set up in New Zealand – organising housing, education, etc
- 12 Trying to get qualifications recognised
- 13 Other

C. Current Employment

Tell us about your employment in New Zealand.

C1. Do you currently work for pay or profit in a job, business or farm?

- 1 Yes
- 2 No ⇒Go to C. 9

C2. Which option best describes your **main** job (the one in which you usually work the most hours)?

- 1 Working for salary or wages
- 2 An employer of other person(s) in my own business
- 3 Self employed and NOT employing others
- 4 Working without pay in a family business or farm

C3. In your main job, do you usually work for:

Tick the option that applies.

- 1 30 hours or more per week
- 2 Less than 30 hours per week

C. 4 What is your occupation in your **main** job (the one in which you usually work the most hours)? (E.g. secondary school teacher, mechanic, accountant)

C5. What industry is your main job in (i.e. the main activity of the place where you work)? (E.g. education, health services, retail trade) *(Please provide as much detail as possible)*

C6. What is the annual amount that you earn in your main job before tax is taken out?

- 1 zero income
- 2 \$1 - \$5,000
- 3 \$5,001 - \$10,000
- 4 \$10,001 - \$15,000
- 5 \$15,001 - \$20,000
- 6 \$20,001 - \$25,000
- 7 \$25,001 - \$30,000
- 8 \$30,001 - \$40,000
- 9 \$40,001 - \$50,000
- 10 \$50,001 - \$70,000
- 11 \$70,001 - \$100,000
- 12 \$100,001 or more

C7. How satisfied are you with your main job?

Tick the option that applies.

- 1 Very satisfied ⇒Go to C. 9
- 2 Satisfied ⇒Go to C. 9
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied

C8. What are the main reasons you are dissatisfied with your main job?

Tick **all** that apply.

- 1 Not using my skills or experience
- 2 This job is not my preferred occupation
- 3 Pay is too low
- 4 Want more hours of work
- 5 Want to work different hours but not more hours
- 6 Experiencing discrimination from my employer because I am a migrant
- 7 Other (please state) _____

C9. Since gaining residence or work to residence, have you had any difficulty in getting work in New Zealand?

- 1 Yes
- 2 No ⇒Go to D. 1

C10. What was the reason for this difficulty?

Tick **all** that apply.

- 1 Language difficulties
- 2 My skills or experience are not accepted by New Zealand employers
- 3 I lack New Zealand work experience
- 4 There is not enough suitable work for someone with my skills or experience
- 5 I don't have enough skills or experience for the jobs that are available
- 6 There are no jobs available in the area that I live
- 7 I do not have family or friends in New Zealand who can help me to get a job
- 8 I have experienced discrimination because I am a migrant
- 9 I have experienced discrimination because of my age, gender, religion
- 10 Other (please state) _____

D. Immigration Application

D1. Were you the principal applicant in your application?

- 1 Yes
- 2 No ⇒Go to E. 1

D2. Through which category did you apply?

- 1 Talent Visa/ POL Visa ⇒Go to E. 1
- 2 Business e.g. Investor, Entrepreneur, LTBV
- 3 General Skills
- 4 Skilled Migrant
- 5 Other ⇒Go to E. 1

D3. Do you own, or partly own, a business in New Zealand?

- 1 Yes
- 2 No ⇒Go to D. 5

D4. Which option best describes how you came to own, or partly own, your business?

- 1 I purchased an existing business
- 2 I bought a part ownership in an existing business
- 3 I established a new business
- 4 Other (please state) _____

D5. Did you get points on your residence application for employment in New Zealand?

- 1 Yes
- 2 No ⇒Go to E. 1

D6. Did you work in the job that you got points for?

- 1 Yes
- 2 No ⇒Go to D. 8

D7. Are you still employed in that job?

- 1 Yes ⇒Go to E. 1
- 2 No

D8. Why are you not working in that job?

Tick **all** that apply.

