



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

2019 RSE Survey





Background and objectives

The purpose of the RSE Survey is to monitor how well the Recognised Seasonal Employer (RSE) Scheme is meeting the needs of New Zealand's horticulture and viticulture growers.

The 2019 survey continues an established time series dating back to 2008. This year's survey continued to seek official RSEs' and other employers' feedback in relation to the following areas:

- How recruitment of seasonal workers was undertaken this year and their expectations as to how this will be done next year.
- Their perceptions of the performance of seasonal workers sourced from various schemes in relation to their dependability, enthusiasm while working, and productivity.
- Whether there had been any character-related issues amongst seasonal workers.
- Changes made to business practices in relation to several key areas, such as workplace planning, staff management and health and safety practices.
- Amongst RSEs, the short-term impacts and benefits of participating in the RSE Scheme.
- Satisfaction with the service provided by regional RSE relationship managers.

In addition, this year's survey included a line of questioning relating to health screening.





How, when and who

Interviewing for the survey was completed online and by telephone between 15 May and 7 June 2019.

Survey invitations were sent to all Recognised Seasonal Employers (RSEs) and a random sample of growers listed in the Horticulture New Zealand membership database. New Zealand Wine also promoted the survey through their website.

In total, n=188 RSEs and other employers (or 'non-RSEs') responded to the survey. Of these, most (n=102) were 'official RSEs' and n=86 were 'non-RSEs' (mostly derived from Horticulture New Zealand).

This means that the same percentage of 'official RSEs' completed the survey this year as last year (61%).

The response rate for Horticulture New Zealand's members was 12%, which is down compared with the response for last year (33%). However, 99 members are recorded as having entered the survey and then 'opting out', mostly (we assume) on the basis that they had not employed seasonal workers in the last 12 months. The response rate based on the seven New Zealand Wine members who responded is unknown.

A profile of responding 'official RSEs' and non-RSEs may be found in an appendix to this report.





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Main findings and conclusions





Key findings

The main findings of the 2019 RSE Survey (**based on 'official RSEs'**) are as follows:

- Almost one-half of 'official RSEs' (45%) stated their business had **expanded** this year.

As a result, their labour requirements had changed, with almost one-half stating they had made improvements to their workforce planning (48%), how seasonal workers are recruited (30%), training and induction practices for seasonal workers (47%), how seasonal staff are managed and supervised (47%), and changes in Health and Safety practices (49%).

- In addition to employing Pacific RSE workers, 'official RSEs' also employed workers from **other sources**.

In particular, significant percentages of 'official RSEs' also employed workers from the local community (93%), workers on the WHS (80%), and workers from Work and Income (79%).





Key findings

- Although 'official RSEs' employed workers from a range of different sources, their new Pacific RSE workers were rated the **most positive**.

For example, 98% rated them positively for their enthusiasm compared with 10% of new workers sourced from Work and Income. Ninety-six percent rated them positively for their dependability compared with eight percent of workers from Work and Income, and 94% rated them positively for their productivity compared with nine percent of new workers from Work and Income.

- Most 'official RSEs' employed their Pacific RSE workers **directly**.

Sixty-six percent of 'official RSEs' stated they employed their Pacific RSE workers directly, with 38% specifically stating they employed returning workers. In fact, 39% stated they preferred to do so, with another 52% stating they preferred a mix of returning and new workers from their current recruiting country.

The key reasons for this preference have to do with being able to employ a stable seasonal workforce, which has a known quality and is productive.





Key findings

- Most 'official RSEs' **employed the same RSE workers** this year as they employed last year.

Over a third of 'official RSEs' stated that, the large majority (i.e. 80% plus) of their Pacific seasonal workers this year had been employed last year (38%). Another 35% stated that between 60% and 79% were employed last year, and 12% between 10% and 59%, giving a total of 85% of 'official RSEs' stating that their Pacific seasonal workers this year were returning workers.

- One-third of 'official RSEs' stated that their Pacific RSE workers did **not arrive in good health**.

Although 'official RSEs' stated that it is their preference to employ returning workers and the large majority do so, 33% stated that some of their Pacific RSE workers arrived in poor health. This was typically in the vicinity of up to 10%. Most frequently, they arrived with dental problems (53%) and boils (50%), and relatedly, with skin issues (26%).

Despite this, relatively few (12%) stated they required their Pacific RSE workers to have additional health screening, over and above the official government requirements. This additional screening was typically for Hepatitis A, undertaken off-shore, and paid by the workers themselves.





Conclusions

Given these key findings, the following conclusions can be drawn from this year's survey:

- **RSE's value their participation in the RSE Scheme.**

Ninety-six percent of 'official RSEs' agreed that the benefits of participating in the RSE Scheme outweighed the costs. This reflects the result for 2018 (90%).

A positive contribution is clearly made in this regard by the RSE Relationship Managers who were positively rated in all key respects (i.e. in terms of their understanding of their business, their responsiveness, and the consistency of their support).

- **The value that 'official RSEs' place on participating in the RSE Scheme is directly related to the ability to expand their business.**

The key benefits of participating in the Scheme are acknowledged by 'official RSEs' as having a more stable seasonal workforce (100%), a higher quality and more productive workforce (99%), as well as the ability to employ additional New Zealand workers (82%).

Eighty percent of 'official RSEs' stated that, as a result of having a stable workforce, they had been able to invest in plant and equipment. In turn, 76% stated it had enabled them to expand the area under cultivation; many in the last 12 months. The average area expanded is a little under 20 hectares, although four 'official RSEs' stated they had expanded their area by 200 hectares or more.





Conclusions

- **Participating in the RSE Scheme enables ‘official RSEs’ to employ local labour.**

The majority of ‘official RSEs’ stated that employing Pacific RSE workers positively impacted their ability to employ additional New Zealand workers (82%).

Overall, 47% stated they were able to employ between one and four more permanent workers, while 51% stated they were able to employ between five and 50 plus more workers. In addition, 41% stated they were able to employ between one and ten seasonal more workers, while 52% stated they were able to employ between 11 and 50 plus more workers.

- **Almost one-in-two ‘non-RSEs’ who completed this year’s survey expressed an interest in joining the RSE Scheme.**

The main reasons for an interest in joining relate to having guaranteed availability of seasonal labour, to provide certainty and flexibility, and to counter shortages of local labour.





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Employing seasonal workers

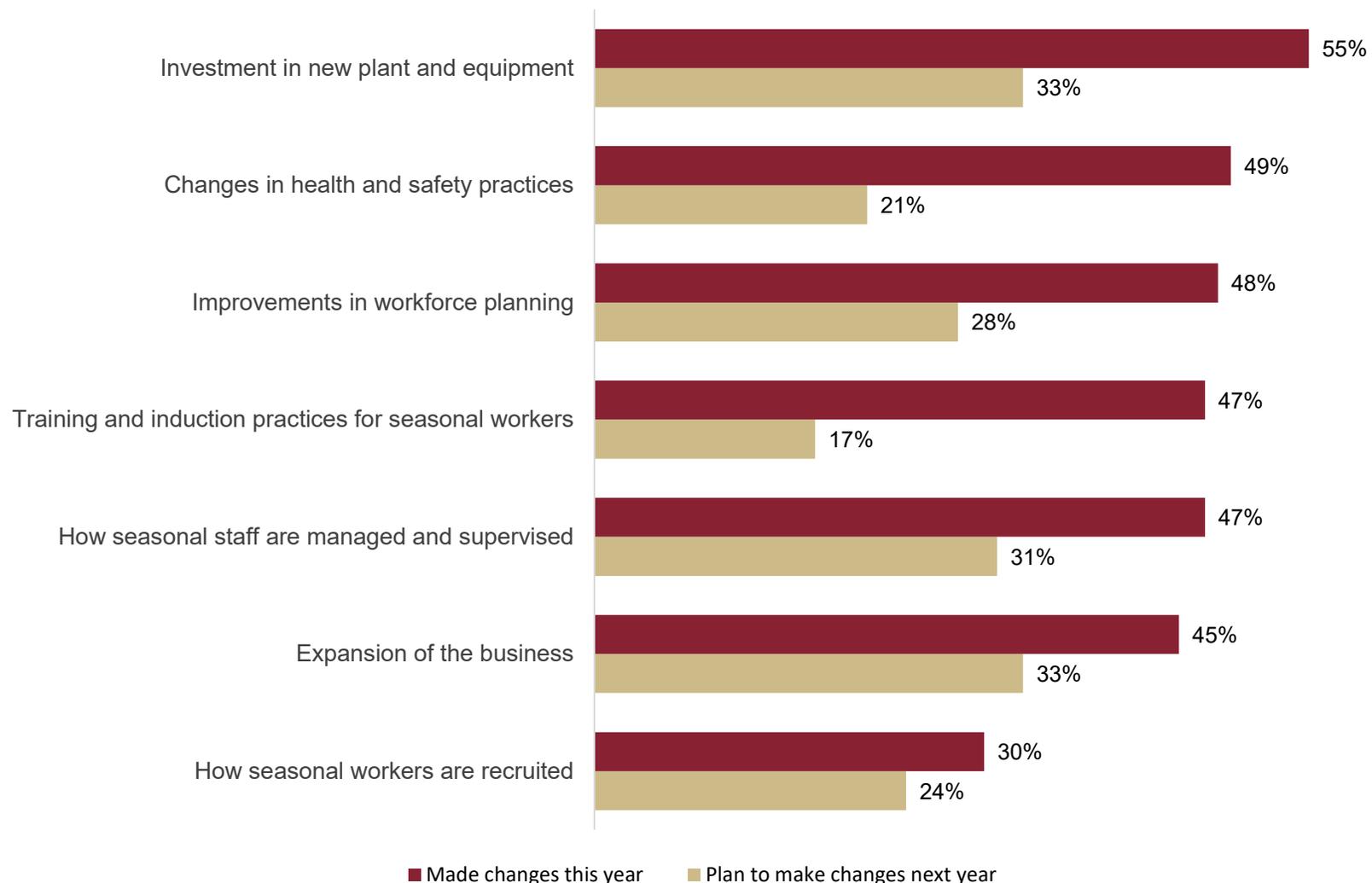




'Official RSEs' were asked to identify what changes they had made to their business this year and what changes they were planning to make in the coming year.

Almost one-half (45%) stated they had expanded their business in the past year. As a result, their labour requirements had changed, with the key changes being as follows:

- Almost one-half stated they had made improvements to their workforce planning this year (48%), how seasonal workers are recruited (30%), their training and induction practices for seasonal workers (47%), and how seasonal staff are managed and supervised (47%), as well as made changes in Health and Safety practices (49%).
- Fewer percentages of 'official RSEs' stated they planned to make these types of changes in the coming year.



Q24. Have you made changes to your business practices this year? Are you planning to make changes to your business practices in the next 12 months. Official RSEs n=102

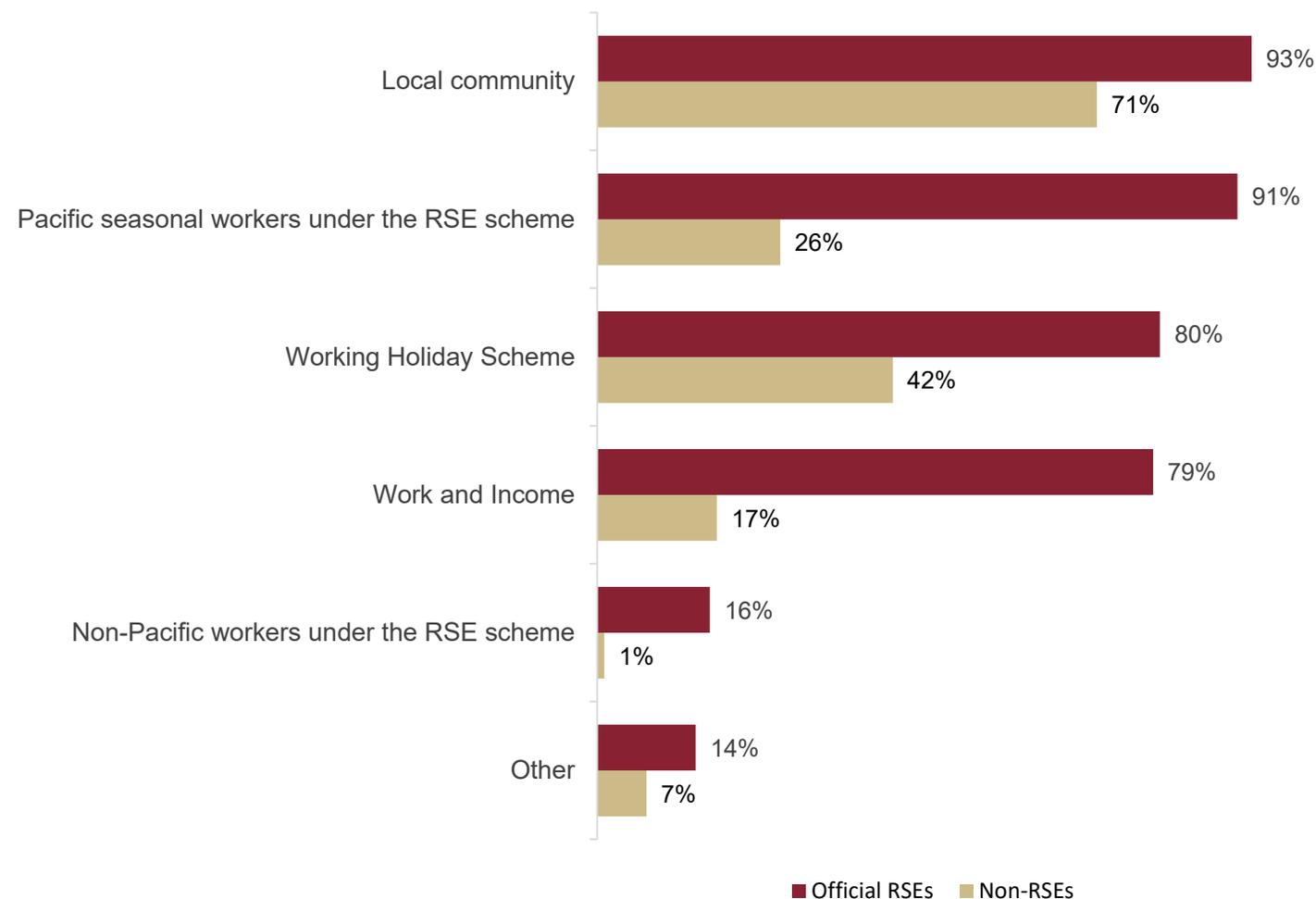




All respondents were asked to identify from which sources they had employed workers in the last 12 months.

