

For help and information:



Phone: 0800 809 464
64 9 920 9107



Email: bus@stats.govt.nz



Mail: Stats NZ
Freepost 10007
Private Bag 92003
Victoria Street West
Auckland 1142

Are the address details above correct? If not, please use the boxes below to correct any errors.

Attention

Legal name

Building / Level / Unit

Street / Road **or**
PO Box

Suburb **or** Rural
Delivery

Town / City

Postcode

Please complete, sign and return this questionnaire in the envelope supplied, by

Purpose of this survey

The purpose of this survey is to collect information on the business operations of New Zealand businesses. The data collected by this survey is needed to quantify business behaviour, capacity and performance across a wide selection of industries. The information will help government and other organisations in developing a better understanding of enterprise capacity and performance in New Zealand.

Your legal obligation

The information you provide contributes to important economic measures for New Zealand. This is why this survey is a requirement under the Statistics Act 1975. For more information, visit www.stats.govt.nz/obligation or call 0800 809 464.

Protecting privacy and confidentiality

We have high standards for keeping your information private, secure and confidential. The information we collect is primarily used by Stats NZ and trusted researchers to produce statistics and research to benefit New Zealand. We do not identify individuals in published statistics or research. We may release some information about businesses in accordance with the Statistics Act.

Thank you for completing this survey. Your information contributes to statistics for business decision-making. To find out how we can help your business grow, visit www.stats.govt.nz.

Mark Sowden
Government Statistician

Section A: Business Operations

1 Please keep a record of the time it takes you (and anyone else) to read the instructions, collect the information, and answer the questions. You are asked to record this at the end of the questionnaire.

2 Only include information for the business named on the front page.
Don't provide consolidated data.

Don't include:

- subsidiary or associated businesses
- accounting divisions that operate entirely outside New Zealand (NZ)

3 How to answer:

- this form will be scanned and recognised by electronic equipment. Therefore please:
 - mark answers like this ☐
 - print answers in CAPITAL letters
 - keep each letter or number **within** the spaces provided
 - for example **J O N E S L T D** or **1 2 3**
- please use a blue or black pen
- where actual figures are not available, please give close estimates
- where there is no response, leave blank unless instructed to write **0**
- supply whole dollar values only.

Reporting information

4 • These questions should be completed by the General Manager.
• Some answers may need to be confirmed with other specialist staff.

5 Please provide information relating to the most recent financial year for which this business has results available.

Note:

- if your balance date is between 1 Jan - 30 Sep, report for the year ending 2022
- if your balance date is between 1 Oct - 31 Dec, report for the year ending 2021

What is the balance date of the financial year you will use for this questionnaire?

day month year

A0501

This is the reference point for the questions that follow.



Sales of goods and services

- 6 For the last financial year, estimate the proportion of this business's sales of goods and services that came from exports:

Note: Please round to the nearest %. If your exports are between 0 and 1%, please round up to 1%.

 %

A0601

- 7 For the last financial year, estimate the proportion of this business's sales that came from tourism:

Include:

- sales of goods and services **indirectly** related to tourism but purchased by tourists (eg retail sales of food, alcohol, and clothing)
- sales of goods and services **directly** related to tourism (eg accommodation, transport, and recreation services)

- ☐ 1 zero
- ☐ 2 1–25%
- ☐ 3 26–50%
- ☐ 4 51–75%
- ☐ 5 76–100%
- ☐ 6 don't know

A0700

New investment

- 8 For the last financial year, did this business invest in its expansion?

Include:

- purchase of one or more businesses or assets (eg land, buildings, equipment)
- development or introduction of new or significantly improved goods, services, or processes
- entry into new markets

Don't include:

- increases in turnover for existing business
- ongoing operational expenses

- ☐ 1 yes
- ☐ 2 no
- ☐ 3 don't know

A0800



Research and development

- 9** For the last financial year, did this business undertake or fund any research and development (R&D) activities?

Include:

- any activity characterised by originality: it should have investigation as its primary objective, and an outcome of gaining new knowledge, new or improved materials, products, services, or processes
- the buying abroad of technical knowledge or information

Don't include:

- market research
- efficiency studies
- style changes to existing products

☐ ₁ yes → go to **10**

☐ ₂ no → go to **12**

☐ ₃ don't know → go to **12**

A0900

- 10** For the last financial year, how much did this business **spend** on R&D activities?

\$

A1001

Don't include GST

- 11** Estimate the percentage of R&D expenditure from question **10** that relates to **in-house** R&D activities.

Include subcontractors working in-house.

Don't include R&D funded by this business but carried out by other organisations.

%

A1101

International presence

- 12** As at the end of the last financial year, did any individual or business located overseas hold an ownership interest or shareholding in this business?

☐ ₁ yes → please give the total percentage: % A1201

☐ ₂ no

☐ ₃ don't know

A1200

- 13** As at the end of the last financial year, did this business hold any ownership interest or shareholding in an overseas located business (including its own branch, subsidiary or sales office)?

☐ ₁ yes → go to **14**

☐ ₂ no → go to **15**

☐ ₃ don't know → go to **15**

A1300

- 14** Mark all that apply. Through which of the following methods did this business gain those overseas ownership interests or shareholdings?

☐ joint ventures

A1401

☐ acquisitions of existing overseas businesses

A1402

☐ greenfields (ie establishment of new overseas businesses)

A1403

☐ other methods

A1404



Employment

- 15** Over the last financial year, what percentage of staff (working proprietors and employees) worked for this business on the following basis?

Include:

- those temporarily absent from work (eg sick, on leave, strike, or temporary lay-off)
- casual staff
- all managerial and executive staff (eg Chief Executive)

Don't include:

- contractors (eg temporary staff paid by employment agencies)
- working proprietors not actively engaged in the operation of this business

full-time (working 30 hours or more per week)

%

A1501

part-time (working less than 30 hours per week)

%

A1502

TOTAL staff

1 0 0 %

- 16** As at the end of the last financial year, what percentage of staff (working proprietors and employees) were working in the following occupational groups?

Note: Assign staff to an occupational group according to the tasks or duties they spent the majority of their time performing.

If any answers
are 'zero' please write
0

Managers and professionals

- Managers lead organisations, departments or divisions and determine the policy of the organisation or department (eg General Manager, Finance Manager).
- Professionals perform analytical, conceptual or creative tasks with skills equivalent to a bachelor degree or higher (eg accountant, engineer, journalist, computer programmer).

