



A snapshot of findings from a survey of

TEMPORARY MIGRANT WORKERS

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Driven by the dream of living a life in New Zealand, most migrants are satisfied and grateful for their employment.

89% of migrants are satisfied with their employment

However, the gratitude of having a job may be causing migrant workers to downplay or accept employment issues. Nearly 3 in 10 migrants have at least one of the workplace concerns measured.

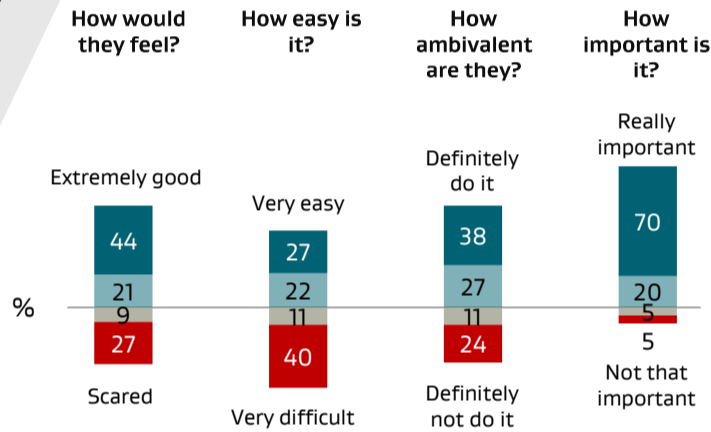
Top 4 concerns:

- 8%** Paid less than Kiwi colleagues
- 7%** Workplace racism
- 5%** Underpayment
- 5%** No breaks

The potential for migrant workers to be isolated and unsupported is high

- 40%** have family or relatives living in NZ
- 22%** belong to an ethnic association or migrant community group (usually social media)
- 10%** belong to a union

For migrant workers, speaking up about their employment rights is not easy. Though they might want to do it, and feel that it is important, the fear and difficulty of doing so would hold many back.



For many migrants, having a job is essential. Their ability to support their family (both in NZ and back home) and their ability to stay in NZ depends on it. For this, they may be willing to endure poor conditions and put up with things against the law.



Top 5...

Visa types

- 26%** Essential skills
- 21%** Partner work
- 17%** Student and work
- 7%** Working holiday
- 4%** Long-term skill shortage

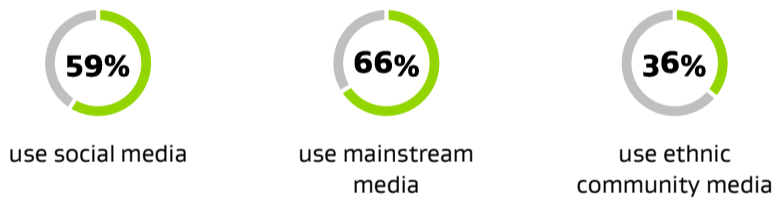
Nationality groupings

- 15%** European
- 13%** Chinese
- 12%** Filipino
- 12%** Indian
- 6%** Fijian

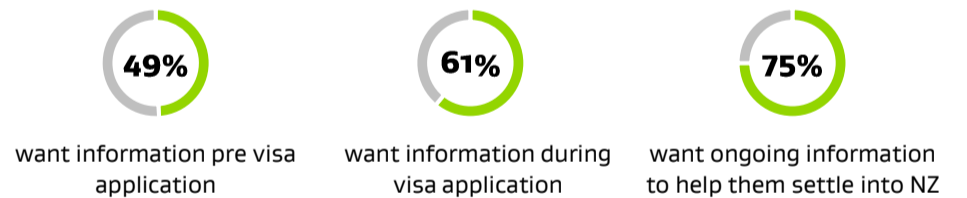
Many migrant workers don't know much about their rights. This is not uncommon for New Zealand workers overall.

- 38%** of migrant workers know a little or nothing at all
- 35%** of benchmark workers know a little or nothing at all

Media use is fragmented across different social media platforms, mainstream and community channels.