The key findings are as follows:

- By definition, almost all 'official RSEs' employed Pacific seasonal workers under the RSE Scheme (91%).
- In addition, significant percentages of 'official RSEs' also employed workers from the local community (93%), workers on the WHS (80%), and workers from Work and Income (79%).
- While 71% of 'non-RSEs' employed workers from the community and 42% employed workers on the WHS, 26% employed Pacific seasonal workers under the RSE Scheme.



Q4. How many of the following different types of workers did you employ or manage during the last 12 months?
Official RSEs n=102, Non-RSEs n=86.

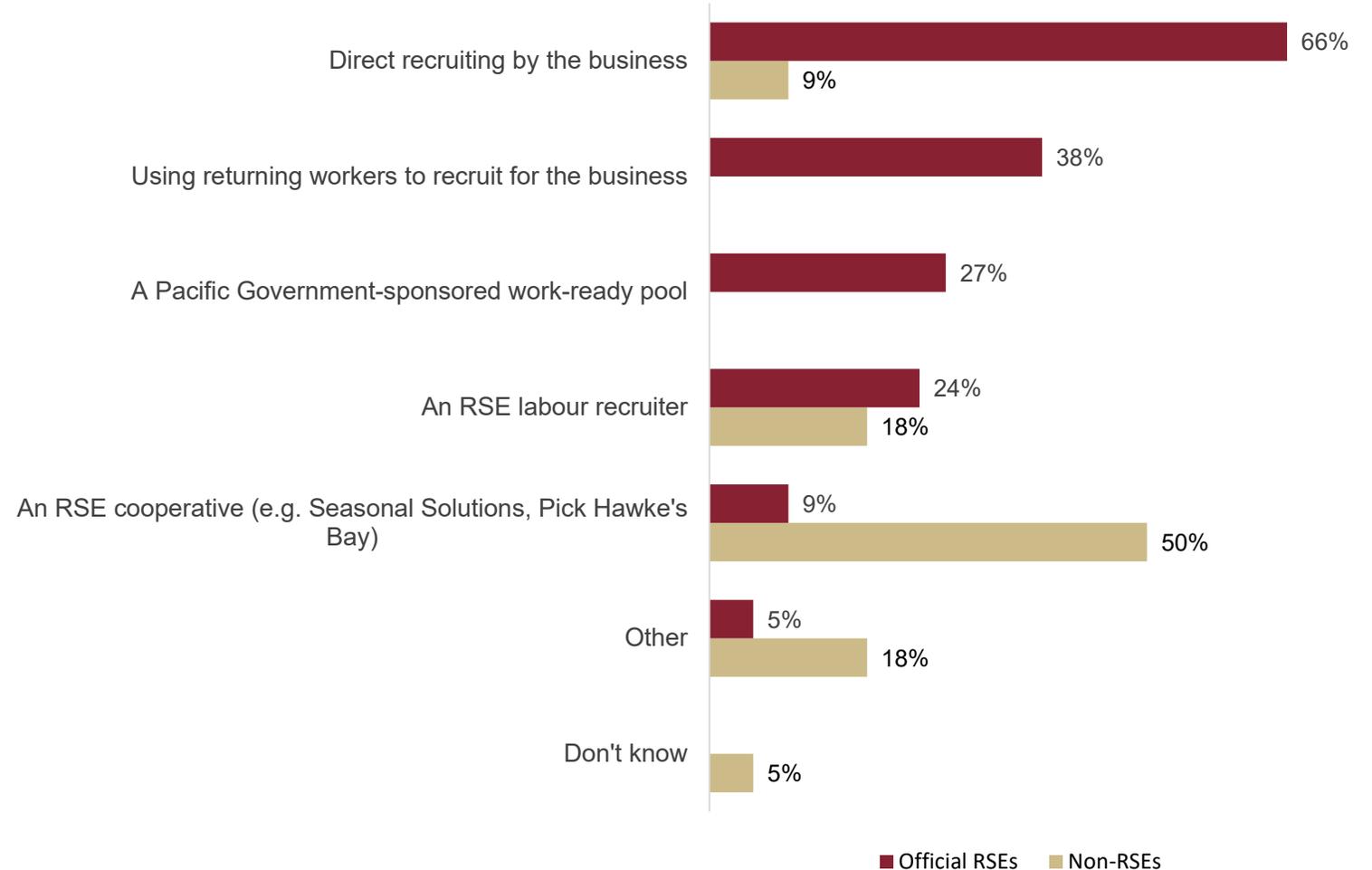




All respondents were asked how their business recruited its Pacific RSE workers during the last year.

Key findings are:

- Most frequently 'official RSEs' recruited their Pacific RSE workers directly (66%), while another 38% stated they recruited returning workers.
- In comparison, 'non-RSEs' stated they recruited their Pacific RSE workers via a RSE cooperative (50%).
- However, note that nine percent stated they had done so directly. This could be an error in the way they answered the question.



Q14. How did your business recruit its Pacific RSE workers during the last year? Official RSEs n=93* Non-RSEs n=22**

* Sub sample based on those RSE respondents who employed Pacific workers in the last year.

** Low base number of respondents - results are indicative only.

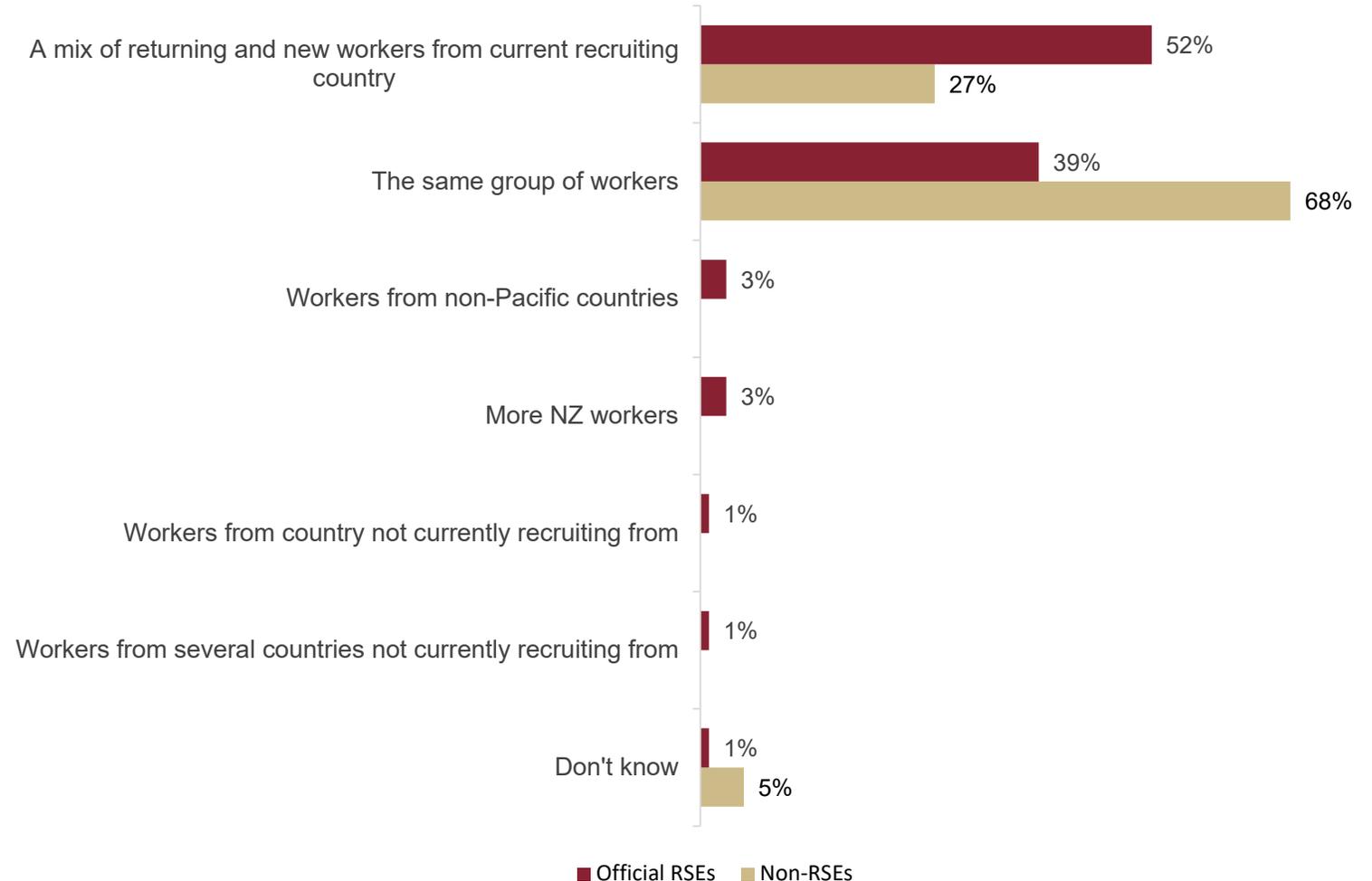




All respondents were asked how they would most prefer to recruit seasonal workers in the coming year.

Key findings are:

- About one half of 'official RSEs' stated that they would prefer to recruit a mix of returning and new workers from their current recruiting country (52%).
- Interestingly, 39% of 'official RSEs' stated they would prefer to recruit the same group of workers as they did this year.
- The latter was also the case for 'non-RSEs' (68%).



Q30. Given your experience this year, would you prefer to recruit for the next season/year... Official RSEs n=98 Non-RSEs n=22**

* Sub sample based on those RSE respondents who were RSE employers.

** Low base number of respondents - results are indicative only.

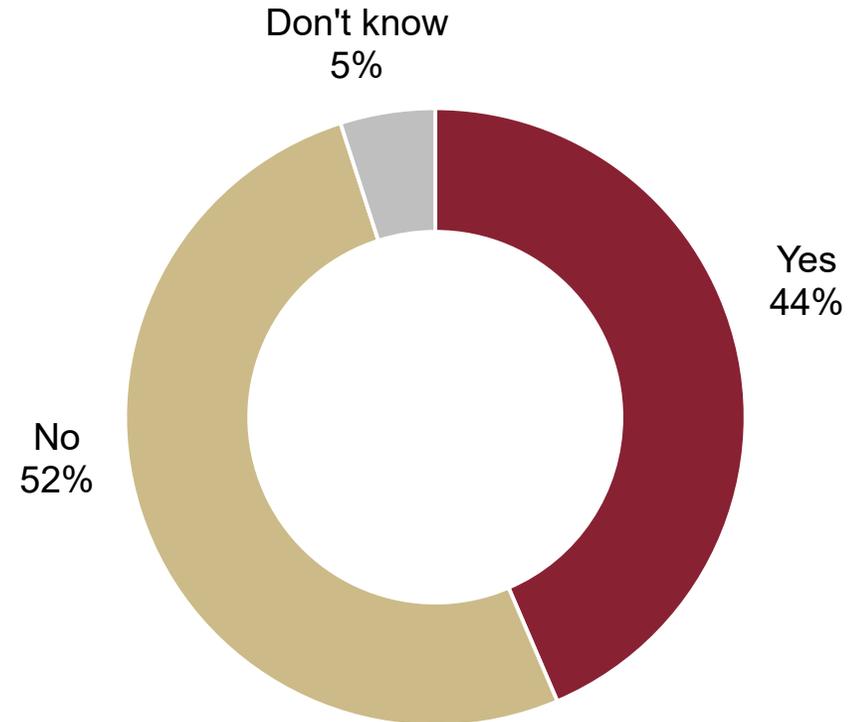




'Non-RSEs' who employed RSE workers (from the Pacific or other countries) were asked if their labour requirements had changed in recent years.

The key findings are:

- Forty-four percent stated that their requirements had changed.
- Most frequently, 'non-RSEs' who stated their labour requirements had changed stated, in explanation, that their business had grown and they, therefore, needed more labour (60%).



Q23. Have your company's own labour requirements changed significantly in recent years? If so, in what ways have they changed? Non-RSEs n=64*

* Sub sample based on those respondents who were non-RSE employers.