%

A1601

Technicians and associate professionals

Technicians and associate professionals perform complex technical or administrative tasks, often in support of professionals or managers (eg technical officer, building inspector, legal executive).

%

A1602

Tradespersons and related workers (including apprentices)

Tradespersons and related workers perform tasks requiring trade specific technical knowledge. Include all apprentices and trade supervisors (eg electrician, mechanic, hairdresser, baker).

%

A1603

All other occupations

Include:

- Clerical, sales and service workers who perform administrative, organisational, liaison, sales, and clerical tasks, and may provide support services in the fields of finance etc (eg secretary, receptionist, sales representative, waiter).
- Production and transport workers who operate vehicles or complex equipment (eg bulldozer operator, bus driver, storeperson).
- Labourers and related workers who perform routine tasks, either manually or using equipment (eg cleaner, factory hand, trades assistant).
- All other occupations.

%

A1604

TOTAL staff

1 0 0 %



17 Mark one oval for each item listed. Over the last financial year, to what extent did this business experience difficulty in recruiting new staff for any of the following occupational groups?

Please mark ovals like this 

	no difficulty	moderate difficulty	severe difficulty	don't know	not applicable	
managers and professionals	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	A1701
technicians and associate professionals	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	A1702
tradespersons and related workers (including apprentices)	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	A1703
all other occupations	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	A1704

18 As at the end of the last financial year, what percentage of this business's employees were covered by a collective employment agreement?

- ☐ 1 zero
- ☐ 2 1–10%
- ☐ 3 11–50%
- ☐ 4 51–90%
- ☐ 5 91–100%
- ☐ 6 don't know

A1800

Business performance

19 Mark one oval for each item listed. How do you think this business compares to its major competitors on each of the following?

	lower than competitors	on a par with competitors	higher than competitors	don't know	
costs	☐ 1	☐ 2	☐ 3	☐ 4	A1901
time taken to provide customers with goods or services	☐ 1	☐ 2	☐ 3	☐ 4	A1902
quality	☐ 1	☐ 2	☐ 3	☐ 4	A1903
flexibility or ability to make changes	☐ 1	☐ 2	☐ 3	☐ 4	A1904
customer satisfaction	☐ 1	☐ 2	☐ 3	☐ 4	A1905
employee satisfaction	☐ 1	☐ 2	☐ 3	☐ 4	A1906
profitability	☐ 1	☐ 2	☐ 3	☐ 4	A1907
productivity	☐ 1	☐ 2	☐ 3	☐ 4	A1908

20 Mark one oval for each item listed. Over the last financial year, did the following items decrease, stay the same or increase for this business?

	decrease	stay the same	increase	don't know	
total sales of goods and services	☐ 1	☐ 2	☐ 3	☐ 4	A2001
profitability	☐ 1	☐ 2	☐ 3	☐ 4	A2002
productivity	☐ 1	☐ 2	☐ 3	☐ 4	A2003
market share	☐ 1	☐ 2	☐ 3	☐ 4	A2004



21 Over the last financial year, what percentage of goods or services from this business were provided to customers on time and to requirements?

- ☐ 1 zero–50%
- ☐ 2 51–80%
- ☐ 3 81–90%
- ☐ 4 91–95%
- ☐ 5 96–100%
- ☐ 6 don't know

A2100

22 In the last financial year, did this business develop or introduce any new or significantly improved:

- goods or services
- operational processes
- organisational or managerial processes
- marketing methods?

- ☐ 1 yes
- ☐ 2 no
- ☐ 3 don't know

A2200

23 Over the last financial year, did this business enter any new export markets?

- ☐ 1 yes
- ☐ 2 no
- ☐ 3 don't know

A2300

24 Over the last financial year, to what degree did this business's technology change?

- ☐ 1 not at all
- ☐ 2 to a minor degree
- ☐ 3 to a major degree
- ☐ 4 completely
- ☐ 5 don't know

A2400

25 How does this business's core equipment (that is used in the production of this business's main goods or services) compare with the best commonly available technology?

- ☐ 1 fully up to date
- ☐ 2 up to 4 years behind
- ☐ 3 4 years to 10 years behind
- ☐ 4 more than 10 years behind
- ☐ 5 don't know

A2500



Other business factors

26 Regardless of changes in ownership, what calendar year did this business commence operations? year

A2601

27 How would you describe this business's competition?

- ☐ 1 captive market or no effective competition
- ☐ 2 no more than one or two competitors
- ☐ 3 many competitors, several dominant
- ☐ 4 many competitors, none dominant
- ☐ 5 don't know

A2700

28 Mark one oval for each item listed. When thinking about the city, town, or district in which this business operates, how would you rate the following factors?

Note: If this business has more than one location, please answer in relation to the location where the largest share of the business's activities occur.

	bad	neither bad nor good	good	don't know	
transport infrastructure	☐ 1	☐ 2	☐ 3	☐ 4	A2801
information and communications technology infrastructure (eg broadband availability, mobile phone coverage)	☐ 1	☐ 2	☐ 3	☐ 4	A2802
water and waste infrastructure	☐ 1	☐ 2	☐ 3	☐ 4	A2803
local body planning and regulatory processes (eg building consents, Resource Management Act approvals)	☐ 1	☐ 2	☐ 3	☐ 4	A2804
skilled labour market	☐ 1	☐ 2	☐ 3	☐ 4	A2805
unskilled labour market	☐ 1	☐ 2	☐ 3	☐ 4	A2806
business networks (eg local business associations)	☐ 1	☐ 2	☐ 3	☐ 4	A2807

29 Over the last financial year, did this business merge with or acquire a shareholding in any other New Zealand or overseas business?

- ☐ 1 yes
- ☐ 2 no
- ☐ 3 don't know

A2900



30 Over the last financial year, did this business request any new or additional debt or equity finance?

Debt finance is any finance that the business must repay (eg overdrafts, credit cards, convertible debt).

Equity finance is any finance which is provided in exchange for a share in the ownership of this business.

Include requests that were fully approved, partly approved, withdrawn or declined.

