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Te Pokapū a Mahi me Te Manene Rangahau

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A Changing Landscape: The Impact of the Earthquakes on Christchurch Workplaces



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EXECUTIVE SUMMARY

The earthquakes beginning in September 2010 have dramatically altered the economic as well as the physical landscape of Canterbury and disrupted the lives of Cantabrians and the places they work.

The Canterbury Employers Survey was created to help understand how Canterbury workplaces were impacted by the earthquakes over the last year, to learn how employers and employees responded to the disruption caused, and to identify ongoing challenges and needs.

Employers located in Central Christchurch, Waimakariri, Selwyn and Banks Peninsula were surveyed. To be eligible to participate in the survey, employers had to have at least one employee and had to be operating during September 2011.

While just over half of all workplaces reported that staff levels did not change due to the earthquakes, in most industry sectors the proportion of workplaces that had to reduce staff levels due to the earthquakes was greater than the proportion of workplaces that increased employment. The exceptions to this were the Construction and the Primary, Transport and Utilities sectors.

The sectors that reported the largest negative net impact on workplace employment levels were the 'Other' industry group (which includes Telecommunications, Finance, Real Estate, Administration and Recreation services), Professional, Scientific and Technical Services, Manufacturing, and Retail and Wholesale.

The earthquakes had a greater impact on workplace revenue with only a fifth of businesses keeping revenue levels the same and 40 percent reporting lower revenue, while about one fifth reported higher revenue due to the earthquakes.

Employers in the industry sectors most affected by staff losses from the earthquakes were more likely to have had to relocate part or all of their workplace(s). The majority of workplaces in Professional, Scientific and Technical Services relocated part or all of their operations as a result of damage and disruption caused by the earthquakes. Around a third of workplaces relocated in the 'Other' industry group and Public, Health and Education. Between 10 and 20 percent of workplaces in the remaining industry sectors had to relocate.

Three quarters of workplaces in the Professional, Scientific and Technical Services said they had received the Earthquake Support Subsidy, followed by over half of workplaces in the 'Other' industry group and the manufacturing sector. Overall, slightly less than half of all workplaces said they had accessed the subsidy. The survey found that for workplaces that had received the subsidy the majority said that it 'helped a lot' in keeping the business going.

Retaining and attracting staff has become more challenging following the earthquakes, with one in four workplaces saying retaining staff has become harder and, of those that recruited, half reported difficulties in hiring new employees. Workplaces in the Construction sector were finding staff retention and recruitment particularly challenging.

Overall, between 10 and 20 percent of workplaces that renewed an insurance policy said they experienced difficulties renewing insurance following the

earthquakes. Workplaces with 50 or more employees were more likely to report difficulty than smaller workplaces.

Looking ahead, most workplaces expect to keep staff numbers the same or increase them over the next 12 months, and nearly half of workplaces expect the outlook for greater Christchurch to improve in the next 12 months.

THE IMPACT OF THE EARTHQUAKES ON CANTERBURY WORKPLACES

This report summarises the key findings of a survey of Canterbury employers run by the Department of Labour in September-October 2011. The survey was designed to better understand the impact the earthquakes have had on workplaces located in Christchurch city, Waimakariri, Selwyn and Banks peninsula. The main aim was to learn the effects of the earthquakes, how employers are responding, and to identify their ongoing challenges and needs.

Only the initial findings from the survey are covered in this report. Further analysis will explore the findings in more detail, including looking at what helped firms to continue to operate, such as changes to work and staffing arrangements.

What workplaces were included in the survey?

Around 1,750 employers that were still operating during September 2011 were interviewed as part of the survey. The survey did not interview worksites that closed because of the disruption caused by the earthquakes. Workplaces that managed to stay open following the earthquakes may have suffered less disruption or were better able to cope with the interruption to their business.

The survey was focused on recording the experiences and challenges faced by workplaces, both in the private and public sectors. The results cannot be used to infer overall impacts on employment and output across the Canterbury economy.

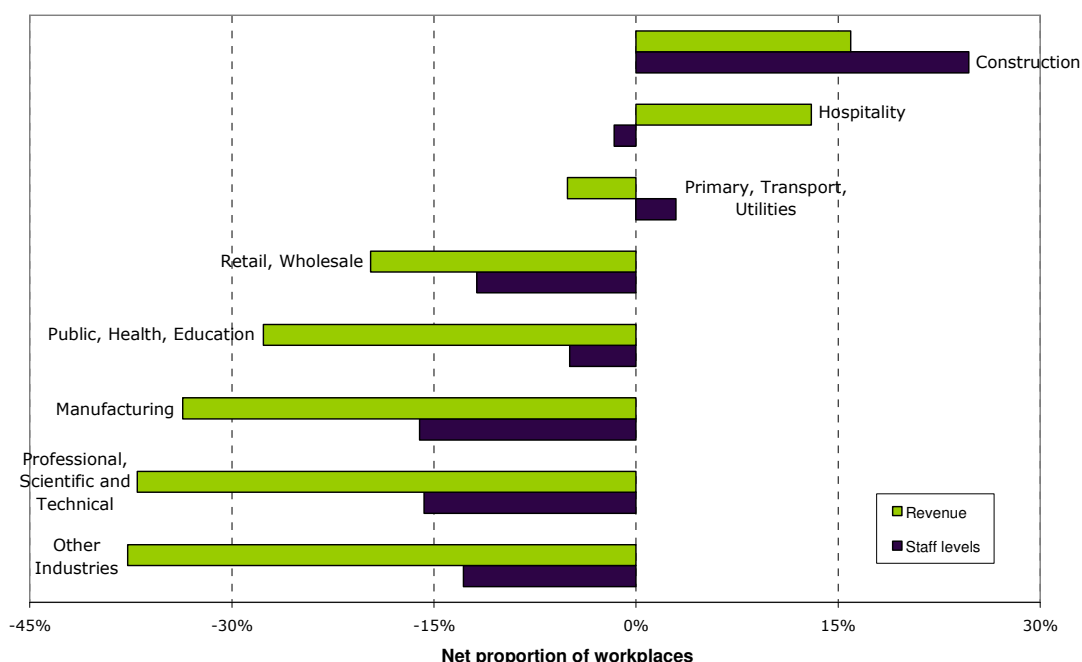
The survey includes a wide range of Canterbury workplaces with at least one employee and covers all the industry sectors in the region. The workplaces that were interviewed were located in Central Christchurch, Waimakariri, Selwyn and Banks Peninsula. Tabulations of results and more information about the survey methodology are provided in Appendices A and B.