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Pacific RSE worker attributes





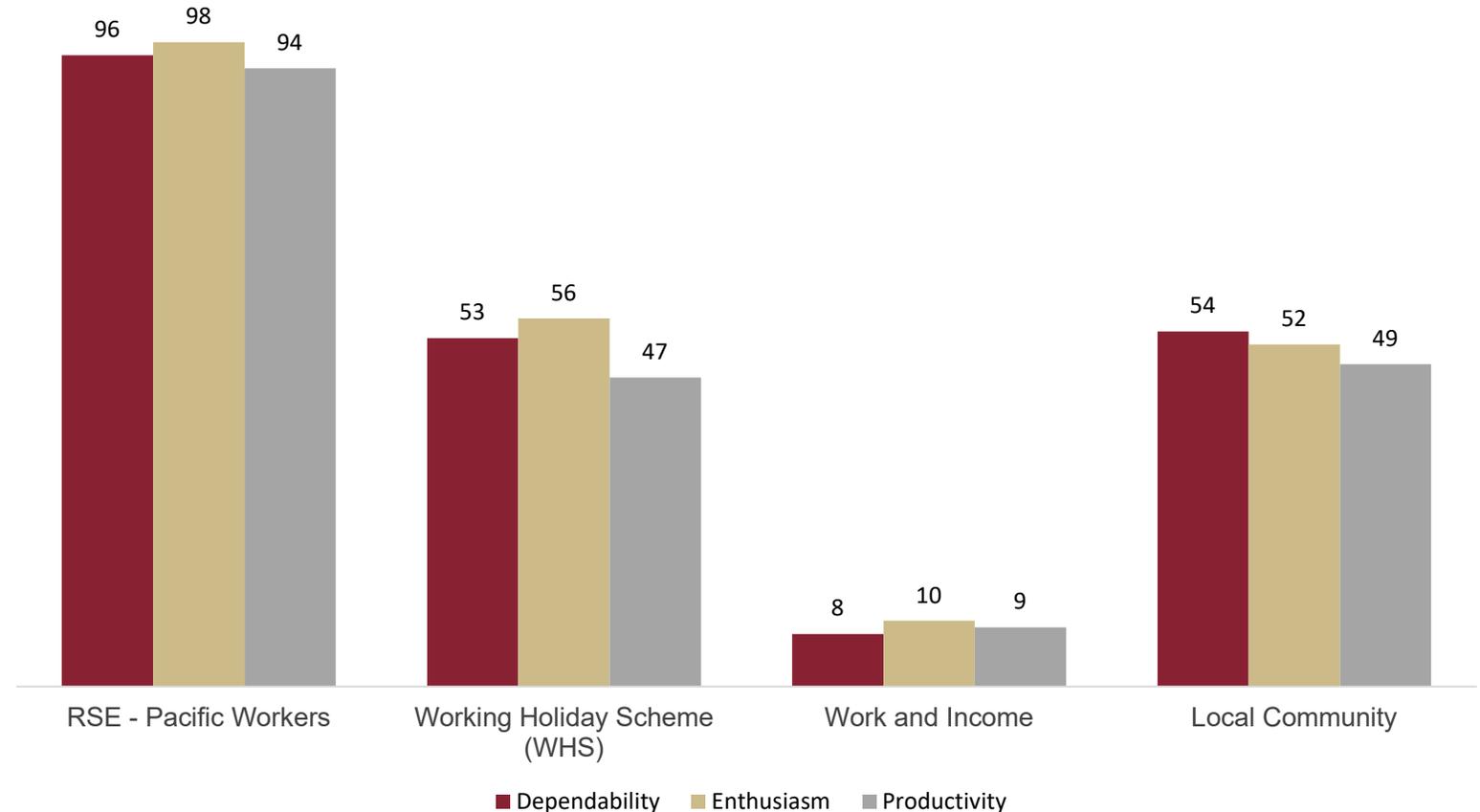
All respondents were asked to rate the attributes of their new Pacific RSE workers compared with those of new workers who were employed from other sources.

This page presents the results for 'official RSEs' and the following page for 'non-RSEs'.

The main findings are as follows:

- 'Official RSEs' rated their new Pacific workers significantly higher than they did their new workers from other sources.
- For example, 98% rated them positively for their enthusiasm compared with 10% of new workers sourced from Work and Income.

Official RSEs



Q8. As a group, after they had been trained for the tasks they needed to do, how would you rate their...? Official RSEs n=93*

* Sub sample based on those RSE respondents who employed RSE Pacific workers.

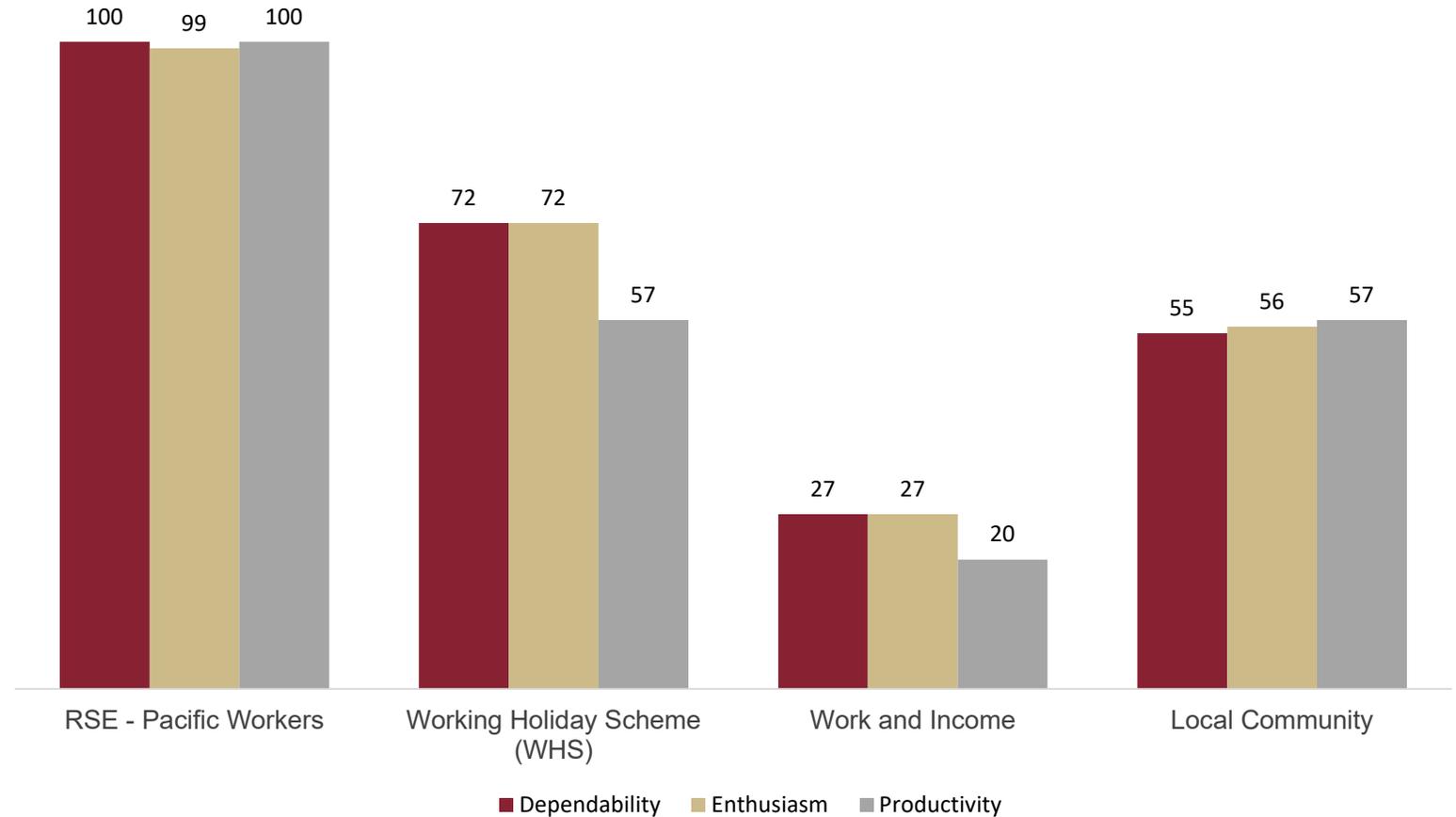




The main findings for 'non-RSEs' are as follows:

- Non-RSEs' also rated their new Pacific workers significantly higher than they did their new workers from other sources.
- For example, 100% rated them positively for their dependability and enthusiasm compared with 27% and 20% respectively for new workers sourced from Work and Income.

Non-RSEs



Q8. As a group, after they had been trained for the tasks they needed to do, how would you rate their...? Non-RSEs n=22**

* Sub sample based on those RSE respondents who employed RSE Pacific workers.

** Low base number of respondents - results are indicative only.





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Pacific RSE worker character-related issues

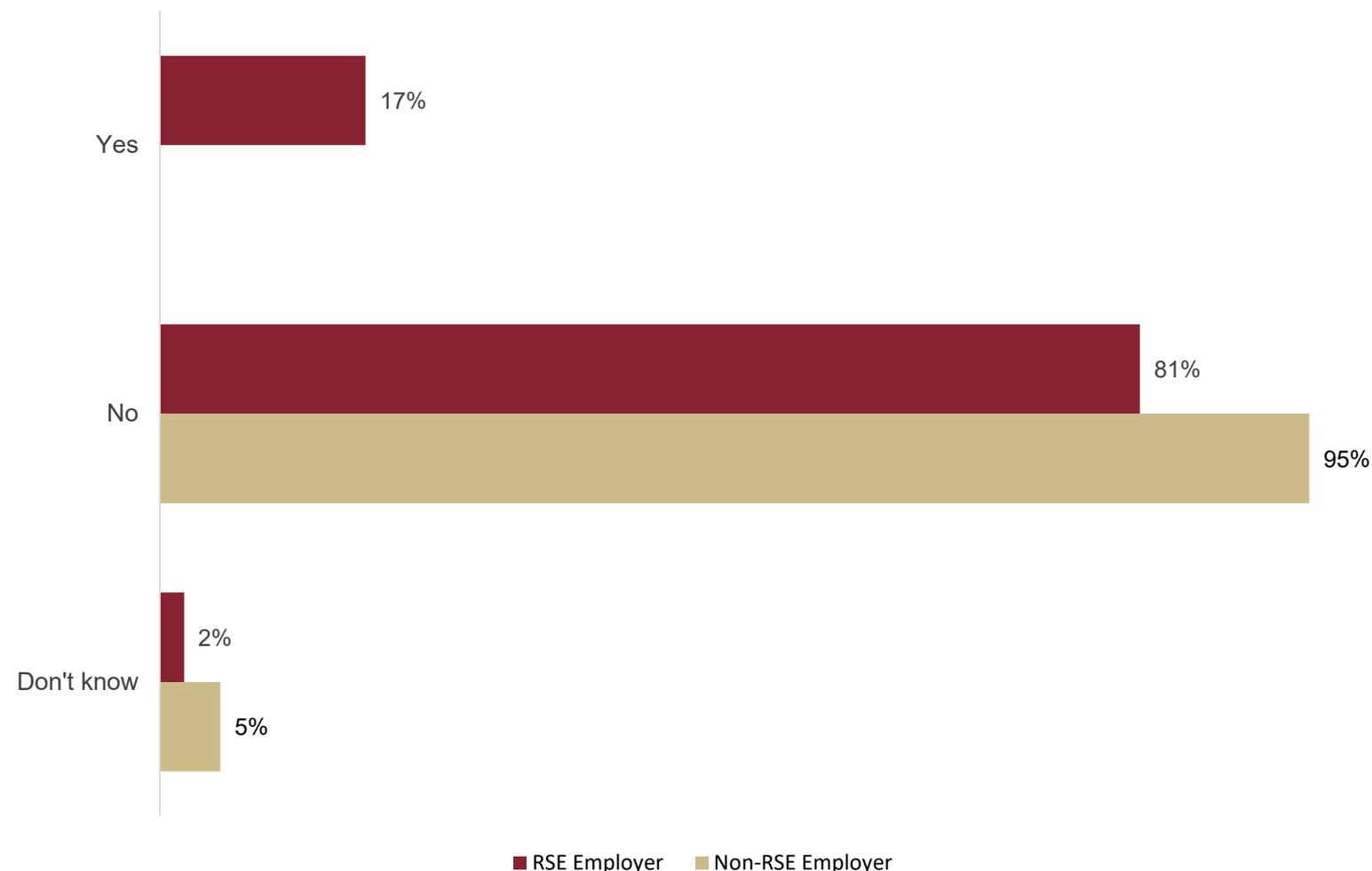




All respondents were asked if there were any 'character-related' issues during work hours with their Pacific RSE workers.

The key findings are:

- The majority stated they had experienced no or very few issues.
- The small percentage of 'official RSEs' who did (17%) most frequently stated the issues involved altercations/anti-social behaviour, and drugs and alcohol. A number of respondents specifically stated these issues resulted in poor work performance.



Q19. Did your company experience any 'character-related' issues with your Pacific RSE workers this year, during work hours? Official RSEs n=93*
Non-RSEs n=22**

* Sub-sample based on those RSE respondents who employed Pacific workers in the last year.