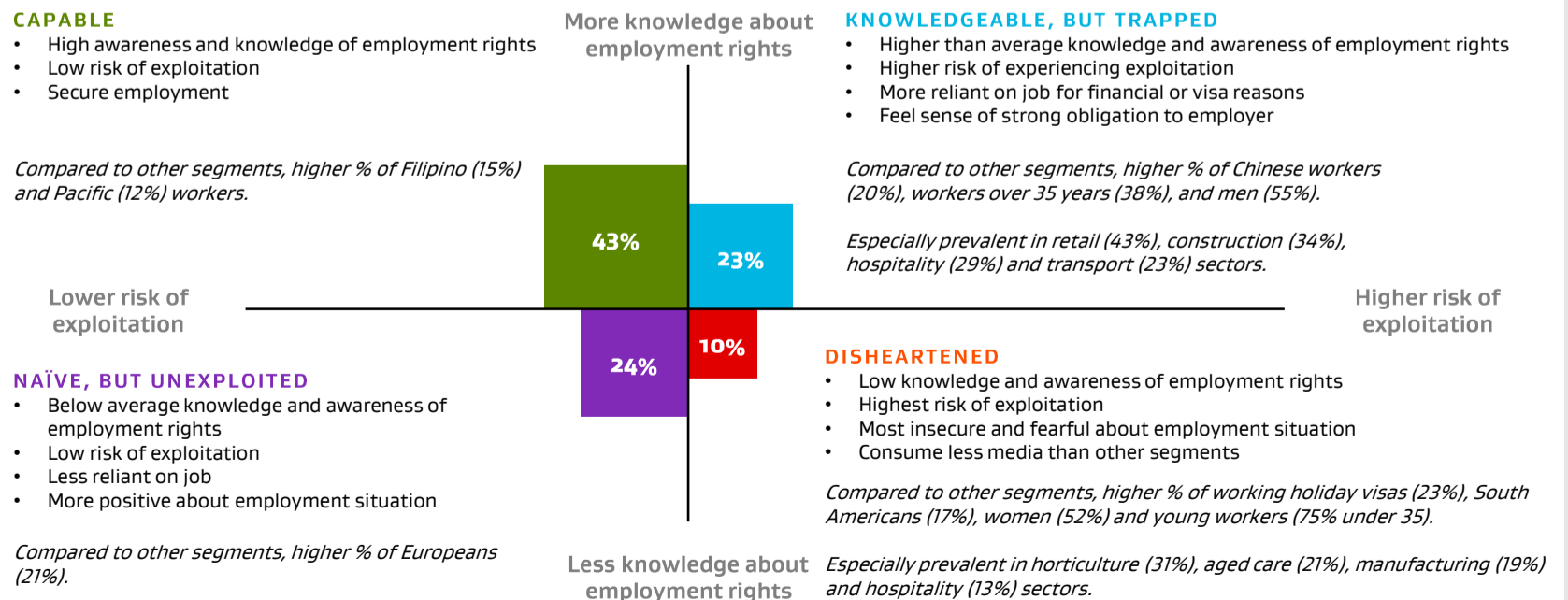
Government websites and personal contacts are a key resource, but they also desire a proactive, 'push' approach to education on employment rights:



"Earlier when I just started working here I was very new to it all, worked long hours with no extra pay but now I know a lot more about what is wrong and how to manage situations so I won't put up with it."
- Indian worker (qualitative research)

"Only under extreme circumstances will I consider leaving my job. Otherwise I'd be 'out of the frying pan into the fire' [needing to find another employer to support their long-awaited residence visa application]. I'd stay in the job so long as there's a glimpse of hope."
- Chinese worker (qualitative research)

Around a **third** of migrants could be at higher risk of exploitation. Some are disheartened – with low knowledge and high insecurity. Others are more knowledgeable but trapped in their employment situation. These workers are less positive, less secure, more fearful, and more isolated than other workers



"Where else do I go? It is very hard to find a job here in NZ. There is a fear of going back to India. What if my visa got declined/residency got declined? It is a good life out here, life is easier, comfortable."
- Indian worker (qualitative research)

"We are always respectful but the main reason why we can't speak up is because we don't know what we are entitled to, and who and where to go for help."
- Samoan worker (qualitative research)

KANTAR PUBLIC

MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT
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EMPLOYERS OF MIGRANTS

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As part of the temporary migrant worker exploitation research programme, Kantar Public surveyed **1,345** employers in late 2021 to understand their experiences of employing migrant workers and what segments of employers exist.