What types of workplaces were impacted by the earthquakes?

To understand the impact that the earthquakes had on workplaces within Canterbury the survey asked whether the earthquakes had led to changes in employment and revenue levels. Tables A1–A4 in Appendix A contain further information about the changes in workplace employment and revenue levels by industry group and staff size.

Figure 1 shows the net impact on workplace staff and revenue levels due to the earthquakes by eight industry groups. If the net impact is positive then a greater proportion of workplaces reported an increase in staff or revenue levels than a decrease due to the earthquakes. A negative net impact occurs when a greater proportion of workplaces reported a decrease in staff or revenue levels than an increase.

Figure 1, The net impact on workplaces that have been affected by the earthquakes by industry sector



Staff levels

The net impact of the earthquakes on workplace staff levels was negative across all industry groups, except for the Construction and the Primary, Transport and Utilities sectors. The sectors that reported the largest negative net impact on workplace employment levels were the 'Other' industry group (which includes Telecommunications, Finance, Real Estate, Administration and Recreation services), Professional, Scientific and Technical Services, Manufacturing, and Retail and Wholesale.

In the Manufacturing sector there were five times as many workplaces that reported a fall in employees (20.1 percent) as there were workplaces that reported an increase in employees (4.0 percent) due to the earthquakes, (a net change of -16.1 percent). In comparison, there were three times as many workplaces in the Construction sector reporting increased staff levels due to the earthquakes (38.0 percent), compared with 13.3 percent of workplaces reporting reduced employment levels (a net change of 24.7 percent).

While the impact of the earthquakes resulted in some workplaces experiencing a change in employment and revenue levels, many workplaces reported no change in the number of employees. For example, nearly 70 percent of workplaces reported either no change in the number of employees (56.2 percent) or changes not related to the disruption caused by the earthquakes (12.3 percent). The fact that many workplaces did not report any change in employment levels related to the earthquakes does not mean they were unaffected.

Revenue

In industries that experienced a negative net impact on workplace staff levels, with the exception of the Hospitality sector, the impact on revenue was also negative, but larger. In general, the earthquakes affected more workplaces in terms of revenue rather than staff levels. The most common reason given for a

fall in revenue was loss of customers, noted by more than 60 percent of workplaces.

For example, in the Manufacturing sector 42.7 percent of workplaces reported generating less revenue due to the earthquakes, compared with 9.0 percent of workplaces generating more revenue (a net change of -33.7 percent). This suggests that some workplaces have managed to hold on to staff even while revenue has fallen following the earthquakes. A possible explanation for holding on to employees is the belief that the drop in revenue is temporary, and therefore that many laid off staff will have to be rehired in a few months time. This view is supported by other survey findings showing a generally positive outlook and strong hiring intentions in the future.

Around one fifth (21.8%) of workplaces reported more revenue due to the earthquakes, with the highest proportions in Construction (45.9%) and Hospitality (45.1%).

Hospitality

Employers in the Hospitality sector responding to the survey experienced a relatively small negative net impact (-1.6 percent) on workplace employment levels and a relatively large positive net impact on workplace revenue levels (13.0 percent). While a similar proportion of Hospitality workplaces reported a decrease in employment levels (19.6 percent) compared with the Manufacturing sector, this was countered by a similar proportion of workplaces in the Hospitality sector reporting an increase in staff (18.0%) due to the earthquakes. Anecdotal evidence from the region suggests that the Hospitality industry was badly affected by the earthquakes partly due to a fall in tourists deciding not to stay in Christchurch, the cancellation of the Rugby World Cup games (Table A21 shows that 62.5 percent of Hospitality workplaces reported a negative impact because of the games being cancelled), and a drop in demand from locals.

It is important to note however that many accommodation services, restaurants and cafes and tourism services were concentrated in Christchurch central business district (CBD) and may have had to close because they were unable to relocate. Some of their customers may have flowed to existing establishments outside of the CBD that were able to keep operating. The survey found that relatively few Hospitality workplaces said that they had relocated compared with other industry sectors.

Construction

The Construction sector was the only industry that had more workplaces increasing both staff numbers and revenue as a result of the earthquakes. Nearly 40 percent of workplaces reported that they had increased staff numbers, compared with 13.3 percent of workplaces that had reduced staff numbers. A similar proportion of workplaces (45.9 percent) reported that they had increased revenue due to the earthquakes, but this is balanced against around a third of workplaces reporting a fall in revenue due to the earthquakes. The results suggest that many Construction sector workplaces are already responding to the increased demand for their services to clean up and begin to repair and rebuild Canterbury. However, a third of workplaces reported a fall in revenue because of the earthquakes, which suggests that the industry has suffered some negative impacts from the earthquakes, perhaps because work planned before the earthquakes was subsequently cancelled (e.g. building maintenance).

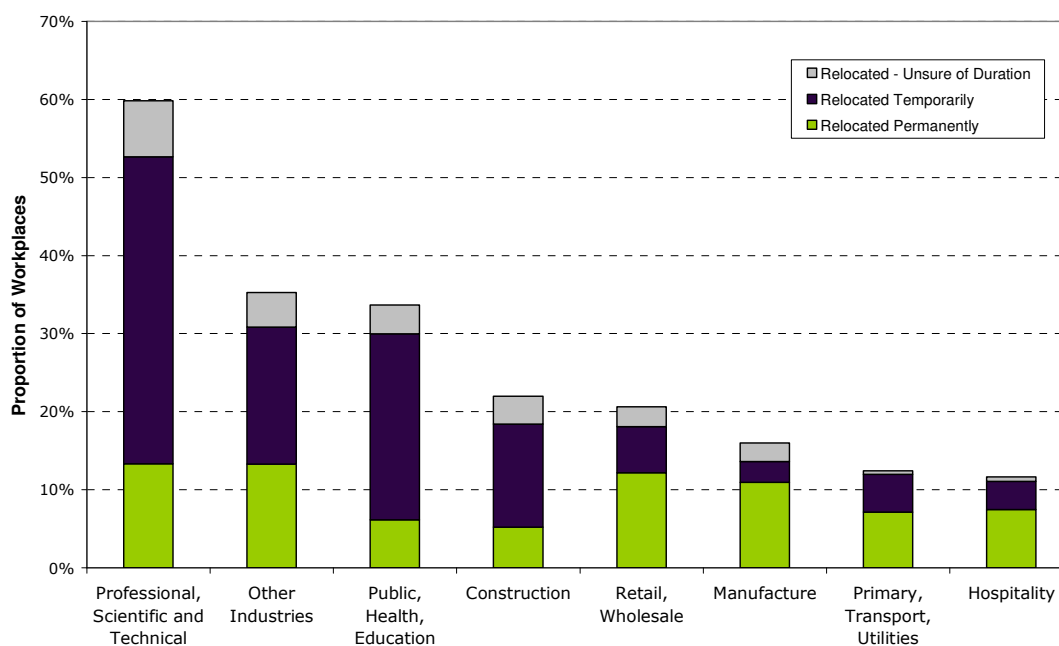
How did workplaces respond to the earthquakes