** Low base number of respondents - results are indicative only.

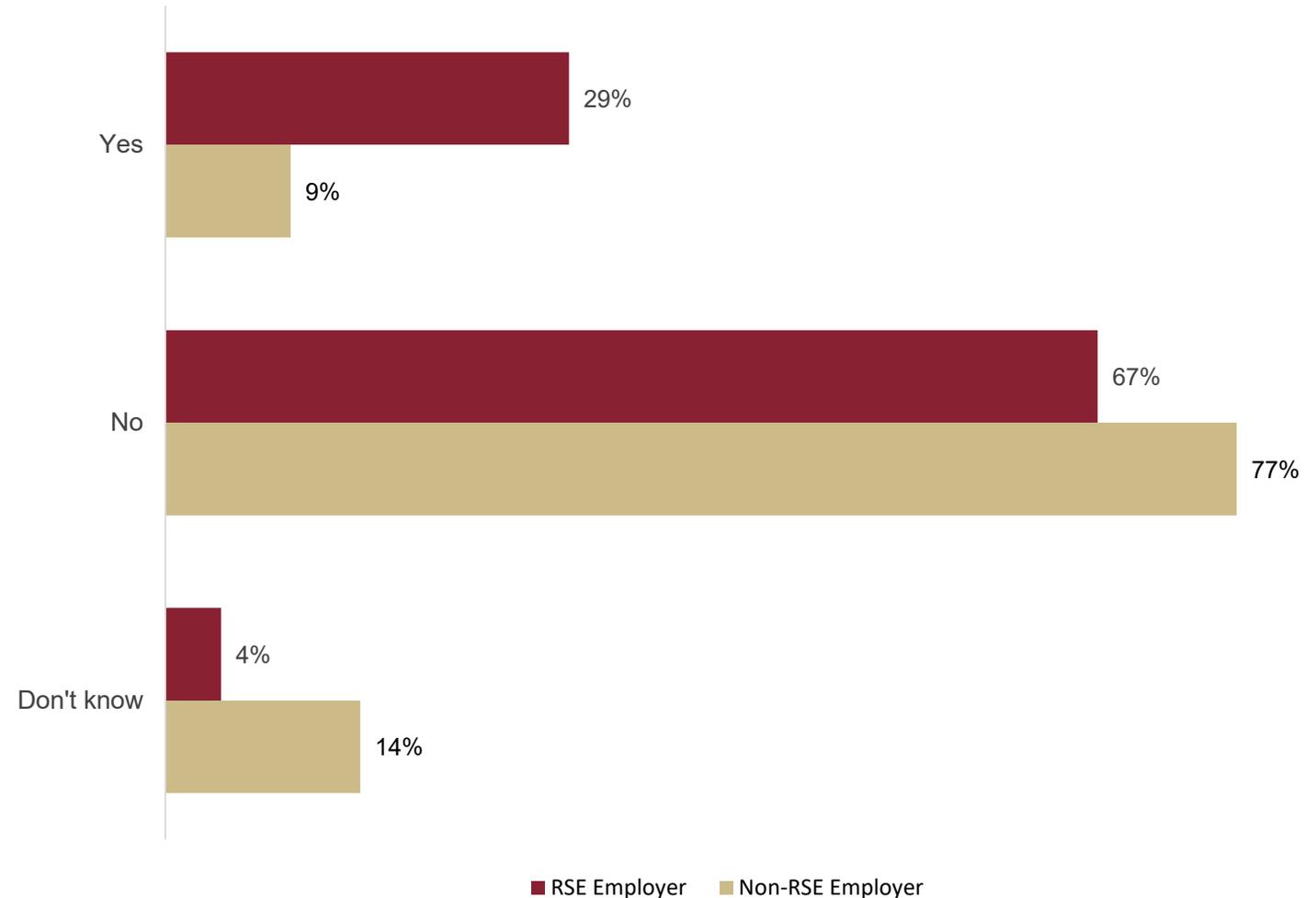




All respondents were also asked if they experienced any out-of-work hours issues in relation to their Pacific RSE workers.

The key findings are:

- Most respondents stated they experienced no such issues.
- However, a little over one-quarter of 'official RSEs' stated that they had experienced such issues (29%), and nine percent of 'non-RSEs'.
- Most frequently, these were alcohol-related.



Q20. And did your company experience any such issues with your Pacific RSE workers this year, outside of work hours? Official RSEs n=93*

Non-RSEs n=22**

* Sub-sample based on those RSE respondents who employed Pacific workers in the last year.

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Returning Pacific RSE workers

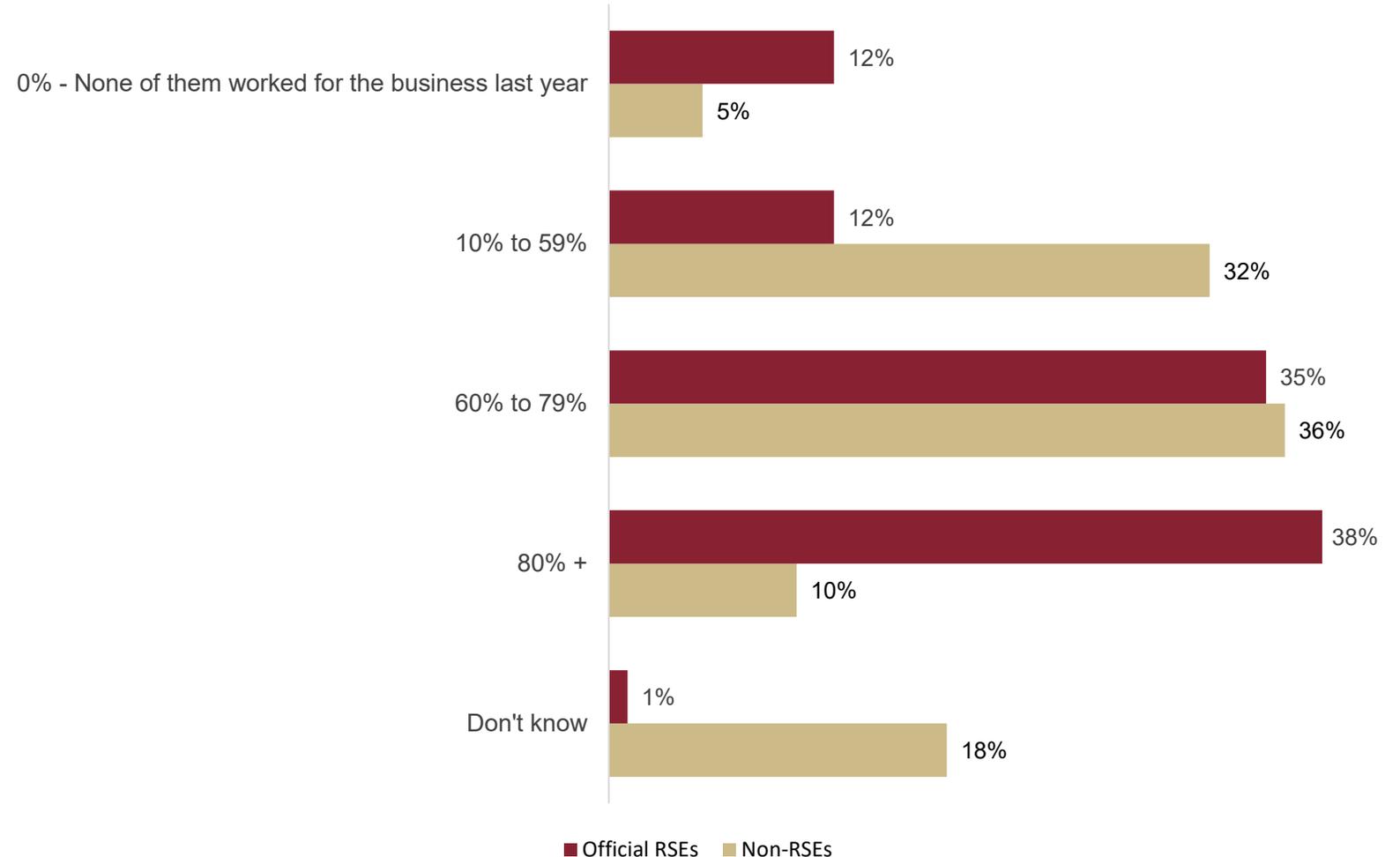




All respondents were asked what percentage of their Pacific seasonal workers this year were also employed last year.

The key findings are as follows and may account for the positive ratings outlined in the previous section:

- Over a third of 'official RSEs' stated that, the large majority (i.e. 80% plus) of their Pacific seasonal workers this year had been employed by them last year (38%).
- Another 35% stated that between 60% and 79% were employed by them last year, and 12% between 10% and 59%, giving a total of 85% of 'official RSEs' stating that their Pacific seasonal workers this year were returning workers.
- This was lower for 'non-RSEs', with only 10% stating that 80% plus of their Pacific seasonal workers were also employed by them last year.
- Ninety-six percent of 'official RSEs' stated their returning workers helped train new workers.



Q15. Roughly what proportion of this year's Pacific RSE workers also worked for the business last year? Official RSEs n=93* Non-RSEs n=22**

* Sub sample based on those RSE respondents who employed Pacific workers in the last year.

** Low base number of respondents - results are indicative only.





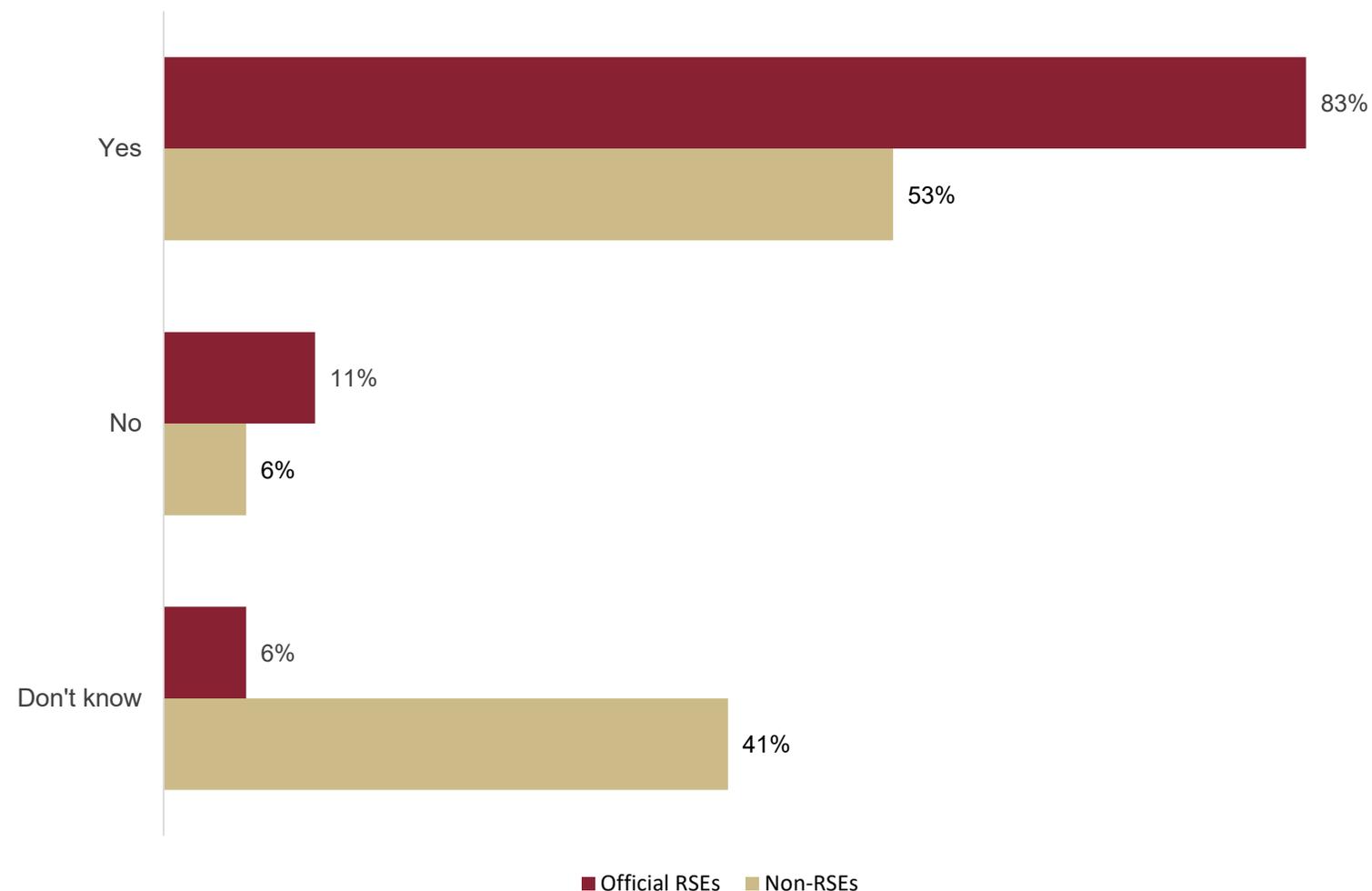
Respondents were asked if managing the provision of pastoral care to returning Pacific RSE workers was easier this year than last year.

Key findings are:

- Most 'official RSEs' agreed that it was easier to provide pastoral care to their returning workers this year (83%), while over one-half of 'non RSEs' also stated this was the case (53%).
- Note the 41% of 'non-RSEs' who stated they did not know, which probably reflects the lower rate at which they are employing workers previously employed.

The main reasons given for finding the provision of pastoral care easier this year relate to the fact that returning workers:

- are more familiar with the area or community/more accustomed to local culture (24%)
- know what to expect/what is expected of them in terms of the system/rules (13%).



Q21. Thinking about the Pacific RSE workers who worked for you last year and returned this year, overall, has managing the provision of pastoral care to these workers been easier this year than last year? Official RSEs n=81* Non-RSEs n=17**

* Sub-sample based on those RSE respondents who had previously employed any of their current Pacific workers.