- ☐ ₁ yes → go to **31**
- ☐ ₂ no → go to **33**
- ☐ ₃ don't know → go to **33**

A3000

31 Mark all that apply. When requesting new or additional **debt** finance over the last financial year, were funds:

- ☐ available on acceptable terms A3101
- ☐ available, but **not** on acceptable terms A3102
- ☐ not available A3103
- ☐ don't know A3104
- ☐ did not request debt finance A3105

32 Mark all that apply. When requesting new or additional **equity** finance over the last financial year, were funds:

- ☐ available on acceptable terms A3201
- ☐ available, but **not** on acceptable terms A3202
- ☐ not available A3203
- ☐ don't know A3204
- ☐ did not request equity finance A3205

Business ownership and identity

33 The next questions ask about businesses that have Māori ownership and identity. A business needs to self-identify as Māori and have at least some ownership by Māori to be counted as a Māori business. Collecting information about Māori businesses helps to produce an accurate picture of the contribution Māori businesses make to the Aotearoa New Zealand economy and to the wellbeing of whānau, hapū, and iwi.

34 Does this business identify as a Māori business?

- ☐ ₁ yes → go to **35**
- ☐ ₂ no → go to **Section B** on page 11
- ☐ ₃ don't know → go to **Section B** on page 11

A3400



35 Do any of the people who own this business whakapapa to / descend from Māori?
That is, did they have a Māori birth parent, grandparent, great-grandparent, etc.

- ☐ ₁ yes → go to **36**
- ☐ ₂ no —————→ go to **Section B** on page 11
- ☐ ₃ don't know —————→ go to **Section B** on page 11

A3500

36 How much of this business is owned by people who whakapapa to / descend from Māori?

- ☐ ₁ half or more
- ☐ ₂ less than half
- ☐ ₃ don't know

A3600



Section B: Information and Communications Technology (ICT)

- 1**
- Section B should be completed by the General Manager or senior ICT manager.
 - Some answers may need to be confirmed with other specialist staff.

Definition

- 2** Information and Communications Technology (ICT) refers to electronic technologies for collecting, processing, storing, or transmitting information which can be in the form of voice, images, or data.

Examples include computers, software, the internet, telecommunications, networks, video conferencing, and GPS (global positioning system).

Access to and use of the internet

- 3** What percentage of this business's staff normally have access to the internet for work?

- ☐ **1** 1–25%
- ☐ **2** 26–50%
- ☐ **3** 51–75%
- ☐ **4** 76–99%
- ☐ **5** 100%

or ☐ **6** this business does not use the internet → go to **23**

B0300

- 4** Mark all that apply. What type(s) of internet connection does this business provide for staff to use for business purposes?

- ☐ DSL (eg VDSL, ADSL2, SDSL) B0401
- ☐ fibre to the premise (<1GB/sec) B0402
- ☐ hyperfibre (>1GB/sec) B0403
- ☐ cable (eg hybrid coaxial) B0404
- ☐ fixed wireless (eg fixed WiMAX, Wireless Internet Service Provider) B0405
- ☐ mobile wireless (eg via datacard or USB modem) B0406
- ☐ 3G/4G network B0407
- ☐ 5G network B0408
- ☐ satellite B0409

or ☐ don't know B0410



5 Mark all that apply. For which of the following activities does this business use the internet?

- | | | |
|-----------------------|--|-------|
| ☐ | finance (eg online banking, invoicing, making payments) | B0501 |
| ☐ | recruiting internally or externally (eg details of vacant positions on an intranet or website) | B0502 |
| ☐ | training staff (eg e-learning applications available on an intranet or the internet) | B0503 |
| ☐ | sharing information within your business (eg intranet, knowledge management software) | B0504 |
| ☐ | sharing information with other organisations (eg collaboration with business partners) | B0505 |
| ☐ | enabling staff to work remotely | B0506 |
| ☐ | purchasing or placing orders for goods and services | B0507 |
| ☐ | marketing this business's goods and services | B0508 |
| ☐ | supplying goods and services to customers (ie digital delivery of products) | B0509 |
| ☐ | gathering information or research | B0510 |
| ☐ | other activities, please specify <input type="text"/> | B0511 |

E-commerce

6 In the last financial year, did this business receive any orders over the internet for its goods or services (regardless of whether payment was made online or not)?

- ☐ ₁ yes → go to **7**
- ☐ ₂ no → go to **10**
- ☐ ₃ don't know → go to **10**

B0600

7 In the last financial year, what percentage of total dollar sales was generated from orders received over the internet?

Note:

- include the value to this business from internet orders received by other organisations or agents on your behalf (excluding fees or commissions paid)
- for internet sales made on behalf of other organisations, include only the value of fees or commissions received by this business.

- ☐ ₁ 1–10%
- ☐ ₂ 11–25%
- ☐ ₃ 26–50%
- ☐ ₄ 51–90%
- ☐ ₅ more than 90%
- ☐ ₆ don't know

B0700



8 Please give a careful estimate. In the last financial year, what percentage of this business's total internet sales revenue was received from customers outside New Zealand?

- ☐ 1 zero
- ☐ 2 1–10%
- ☐ 3 11–25%
- ☐ 4 26–50%
- ☐ 5 51–90%
- ☐ 6 more than 90%
- ☐ 7 don't know

B0800

9 In the last financial year, what percentage of this business's total online orders were received in the following ways:

If any answers are 'zero' please write
0

through this business's website(s) and / or app(s)				%	B0901
through this business's social media channels (eg Facebook, Instagram)				%	B0902
through other third-party websites used by several businesses (eg Amazon, TradeMe, Booking.com, GrabOne)				%	B0903
through other online channels				%	B0904
TOTAL online orders	1	0	0	%	

Web presence

10 Mark one oval for each item listed. Does this business have a website or mobile app (excluding social media presence)?

	yes	no	don't know	
website(s)	☐ 1	☐ 2	☐ 3	B1001
mobile app(s)	☐ 1	☐ 2	☐ 3	B1002

11 If, in **10** you marked 'yes' to a website or mobile app → go to **12**

If you marked 'no' or 'don't know' to both → go to **13**



12 Mark all that apply. Which of the following features are offered on any of this business's websites or mobile apps?

- ☐ description of goods or services, with or without price information B1201
- ☐ online ordering or reservation or booking (eg shopping cart) B1202
- ☐ facility for online payment B1203
- ☐ facility for collecting customer information online B1204
- ☐ ability to customise goods or services B1205
- ☐ tracking status of orders placed B1206
- ☐ chat with a live agent (eg sales or support person) B1207
- ☐ chat with a simulated live agent (eg chatbot) B1208
- ☐ personalised content for regular or recurrent visitors B1209
- ☐ personalised content based on algorithmic targeting (eg cookies) B1210
- ☐ provision of online after sales support (eg online queries, customer feedback) B1211
- ☐ information about privacy or security (eg privacy or security policy statements) B1212

Social media

13 Does this business have a social media presence?

Don't include websites and apps used:

- primarily for instant messaging (eg iMessage, WhatsApp)
- solely for posting paid advertisements
- solely for communicating with employees.