Relocation

Many commercial buildings were badly damaged by the earthquakes, particularly in the Christchurch CBD, forcing many employers to find new locations in order to keep operating. For some workplaces relocation may have been a viable option with alternative sites available and operations that were easy to re-establish in a new location. For others, relocation may not have been an option because of a lack of alternative locations and difficulties in setting up a new operation. For example, businesses with large and expensive machinery may have had a hard time finding a suitable alternative site, assuming that they were able to gain access to their machinery.

To understand better the extent to which workplaces had to relocate due to the earthquakes, the survey asked whether the business had moved to a new location and if they planned to stay there. Figure 2 shows the proportion of workplaces that had relocated and whether the move was permanent, temporary or if they were unsure whether they intend to stay or move again.

Figure 2, Proportion of workplaces that relocated due to the earthquakes by industry



The majority (59.8 percent) of workplaces in the Professional, Scientific and Technical sector (which includes law, accountancy and architect businesses) relocated part or all of their operations as a result of damage and disruption caused by the earthquakes. Around a third of workplaces relocated in the 'Other' industry group and the Public, Health and Education sector. Between 10 and 20 percent of workplaces in the remaining industry sectors had to relocate.

The majority of workplaces that moved location in the Professional, Scientific and Technical sector, 'Other' industry group, Public, Health and Education services and Construction indicated that the move was temporary. In the remaining industry sectors with more modest levels of relocation, most workplaces described the move as permanent.

The high proportion of Professional, Scientific and Technical sector workplaces that had to relocate as a consequence of the earthquakes is not surprising given their pre-earthquake concentration in the Christchurch CBD. As a knowledge and information-based industry, with less heavy equipment on-site, and with a more geographically spread customer base, the Professional, Scientific and Technical sector would have also been more able to set up new offices and work arrangements in a range of different locations at relatively low cost, as compared with other sectors.

Government support

A key part of the survey was to understand what responses enabled workplaces to keep operating, and what challenges workplaces faced in continuing to operate. The Government provided some Canterbury employers with an Earthquake Support Subsidy to help them to continue to pay workers immediately after the September and February earthquakes. The survey asked employers whether they received the subsidy and how important it was in helping them to keep operating.

The subsidy was only available to non-government New Zealand owned organisations and was restricted to employers with fewer than 20 employees following the September earthquake. The findings set out in figure 3 will not include those employers that have ceased operating after receiving the subsidy.

Figure 3, Proportion of workplaces that received the Earthquake Support Subsidy by industry

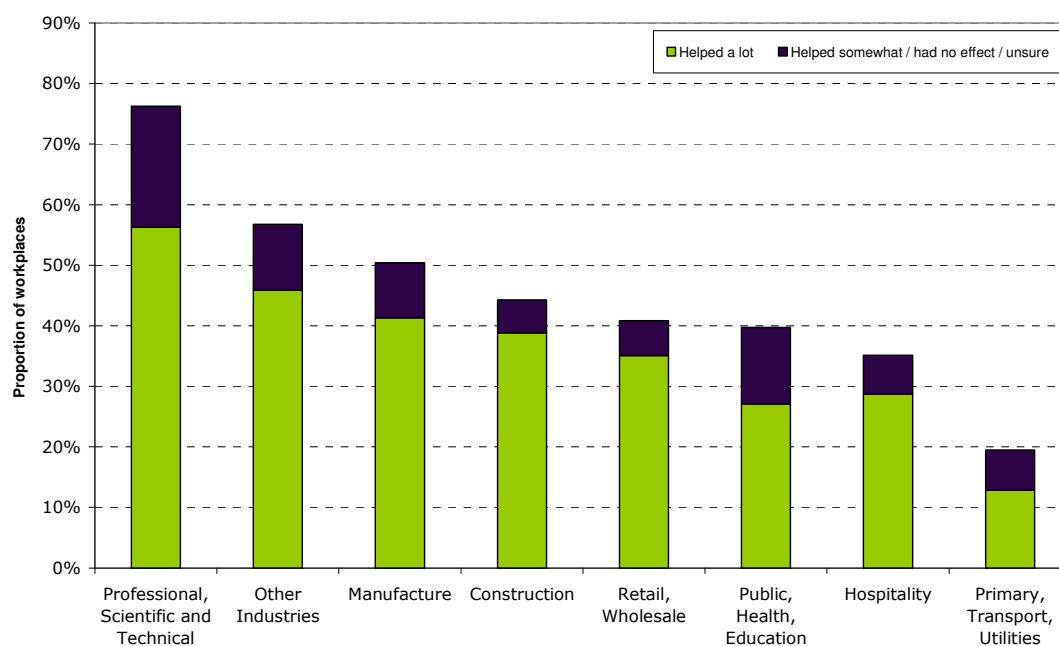


Figure 3 shows that three quarters (76.2 percent) of workplaces in the Professional, Scientific and Technical sector said they had received the Earthquake Support Subsidy, followed by over half of workplaces in the 'Other' industry group and the Manufacturing sector. The industries that contained the smallest proportion of workplaces that received the Government subsidy included the Primary, Transport and Utilities sector and the Hospitality sector.

The survey suggests that for workplaces that kept operating and received the subsidy, the majority said that it 'helped a lot' in keeping their business going. This was especially the case within the Professional, Scientific and Technical sector where 73.8 percent of workplaces that received the subsidy said it 'helped a lot'.

Ongoing challenges

Insurance renewals

An ongoing issue voiced by the business community in Canterbury has been difficulties in renewing insurance policies following the earthquakes. The survey asked workplaces if they had difficulty renewing business-related insurance¹ following the earthquakes. Across all industry sectors between 44.3 percent and 74.1 percent of workplaces said they had renewed insurance policies and between 6.2 percent and 12.0 percent reported difficulties (Table A12). This suggests that between 10 and 20 percent of workplaces that renewed an insurance policy experienced difficulties following the earthquakes.