** Low base number of respondents - results are indicative only.





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Pacific RSE worker health status

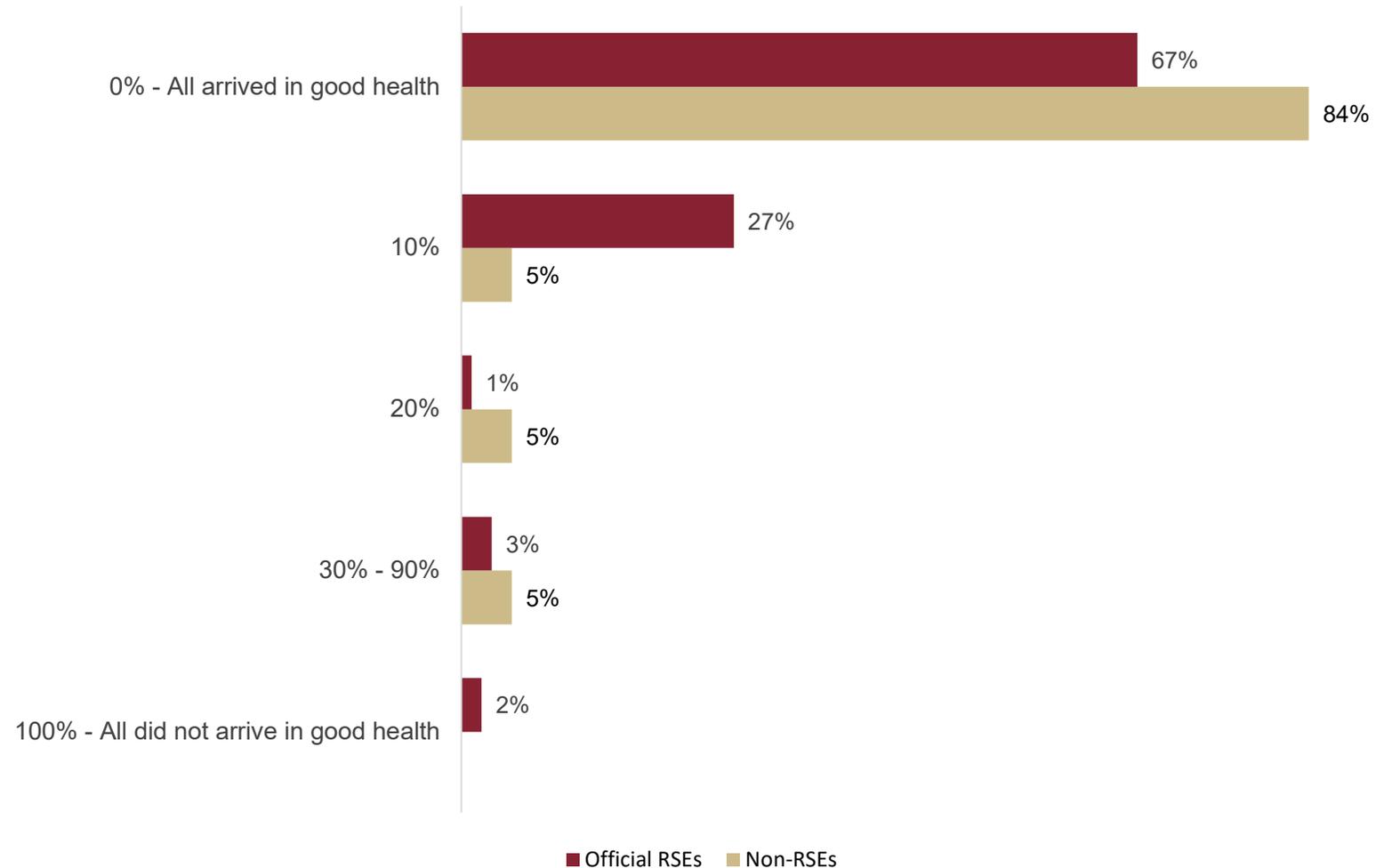




All respondents were asked to identify what percentage of their Pacific RSE workers did not arrive in good health this year.

The key findings are:

- Two-thirds of 'official RSEs' stated that all their Pacific RSE workers arrived in good health (67%). This was 84% for 'non-RSEs'.
- However, this means that 33% and 16% respectively stated that some percentage of these workers arrived in poor health.
- Typically, this was between 10% for 'official RSEs', but higher for 'non-RSEs'.



Q17. What proportion of your Pacific RSE workers did not arrive in good health this year. Official RSEs n=93* Non-RSEs n=19**

* Sub sample based on those RSE respondents who employed Pacific workers in the last year.

** Low base number of respondents - results are indicative only.

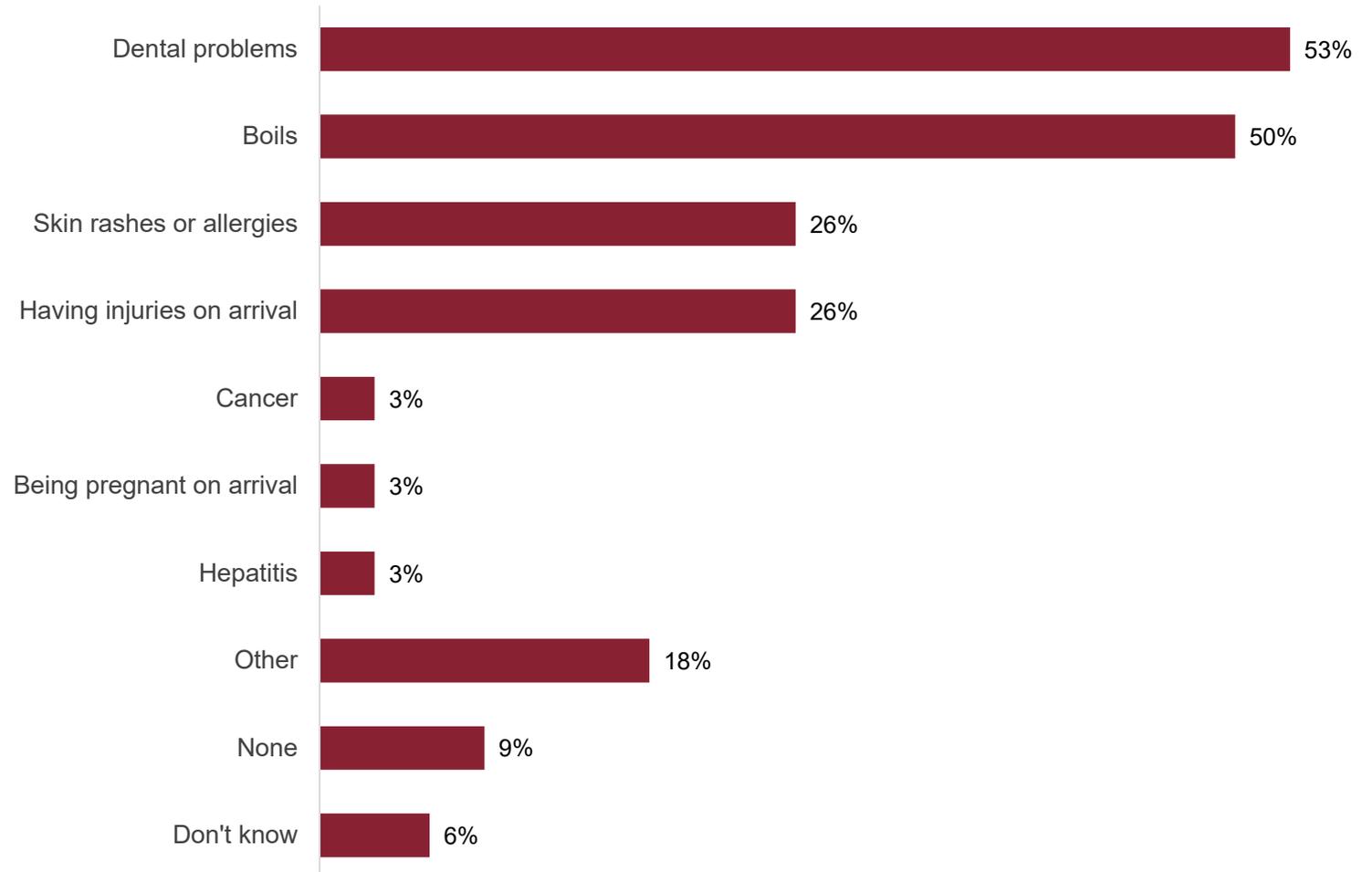




'Official RSEs' who stated that some of their Pacific RSE workers arrived in poor health, were asked to indicate what health-related issues they had on arrival.

The key findings are:

- One-half or more stated that their workers arrived with dental problems (53%) or boils (50%).
- Another quarter stated they arrived with skin issues (26%) or injuries (26%).
- 'Other' mentions were infections, fitness and eye issues.



Q18. Did any of your Pacific RSE workers have any of the following health-related matters on their arrival this year. Official RSEs n=34*

- Sub-sample based on those RSE respondents who employed Pacific workers in the last year.

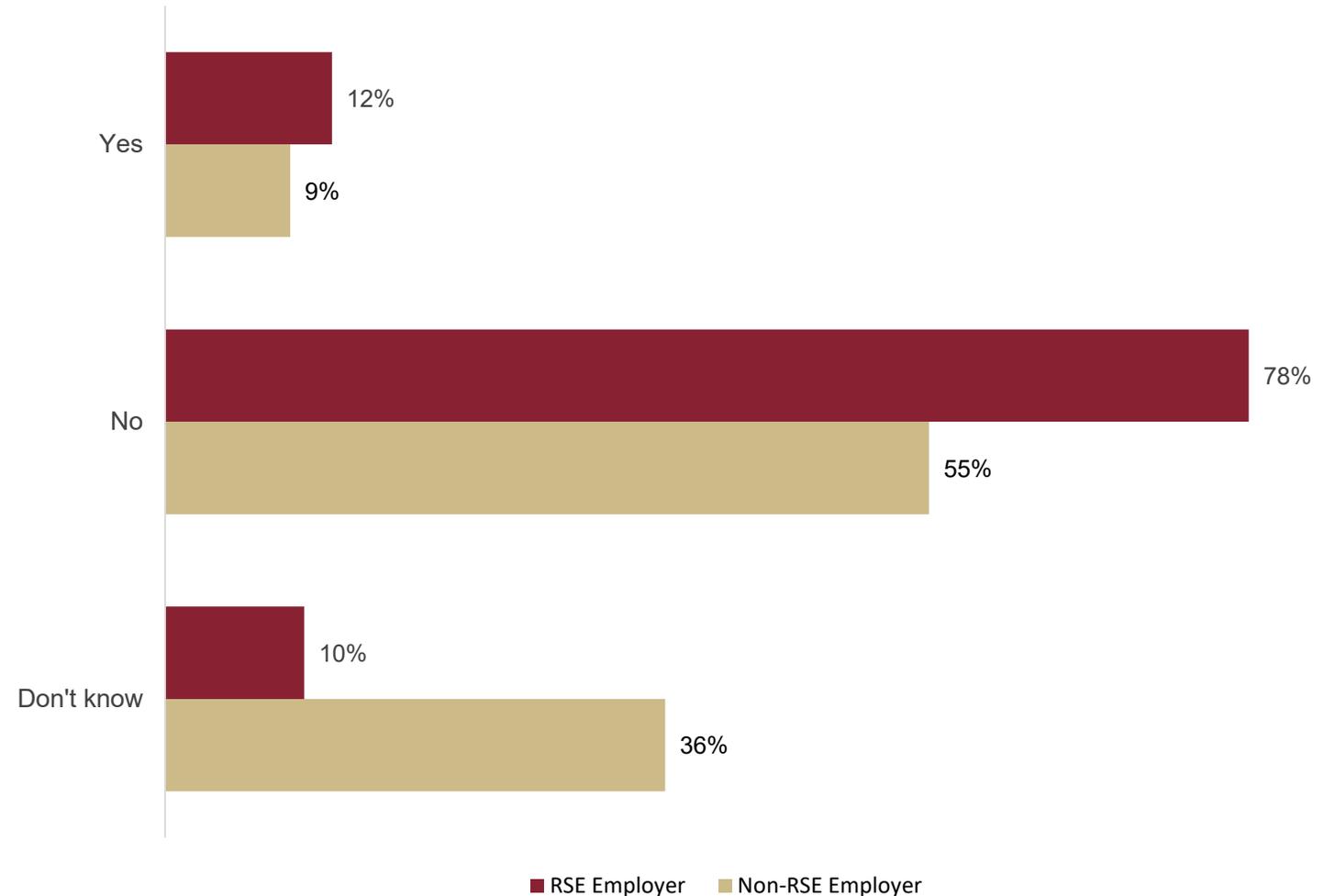




All respondents were asked if they required their Pacific RSE workers to have additional health screening, over and above the official government requirements.

The key findings are:

- Over one-half of both 'official RSEs' (78%) and 'non-RSEs' (55%) stated they did not require their workers to undergo additional screening.
- The percentage, for 'non-RSEs' may reflect the fact that they are not obtaining their workers directly.
- For the small percentage of 'official RSEs' requiring screening (12%), all (100%) stated this was conducted off-shore.
- Most frequently, workers were required to pay for this additional screening themselves (64%), although almost one-in-five employers stated they paid for the screening (18%).
- Twenty-seven percent of these employers also stated they screened workers from other countries.



Q18a. Do you require additional health screening to be undertaken of these workers. Official RSEs n=93* Non-RSEs n=22**

* Sub sample based on those RSE respondents who employed Pacific workers in the last year.