- ☐ ₁ yes → go to **14**
- or ☐ ₂ no → go to **15**

B1300

14 Mark all that apply. For which of the following reasons does this business have a social media presence?

- ☐ developing company image and / or market goods or services B1401
- ☐ gathering feedback and / or resolving customer concerns B1402
- ☐ communicating with customers for the development of goods or services B1403
- ☐ collaborating with partners B1404
- ☐ generating or collecting data for analysis B1405
- ☐ recruiting employees B1406
- ☐ ordering and / or receiving orders for goods or services B1407
- ☐ monitoring social media activity of other businesses or customers (eg trending topics) B1408
- ☐ monitoring activity on this business's social media site (eg likes, shares, links clicked) B1409
- ☐ other, please specify B1410



Cloud computing

- 15** In the last 2 financial years, did this business purchase any cloud computing services?

Cloud computing is the delivery of [on-demand] computing services over the internet. It includes the delivery of servers, storage, databases, networking, software, analytics, and intelligence.

- ☐ 1 yes → go to **16**
- ☐ 2 no → go to **17**
- ☐ 3 don't know → go to **18**

B1500

- 16** In the last 2 financial years, which cloud computing services did this business purchase?

- ☐ email and / or office software (eg word processors, spreadsheets etc.) B1601
- ☐ finance or accounting software applications, payroll, or Enterprise Resource Planning (ERP) software applications B1602
- ☐ Customer Relationship Management (CRM) software applications B1603
- ☐ security software applications (eg antivirus program, network access control, offsite backups) B1604
- ☐ hosting of applications or databases for external access B1605
- ☐ remote data or file storage B1606
- ☐ computing power to run the business's own software B1607
- ☐ hosted environment for application development, testing or deployment, eg reusable software modules, application programming interfaces (APIs) B1608
- ☐ other services, please specify B1609

- 17** Mark all that apply. What factors, if any, limit or prevent this business's use of paid cloud computing services?

- ☐ risk of security breach B1701
- ☐ problems accessing data or software B1702
- ☐ difficulties with unsubscribing or changing cloud computing service provider B1703
- ☐ uncertainty about the location of data B1704
- ☐ uncertainty about legal, jurisdictional or dispute resolution mechanisms B1705
- ☐ high cost of cloud computing services B1706
- ☐ lack of time and resources to identify potential cloud computing services B1707
- ☐ lack of information or knowledge about the benefits of cloud computing B1708
- ☐ other factors, please specify B1709

- or ☐ no factors limit or prevent this business's use of paid cloud computing services B1710



Security and support

- 18** Mark all that apply. In the last 2 financial years, who provided ICT support services to this business?

Note: ICT support services include help with installing and using ICT products (eg troubleshooting, training, software fixes / patches, and upgrades). Support may be given via telephone, email, or face to face.

- ☐ warranty or service support from ICT providers (eg customer helpline or support service) B1801
- ☐ contracted external ICT support (ie outsourced support) B1802
- ☐ in-house ICT support provided by staff whose primary job is ICT-related B1803
- ☐ in-house ICT support provided by other staff B1804
- or ☐ none of the above B1805

- 19** In the last 2 financial years, did this business experience a direct ICT security attack (eg by a virus, trojan horse, worm, or social engineering) **that resulted in loss or damage?**

Don't include attacks which were successfully prevented by security measures in place.

- ☐ ¹ yes → go to **20**
- ☐ ² no → → go to **22**
- ☐ ³ don't know → → go to **22**

B1900

- 20** Mark all that apply. What was the method of the ICT security attack(s)?

- ☐ a virus, trojan horse, worm, ransomware, or other form of malware B2001
- ☐ denial-of-service attack on this business's website or network services B2002
- ☐ social engineering (eg deception used to gain entry for attack on physical system) B2003
- ☐ illegal access by a third party (eg hacker) B2004
- ☐ malicious actions by a current or former employee B2005
- or ☐ none of the above B2006



21 Mark all that apply. In the last 2 financial years, what loss or damage occurred for this business as a result of the ICT security attack?

- ☐ financial (eg direct loss through theft) B2101
- ☐ corruption of hardware or software B2102
- ☐ corruption or loss of data B2103
- ☐ downtime of service B2104
- ☐ website defacement B2105
- ☐ privacy breach or theft of data B2106
- ☐ loss of reputation or business goodwill B2107
- ☐ other, please specify B2108

22 Mark all that apply. Which, if any, of the following ICT security measures does this business currently have in place?

- ☐ virus checking or protection software that is regularly updated B2201
- ☐ anti-spyware software that is regularly updated B2202
- ☐ operating system patch that is regularly updated B2203
- ☐ firewall B2204
- ☐ intrusion detection system and / or intrusion prevention system B2205
- ☐ spam filter B2206
- ☐ regular back-up of data critical to this business's operations B2207
- ☐ data back-ups are stored offsite B2208
- ☐ policies in place to ensure ICT security (eg ICT reviews, ICT audits, emergency plans) B2209
- ☐ educating staff on safe use of systems, security, hardware, and social engineering techniques B2210
- ☐ authentication software or hardware (eg multifactor authentication) B2211
- ☐ paying for a protection plan through your ISP B2212
- ☐ secured communication between clients and servers (eg encryption protocols) B2213
- ☐ network segregation B2214
- or ☐ none of the above B2215



Other uses of ICT

23 Mark all that apply. In the last 2 financial years, which of the following type(s) of ICT did this business use?

- ☐ interconnected devices or systems that can be monitored or remotely controlled via the internet (ie Internet of Things) B2301
- ☐ software or hardware using artificial intelligence (AI) (eg machine learning, face or speech recognition systems) B2302
- ☐ advanced robotics (eg autonomous robots) B2303
- ☐ big data analytics B2304
- ☐ 3D printing B2305
- ☐ blockchain technologies (eg cryptocurrencies, smart contracts) B2306
- ☐ business management tools (eg Enterprise Resource Planning (ERP)) B2307
- ☐ electronic data interchange (EDI) on the internet (eg automated computer to computer exchange of purchase orders, invoices etc.) B2308
- ☐ radio frequency identification (RFID) tags (eg tracking inventory or enabling site access) B2309
- ☐ GPS-enabled technologies (eg drones) B2310
- ☐ industry-specific advanced technologies B2311
- or ☐ none of the above B2312

Impacts of ICT

24 Mark all that apply. In the last 2 financial years, has this business's use of ICT been important in achieving any of the following outcomes?