Insurance renewal was more difficult for larger workplaces with 50 or more employees. Around 10–20 percent of small workplaces with less than 50 staff reported difficulties in renewing insurance policies, compared with a quarter of

¹ The type of insurance specified included cover for business continuity, contents, property and indemnity.

workplaces with 50–99 employees and nearly half of workplaces with 100 or more staff (Table A11).

Over half (53.9 percent) of workplaces expected to be impacted by the Canterbury Earthquake Recovery Agency (CERA) residential housing decisions², mainly because of the disruption caused to their customers and suppliers.

Staff retention and recruitment

The earthquakes in Canterbury have made life harder for many communities in the region. There is evidence to suggest that some people have decided to leave Canterbury, and that the damage to commercial and residential buildings and infrastructure has had an impact on the region as a location to live and work.

The survey asked workplaces whether they had experienced difficulties in retaining existing staff members and recruiting new employees due to the earthquakes. Overall, 28.1 percent (Table A14) of workplaces said that the earthquake made staff retention harder. There was not much variation across industry sectors, apart from in the Construction sector where over a third (35.0%) of workplaces said that retaining staff was harder due to the earthquakes. This finding may reflect the fact that the Construction sector is starting to gear up for the rebuild of Canterbury, which has led to increased staff turnover as businesses recruit the staff they need.

Larger workplaces were more likely to report staff retention had become harder because of the earthquakes (Table A13). Nearly half of workplaces with 50 or more employees said that retaining staff was harder due to the earthquakes, whereas around a third of workplaces with less than 50 employees said staff retention had got harder.

Table A16 shows that over half of all workplaces said they had tried to recruit new staff since September 2010. This was consistent across all industry sectors with the exception of the Professional, Scientific and Technical sector, where a smaller share (39.8 percent) of workplaces had tried to recruit new staff, and the Construction sector, where a greater share (61.2 percent) of workplaces had tried to recruit new staff. Recruitment difficulties were highest in the Professional, Scientific and Technical sector, Primary, Transport and Utilities sector, and the Construction sector with more than half of workplaces that tried to recruit reporting difficulties in finding new staff. Recruitment difficulties were reported by between 35 and 45 percent of recruiting workplaces in the other industries.

The recruiting difficulties encountered by the Construction industry most likely reflect the increased demand for workers to help repair and rebuild the region following the earthquakes. This may also be the case for the Professional, Scientific and Technical sector, but may also reflect this industry employing a lot of highly skilled workers such as lawyers, engineers and architects who need to be recruited from outside the region. A common reason given by workplaces that reported difficulty in recruiting staff was because “potential employees were less likely to want to move to the greater Christchurch area”.

Table A24 shows that over the next 12 months about 25 percent of employers anticipate difficulty recruiting new staff, with more than a third (37.5 percent) of Construction workplaces doing so.

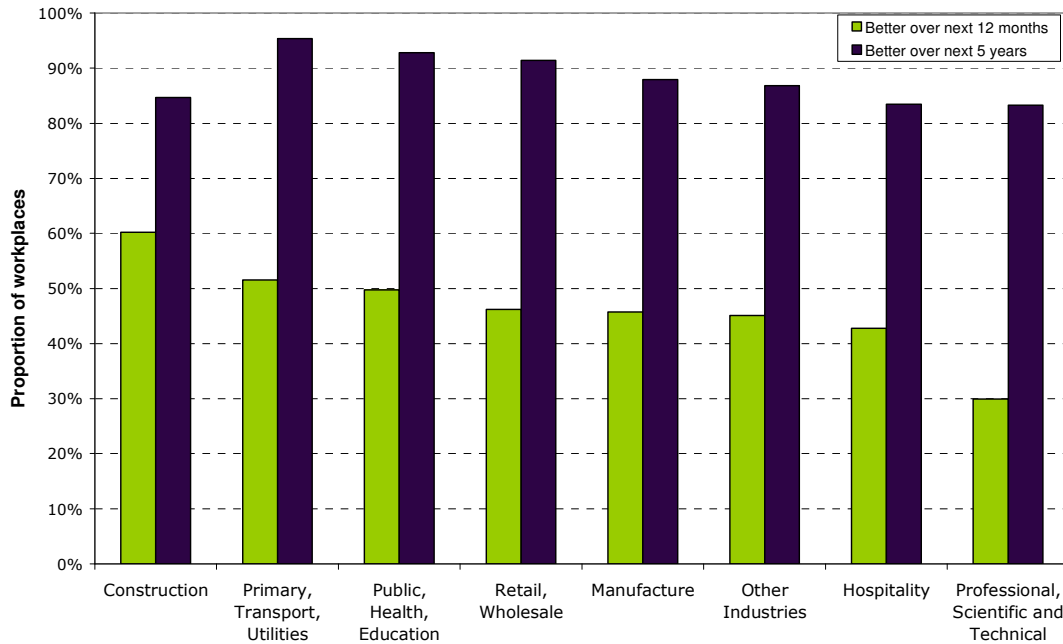
² A major announcement on rezoning for 6,400 properties was made on 28 October 2011 after the survey had finished interviewing workplaces.

Future outlook and challenges

The survey asked employers about their views on the future of Canterbury as a place to live and work following the dramatic changes to the business environment and the lives of their staff due to the earthquakes.

Figure 4 summarises the responses to the question of whether greater Christchurch would be a better place to live and work in 12 months and 5 years time.

Figure 4, Employer Outlook for greater Christchurch as a place to live and work



The outlook for Christchurch in the next 12 months is seen as likely to improve by 46.8 percent of employers, with 40.1 percent saying it would stay the same. When asked about whether the outlook would improve over the next 5 years, the proportion rose to nearly 90 percent of workplaces.

Figure 4 shows there is some variation in perceptions about the future across industries. Over five years at least 8 out of 10 workplaces thought that greater Christchurch would get better. The view that the region would improve over the next 12 months ranged from 6 out of 10 workplaces in the Construction industry to 3 out of 10 workplaces in the Professional, Scientific and Technical sector.

In terms of employment expectations, 37.9 percent of workplaces expected they would increase staff numbers in the coming year (Table A23). This was led by construction with 55.7 percent of workplaces aiming to increase staff numbers, followed by manufacturing with 49.5 percent. Only 6.2 percent of workplaces expected a decrease in staff numbers while 53.8 percent expected numbers to stay about the same. Across industry groups the proportion of workplaces that expect to decrease staff numbers varied between 2.8 percent (Hospitality) and 11.0 percent (Public, Health and Education).