Top industries

- 17% Hospitality
- 14% Construction
- 13% Manufacturing
- 9% Dairy farming
- 7% Retail
- 7% Technology
- 5% Health

Top ethnicities of workers in the business

- 42% Indian
- 29% Filipino
- 23% European
- 21% South African
- 15% Chinese
- 10% Fijian
- 9% Sri Lankan

Most employers of migrants surveyed seemed to have a good understanding of employment law.

Employers feel they understand employment rules and regulations in NZ...



- 42% Very well
- 45% Well
- 13% Not well



14 of the 20 aspects of employment law tested were each correctly understood by **at least 80%** of employers of migrants

Understanding was lowest for worker rights about...



Many employers currently search for information online and visit government websites, but most would prefer a dedicated website and helpline.

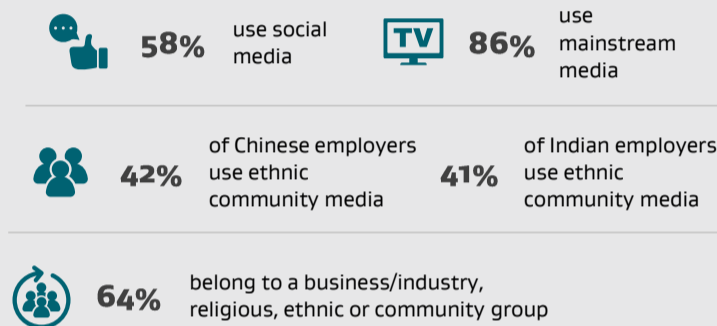
- 64% have searched online for information about employment rights
- 25% found it difficult to find what they needed online

www

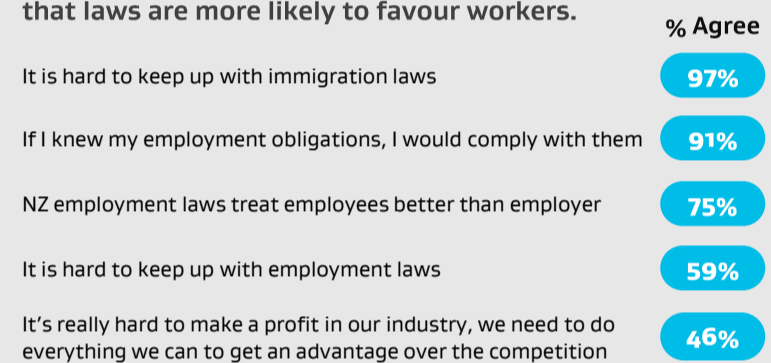
Top 2 preferences for learning and support:

- 82% Dedicated website to employment law
- 72% Employer helpline

Employers can be reached through both mainstream media and community media, and many belong to some type of group.



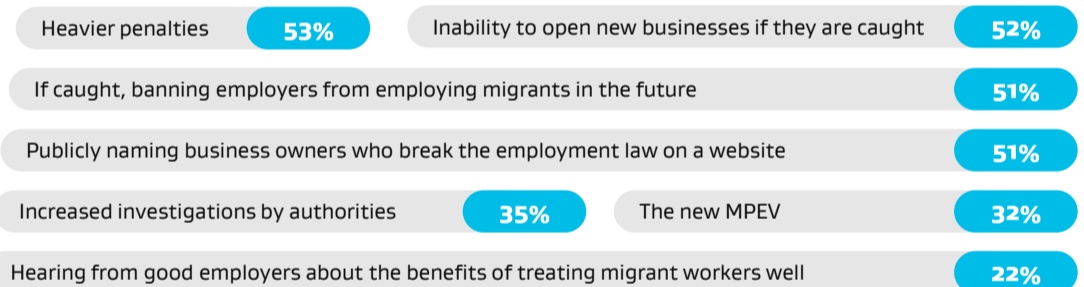
Most feel obliged to honour their employment obligations, though they do feel that keeping up with them is not necessarily easy. Most believe that laws are more likely to favour workers.