** Low base number of respondents - results are indicative only.

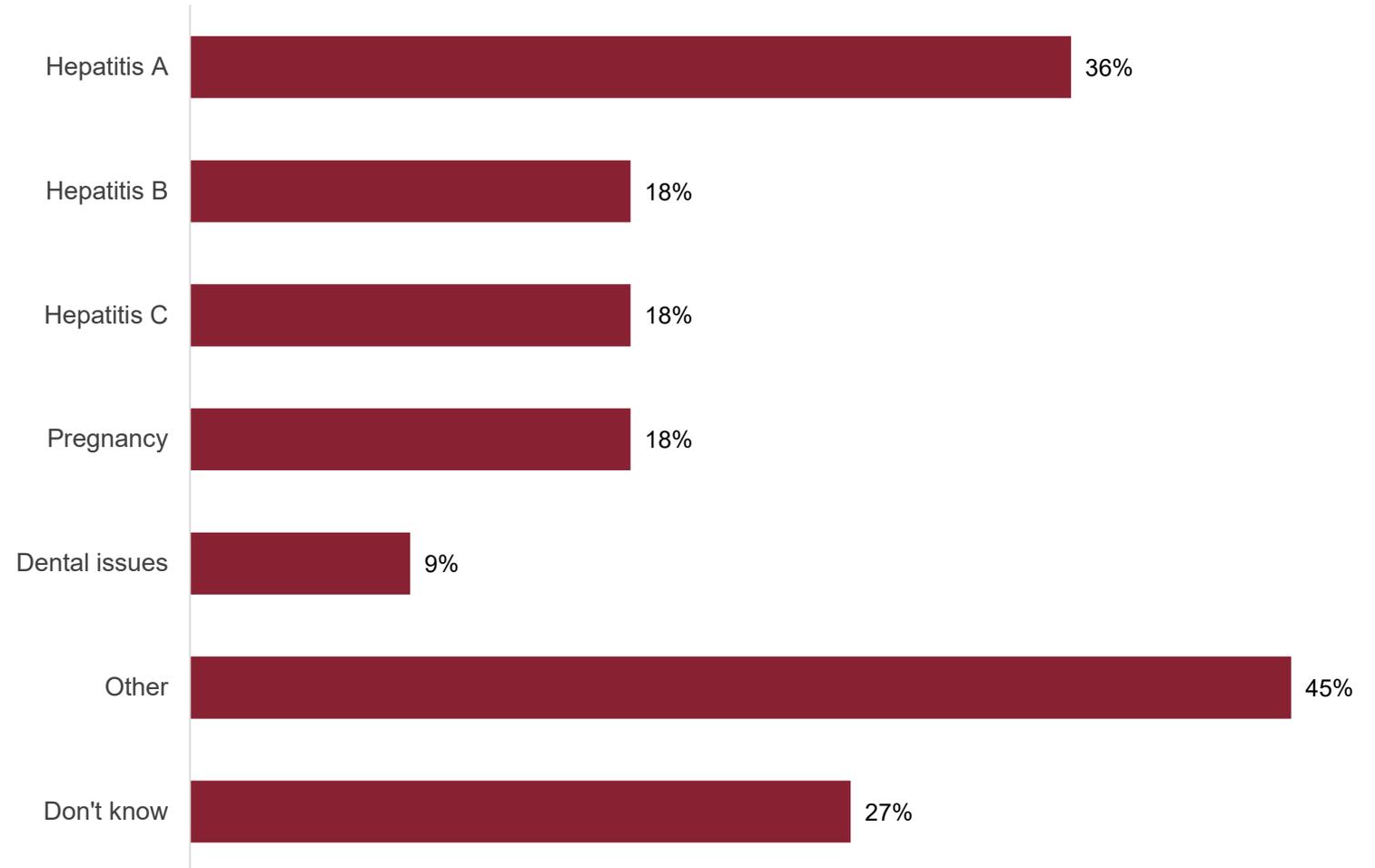




All respondents who stated they conducted additional screening of their Pacific RSE workers, were asked what they screened for.

The figure presents the results for 'official RSEs' and shows that most frequently:

- They screened for Hepatitis A (36%), followed by Hepatitis B and Hepatitis C (both 18%).
- Eighteen percent also stated they screened for pregnancy.
- 'Other' mentions were TB (which is a mandatory government requirement) and fitness.



Q18c. Which of the following are they being screened for? Official RSEs n=11* **

* Sub-sample based on those respondents who required additional health screening for Pacific RSE workers.

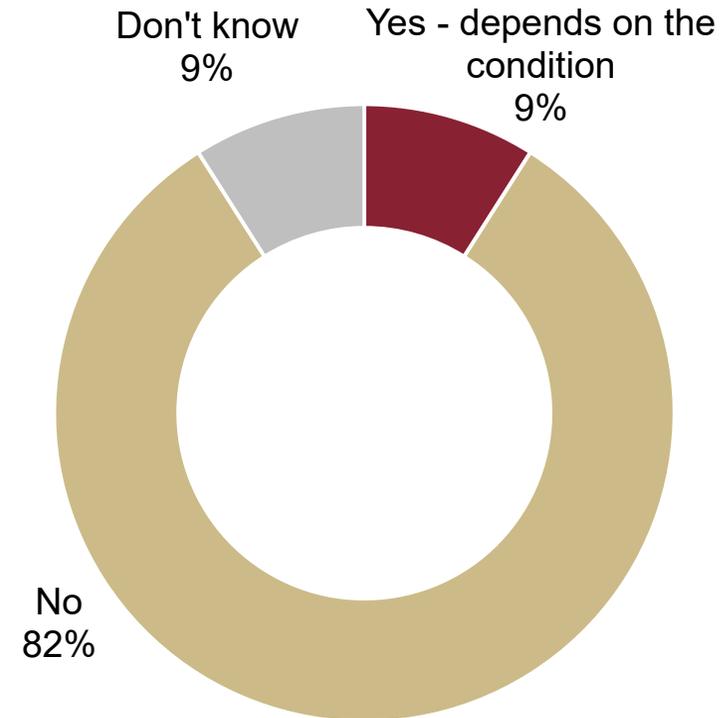
** Low base number of respondents - results are indicative only.





All respondents who stated they conducted additional screening were asked if they still offered employment to the Pacific workers who screened positive.

The figure presents the results for 'official RSEs' and shows that 82% stated they did not offer employment. Nine percent stated they did, but this was dependent on the condition.



Q18d. If a Pacific worker positively screens for any of these additional conditions, do you still generally offer them employment? Official RSEs n=11* **

* Sub-sample based on those respondents who required additional health screening for Pacific RSE workers.

** Low base number of respondents - results are indicative only.





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Impacts and effects of Pacific RSE seasonal workers





'Official RSEs' were asked about the benefits of participating in the RSE Scheme and specifically whether it resulted in better quality and more productive workers, a more stable seasonal workforce than in previous years, and the ability to employ more New Zealand workers in addition to RSE seasonal workers.

The key findings are:

- The large majority of 'official RSEs' confirmed that these were indeed key benefits of the Scheme.
- For example, every 'official RSE' agreed that participation resulted in a more stable seasonal workforce (100%) and almost all agreed that it resulted in better quality and more productive workers (99%). Eighty-two percent also agreed that it resulted in the ability to employ more New Zealand workers.



Q25. Overall, has participation in the RSE scheme or having access to RSE workers resulted in improvements to your business in the following areas?

Official RSEs n=98* Non-RSEs n=22**

* Sub-sample based on those RSE respondents who were RSE employers.

** Low base number of respondents - results are indicative only.



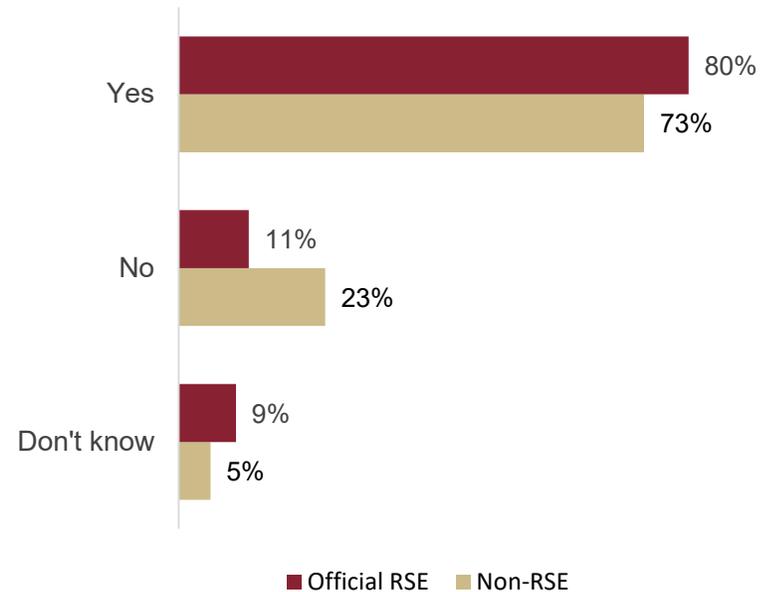


Respondents who identified that a key benefit of participating in the RSE Scheme was having a more stable workforce, were asked what this had enabled them to do.

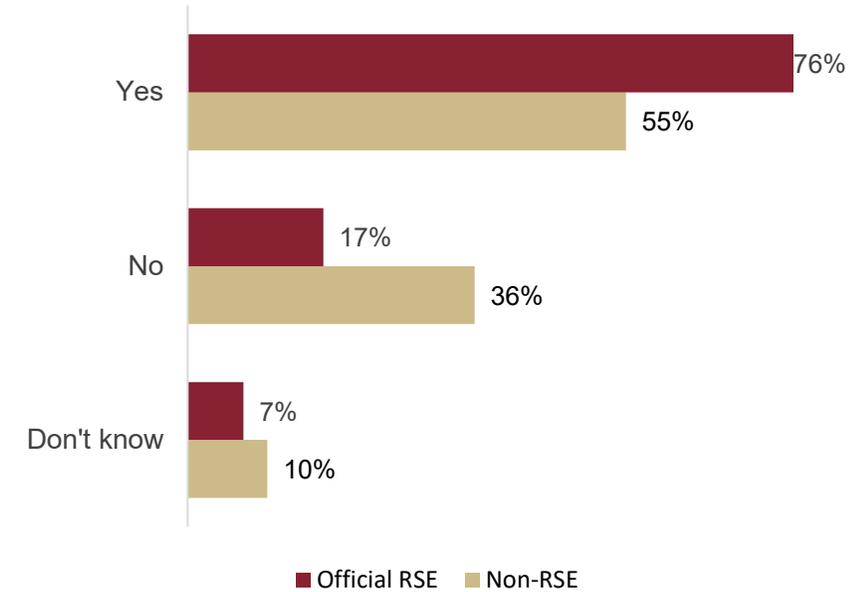
The key findings are:

- Eighty percent of ‘official RSEs’ and 73% of ‘non-RSEs’ stated that having a stable workforce had enabled them to invest in plant and equipment.
- In turn, 76% of ‘official RSEs’ and 55% of ‘non-RSEs’ stated it had enabled them to expand the area under cultivation.

Invest in Plant and Equipment



Expand the Area under Cultivation



Q26. And has having a more stable workforce enabled your business to invest in its plant and equipment? Q27. And has having a more stable workforce enabled your business to expand the area under cultivation? Official RSEs n=98* Non-RSEs n=22**

* Sub-sample based on those RSE respondents who were RSE employers and said this gave them a more stable workforce.

** Low base number of respondents - results are indicative only.



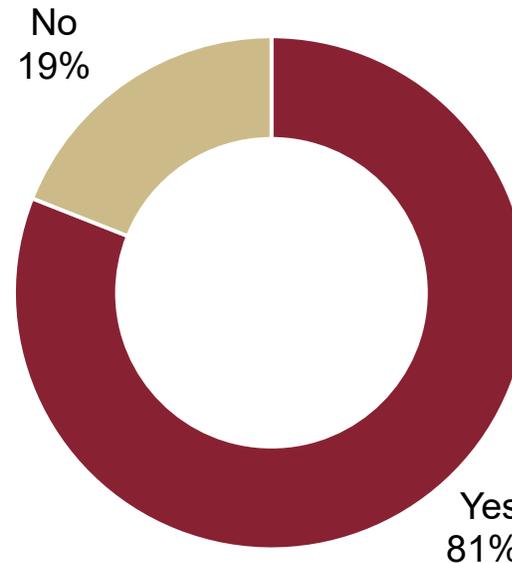


In another survey question, 'official RSEs' were also specifically asked if they had expanded their area under cultivation.

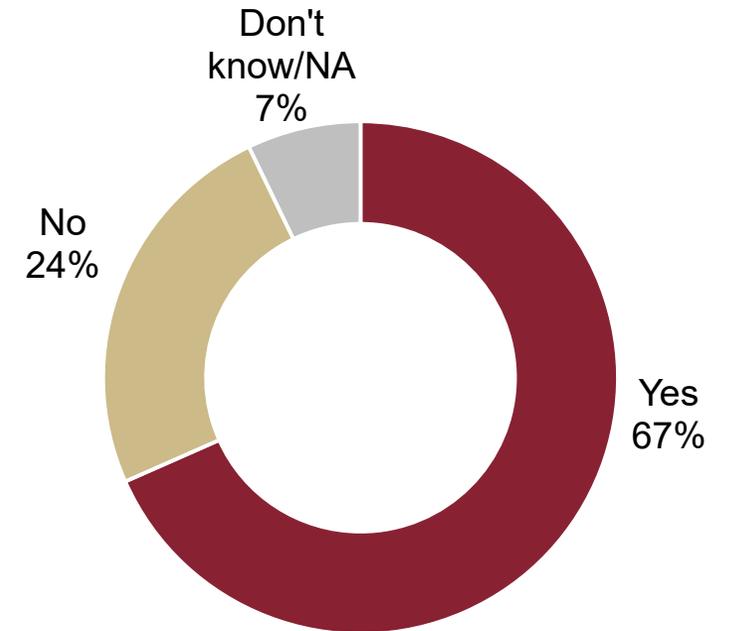
Key findings are:

- Two-thirds (67%) of 'repeat' RSEs (i.e. those who had previously completed the survey) and 81% of 'new' RSEs (i.e. those who had completed the survey in 2019 for the first time), stated they had increased their area under cultivation.
- The increase in hectares was, on average, under 20 hectares in both cases. However, four specific 'official RSEs' stated they had expanded their area by 200 hectares or more.

New RSEs



Repeat RSEs



Q36. Has the area under cultivation of all the farms, orchards or vineyards that you own or manage been extended since 2007/in the last 12 months?
n=16* ** New RSEs n=86* Repeat RSEs
* Sub-sample based on those respondents who were new RSEs or had previously completed the survey.
** Caution: low base number of respondents – results are indicative only.