Finally, a wide range of issues were raised by employers when given the opportunity to discuss factors that would aid their recovery from the effects of the earthquake. Many workplaces noted the uncertainty caused by delays in insurance settlements and issues of re-settlement and building zoning both for

workplaces and their staff. The most common factor expressed by workplaces that would help firms to recover from the effects of the earthquake was related to speeding up and resolving insurance payments.

Overall, the positive long-term perceptions about the quality of life in the region and strong hiring intentions suggest that the impacts of the earthquakes on workplaces, in terms of lower staff and revenue levels, are seen by many as short-term and will be overcome as the region gets back on its feet.

APPENDIX A: SUMMARY DATA TABLES³

Table A1: Proportion of workplaces that changed staff numbers due to earthquakes (Eq) by staff size

Staff size	Less Staff		No change	More Staff		Don't Know	Total
	<i>Eq related</i>	<i>Not Eq related</i>		<i>Eq related</i>	<i>Not Eq related</i>		
1 to 5	19.0%	3.6%	64.0%	7.2%	5.7%	0.5%	100.0%
6 to 9	16.3%	4.0%	50.3%	17.7%	11.7%	0.0%	100.0%
10 to 24	16.4%	4.9%	45.5%	21.3%	11.5%	0.5%	100.0%
25 to 49	20.8%	4.3%	41.5%	19.3%	14.3%	0.0%	100.0%
50 to 99	20.9%	1.3%	37.9%	28.3%	11.4%	0.3%	100.0%
100+	16.0%	4.4%	38.9%	23.4%	12.3%	5.0%	100.0%
Total	18.2%	3.9%	56.2%	12.8%	8.4%	0.5%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 9 of which did not answer the staffing questions)

Table A2: Proportion of workplaces that changed staff numbers due to earthquakes (Eq) by industry

Industry	Less staff		No change	More staff		Don't Know	Total
	<i>Eq related</i>	<i>Not Eq related</i>		<i>Eq related</i>	<i>Not Eq related</i>		
Primary, Transport, Utilities	5.7%	4.5%	67.7%	8.7%	13.4%	0.1%	100.0%
Public, Health, Education	14.4%	7.4%	59.2%	9.5%	8.2%	1.2%	100.0%
Professional, Scientific and Technical Services	24.7%	5.3%	54.7%	9.0%	5.6%	0.6%	100.0%
Manufacturing	20.1%	8.4%	54.5%	4.0%	13.1%	0.0%	100.0%
Construction	13.3%	3.9%	42.2%	38.0%	2.6%	0.0%	100.0%
Retail, Wholesale	21.7%	2.9%	56.0%	9.9%	8.7%	0.7%	100.0%
Hospitality	19.6%	1.2%	53.4%	18.0%	7.4%	0.3%	100.0%
Other	21.8%	0.4%	59.6%	9.0%	8.7%	0.5%	100.0%
Total	18.2%	3.9%	56.2%	12.8%	8.4%	0.5%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 9 of which did not answer the staffing questions)

³ Note all results are for the weighted survey population unless specified

Table A3: Proportion of workplaces that changed revenue due to earthquakes (Eq) by industry

Industry	Less revenue		No change	More revenue		Don't Know	Total
	<i>Eq related</i>	<i>Not Eq related</i>		<i>Eq related</i>	<i>Not Eq related</i>		
Primary, Transport, Utilities	22.3%	6.9%	35.4%	17.2%	17.2%	1.1%	100.0%
Public, Health, Education	40.2%	5.3%	31.6%	12.5%	8.0%	2.4%	100.0%
Professional, Scientific and Technical Services	48.7%	3.7%	26.2%	11.6%	8.3%	1.5%	100.0%
Manufacturing	42.7%	9.9%	21.0%	9.0%	14.3%	3.1%	100.0%
Construction	30.0%	2.2%	18.4%	45.9%	1.5%	2.0%	100.0%
Retail, Wholesale	44.2%	2.6%	17.4%	24.5%	9.9%	1.4%	100.0%
Hospitality	32.0%	0.4%	15.2%	45.1%	4.6%	2.7%	100.0%
Other	50.5%	1.8%	22.9%	12.7%	10.6%	1.5%	100.0%
Total	40.3%	3.8%	22.8%	21.8%	9.5%	1.8%	100.0%

Source: DoL Canterbury Employers Survey. Revenue questions only asked of non public organisations (n=1,472, 6 of which did not answer these questions)

Table A4 Proportion of workplaces that changed revenue due to earthquakes (Eq) by staff size

Staff size	Less revenue		No change	More revenue		Don't Know	Total
	<i>Eq related</i>	<i>Not Eq related</i>		<i>Eq related</i>	<i>Not Eq related</i>		
1 to 5	47.1%	4.2%	23.8%	16.3%	7.2%	1.4%	100.0%
6 to 9	37.9%	2.5%	18.4%	30.8%	8.8%	1.6%	100.0%
10 to 24	25.5%	3.5%	24.2%	30.9%	13.6%	2.3%	100.0%
25 to 49	30.2%	3.5%	18.6%	24.6%	19.1%	4.1%	100.0%
50 to 99	25.5%	3.3%	19.8%	34.9%	13.6%	3.0%	100.0%
100+	23.3%	5.5%	27.8%	18.4%	20.1%	4.9%	100.0%
Total	40.3%	3.8%	22.8%	21.8%	9.5%	1.8%	100.0%

Source: DoL Canterbury Employers Survey. Revenue questions only asked of non public organisations (n=1,472, 6 of which did not answer these questions).

Table A5: Proportion of workplaces that partly or fully relocated following the earthquake by staff size

Staff size	Did not relocate	Relocated			Total
		<i>Permanent</i>	<i>Temporary</i>	<i>Unsure</i>	
1 to 5	72.0%	9.8%	15.1%	3.0%	100.0%
6 to 9	77.9%	10.0%	8.8%	3.3%	100.0%
10 to 24	70.3%	12.0%	15.5%	2.2%	100.0%
25 to 49	74.9%	5.5%	13.7%	5.9%	100.0%
50 to 99	68.2%	12.6%	14.3%	4.8%	100.0%
100+	62.9%	7.7%	18.8%	10.6%	100.0%
Total	72.4%	10.0%	14.2%	3.3%	100.0%

Source: DoL Canterbury Employers Survey. Relocation questions were only asked of businesses that were trading prior to September 4, 2010 and that were based in the Greater Christchurch area (n=1,637).