- ☐ improved responsiveness to customer needs (eg customised goods or services) B2401
- ☐ greater understanding of markets (eg analysing customer purchasing patterns) B2402
- ☐ better sales or marketing methods B2403
- ☐ introduced new goods or services that would not have been possible without ICT B2404
- ☐ reduced prices from suppliers (eg through ability to shop around) B2405
- ☐ improved efficiency of work flow, inventory management, or ordering systems (eg just-in-time processes) B2406
- ☐ better coordination of staff and business activities B2407
- ☐ improved efficiency of production processes (eg due to reduced downtime or increased automation) B2408
- ☐ improved management of quality B2409
- ☐ improved management information systems (eg real-time performance monitoring) B2410
- ☐ reduced costs of entering new markets B2411
- ☐ shifted activities to other businesses (eg contracting out payroll functions) B2412
- ☐ improved collaboration with other businesses (eg on joint development or marketing) B2413
- or ☐ none of the above B2414



25 Mark all that apply. In the last 2 financial years, has this business done any of the following activities **to get more benefit from its ICT?**

- ☐ changed staff levels or skills mix B2501
- ☐ trained employees B2502
- ☐ introduced new work practices (eg teamworking) B2503
- ☐ restructured the organisation B2504
- ☐ implemented new business strategies or management techniques B2505
- ☐ physically relocated any business activities B2506
- ☐ invested in capital other than ICT B2507
- ☐ performed research and development B2508
- ☐ redesigned processes for producing or distributing goods or services B2509
- ☐ shifted production towards goods or services that use ICT more intensively B2510
- or ☐ this business has not done any of these to get more benefit from ICT B2511

Barriers to ICT uptake

26 Mark one oval. In the last 2 financial years, has this business faced any challenges that limited its increased use of ICT?

- ☐ 1 yes → go to **27**
 - ☐ 2 no
 - ☐ 3 don't know
 - ☐ 4 no interest in increasing ICT use
- go to the start of **Section C** on page 20
- B2600

27 Mark all that apply. In the last 2 financial years, what has limited this business's increased use of ICT?

- ☐ lack of time or staff resource to identify new technologies B2701
- ☐ lack of time or staff resource to implement new technologies B2702
- ☐ lack of technical expertise or skilled personnel B2703
- ☐ incompatibility with existing equipment or software B2704
- ☐ cost of acquiring or implementing technologies is too high B2705
- ☐ unable to get finance to acquire technology B2706
- ☐ employee resistance to introduction of new technologies B2707
- ☐ security or privacy concerns B2708
- ☐ internet speed, reliability, or accessibility B2709
- ☐ legal issues or regulatory concerns B2710
- ☐ business conditions or market uncertainty B2711
- ☐ other, please specify B2712



Section C: Price and Wage Setting

- 1**
- Section C should be completed by the General Manager.
 - Some answers may need to be confirmed with other specialist staff.

- 2** The following section asks about the factors that are most important when this business reviews and sets prices.

Some questions refer specifically to the business's **main product**. This means the product (good or service) or product group from which this business gets its largest share of revenue.

If the business does not have a main product (eg in the case of large-format retail stores) please answer with respect to your usual price-setting practices.

Price reviews and changes

- 3** Mark one oval. Currently, which of the following is the **main** group that **pays** this business for its main product?

Note: This can be different from the end users of the product.

- ☐ **1** individuals or households
- ☐ **2** businesses within this business group (eg subsidiaries or parent companies)
- ☐ **3** retailers or wholesalers outside this business group
- ☐ **4** other businesses outside this business group
- ☐ **5** government

C0300

- 4** What proportion of this business's customers have the prices they pay set by long-term (at least one year) formal contracts?

- ☐ **1** zero
- ☐ **2** 1–25%
- ☐ **3** 26–50%
- ☐ **4** 51–75%
- ☐ **5** 76–100%

C0400

- 5** What proportion of this business's customers return for repeat business?

- ☐ **1** zero
- ☐ **2** 1–25%
- ☐ **3** 26–50%
- ☐ **4** 51–75%
- ☐ **5** 76–100%

C0500

- 6** For the following questions, please use the definition of **main product** provided in **2**.

- 7** Mark one oval. Who reviews and sets the price of this business's main product?

- ☐ **1** this business → go to **8**
- ☐ **2** a parent business → go to **16**
- ☐ **3** other →

C0700



8 Mark one oval. When does this business typically **review** the price of its main product?

Note: The review process must be sufficiently thorough that it could lead to a price change.

- ☐ 1 at regular intervals only, regardless of specific events → go to **9**
- ☐ 2 in response to specific events only → go to **10**
- ☐ 3 at regular intervals, but also in response to specific events (eg a substantial increase in costs) → go to **9**

C0800

9 Mark one oval. Approximately how often does this business **review** the price of its main product?

- ☐ 1 daily
- ☐ 2 weekly
- ☐ 3 monthly
- ☐ 4 quarterly
- ☐ 5 half-yearly
- ☐ 6 annually
- ☐ 7 less than once a year

C0900

10 Mark all that apply. Which of the following are important reasons why this business does not **review** prices more frequently?

- ☐ cost of managerial staff time C1001
- ☐ cost of non-managerial staff time C1002
- ☐ other costs of the review process C1003
- ☐ the factors affecting pricing decisions do not change more frequently C1004
- ☐ the information used to inform pricing decisions is not available more frequently C1005
- ☐ would not change prices more frequently C1006
- ☐ other reasons, please specify C1007
- or ☐ don't know C1008

11 Mark one oval. Over the last financial year, approximately how often did this business **change** the price of its main product?

- ☐ 1 daily
- ☐ 2 weekly
- ☐ 3 monthly
- ☐ 4 quarterly
- ☐ 5 half-yearly
- ☐ 6 annually
- ☐ 7 did not change

C1100



12 Mark one oval. How important are temporary price reductions (ie sales) to the pricing strategy of this business?

- ☐ 1 not important
- ☐ 2 moderately important
- ☐ 3 very important
- ☐ 4 don't know

C1200

13 Mark one oval. Which of the following methods **best** describes how this business sets the price of its main product?