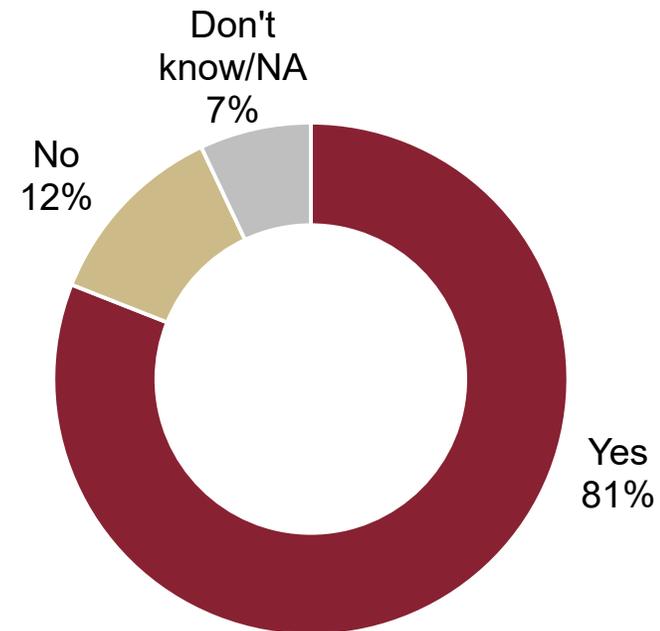


These 'official RSEs' who had expanded their area under cultivation were specifically asked if participating in the RSE Scheme had been a contributing factor to the expansion of their cultivated area.

Key findings are:

- The large majority (81%) confirmed that this was the case.

RSE Scheme factor for expansion



Q38. And has participation in the RSE scheme been a factor encouraging this expansion in cultivated area? n=69* Official RSEs

- Sub-sample based on those respondents who had seen the area of cultivation of their farms/orchards and/or vineyards grow since 2007/in the last 12 months.

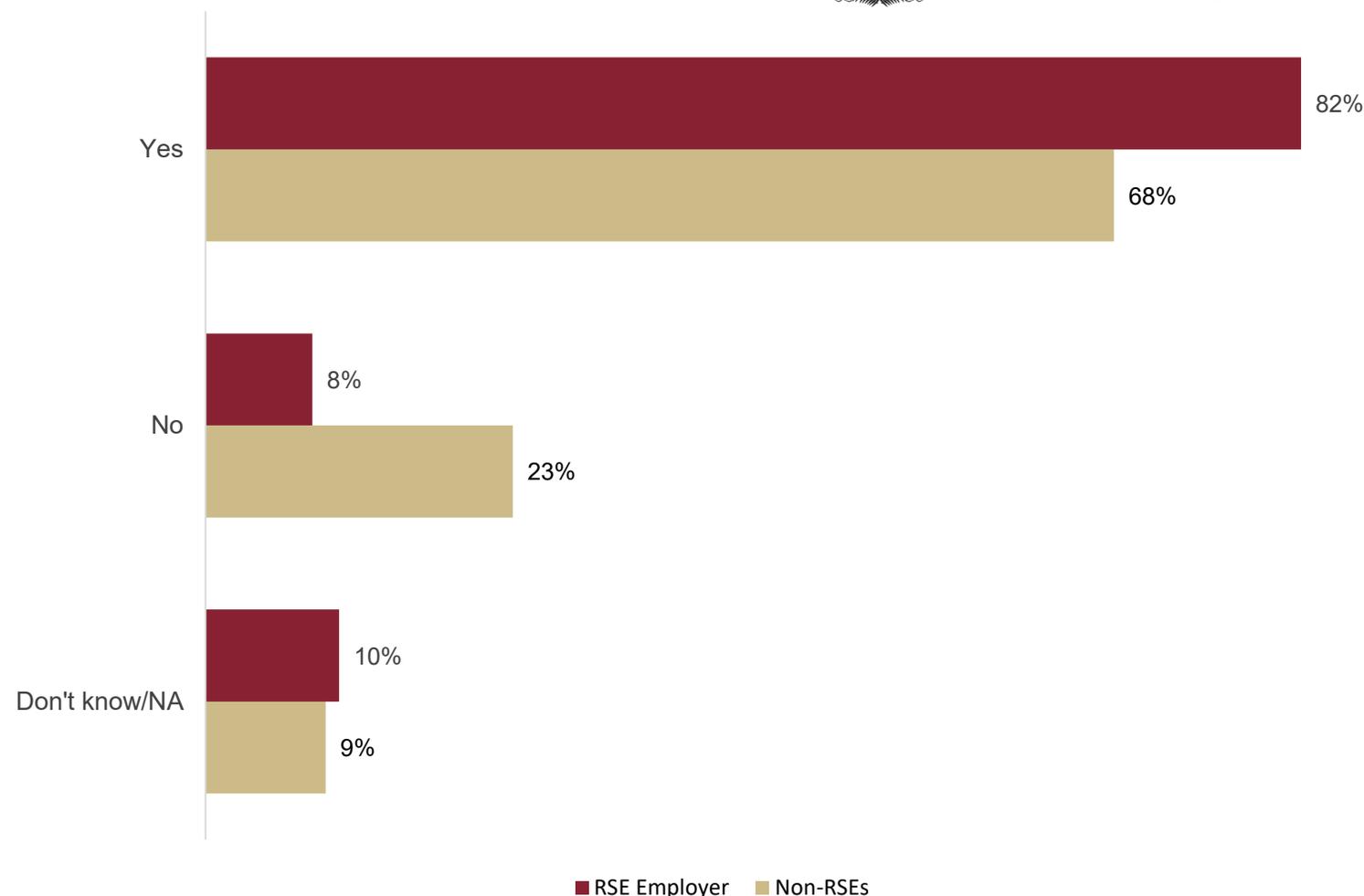




All respondents were also asked about the impact of employing Pacific RSE workers on their ability to employ additional New Zealand workers.

The key findings are:

- The majority of 'official RSEs' stated that employing Pacific RSE workers positively impacted their ability to employ additional New Zealand workers (82%) and this was also the case for two-thirds of 'non-RSEs' (68%).
- Overall, 49% of these respondents stated they were able to employ between one and four more permanent workers, while 45% stated they were able to employ between five and 50 plus more workers.
- In addition, 47% of these respondents stated they were able to employ between one and ten seasonal more workers, while 46% stated they were able to employ between 11 and 50 plus more workers.



Q25. Overall, has participation in the RSE scheme or having access to RSE workers resulted in improvements to your business in the ability to employ more New Zealand workers in addition to RSE workers. Official RSEs n=98* Non-RSEs n=22* **

* Sub-sample based on those RSE respondents who were RSE employers.

** Low base number of respondents - results are indicative only.

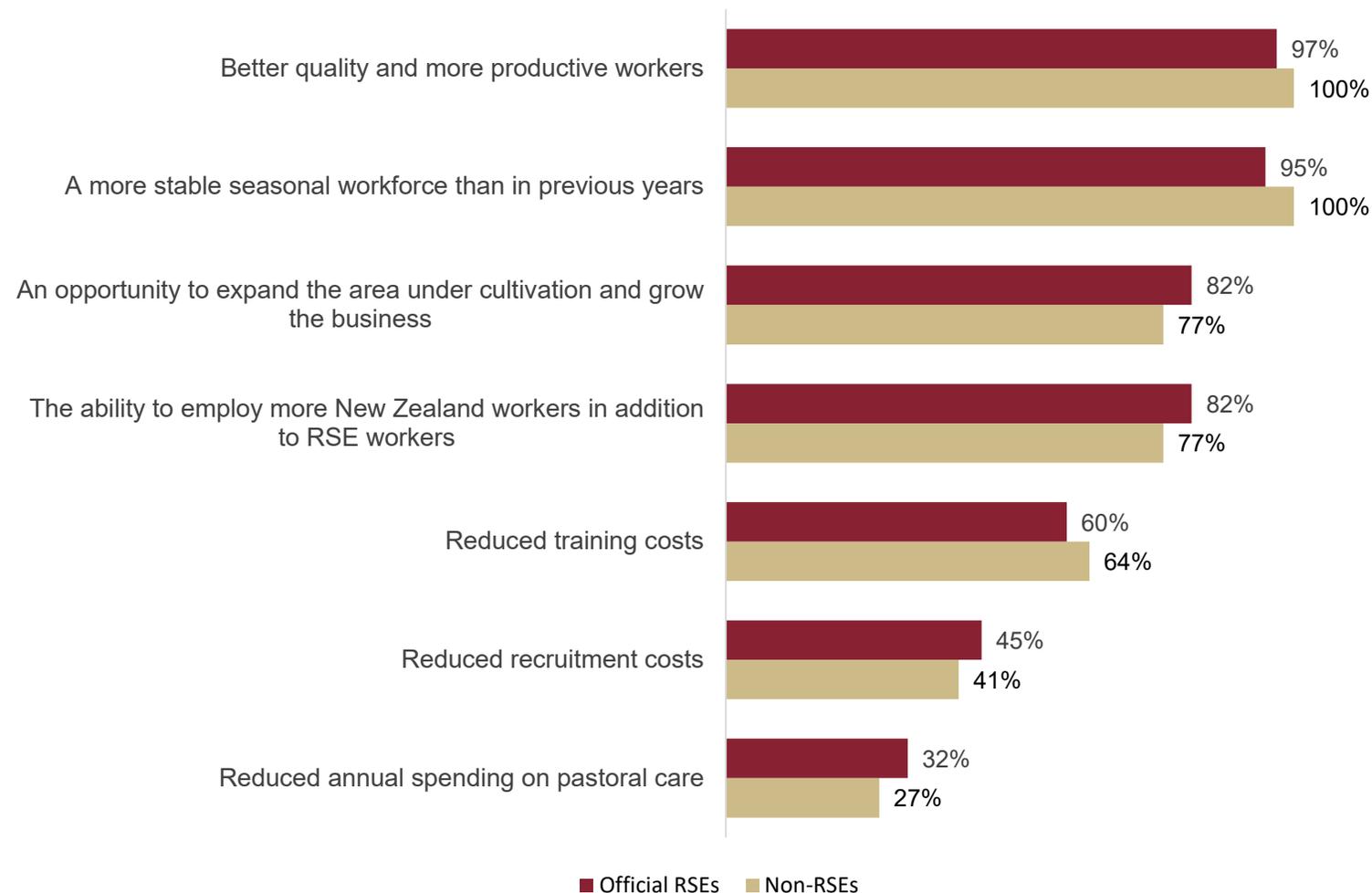




In addition to being asked about being able to invest in plant and machinery, and whether they had been able to increase their hectares under cultivation, all respondents were asked about the nature of the improvements they will be able to make in their business in the future, as a result of participating in the RSE Scheme and/or employing Pacific RSE workers.

The key findings are:

- Almost all respondents stated that by participating in the RSE Scheme and/or employing Pacific RSE workers, they would have a more stable workforce, and workers who were of a better quality and more productive.
- This, in turn, would enable them to increase their hectares in cultivation and grow their business. For example, 82% of 'official RSEs' and 77% of 'non-RSEs' stated this was the case.
- Note the costs savings as well. For example, 60% of 'official RSEs' and 64% of 'non-RSEs' stated their training costs would reduce.



Q29. And do you expect to see improvements to your business in the following areas in the future as a result of participation in the RSE scheme for having access to RSE workers? n=98 Official RSEs Non-RSEs n=22**

** Low base number of respondents - results are indicative only.





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Overall views of the RSE Scheme





Ninety-six percent of ‘official RSEs’ agreed that the benefits of participating in the RSE Scheme outweighed the costs.

‘Non-RSEs’ were asked if they would consider becoming a Recognised Seasonal Employer in the future. Forty-nine percent stated they would consider becoming an RSE in the future.

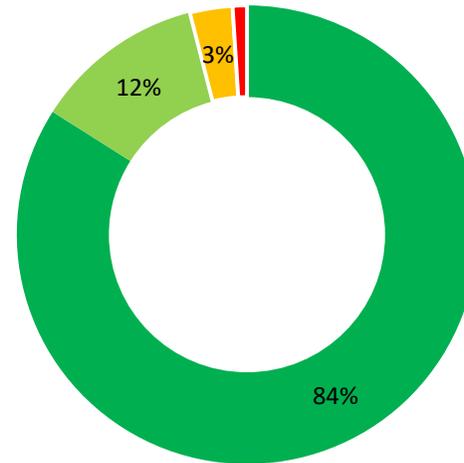
The main reasons for considering this were:

- To guarantee availability of (seasonal) labour when needed/provide certainty or flexibility (17%).
- To counter shortage of labour locally/through other sources (15%).

For those not considering becoming an RSE in the future, the main reasons were:

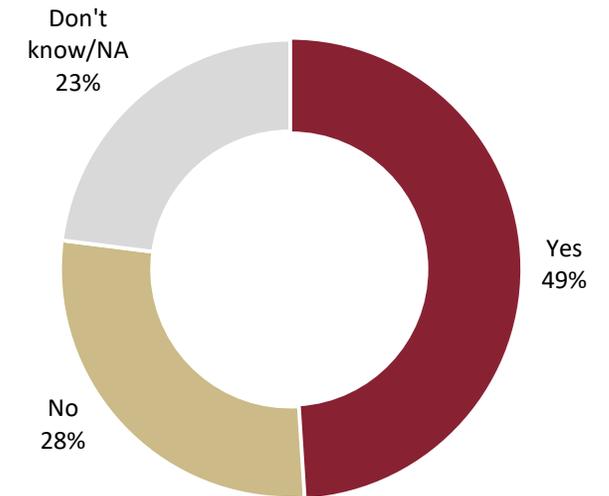
- Business is too small/it is not our core business (11%).
- Using a contractor is working well (9%).

Official RSEs
Benefit outweighs the cost of the RSE scheme



■ Strongly agree ■ Agree ■ Neutral ■ Strongly disagree

Non-RSEs
Propensity to become RSE



Q31. And overall, how much do you agree that the benefits of participating in the RSE scheme outweigh the costs? n=98 Official RSEs

- Sub-sample based on those respondents who were RSE employers.

Q6. Would you consider becoming a Recognised Seasonal Employer in the future? n=86* Non-RSEs

- Sub-sample based on those respondents who are not currently Recognised Seasonal Employers.