Employers of migrants believe that the most effective ways to encourage compliance is through increasing the consequences of non-compliance. More positive, benefit led messaging is viewed as less effective. Some also recognise the need to encourage support and identification of exploitation, whether that be direct support for workers, through increased inspections or via the MPEV.



% who say employers would be much more likely to comply



Simplifying and reforming the visa system and process is also a strong underlying theme.



"Reduce the paperwork for accredited employers and make it easier to get employer supported visas for the skilled / semi-skilled migrant workers." (Indian employer)

"I really care about my employees, and I'd never risk doing anything dodgy."

"I believe in doing the right things, but employment laws in this country make it really hard to do business. My employees really know their rights though so I don't get away with too much."

Over a third of employers of migrants could be at risk of slipping into exploitation. The group with the highest potential to do so have the weakest attitudes to moral and legal compliance. Another group at risk are those conflicted due to business pressures making it hard to keep up with their obligations.

VIRTUOUS AND COMPLIANT

- Strong moral responsibility and sound business reasons to comply
- Enthusiastic about compliance generally
- Knowledgeable and open to learning

Compared to other segments, higher % of large businesses (33% have 50+ employees), employers of Indian workers (48%), and employers of workers on Essential skills (64%) and Partnership (24%) visas.

Strong (consistent) legal compliance

28%

CONFLICTED

- Find it hard to keep up with obligations
- Worker knowledge can keep them informed/in check

Compared to other segments, higher % of employers in hospitality sector (23%) and employers of workers on Essential skills visa (67%).

27%

Strong moral obligation

Weak moral obligation

DOING RIGHT BY WORKERS

- Fairly average understanding of obligations
- Not strongly motivated by compliance but generally do so

Profile reflects employer averages.

Weak (contextual) legal compliance

36%

POTENTIAL EXPLOITERS

- Subject to strong business pressures
- Least likely to know obligations
- Most reluctant to support compliance
- Some struggle to converse in English

Higher % of small businesses (75% with less than 5 migrant workers), men (70%), non-NZ European employers (50%), and Auckland businesses (48%). Also, higher % of employers in construction (24%), and employers of Chinese workers (25%)

"I might not be completely up-to-date with all the laws, but basically I'm a good employer, the law works for me, and my workers are a valuable resource."

"Other people are doing it and if I don't I'm disadvantaging my business."

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Most NZ workers we spoke to feel positively about their employment, but **four in ten** express some kind of negative emotion.



The temporary migrant worker exploitation research programme interviewed both temporary migrant workers and a representative sample of all NZ workers. This infographic focuses only on NZ workers. Kantar Public surveyed **669** NZ workers in late 2021.

Top 5 occupations

- 20%** Technical or skilled worker/tradesperson
- 17%** Professional or government official
- 16%** Teacher, nurse, police or other service worker
- 14%** Clerical or sales employee
- 11%** Semi-skilled worker

1 in 10

NZ workers either don't have a signed written employment contract or are not sure.

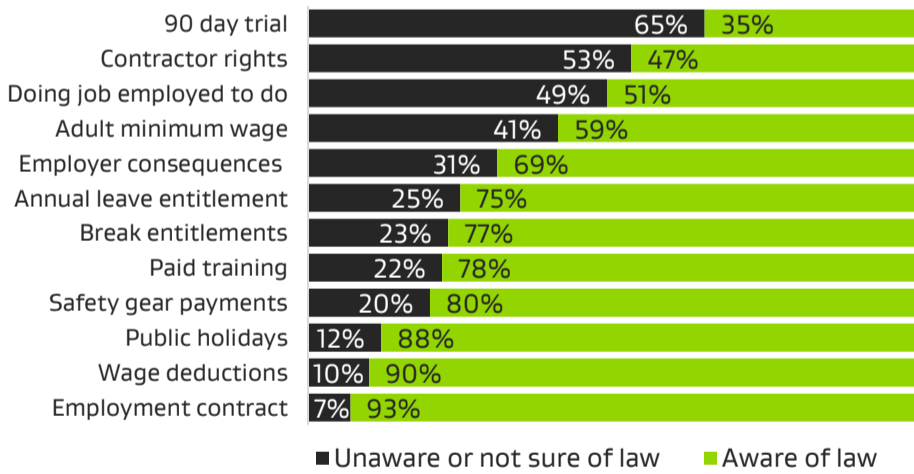
This is more prevalent in smaller businesses.

