

# 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:

**Research New Zealand**  
**Box 10 617**  
**Wellington**

**Client ID:** \_\_\_\_\_

Please fill in the following:

**Date:** Day / month / year \_\_\_\_\_

**AA) Information Sources About Migrating to and Working in New Zealand**

**AA. 1** Which of the following sources did you use to find out about migrating to New Zealand?

Tick **all** that apply.

- 1 **Friend or relative who was living in New Zealand**
- 2 **Friend or relative who was not living in New Zealand**
- 3 **Immigration consultant**
- 4 **Immigration New Zealand**
- 5 **Other New Zealand government department or embassy**
- 6 **School, university or other educational institution**
- 7 **The internet** (please state website) \_\_\_\_\_  
\_\_\_\_\_
- 8 **Attending an immigration expo** (please state event) \_\_\_\_\_  
\_\_\_\_\_

**AA. 2** When you were living outside New Zealand, before you applied for residency how did you find out about employment in New Zealand?

Tick **all** that apply.

- 1 **Friend or relative who was living in New Zealand**
- 2 **Friend or relative who was not living in New Zealand**
- 3 **Immigration consultant**
- 4 **Immigration New Zealand**
- 5 **Other New Zealand government department or embassy**
- 6 **Prospective employer in New Zealand**
- 7 **School, university or other educational institution**
- 8 **The internet** (please state website) \_\_\_\_\_  
\_\_\_\_\_
- 9 **Attending an immigration expo or job event** (please state event) \_\_\_\_\_  
\_\_\_\_\_

**A) Satisfaction with the Immigration Service in New Zealand**

**A. 1** 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

**A. 2** 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**

**A. 3** Please indicate any areas where Immigration New Zealand 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) \_\_\_\_\_

**A. 4** 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)

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## B) Current Activities

Tell us what you are currently doing in New Zealand.

**B. 1** 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

**B. 2** 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.

**C. 0** Were you working for pay or profit in a job, business or farm 6 months ago?

- 1 **Yes**  
2 **No**

**C. 1** Do you currently work for pay or profit in a job, business or farm?

- 1 **Yes**  
2 **No** ⇒Go to C. 9

**C. 2** 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**

**C. 3** 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)

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**C. 5** 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)

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*(please provide as much detail as possible)*

**C. 6** 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**

**C. 7** 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**

**C. 8** 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) \_\_\_\_\_**  
\_\_\_\_\_

**C. 9** 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**

**C. 10** 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

D. 1 Were you the principal applicant in your application?

- 1 **Yes**  
2 **No ⇒Go to E. 1**

D. 2 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**

D. 3 Do you own, or partly own, a business in New Zealand?

- 1 **Yes**  
2 **No ⇒Go to D. 5**

D. 4 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) \_\_\_\_\_  
\_\_\_\_\_

D. 5 Did you get points on your residence application for employment in New Zealand?

- 1 **Yes**  
2 **No ⇒Go to E. 1**

D. 6 Did you work in the job that you got points for?

- 1 **Yes**  
2 **No ⇒Go to D. 8**

D. 7 Are you still employed in that job?

- 1 **Yes ⇒Go to E. 1**  
2 **No**

D. 8 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.

- E. 1** 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)  
\_\_\_\_\_

- E. 2** 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

- E. 3** 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**

- E. 4** Have you had any problems finding suitable housing?

- 1 **Yes**
- 2 **No** ⇒Go to E. 6

- E. 5** 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) \_\_\_\_\_  
\_\_\_\_\_

- E. 6** 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**

**E. 7** 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.

**F. 1** Are you a parent/guardian with a child or children attending school in New Zealand?

- 1 **Yes**
- 2 **No ⇒Go to G. 1**

**F. 2** 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**

**F. 3** 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

**G. 1** Since taking up residence, have you done any study or training in New Zealand?

- 1 Yes
- 2 No ⇒Go to H. 1

**G. 2** Where have you studied?

Tick **all** that apply.

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

**G. 3** 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

H. 1 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) \_\_\_\_\_  
\_\_\_\_\_
- 10 **None**

## I) Access to Services

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

- I. 1** a) 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)  
 b) If so, did you get the help you needed? (column B below)

	<b>A.</b> Yes, <b>tried to get help</b> (tick <b>all</b> that apply)	<b>B.</b> Yes, <b>got help required</b> (tick <b>all</b> that apply)
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.

**J. 1** 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**

**J. 2** 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**

**J. 3** Which country are you going to live in when you leave New Zealand?

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

**J. 4** 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) \_\_\_\_\_

**J. 5** 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) \_\_\_\_\_

**J. 7** **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) \_\_\_\_\_

**J. 8** 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**

**J. 9** 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**

**J. 10** What are your reasons for your answer to question J. 9? (please state)

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**J. 11** Please feel free to make any other comments about Immigration New Zealand or living in New Zealand.

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**J. 12** Finally, all individual results from this research are confidential. However, giving us your consent to pass on identifying information to Immigration New Zealand will enable them to improve their services for new migrants. Please note that all identifying information that is passed on to Immigration New Zealand will remain confidential within the Immigration New Zealand research team.

Do you agree for us to pass on identifying information about you to Immigration New Zealand?

- 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:

**Research New Zealand****Box 10 617****Wellington**