- ☐ 1 costs plus a profit margin (ie a mark-up over costs)
- ☐ 2 the influence of competitors' prices (eg matching market prices)
- ☐ 3 other (eg change by a fixed amount or in accordance with inflation)

C1300

14 Mark one oval. Do the pricing decisions for this business's main product primarily rely on:

- ☐ 1 current economic conditions
- ☐ 2 expected future economic conditions (eg likely demand, cost projections)
- ☐ 3 both current and expected future economic conditions equally
- ☐ 4 don't know

C1400

15 Mark one oval for each item listed. How important are the following factors when considering price changes for this business's main product?

	not important	moderately important	very important	
a change in labour costs	☐ 1	☐ 2	☐ 3	C1501
a change in financing costs	☐ 1	☐ 2	☐ 3	C1502
a change in other costs (eg purchase of goods from suppliers, rent)	☐ 1	☐ 2	☐ 3	C1503
a change in demand	☐ 1	☐ 2	☐ 3	C1504
a change in productivity	☐ 1	☐ 2	☐ 3	C1505
a change in stock levels	☐ 1	☐ 2	☐ 3	C1506
a change in competitors' price	☐ 1	☐ 2	☐ 3	C1507
a change in the number of competitors	☐ 1	☐ 2	☐ 3	C1508
a change in exchange rates	☐ 1	☐ 2	☐ 3	C1509
customer sensitivity to price changes	☐ 1	☐ 2	☐ 3	C1510



16 Mark one oval for each item listed. Comparing the current pricing practices of this business with 2019 (pre-COVID), which, if any, of the following have changed?

	decreased	stayed the same	increased	don't know	
proportion of customers on long-term (at least one year) contracts	☐ 1	☐ 2	☐ 3	☐ 4	C1601
frequency of price reviews	☐ 1	☐ 2	☐ 3	☐ 4	C1602
frequency of price changes	☐ 1	☐ 2	☐ 3	☐ 4	C1603
profit margin	☐ 1	☐ 2	☐ 3	☐ 4	C1604
sensitivity of customers to price changes	☐ 1	☐ 2	☐ 3	☐ 4	C1605

17 Mark one oval. Are the answers provided for this business's **main** product applicable to the pricing processes used for this business's other products?

- ☐ 1 yes
- ☐ 2 no
- ☐ 3 this business only sells one product

C1700

Exporting

18 During the last financial year, did this business have any sales of goods or services that came from exports?

- ☐ 1 yes → go to **19**
- ☐ 2 no → go to **24**

C1800

19 For the following questions, the New Zealand dollar price refers to the price of the products when converted to **New Zealand dollars**.

20 Is the New Zealand dollar price of this business's main product the same across different countries?

- ☐ 1 yes → go to **22**
- ☐ 2 no → go to **21**

C2000



21 Mark one oval for each item listed. How important are the following factors in determining differences in the New Zealand dollar price across countries?

	not important	moderately important	very important	don't know	
exchange rate movements	☐ 1	☐ 2	☐ 3	☐ 4	C2101
tariffs	☐ 1	☐ 2	☐ 3	☐ 4	C2102
tax system of the destination market	☐ 1	☐ 2	☐ 3	☐ 4	C2103
customer characteristics (eg consumer tastes, standards of living)	☐ 1	☐ 2	☐ 3	☐ 4	C2104
cyclical fluctuations in demand (eg markets are at different points in the business cycle)	☐ 1	☐ 2	☐ 3	☐ 4	C2105
level of competition in the market	☐ 1	☐ 2	☐ 3	☐ 4	C2106
regulations	☐ 1	☐ 2	☐ 3	☐ 4	C2107
transport costs	☐ 1	☐ 2	☐ 3	☐ 4	C2108

22 Mark one oval. What is the predominant currency of invoice for this business's export market contracts?

☐ 1 currency of the destination market (eg Australian dollars **when exporting** to Australia)

☐ 2 New Zealand dollar

☐ 3 United States dollar (to markets **other than** the US)

☐ 4 other (eg Euro **to non-Eurozone** countries)

C2200

23 To what extent do changes in exchange rates get passed through to customers?

☐ 1 fully (prices fixed in New Zealand dollars)

☐ 2 partially

☐ 3 not at all (prices are fixed in foreign currency)

C2300

Wage and salary bargaining

24 Mark one oval. Over the last 2 financial years, have the majority of your employees had any of the following:

Note: For this question, do not include changes in earnings due to changes in the number of hours worked (eg overtime, hours reductions during lockdowns)

☐ 1 an increase in their base salary or hourly wage

☐ 2 no change to their base salary or hourly wage

☐ 3 a decrease in their base salary or hourly wage

☐ 4 a mix of changes to their salary or wage levels

C2400



25 Mark one oval for each item listed. In setting wages and salaries for this business's employees over the last 2 financial years, how important were the following considerations:

	not important	moderately important	very important	don't know	
agreements with unions	☐ 1	☐ 2	☐ 3	☐ 4	C2501
retaining hard-to-replace workers	☐ 1	☐ 2	☐ 3	☐ 4	C2502
competing with other firms for staff	☐ 1	☐ 2	☐ 3	☐ 4	C2503
business environment	☐ 1	☐ 2	☐ 3	☐ 4	C2504
uncertainty about business environment	☐ 1	☐ 2	☐ 3	☐ 4	C2505
changes in product demand	☐ 1	☐ 2	☐ 3	☐ 4	C2506
changes in productivity	☐ 1	☐ 2	☐ 3	☐ 4	C2507
government regulations	☐ 1	☐ 2	☐ 3	☐ 4	C2508

26 In certain economic conditions, businesses might choose to reduce the wages or salaries of employees by changing pay rates or removing other employment benefits.