- 1 Started another job with another employer
- 2 Started another job with the same employer
- 3 Job not suitable
- 4 Contract ended / redundancy
- 5 Took up study
- 6 Moved city
- 7 Family, childcare, personal or health issues
- 8 Started own business
- 9 Difficulty with the job (please state) _____

E. Housing

Tell us about the place where you currently live.

E1. Which New Zealand city or town do you live in or near to? (E.g. Upper Hutt, Porirua, Manukau, Waitakere or North Shore) *(Please state)*

E2. What type of dwelling do you currently live in?

- 1 House, flat, apartment
- 2 Hotel, motel, guest house ⇒Go to E. 4
- 3 Other dwelling such as a retirement home, hospital ⇒Go to E. 4

E3. Do you, or does someone in your family, own or partly own the dwelling you live in?

- 1 Own without mortgage
- 2 Own with mortgage
- 3 Do not own, e.g. rent

E4. Have you had any problems finding suitable housing?

- 1 Yes
- 2 No ⇒Go to E. 6

E5. What sorts of problems have you had?

Tick **all** that apply.

- 1 Rent / mortgage costs too high
- 2 Costs of moving / setting up a new household too high (bond, fees, furniture)
- 3 Language difficulties
- 4 No suitable housing available in the area where I wanted to live
- 5 Available housing too small for my household
- 6 Discrimination from real estate agent / property owner towards new migrants
- 7 Only poor quality housing available
- 8 Housing not available near public transport
- 9 Had to wait for suitable housing
- 10 Other (please state) _____

E6. How satisfied or dissatisfied are you with the overall **quality** of the accommodation you are currently living in?

Tick the option that applies.

- 1 Very satisfied ⇒Go to F.1
- 2 Satisfied ⇒Go to F.1
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied

E7. What are the main reasons you are dissatisfied with the **quality** of your accommodation?

Tick **all** that apply.

- 1 Too expensive
- 2 Too small
- 3 In poor condition or things need fixing
- 4 Difficult to heat or keep warm
- 5 Dampness
- 6 Poor access
- 7 Unsafe neighbourhood
- 8 Overcrowded
- 9 Other (please state) _____

F. Children

Tell us what you think about your child(ren)'s schooling in New Zealand.

F1. Are you a parent/guardian with a child or children attending school in New Zealand?

- 1 Yes
- 2 No ⇒Go to G. 1

F2. Overall, how satisfied or dissatisfied are you with your child(ren)'s school?

Tick the option that applies.

- 1 Very satisfied ⇒Go to G. 1
- 2 Satisfied ⇒Go to G. 1
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied

F3. What are the reasons you are dissatisfied with your child(ren)'s school?

Tick **all** that apply.

- 1 School doesn't provide enough help for children who are not fluent English speakers
- 2 There is fighting or bullying at the school
- 3 Schooling is not appropriate to our ethnic, religious or cultural preferences
- 4 Teaching or education is of poor quality
- 5 There is not enough teaching materials e.g. books or other resources
- 6 My child(ren) is not well accepted by classmates or does not have many friends at the school
- 7 My child(ren)'s school friends are unsuitable or a bad influence
- 8 My child(ren) is not making good progress e.g. not getting good enough marks
- 9 My child(ren) can't do the courses he or she wants to do
- 10 Other (please state) _____

G. Further Education and Training

G1. Since taking up residence, have you done any study or training in New Zealand?

- 1 Yes
- 2 No ⇒Go to H. 1

G2. Where have you studied?

Tick **all** that apply.

- 1 School
- 2 University
- 3 Polytechnic
- 4 Private training establishment
- 5 Other (please state) _____

G3. What are your reasons for undertaking this study?

Tick **all** that apply.

- 1 To get a job / a better job
- 2 To get qualification upgraded
- 3 To change career
- 4 Leisure activity / personal interest
- 5 To improve English language skills
- 6 Other (please state) _____

H. Social Networks

H1. What social clubs or groups are you involved in?

Tick **all** that apply.