Table A6: Proportion of workplaces that partly or fully relocated following the earthquake by industry

Industry	Did not relocate	Relocated			Total
		<i>Permanent</i>	<i>Temporary</i>	<i>Unsure</i>	
Primary, Transport, Utilities	87.6%	7.1%	4.8%	0.4%	100.0%
Public, Health, Education	66.3%	6.1%	23.8%	3.7%	100.0%
Professional, Scientific and Technical Services	40.2%	13.3%	39.3%	7.2%	100.0%
Manufacturing	84.0%	10.9%	2.7%	2.4%	100.0%
Construction	78.0%	5.2%	13.2%	3.6%	100.0%
Retail, Wholesale	79.4%	12.2%	5.9%	2.5%	100.0%
Hospitality	88.4%	7.5%	3.6%	0.5%	100.0%
Other	64.8%	13.3%	17.5%	4.4%	100.0%
Total	72.4%	10.0%	14.2%	3.3%	100.0%

Source: DoL Canterbury Employers Survey. Relocation questions were only asked of businesses that were trading prior to September 4, 2010 and that were based in the Greater Christchurch area (n=1,637).

Table A7: Proportion of workplaces that received Government or other support following the earthquake by industry

Industry	No Support	Support	Total
Primary, Transport, Utilities	59.5%	40.5%	100.0%
Public, Health, Education	27.6%	72.4%	100.0%
Professional, Scientific and Technical Services	30.6%	69.4%	100.0%
Manufacturing	36.9%	63.1%	100.0%
Construction	46.7%	53.3%	100.0%
Retail, Wholesale	38.9%	61.1%	100.0%
Hospitality	45.4%	54.6%	100.0%
Other	35.6%	64.4%	100.0%
Total	39.2%	60.8%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689).

Table A8: Proportion of workplaces that received ESS support by staff size⁴

Staff size	Yes	No	Unsure	Total
1 to 5	51.8%	46.8%	1.4%	100.0%
6 to 9	48.9%	48.5%	2.6%	100.0%
10 to 24	34.9%	63.1%	1.9%	100.0%
25 to 49	32.5%	61.4%	6.1%	100.0%
50 to 99	32.6%	59.6%	7.7%	100.0%
100+	11.6%	78.2%	10.2%	100.0%
Total	46.3%	51.4%	2.2%	100.0%

Source: DoL Canterbury Employers Survey. ESS support questions only asked of non public organisations (n=1,472, 8 of which did not answer these questions).

⁴ Excludes firms that are not public, as these did not qualify for ESS

Table A9: Proportion of workplaces that received ESS support by industry

Industry	Yes	No	Unsure	Total
Primary, Transport, Utilities	19.5%	79.6%	0.9%	100.0%
Public, Health, Education	39.7%	58.4%	1.9%	100.0%
Professional, Scientific and Technical Services	76.2%	22.2%	1.5%	100.0%
Manufacturing	50.4%	47.0%	2.6%	100.0%
Construction	44.3%	55.0%	0.7%	100.0%
Retail, Wholesale	40.9%	56.3%	2.8%	100.0%
Hospitality	35.1%	62.1%	2.8%	100.0%
Other	56.7%	39.8%	3.5%	100.0%
Total	46.3%	51.4%	2.2%	100.0%

Source: DoL Canterbury Employers Survey. ESS support questions only asked of non public organisations (n=1,472, 8 of which did not answer these questions).

Table A10: Perceptions of assistance from ESS by industry

Industry	Helped a lot	Helped somewhat	Had no effect or unsure	Total
Primary, Transport, Utilities	66.2%	29.4%	4.5%	100.0%
Public, Health, Education	68.3%	24.8%	6.9%	100.0%
Professional, Scientific and Technical Services	73.8%	26.2%	0.0%	100.0%
Manufacturing	82.0%	16.3%	1.7%	100.0%
Construction	87.7%	11.8%	0.5%	100.0%
Retail, Wholesale	85.8%	12.5%	1.7%	100.0%
Hospitality	81.8%	8.2%	10.1%	100.0%
Other	80.9%	18.4%	0.7%	100.0%
Total	80.1%	18.0%	1.9%	100.0%

Source: DoL Canterbury Employers Survey. Whether ESS support helped question only asked of those that had received ESS support (n=559).

Table A11: Proportion of workplaces that had difficulty renewing insurance policies by staff size

Staff size	Difficulty renewing	No Difficulty renewing	No renewals	Total
1 to 5	9.6%	55.9%	34.5%	100.0%
6 to 9	6.8%	52.8%	40.4%	100.0%
10 to 24	7.8%	51.6%	40.6%	100.0%
25 to 49	10.8%	44.0%	45.2%	100.0%
50 to 99	14.5%	38.1%	47.4%	100.0%
100+	13.7%	16.6%	69.6%	100.0%
Total	9.2%	52.6%	38.2%	100.0%

Source: DoL Canterbury Employers Survey (1,689, 2 of which did not answer these questions).

Table A12: Proportion of workplaces that had difficulty renewing insurance policies by industry

Industry	Difficulty renewing	No Difficulty renewing	No renewals	Total
Primary, Transport, Utilities	7.3%	58.6%	34.1%	100.0%
Public, Health, Education	6.2%	38.1%	55.6%	100.0%
Professional Scientific and Technical services	11.2%	62.2%	26.5%	100.0%
Manufacture	10.8%	54.9%	34.3%	100.0%
Construction	9.7%	64.4%	25.9%	100.0%
Retail, Wholesale	6.4%	44.9%	48.7%	100.0%
Hospitality	11.7%	49.6%	38.7%	100.0%
Other	12.0%	54.0%	34.0%	100.0%
Total	9.2%	52.6%	38.2%	100.0%

Source: DoL Canterbury Employers Survey (1,689, 2 of which did not answer these questions).

Table A13: Earthquake impact on retention by staff size

Staff size	Harder to retain	Stayed the same	Easier to retain	Don't Know	Total
1 to 5	23.6%	67.9%	6.0%	2.5%	100.0%
6 to 9	29.8%	58.7%	9.1%	2.4%	100.0%
10 to 24	34.3%	52.5%	11.5%	1.7%	100.0%
25 to 49	33.1%	53.6%	12.1%	1.1%	100.0%
50 to 99	46.2%	42.1%	9.1%	2.5%	100.0%
100+	46.3%	35.9%	17.5%	0.3%	100.0%
Total	28.1%	61.6%	8.1%	2.2%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 2 of which did not answer this question).