Mark one oval for each item listed. How important would the following considerations be in **preventing** this business from reducing wages or salaries, if required?

	not important	moderately important	very important	don't know	
agreements with unions	☐ 1	☐ 2	☐ 3	☐ 4	C2601
legislated minimum wages	☐ 1	☐ 2	☐ 3	☐ 4	C2602
employees expect the employer to smooth wages over changing economic conditions	☐ 1	☐ 2	☐ 3	☐ 4	C2603
a reputation for reducing wages makes it difficult to hire employees	☐ 1	☐ 2	☐ 3	☐ 4	C2604
employees would reduce their effort	☐ 1	☐ 2	☐ 3	☐ 4	C2605
hiring and training costs would increase because employees would leave	☐ 1	☐ 2	☐ 3	☐ 4	C2606
the best employees would leave	☐ 1	☐ 2	☐ 3	☐ 4	C2607
hard-to-replace knowledge (eg client relationships) is lost because experienced employees would leave	☐ 1	☐ 2	☐ 3	☐ 4	C2608
employees would resent their managers	☐ 1	☐ 2	☐ 3	☐ 4	C2609

27 Mark all that apply. For this business, how are wages and salary changes linked to inflation?

- | | | |
|--------------------------|---|-------|
| ☐ | wages and salaries are contractually linked to inflation | C2701 |
| ☐ | wage and salary changes take account of past inflation outcomes | C2702 |
| ☐ | wage and salary changes take account of expected future inflation | C2703 |
| or ☐ | none of the above | C2704 |



28 Mark all that apply. During the last 2 financial years, have any of this business's employees had wage increases because of an increase in the minimum wage?

Note:

- the minimum wage changed from \$18.90 to \$20.00 on the 1st of April 2021
- the minimum wage changed from \$20.00 to \$21.20 on the 1st of April 2022

- ☐ yes, for employees paid at the minimum wage C2801
- ☐ yes, for employees paid a set amount above the minimum wage C2802
- ☐ yes, for any other employees C2803
- ☐ no C2804

29 Mark one oval for each item listed. How important are the following factors for determining the entry wage of this business's newly hired employees?

	not important	moderately important	very important	don't know	
minimum wage rates	☐ 1	☐ 2	☐ 3	☐ 4	C2901
collective pay agreement	☐ 1	☐ 2	☐ 3	☐ 4	C2902
wages or salaries of similar employees within this business	☐ 1	☐ 2	☐ 3	☐ 4	C2903
wages or salaries of similar employees outside this business	☐ 1	☐ 2	☐ 3	☐ 4	C2904
availability of similar workers in the labour market	☐ 1	☐ 2	☐ 3	☐ 4	C2905
skills or education required for the job	☐ 1	☐ 2	☐ 3	☐ 4	C2906

30 Mark one oval for each item listed. During the last 2 financial years, how have the following non-wage conditions changed for the majority of your employees?

	decreased	stayed the same	increased	don't know	
employee choice over location of work	☐ 1	☐ 2	☐ 3	☐ 4	C3001
employee choice over hours of work	☐ 1	☐ 2	☐ 3	☐ 4	C3002
training opportunities	☐ 1	☐ 2	☐ 3	☐ 4	C3003
sick leave entitlements	☐ 1	☐ 2	☐ 3	☐ 4	C3004
annual or discretionary leave entitlements	☐ 1	☐ 2	☐ 3	☐ 4	C3005
employer subsidised benefits (eg subsidised health insurance)	☐ 1	☐ 2	☐ 3	☐ 4	C3006
employer provided benefits (eg employer provided accommodation)	☐ 1	☐ 2	☐ 3	☐ 4	C3007



31 Does this business negotiate collective agreements with unions?

☐ 1 yes → go to **32**

☐ 2 no → go to the start of **Section D** on page 28

☐ 3 don't know →

C3100

32 How many unions does this business negotiate collective agreements with?

C3201

33 Mark one oval for each item listed. How has union representation of employees affected the following in this business:

	decreased	unaffected	increased	don't know	
quality of work environment	☐ 1	☐ 2	☐ 3	☐ 4	C3301
communication of employees' views	☐ 1	☐ 2	☐ 3	☐ 4	C3302
costs of conducting bargaining	☐ 1	☐ 2	☐ 3	☐ 4	C3303
productivity	☐ 1	☐ 2	☐ 3	☐ 4	C3304
profitability	☐ 1	☐ 2	☐ 3	☐ 4	C3305
total labour costs (including wages and salaries)	☐ 1	☐ 2	☐ 3	☐ 4	C3306
level of flexibility / availability to make changes to employment conditions	☐ 1	☐ 2	☐ 3	☐ 4	C3307



Section D: Business Finance

1 Section D should be completed by the General Manager or other specialist staff.

Recent financing experiences

2 Mark all that apply. At the end of the last financial year, which of the following types of outstanding debt did this business have?

- ☐ bank overdrafts D0201
- ☐ loans with terms of one year or less (including lines of credit) D0202
- ☐ loans with terms of more than one year D0203
- ☐ mortgage loans D0204
- ☐ trade creditors or suppliers D0205
- ☐ capital / financing leases and hire purchase agreements D0206
- ☐ credit cards, excluding unused credit limits D0207
- ☐ shareholders' current account, excluding overdrawn accounts D0208
- ☐ other (eg holiday pay, PAYE, or GST owing) D0209

3 Mark one oval for each item listed. At the end of the last financial year, did this business use any of the following as collateral for financing?

Note: Collateral is property (eg buildings and equipment) used to secure the repayment of a loan.

	yes	no	
business assets	☐ 1	☐ 2	D0301
personal assets	☐ 1	☐ 2	D0302

4 Mark one oval for each item listed. Over the last financial year, how have this business's existing credit facilities changed?

	decreased	stayed the same	increased	not applicable	
overdraft / credit limits	☐ 1	☐ 2	☐ 3	☐ 4	D0401
interest rates	☐ 1	☐ 2	☐ 3	☐ 4	D0402
fees	☐ 1	☐ 2	☐ 3	☐ 4	D0403
security / collateral requirements	☐ 1	☐ 2	☐ 3	☐ 4	D0404

Equity financing

5 During the last financial year, did this business request any **new or additional equity finance**?

Include:

- any finance received where a share in the ownership of the business was granted
- additional investment from an existing owner of the business
- requests that were fully approved, partly approved, withdrawn, or declined.

Don't include any types of debt financing, ie finance that the business must repay.

- ☐ 1 yes → go to **7**
- ☐ 2 no → go to **6**

D0500



6 Mark all that apply. Why has this business not requested equity finance in the last financial year?

- ☐ the owner(s) felt the request would be turned down D0601
- ☐ the owner(s) did not want to lose or dilute control of the business D0602
- ☐ debt financing is more attractive D0603
- ☐ it is too hard to find investors for businesses in this sector / industry D0604
- ☐ this business does not have the skills needed to raise equity finance D0605
- ☐ applying for equity financing takes too much time D0606
- ☐ applying for equity financing costs too much D0607
- ☐ investors have a different view about the value of this business D0608
- ☐ new or additional equity financing was not needed D0609
- ☐ other, please specify D0610

If no equity finance was requested, go to question 13 on page 30.