- 1 Sports club or group
- 2 Youth group or club (e.g. Scouts, Guides)
- 3 Ethnic association
- 4 Religious group (e.g. church, temple, synagogue, mosque)
- 5 Cultural/hobby group (e.g. choir, film/drama group, gardening Mah-jong club)
- 6 Job related association (e.g. union, professional body)
- 7 Service club (e.g. Lions, Rotary)
- 8 Other community or voluntary group
- 9 Other (please state) _____

I. Access to Services

We would like to find out what help you have needed while you have been in New Zealand.

I1a. In the last twelve months, have you tried to get help from a government or private organisation with any of these things in New Zealand? (*Column A below*)

I1b. If so, did you get the help you needed? (*Column B below*)

	I1a. Yes, tried to get help (<i>tick all that apply</i>)	I1b. Yes, got help required (<i>tick all that apply</i>)
Looking for work	<input type="checkbox"/> 1	<input type="checkbox"/> 15
The tax system	<input type="checkbox"/> 2	<input type="checkbox"/> 16
Government income support	<input type="checkbox"/> 3	<input type="checkbox"/> 17
Budgeting	<input type="checkbox"/> 4	<input type="checkbox"/> 18
Education or training for yourself or your family	<input type="checkbox"/> 5	<input type="checkbox"/> 19
Recognition of qualifications	<input type="checkbox"/> 6	<input type="checkbox"/> 20
Learning English	<input type="checkbox"/> 7	<input type="checkbox"/> 21
Getting community or local services (e.g. rubbish collection)	<input type="checkbox"/> 8	<input type="checkbox"/> 22
Legal matters	<input type="checkbox"/> 9	<input type="checkbox"/> 23
Support due to family stress (excluding financial help)	<input type="checkbox"/> 10	<input type="checkbox"/> 24
Finding a general practitioner (GP) or family doctor	<input type="checkbox"/> 11	<input type="checkbox"/> 25
Other health services (including mental health)	<input type="checkbox"/> 12	<input type="checkbox"/> 26
Getting a driver licence	<input type="checkbox"/> 13	<input type="checkbox"/> 27
I did not need help with any of these	<input type="checkbox"/> 14	

J. Living in New Zealand

We would like to know your impressions and experiences settling in New Zealand.

J1. At the time you gained New Zealand residence or work to residence, how long were you planning to live in New Zealand for?

- 1 Up to 2 years
- 2 2 to 5 years
- 3 5 years +
- 4 Didn't know

J2. Now that you have been here approximately 12 months, how long do you think you will live in New Zealand?

- 1 Up to 2 years
- 2 2 to 5 years ⇒Go to J. 4
- 3 5 years + ⇒Go to J. 4
- 4 Don't know

J3. Which country are you going to live in when you leave New Zealand?

- 1 Country (please state) _____
- 2 Don't know

J4. What do you **like** most about New Zealand?

Tick **all** that apply.

- 1 Job opportunities
- 2 Friendly people or relaxed pace of life
- 3 Climate or natural beauty or clean and green environment
- 4 Education system or educational opportunities
- 5 Safety from crime and violence
- 6 Economic conditions
- 7 Cultural diversity
- 8 Lack of inter-racial, ethnic or religious tensions
- 9 Can achieve desired lifestyle
- 10 Political stability and freedom or lack of corruption
- 11 Good housing
- 12 Having family here
- 13 Small population
- 14 Good provision of services
- 15 Recreation and leisure activities
- 16 Other (please state) _____

J5. What do you **dislike most about New Zealand?**

Tick **all** that apply.

- 1 Lack of job opportunities
- 2 Poor employment conditions
- 3 Employers want New Zealand work experience
- 4 Cost of health services
- 5 Climate or landscape
- 6 Not safe from crime and violence
- 7 Poor economic conditions or cost of living
- 8 Lack of cultural diversity
- 9 Inter-racial, ethnic or religious tensions
- 10 Cannot achieve desired lifestyle
- 11 Poor quality housing or cost of housing
- 12 New Zealanders' attitudes to migrants or discrimination
- 13 Poor public transport or lack of public transport
- 14 Distance of New Zealand from home or family
- 15 High tax rates or tax system difficult to understand
- 16 Other (please state) _____

J. 6 In the country you lived in **before coming to New Zealand**, how well did your total income meet your every day needs for things such as housing, food, clothing and other necessities?