Q7. What are the main reasons why you would/would no consider becoming a Recognised Seasonal Employer? N=66* Non-RSEs

- Sub-sample based on those respondents who are not currently Recognised Seasonal Employers.





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Overall views of RSE Relationship Managers

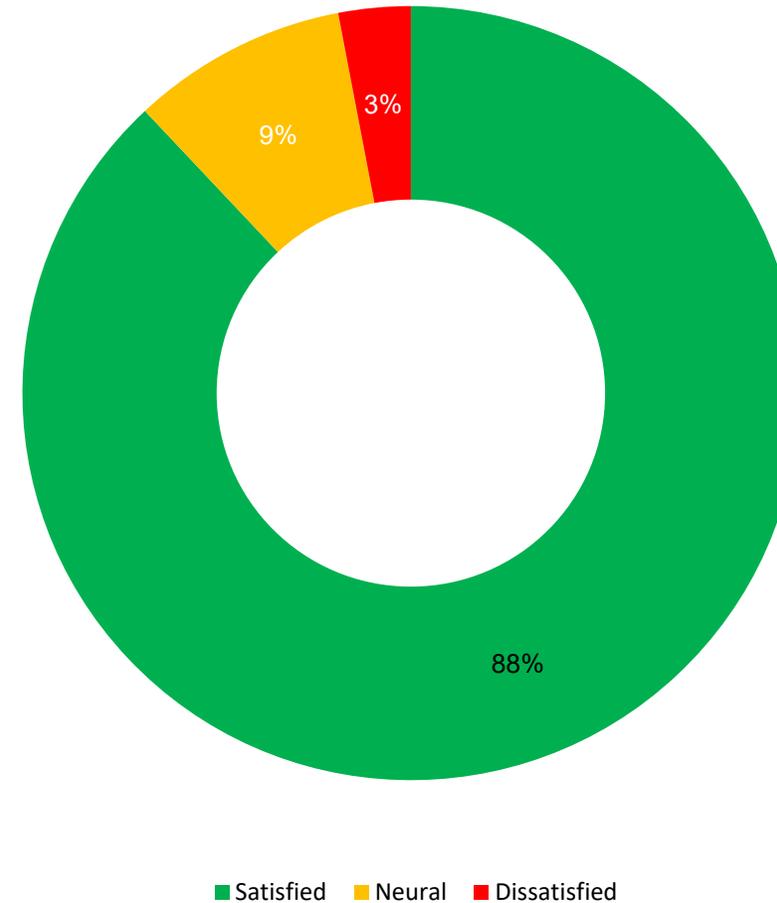




'Official RSEs' were asked how satisfied they were with the overall quality of service provided by Immigration New Zealand's regional RSE Relationship Managers in the last 12 months.

Key findings are:

- Over one-half gave their Relationship Manager the very best possible rating for their satisfaction (53%).
- Another 35% stated they were satisfied, giving a combined satisfaction rating of 88%.
- In contrast, just 3% stated they were dissatisfied.
- 'Official RSEs' most frequently stated they were satisfied with the advice and helpfulness of their Relationship Manager (28%), their communication skills (16%), and their promptness (13%).



Q34. Thinking about the last 12 months, how satisfied were you with the overall quality of service provided by Immigration New Zealand's regional RSE Relationship Managers? n=97* Official RSEs

- Sub-sample based on those respondents who were official RSE employers, who had employed RSE workers in the previous 12 months.





More specifically, ‘official RSEs’ were asked to comment on whether their Relationship Manager had three specific attributes (viz responded in a timely manner, had a good understanding of their business, and provided consistent information and advice).

Key findings are:

- In all cases, almost one-half of ‘Official RSEs’ gave their Relationship Manager the very best possible rating.
- For example, 55% ‘strongly agreed’ they responded in a timely manner.

My Relationship Manager has a good understanding of our business



My enquiries were responded to within acceptable timeframes by my Relationship Manager



I received consistent information/advice from my Relationship Manager



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Don't know

Q32. Firstly, how much do you agree that your RSE Relationship Manager has a good understanding of our business? Q33. How much do you agree with the following statements about your dealings with your RSE Relationship Manager in the last 12 months? n=98* Official RSEs

- Sub-sample based on those respondents who were official RSE employers, who had employed RSE workers in the previous 12 months.





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Appendix A

Respondent Profile





Q1. Is your business involved in...?

	Total	Official RSEs	Non-RSEs
Unweighted base =	188	102	86
	%	%	%
Horticulture	86	85	86
Viticulture	17	22	12
Other	6	6	7

Total may exceed 100% because of multiple responses.





Q2. And are you a...?

	Total	Official RSEs	Non-RSEs
Unweighted base =	188	102	86
	%	%	%
Orchard/vineyard owner/manager	77	67	90
Packhouse owner/manager	15	23	7
Contractor	16	25	5
Administration/HR Manager	4	7	1
Other	12	16	7

Total may exceed 100% because of multiple responses.





Q3. In which of the following regions is your business/are your businesses mainly located?

	Total	Official RSEs	Non-RSEs
Unweighted base =	188	102	86
	%	%	%
Hawkes Bay	19	19	20
Bay of Plenty	22	24	21
Marlborough-Nelson	23	34	9
Other North Island	28	24	33
Other South Island	11	8	15
Other	3	0	6

Total may exceed 100% because of multiple responses.





Q39. What was the total annual turnover of this business before tax last year?

Unweighted base =	Total	Official RSEs	Non-RSEs
	188	102	86
	%	%	%
Under \$1,000,000	23	9	40
\$1,000,000 to \$4,999,999	32	32	33
Over \$5,000,000	24	36	10
Undisclosed	20	23	17
Total	100	100	100

Total may not sum to 100% due to rounding.





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Appendix B

Longitudinal Analysis



Appendix A: Longitudinal Analysis

This summary report details findings from a longitudinal analysis of survey results for Recognised Seasonal Employers. A total of n=81 RSEs were identified that completed the 2019 survey and at least one of the annual surveys conducted between 2008 and 2018. This report is based on comparisons between these respondents' answers in the 2019 Survey and those of their **earliest recorded** survey.

N=8 of these repeat respondents first completed the survey in 2008, n=10 in 2009, n=17 in 2010, n=13 in 2011, n=3 in 2012 and n=11 in 2014, n=4 in 2015, n=3 in 2016, n=6 first completed it in 2017 and n=6 first completed it in 2018.

This analysis sought to test changes in employers' feedback over time, in relation to the following areas:

- The number and types of seasonal workers employed.
- Changes implemented to business practices.
- The perceived short-term impacts and benefits of participating in the RSE Scheme.
- Anticipated future benefits of the Scheme.

The answers of the n=81 RSEs to questions in these areas were analysed using **pair-wise** or **repeated measures** analysis techniques.

Key findings

1. In 2019, the n=81 RSEs employed **significantly more Pacific RSE workers** than they did in their first survey. More specifically, they employed 38 more workers on average or 23% more.
2. In terms of the comparison of business practices, only one significant result has been recorded. This is in terms of the number of RSEs making changes to *how seasonal workers are recruited*.
3. No statistically significant differences were found in terms of the RSE Scheme's perceived benefits. This is because the perceptions of the benefits of the Scheme in the first survey were positive in both RSEs' first survey and their 2019 Survey.
4. No statistically significant differences were found in terms of the RSE Scheme's anticipated future impacts on business improvement. This is because the perceptions of the impacts in RSEs' first survey were largely reflected again in the 2019 Survey.

Detailed findings – seasonal workers recruited

The paired comparison results for the number and types of seasonal workers employed annually were analysed using a paired sample t-test. Three of the differences have been found to be significant (Table 1):

5. In 2019, the n=81 RSEs employed **significantly more Pacific RSE workers** than they did in their first survey. More specifically, they employed 38 more workers on average or 23% more.
6. Similarly, they also employed more season workers under other schemes (TRSE, WHS & VOC) – 62 more on average (52% more) – and from the community – 31 on average (15% more).

Note that the table is based on all respondents, including those who did not employ any workers in a particular category (therefore, in calculating the mean number of workers for a particular category, their responses were counted as zeros).

Table 1: Number of workers employed during the last 12 months – RSEs. Paired sample t-test.

How many of the following different types of workers did you employ or manage during the last 12 months?

		Mean number of employees	Mean/percentage change from first survey to 2019	t	df	Sig. (2-tailed)	n=
Seasonal workers from Work and Income	First survey	30.7					
	2019	32.7	1.9 (3%)	0.3	80	0.793	81
Seasonal workers from the community (but not employed through Work and Income)	First survey	84.8					
	2019	115.3	30.5 (15%)	1.2	80	0.248	81
Pacific seasonal workers under the RSE scheme	First survey	64.8					
	2019	102.8	38.0 (23%)*	3.4	80	0.001	81
Seasonal workers under the RSE scheme who are not from the Pacific	First survey	12.1					
	2019	12.4	0.3 (1%)	0.2	80	0.853	81
Seasonal workers under other schemes (TRSE, WHS & VOC)	First survey	28.2					
	2019	90.5	62.3 (52%)*	2.6	80	0.013	81
Total workers	First survey	232.7					
	2019	353.7	121.0 (21%)*	2.6	80	0.011	81

*Significant at the 95 percent confidence level.

Detailed findings – changes implemented to business practices

Changes to business practices implemented in 2019 were compared with the changes implemented by RSEs at the time of their first survey.¹ For each of the business practices listed in Table 2 below, only a minority of RSEs stated they had implemented changes in both seasons (these RSEs are in the bottom right cell of each matrix).

In fact, the only significant result is in terms of the number of RSEs making changes to *how seasonal workers are recruited*:

- Eleven RSEs made changes at the time of their first survey **and did so again in 2019** (bottom right cell).
- Nine made changes at the time of their first survey but **did make changes in 2019** (top right cell).
- Twenty-two made changes at the time of their first survey but did not make changes in 2019 (bottom left cell).
- Thirty-eight made changes at the time of their first survey and did not make changes in 2019 (top left cell).

Table 2: Changes to business practices this year compared with what was changes in first survey (counts) – RSEs. McNemar test.

Changes made to business practices in the last 12 months.

Made changes from first survey		First survey total	Made changes in 2019	
			No	Yes
a. Improvements in workforce planning	No	39	21	18
	Yes	33	20	13
b. How seasonal workers are recruited*	No	47	38	9
	Yes	33	22	11
c. How seasonal staff are managed and supervised	No	52	32	20
	Yes	28	13	15
d. Training and induction practices for seasonal workers	No	48	23	25
	Yes	32	21	11
e. Changes in health and safety practices	No	50	27	23
	Yes	30	15	15
f. Investment in new plant and equipment	No	43	24	19
	Yes	37	12	25
g. Expansion of the business	No	47	27	20
	Yes	33	17	16

Results are consistent if they lie within shaded cells.

*Significant at the 95 percent confidence level.

¹ "Improvements in workforce planning" was not compared for those who first participated in the survey in 2008, as it was not asked of respondents in that year.

Detailed findings – Perceptions of the RSE Scheme’s benefits

No statistically significant differences were found in terms of the RSE Scheme’s benefits. This is because the perceptions of the benefits of the Scheme in the first survey were positive in both RSEs’ first survey and their 2019 Survey:

- v A large majority of n=76 RSEs² (n=73 or 96%) stated in 2019 **and** in their first survey that participation in the Scheme had resulted in better quality and more productive workers (Table 3).
- v A large majority of n=76 RSEs³ (n=75 or 99%) stated in 2019 **and** in their first survey that participation in the Scheme had resulted in a more stable seasonal workforce than in previous years.

Table 3: Benefits of participating in the scheme – RSEs. McNemar test.

Overall, has participation in the RSE scheme resulted in improvements to your business in the following areas?

First survey		First survey total	2019	
			No	Yes
Better quality and more productive workers	No	3	0	3
	Yes	73	0	73
A more stable seasonal workforce than in previous years	No	1	0	1
	Yes	75	0	75

Results are consistent if they lie within shaded cells.

² Some RSEs did not provide a “yes” or “no” answer to these questions, hence the lower sample size.

³ Some RSEs did not provide a “yes” or “no” answer to these questions, hence the lower sample size.

Detailed findings – Perceptions of the Scheme’s anticipated future impact on business improvement

No statistically significant differences were found in terms of the RSE Scheme’s anticipated future impacts on business improvement. This is because the perceptions of the impacts in RSEs’ first survey were largely reflected again in the 2019 Survey:

Over the years this question has been updated and additional areas of potential improvements have been included. In the analysis below (Table 4), comparisons between respondents’ first survey and the 2019 Survey have only been made in relation to potential improvements in both surveys.

Table 4: Anticipated future impacts of participating in the scheme – RSEs. McNemar test.

And do you expect to see improvements to your business in the following areas in the future as a result of participation in the RSE scheme or having access to RSE workers?

First survey		First survey total ⁴	2019	
			No	Yes
Reduced training costs	No	20	12	8
	Yes	54	16	38
Reduced recruitment costs	No	34	21	13
	Yes	35	15	20
Reduced annual spending on pastoral care*	No	10	7	3
	Yes	5	3	2
Better quality and more productive workers**	No	0	0	0
	Yes	42	0	42
A more stable seasonal workforce than in previous years**	No	2	0	2
	Yes	45	1	44
An opportunity to expand the area under cultivation and grow the business**	No	2	0	2
	Yes	37	3	34
The ability to employ more New Zealand workers in addition to RSE workers***	No	3	1	2
	Yes	23	0	23

Results are consistent if they lie within shaded cells.

*First asked in 2015.

**First asked in 2011.

***First asked in 2014.

⁴ Some RSEs did not provide a “yes” or “no” answer to these questions, hence the variable sample sizes.

FOR FURTHER INFORMATION PLEASE CONTACT

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