37% working in businesses with 1-5 employees do not have a written employment contract.

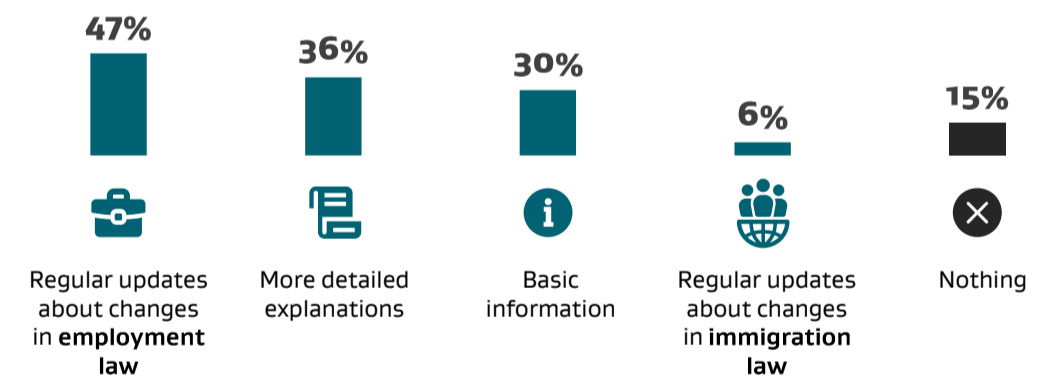


- 90%** Written employment contract
- 9%** No written employment contract
- 1%** Not sure

There are particular areas of employment law where workers knowledge is lacking more than others.



Most workers are interested in information and support about employment rights. Around half want regular updates.



In the past, searching online has been the most useful way for workers to find out about their employment rights.

Top 4 useful sources of employment rights

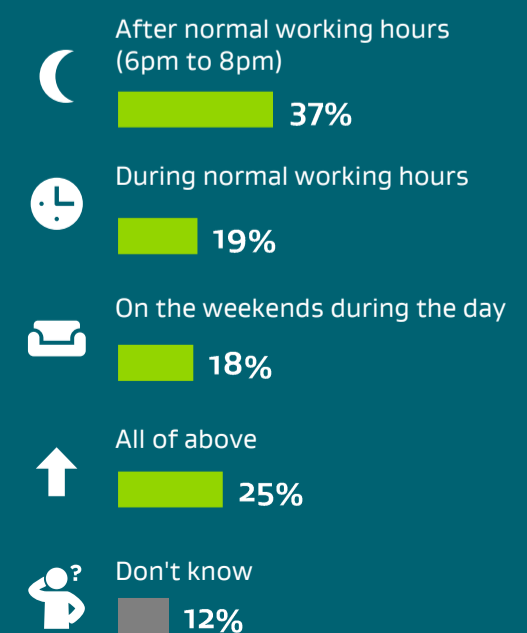
- 55%** Searching online / websites
- 33%** Personal contacts, (e.g. friend of family)
- 22%** A union representative
- 18%** My boss

But workers want targeted online and in-person support as well as proactive education.

Top 4 sources that would be extremely or very helpful for finding out about employment rights

- 77%** A government website that had information about my employment rights only (Employment NZ)
- 68%** As part of my education e.g. school or university
- 67%** Free 0800 phone to ask questions about employment
- 58%** Support from someone independent who can speak to your employer on your behalf

Personal support and advice on employment rights needs to be available outside of working hours.





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The temporary migrant worker exploitation research programme interviewed both employers of migrants and a representative sample of all NZ employers. This infographic focuses only on NZ employers. Kantar Public surveyed **402** NZ employers in late 2021.