- 1 Not enough money
- 2 Enough money
- 3 More than enough money

What is your reason for this rating? (Please state)

J7. Now you are in New Zealand, how well does your total income meet your every day needs for things such as housing, food, clothing and other necessities?

- 1 Not enough money
- 2 Enough money
- 3 More than enough money

What is your reason for this rating? (Please state)

J8. Overall, how satisfied or dissatisfied are you with living in New Zealand?

Tick the option that applies.

- 1 Very satisfied
- 2 Satisfied
- 3 Neither satisfied nor dissatisfied
- 4 Dissatisfied
- 5 Very dissatisfied

J9. Would you recommend New Zealand to others as a place to come and live?

Tick the box that **most** applies.

- 1 Yes, with enthusiasm
- 2 Yes, with reservations
- 3 Not sure
- 4 No, with reservations
- 5 No, definitely not

J10. What are your reasons for your answer to question J9? (Please state)

J11. Please feel free to make any other comments about the New Zealand Immigration Service or living in New Zealand.

J12. Finally, all individual results from this research are confidential. However, giving us your consent to pass on identifying information to the NZIS will enable them to improve their services for new migrants. Please note that all identifying information that is passed on to the NZIS will remain confidential within the NZIS research team.

Do you agree for us to pass on identifying information about you to the NZIS?

- 1 Yes
- 2 No

Survey Completed

Thank you for taking the time to answer these questions. The information you have provided will help us improve how we assist migrants to settle in New Zealand. Please place the completed questionnaire in the supplied envelope and send to:

BRC Marketing & Social Research
Box 10 617
Wellington

APPENDIX B – GROUPINGS FOR ANALYSIS

Table B 1: Country list and corresponding regions

Country	Region	Country	Region
Great Britain	UK/Ireland	Afghanistan	South Asia
Ireland	UK/Ireland	Bangladesh	South Asia
Albania	ESANA	India	South Asia
Austria	ESANA	Maldives	South Asia
Belgium	ESANA	Nepal	South Asia
Bosnia & Herzegovina	ESANA	Pakistan	South Asia
Bulgaria	ESANA	Sri Lanka	South Asia
Canada	ESANA	Cambodia	South East
Croatia	ESANA	Indonesia	South East
Czech Republic	ESANA	Laos	South East
Denmark	ESANA	Malaysia	South East
Estonia	ESANA	Myanmar	South East
Finland	ESANA	Philippines	South East
France	ESANA	Singapore	South East
Germany	ESANA	Thailand	South East
Greece	ESANA	Vietnam	South East
Greenland	ESANA	American Samoa	Pacific
Hungary	ESANA	Fiji	Pacific
Iceland	ESANA	French Polynesia	Pacific
Italy	ESANA	Guam	Pacific
Kosovo	ESANA	Marshall Islands	Pacific
Luxembourg	ESANA	Pacific Island Trust Territory	Pacific
Macedonia	ESANA	Samoa	Pacific
Malta	ESANA	Tonga	Pacific
Netherlands	ESANA	Tuvalu	Pacific
Norway	ESANA	Algeria	Other
Poland	ESANA	Angola	Other
Portugal	ESANA	Argentina	Other
Romania	ESANA	Armenia	Other
Serbia & Montenegro	ESANA	Azerbaijan	Other
Slovakia	ESANA	Bahamas	Other
Slovenia	ESANA	Bahrain	Other
South Africa	ESANA	Belarus	Other
Spain	ESANA	Belize	Other
Sweden	ESANA	Benin	Other
Switzerland	ESANA	Bolivia	Other
US Outlying Islands	ESANA	Botswana	Other
USA	ESANA	Brazil	Other
Yugoslavia	ESANA	British Indian Ocean Territory	Other
China	North Asia	Burundi	Other
Hong Kong	North Asia	Cameroon	Other
Japan	North Asia	Chad	Other
Macau	North Asia	Chile	Other
Mongolia	North Asia	Colombia	Other