Table A14: Earthquake impact on retention by industry

Industry	Harder to retain	Stayed the same	Easier to retain	Don't Know	Total
Primary, Transport, Utilities	27.3%	64.2%	7.9%	0.6%	100.0%
Public, Health, Education	29.8%	61.5%	7.6%	1.2%	100.0%
Professional, Scientific and Technical Services	29.3%	62.5%	7.7%	0.6%	100.0%
Manufacturing	28.3%	64.7%	4.4%	2.7%	100.0%
Construction	35.0%	52.0%	12.3%	0.8%	100.0%
Retail, Wholesale	25.5%	59.7%	11.2%	3.7%	100.0%
Hospitality	31.6%	57.2%	10.9%	0.3%	100.0%
Other	24.1%	67.4%	4.3%	4.2%	100.0%
Total	28.1%	61.6%	8.1%	2.2%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 2 of which did not answer this question).

Table A15: Earthquake impact on recruitment by staff size

Staff size	Difficulty recruiting	No difficulty recruiting	Did not recruit	Total
1 to 5	14.1%	22.8%	63.0%	100.0%
6 to 9	29.1%	37.9%	33.0%	100.0%
10 to 24	39.4%	38.6%	22.0%	100.0%
25 to 49	32.5%	52.5%	14.9%	100.0%
50 to 99	54.7%	35.4%	9.9%	100.0%
100+	45.3%	46.5%	8.2%	100.0%
Total	23.6%	30.3%	46.1%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 2 of which did not answer these questions).

Table A16: Earthquake impact on recruitment by industry

Industry	Difficulty recruiting	No difficulty recruiting	Did not recruit	Total
Primary, Transport, Utilities	30.0%	25.6%	44.5%	100.0%
Public, Health, Education	20.0%	36.0%	44.0%	100.0%
Professional, Scientific and Technical Services	19.5%	20.3%	60.2%	100.0%
Manufacturing	20.3%	33.5%	46.2%	100.0%
Construction	33.5%	27.7%	38.8%	100.0%
Retail, Wholesale	22.9%	32.2%	44.9%	100.0%
Hospitality	23.9%	32.3%	43.8%	100.0%
Other	20.8%	31.9%	47.3%	100.0%
Total	23.6%	30.3%	46.1%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 2 of which did not answer these questions).

Table A17: Outlook for Christchurch over next 12 months by staff size

Staff size	Better	Same	Worse	Don't Know	Total
1 to 5	46.6%	39.1%	10.9%	3.5%	100.0%
6 to 9	48.4%	38.0%	9.7%	4.0%	100.0%
10 to 24	44.1%	44.1%	8.3%	3.5%	100.0%
25 to 49	49.6%	41.8%	6.1%	2.5%	100.0%
50 to 99	46.9%	43.0%	7.9%	2.2%	100.0%
100+	53.4%	40.0%	5.6%	1.0%	100.0%
Total	46.8%	40.1%	9.8%	3.4%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 3 of which did not answer this question).

Table A18: Outlook for Christchurch over next 12 months by industry

Industry	Better	Same	Worse	Don't Know	Total
Primary, Transport, Utilities	51.5%	35.1%	12.2%	1.2%	100.0%
Public, Health, Education	49.7%	41.1%	6.3%	2.8%	100.0%
Professional, Scientific and Technical Services	29.9%	49.9%	17.7%	2.5%	100.0%
Manufacturing	45.7%	40.2%	10.2%	3.9%	100.0%
Construction	60.2%	29.2%	6.3%	4.3%	100.0%
Retail, Wholesale	46.2%	41.1%	8.7%	4.0%	100.0%
Hospitality	42.7%	42.2%	10.1%	4.9%	100.0%
Other	45.1%	41.8%	9.6%	3.5%	100.0%
Total	46.8%	40.1%	9.8%	3.4%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 3 of which did not answer this question).

Table A19: Outlook for Christchurch over next 5 years by staff size

Staff size	Better	Same	Worse	Don't Know	Total
1 to 5	88.8%	6.6%	2.5%	2.1%	100.0%
6 to 9	88.9%	4.7%	1.0%	5.5%	100.0%
10 to 24	84.8%	11.5%	1.8%	2.0%	100.0%
25 to 49	93.2%	2.5%	0.9%	3.4%	100.0%
50 to 99	92.3%	5.7%	0.6%	1.4%	100.0%
100+	93.8%	3.9%	1.5%	0.7%	100.0%
Total	88.6%	6.8%	2.0%	2.6%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 3 of which did not answer this question).

Table A20: Outlook for Christchurch over next 5 years by industry

Industry	Better	Same	Worse	Don't Know	Total
Primary, Transport, Utilities	95.4%	2.2%	0.6%	1.8%	100.0%
Public, Health, Education	92.8%	3.9%	0.2%	3.1%	100.0%
Professional, Scientific and Technical Services	83.3%	9.2%	6.8%	0.7%	100.0%
Manufacturing	87.9%	7.6%	2.3%	2.2%	100.0%
Construction	84.7%	6.8%	1.0%	7.5%	100.0%
Retail, Wholesale	91.4%	5.9%	1.5%	1.2%	100.0%
Hospitality	83.4%	9.6%	1.4%	5.6%	100.0%
Other	86.9%	9.4%	2.4%	1.3%	100.0%
Total	88.6%	6.8%	2.0%	2.6%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 3 of which did not answer this question).

Table A21: Impact of loss of RWC games in Christchurch by industry

Industry	Better	No impact	Worse for business	Don't Know	Total
Primary, Transport, Utilities	1.4%	76.5%	22.0%	0.1%	100.0%
Public, Health, Education	1.8%	89.7%	8.4%	0.1%	100.0%
Professional, Scientific and Technical Services	2.3%	80.1%	15.1%	2.5%	100.0%
Manufacturing	2.3%	65.0%	31.4%	1.3%	100.0%
Construction	0.0%	88.8%	10.8%	0.3%	100.0%
Retail, Wholesale	2.1%	52.0%	44.1%	1.8%	100.0%
Hospitality	5.9%	29.6%	62.5%	2.0%	100.0%
Other	1.2%	65.4%	32.1%	1.3%	100.0%

Total	1.8%	69.0%	28.0%	1.2%	100.0%
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Source: DoL Canterbury Employers Survey (n=1,689, 3 of which did not answer this question).