Who answered the survey

- 67%** Business owners
- 11%** People managers
- 11%** Business managers
- 10%** Business directors
- 9%** Team leaders

Top industries

- 23%** Hospitality
- 21%** Manufacturing
- 17%** Construction
- 15%** Education
- 12%** Retail
- 10%** Health
- 9%** Technology

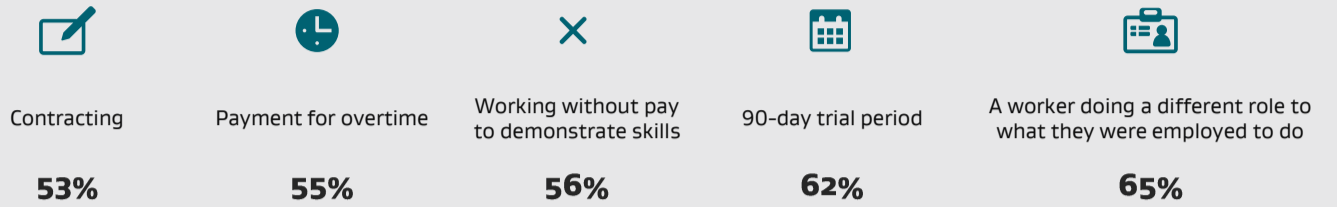


Most NZ employers have a good understanding of NZ employment law, but there is a need for education in some areas.



8 of the 19 aspects of employment law tested were each correctly understood by **at least 80%** of NZ employers.

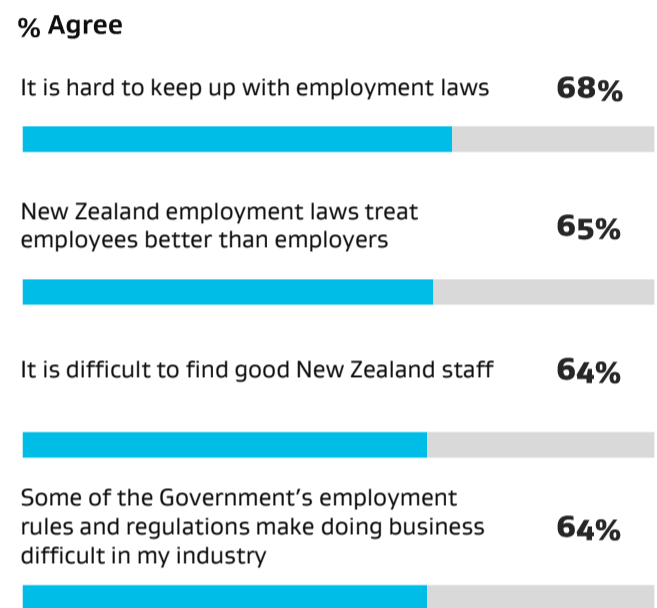
Understanding was lowest for worker rights about...



Most NZ employers value their staff and want to comply with their employment obligations.



But New Zealand employment law, along with recruitment difficulties, create key business pressures.



Online information and professional advice are key sources of information on employment law. Targeted employer resources hold considerable appeal.



Top 4 preferences for learning and support:

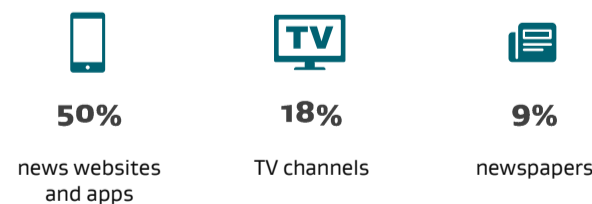


Regular updates on employment law are critical.

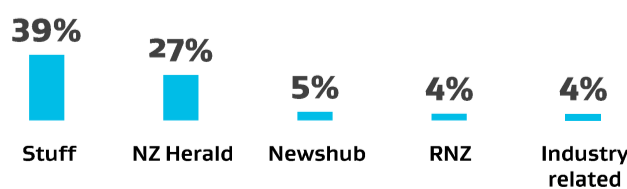


Employers' main source of news and information is via websites and apps.

Main sources of news and information...



Top 5 news websites and apps



Employers favour a focused approach to increasing the consequences for those who don't comply with employment law.

% who say employers would be much more likely to comply (if caught)