Country	Region	Country	Region
North Korea	North Asia	Congo	Other
South Korea	North Asia	Costa Rica	Other
Taiwan	North Asia	Cuba	Other
Democratic Republic of Congo	Other	Nauru	Other
Dominica	Other	Nigeria	Other
Ecuador	Other	Oman	Other
Egypt	Other	Palestine	Other
El Salvador	Other	Papua New Guinea	Other
Eritrea	Other	Paraguay	Other
Ethiopia	Other	Peru	Other
Federated States of Micronesia	Other	Puerto Rico	Other
Gabon	Other	Qatar	Other
Gambia	Other	Reunion	Other
Georgia	Other	Russia	Other
Ghana	Other	Rwanda	Other
Grenada	Other	Saudi Arabia	Other
Guatemala	Other	Seychelles	Other
Guyana	Other	Sierra Leone	Other
Haiti	Other	Solomon Islands	Other
Honduras	Other	Somalia	Other
Iran	Other	St Lucia	Other
Iraq	Other	St Vincent and the Grenadines	Other
Israel	Other	Sudan	Other
Ivory Coast	Other	Swaziland	Other
Jamaica	Other	Syria	Other
Jordan	Other	Tajikistan	Other
Kazakhstan	Other	Tanzania	Other
Kenya	Other	Togo	Other
Kiribati	Other	Trinidad and Tobago	Other
Kuwait	Other	Tunisia	Other
Kyrgyzstan	Other	Turkemenistan	Other
Latvia	Other	Turkey	Other
Lebanon	Other	Turks and Caicos Islands	Other
Liberia	Other	Uganda	Other
Libya	Other	Ukraine	Other
Lithuania	Other	United Arab Emirates	Other
Madagascar	Other	United Nations	Other
Malawi	Other	Uruguay	Other
Mauritius	Other	Uzbekistan	Other
Mexico	Other	Vanuatu	Other
Moldova	Other	Venezuela	Other
Morocco	Other	Zambia	Other
Namibia	Other	Zimbabwe	Other

NOTE 1: North Asia, South Asia and South East regions were combined as one region in order to have a robust sample size for analysis. This group is referred to as Asia in the report.

NOTE 2: The Pacific region was combined with the Other region because the sample size for the Pacific region was not large enough to conduct meaningful analysis. This group is referred to as Other in the report.

Table B 2: New Zealand city groupings

NZ city/region	NZ grouping
Auckland	Auckland
Northland	Rest of North Island
Waikato	Rest of North Island
Bay of Plenty	Rest of North Island
Gisborne	Rest of North Island
Hawkes Bay	Rest of North Island
Taranaki	Rest of North Island
Manawatu-Wanganui	Rest of North Island
Wellington	Rest of North Island
West Coast	South Island
Canterbury	South Island
Otago	South Island
Southland	South Island
Tasman	South Island
Nelson	South Island
Marlborough	South Island

Table B 3: Proportion of migrants by region of origin

	n	%
UK/Ireland	838	48
ESANA	357	20
Asia	407	23
Other	157	9
Total	1759	100

APPENDIX C – ONSHORE AND OFFSHORE ANALYSIS

Table C 1: Differences in settlement outcomes, migrants approved onshore and offshore

	Approved onshore (n=1541)		Approved offshore*	
	n	%	n	%
Employed	1202	84	270	85
Further education (since taking up residence)	664	46	110	34
Reasons for taking up study:				
To get a job/better job	209	32	15	14
To get qualifications upgraded	248	38	35	32
To change career	78	12	6	5
Leisure activity/personal interest	138	21	23	21
To improve English language skills	98	15	18	16
Other	170	26	45	41
Areas INZ could have provided more information:				
Employment	256	31	35	19
Health service	320	39	81	44
Business set up	127	16	21	11
Housing	192	24	53	29
Education	186	23	47	26
Learning English	105	13	16	8
Budgeting/income support	101	12	25	14
Daily life	116	14	33	18
Other	186	23	40	22

**Note: small sample size of offshore groups*