Table A22: Expectations of employment levels over next 12 months by staff size

Staff size	Increase	Decrease	Stay the same	Don't know	Total
1 to 5	35.7%	4.9%	56.9%	2.4%	100.0%
6 to 9	38.6%	5.9%	54.7%	0.8%	100.0%
10 to 24	40.2%	7.5%	49.7%	2.6%	100.0%
25 to 49	46.9%	11.2%	40.2%	1.8%	100.0%
50 to 99	49.4%	7.4%	42.3%	0.9%	100.0%
100+	36.4%	16.5%	45.9%	1.2%	100.0%
Total	37.9%	6.2%	53.8%	2.1%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 3 of which did not answer this question).

Table A23: Expectations of employment levels over next 12 months by industry

Industry	Increase	Decrease	Stay the same	Don't know	Total
Primary, Transport, Utilities	30.1%	3.1%	63.6%	3.2%	100.0%
Public, Health, Education	28.8%	11.0%	58.4%	1.8%	100.0%
Professional, Scientific and Technical Services	35.5%	6.8%	55.5%	2.1%	100.0%
Manufacturing	49.5%	4.8%	43.6%	2.1%	100.0%
Construction	55.7%	7.3%	36.0%	1.0%	100.0%
Retail, Wholesale	34.1%	6.4%	57.0%	2.5%	100.0%
Hospitality	41.4%	2.8%	54.1%	1.7%	100.0%
Other	35.7%	5.3%	56.9%	2.1%	100.0%
Total	37.9%	6.2%	53.8%	2.1%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 3 of which did not answer this question).

Table A24: Difficulty recruiting within NZ in next 12 months by industry

Industry	Will have difficulty	Will not have difficulty	Don't know	Total
Primary, Transport, Utilities	31.4%	67.0%	1.7%	100.0%
Public, Health, Education	17.9%	77.5%	4.6%	100.0%
Professional, Scientific and Technical Services	28.1%	66.0%	5.9%	100.0%
Manufacturing	22.8%	72.7%	4.5%	100.0%
Construction	37.5%	57.5%	5.0%	100.0%
Retail, Wholesale	23.8%	73.2%	2.9%	100.0%
Hospitality	19.6%	71.2%	9.2%	100.0%
Other	24.1%	70.5%	5.4%	100.0%
Total	25.6%	69.8%	4.6%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 6 of which did not answer this question).

Table A25: Likelihood of recruiting migrants from overseas by industry

Industry	Intend to recruit from overseas	Don't intend to recruit from overseas	Don't Know	Total
Primary, Transport, Utilities	12.8%	82.9%	4.3%	100.0%
Public, Health, Education	11.8%	86.5%	1.7%	100.0%
Professional, Scientific and Technical Services	17.7%	78.1%	4.1%	100.0%
Manufacturing	14.7%	79.2%	6.1%	100.0%
Construction	17.6%	77.4%	5.1%	100.0%
Retail, Wholesale	12.0%	86.6%	1.4%	100.0%
Hospitality	13.4%	82.9%	3.7%	100.0%
Other	8.4%	85.5%	6.1%	100.0%
Total	12.9%	83.1%	4.0%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 5 of which did not answer this question).

Table A26: Proportion of workplaces that have previously recruited overseas by size

Staff size	Recruited overseas before	Not recruited overseas before	Don't know	Total
1 to 5	5.2%	94.6%	0.2%	100.0%
6 to 9	8.3%	91.0%	0.7%	100.0%
10 to 24	14.6%	84.3%	1.2%	100.0%
25 to 49	21.2%	78.5%	0.3%	100.0%
50 to 99	17.9%	81.3%	0.8%	100.0%
100+	43.7%	54.5%	1.8%	100.0%
Total	9.4%	90.1%	0.5%	100.0%

Source: DoL Canterbury Employers Survey n= =1,689, 3 of which did not answer these questions.

Table A27: Impact of CERA housing decisions by industry

Industry	Will have an impact	Will not have an impact	Don't know	Total
Primary, Transport, Utilities	44.9%	52.4%	2.7%	100.0%
Public, Health, Education	58.6%	37.8%	3.6%	100.0%
Professional, Scientific and Technical Services	49.5%	47.0%	3.5%	100.0%
Manufacturing	51.8%	42.6%	5.6%	100.0%
Construction	73.6%	22.8%	3.6%	100.0%
Retail, Wholesale	53.7%	37.1%	9.2%	100.0%
Hospitality	45.0%	47.2%	7.8%	100.0%
Other	49.9%	42.4%	7.7%	100.0%
Total	53.9%	40.2%	5.9%	100.0%

Source: DoL Canterbury Employers Survey (n=1,689, 3 of which did not answer this question).

APPENDIX B: SURVEY METHOD

The survey sample was drawn in August 2011 from the Statistics New Zealand Business Frame which comprised a target population of about 17,000 geographic units (i.e. workplaces).

The survey was based on a stratified random sample of 3,400 workplaces with one or more employee. The strata were based on industry and firm size. The proportion of firms sampled in each stratum varied. Nearly all large firms, a high proportion of medium sized firm and small proportion of the more numerous small firms were surveyed.

The survey was conducted by telephone during October 2011. Of the 3,400 employers selected 2,586 were successfully contacted and 1,750 responded. The response rate among those contacted was 68%. A small number of ineligible responses were removed (mainly those who were currently operating as sole traders) leaving an analysis sample of 1,689 responses.

The results were weighted to reflect the total population of firms in the greater Christchurch region by industry and size.

Note that for the purpose of this study employers were grouped on the basis of their employee count (1-4, 5-9, 10-24, 25-50,50-100 and 100+) reflecting micro, small, medium and large organizations.

The industry categories used are shown below.

Industry Grouping	SNZ ANZSIC 06 Codes
Primary, Transport, Utilities	A. Agriculture, Forestry and Fishing B. Mining D. Electricity, Gas, Water and Waste Services I. Transport, Postal and Warehousing
Other	J. Information Media and Telecommunications K. Financial and Insurance Services L. Rental, Hiring and Real Estate Services N. Administrative and Support Services R. Arts and Recreation Services S. Other Services
Public, Health, Education	O. Public Administration and Safety P. Education and Training Q. Health Care and Social Assistance
Professional Scientific and Technical Services	M. Professional, Scientific and Technical Services
Manufacture	C. Manufacturing
Construction	E. Construction
Retail, Wholesale	F. Wholesale Trade G. Retail Trade
Hospitality	H. Accommodation and Food Services

Number of responses per question

Some employers were not required to answer some questions (such as public employers answering the revenue question); therefore the total number of respondents in Appendix A varies. Missing or incomplete responses are noted underneath each table.

⇒ More information

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