7 How easy or hard was it to raise the equity finance you requested in the last financial year?

- ☐ 1 very easy
- ☐ 2 easy
- ☐ 3 neither easy nor hard
- ☐ 4 hard
- ☐ 5 very hard
- ☐ 6 don't know D0700

8 Mark all that apply. For your most recent equity request, how did you intend to use the finance?

- ☐ purchase of land or buildings D0801
- ☐ purchase of vehicles D0802
- ☐ purchase of ICT equipment D0803
- ☐ purchase of machinery or equipment (not ICT) D0804
- ☐ purchase of business(es) D0805
- ☐ product development (including research and development) D0806
- ☐ debt consolidation D0807
- ☐ working capital or operating capital D0808
- ☐ international expansion D0809
- ☐ expansion within New Zealand D0810
- ☐ other, please specify D0811

9 For your most recent equity request, was any finance received?

- ☐ 1 the request is still under review → go to 13
- ☐ 2 all of the requested amount was received → go to 12
- ☐ 3 some of the requested amount was received
- ☐ 4 none of the requested amount was received ☐ → go to 10 D0900



- 10** Mark all that apply. What were the reasons given for not receiving the full amount of equity finance requested?
- ☐ the financier(s) considered the risk to be too high D1001
 - ☐ the parties could not agree a valuation or terms D1002
 - ☐ insufficient income or cashflow D1003
 - ☐ insufficient business or management experience D1004
 - ☐ no business plan, or the plan was not acceptable D1005
 - ☐ other reasons, please specify D1006
- or ☐ no reasons were given D1007

- 11** Mark all that apply. How has not receiving the full amount of equity finance requested affected this business?
- ☐ expansion or investment plans put on hold D1101
 - ☐ laying off staff D1102
 - ☐ reducing working hours D1103
 - ☐ reducing output D1104
 - ☐ business assets need to be sold D1105
 - ☐ planning to sell business D1106
 - ☐ other effects, please specify D1107
- or ☐ availability of finance has not affected this business D1108

If no equity finance was received, go to question 13.

- 12** Mark all that apply. For your most recent request, who provided the equity finance?
- ☐ individual(s) principally in control of this business D1201
 - ☐ friends or family of the individual(s) above D1202
 - ☐ employees of the business (if not already marked in one of the categories above) D1203
 - ☐ other individual(s) D1204
 - ☐ a parent company D1205
 - ☐ angel investors / venture capital funds / private equity funds D1206
 - ☐ other business(es) D1207
 - ☐ other, please specify D1208

Debt financing

- 13** Over the last financial year, did this business request any **new or additional debt finance**?
- ☐ 1 yes → go to **15**
 - ☐ 2 no → go to **14** D1300



14 Mark all that apply. Why has this business not requested debt finance?

- ☐ the owner(s) felt the request would be turned down D1401
- ☐ applying for debt financing takes too much time D1402
- ☐ applying for debt financing costs too much D1403
- ☐ the cost of debt financing is too high D1404
- ☐ this business is already approaching / breaching debt limits D1405
- ☐ this business or its owner(s) don't like to be in debt D1406
- ☐ new or additional debt financing was not needed D1407
- ☐ other, please specify D1408

If no equity debt finance was requested, go to question 19 on page 32.

15 Mark all that apply. For your most recent debt finance, how did you intend to use the finance?

- ☐ purchase of land or buildings D1501
- ☐ purchase of vehicles D1502
- ☐ purchase of ICT equipment D1503
- ☐ purchase of machinery or equipment (not ICT) D1504
- ☐ purchase of business(es) D1505
- ☐ product development (including research and development) D1506
- ☐ debt consolidation D1507
- ☐ working capital or operating capital D1508
- ☐ international expansion D1509
- ☐ expansion within New Zealand D1510
- ☐ other, please specify D1511

16 Mark one oval. For this business's most recent debt request, was any finance received?

- ☐ 1 the request is still under review ☐ → go to **19**
- ☐ 2 all of the requested amount was received ☐ → go to **19**
- ☐ 3 some of the requested amount was received ☐ → go to **17**
- ☐ 4 none of the requested amount was received ☐ → go to **17**

D1600

17 Mark all that apply. What were the reasons given for not receiving the full amount of debt finance requested?

- ☐ insufficient income or cashflow to service financing D1701
- ☐ insufficient collateral or security D1702
- ☐ poor credit experience or history D1703
- ☐ insufficient business or management experience D1704
- ☐ no business plan, or the plan was not acceptable D1705
- ☐ no one was willing to personally guarantee the financing D1706
- ☐ other reasons, please specify D1707

or ☐ no reasons were given D1708



- 18** Mark all that apply. How has not receiving the full amount of debt finance requested affected this business?
- ☐ expansion or investment plans put on hold D1801
 - ☐ laying off staff D1802
 - ☐ reducing working hours D1803
 - ☐ reducing output D1804
 - ☐ business assets need to be sold D1805
 - ☐ planning to sell business D1806
 - ☐ other effects, please specify D1807
- or ☐ availability of finance has not affected this business D1808

Financial advice

- 19** In the last financial year, did this business seek advice for any new or additional debt or equity finance?
- ☐ ¹ yes – both debt and equity finance
 - ☐ ² yes – debt finance only
 - ☐ ³ yes – equity finance only
 - ☐ ⁴ no – this business did not seek any advice on debt or equity finance in the last financial year → go to **21** D1900

- 20** Mark all that apply. Who did this business receive that financial advice from?
- ☐ bank D2001
 - ☐ independent financial adviser D2002
 - ☐ accountant D2003
 - ☐ other business owner or business mentor D2004
 - ☐ government agencies D2005
 - ☐ online advice D2006
 - ☐ other, please specify D2007

- 21** How many years has this business dealt with its main bank or financial institution?
- ☐ ¹ less than a year
 - ☐ ² 1 to 3 years
 - ☐ ³ 4 to 10 years
 - ☐ ⁴ more than 10 years D2100



Follow-up research

- 22** The Ministry of Business, Innovation, and Employment (MBIE) is interested in doing follow-up research based on the results of this questionnaire to understand more about the challenges facing New Zealand businesses.
Only with your consent can Stats NZ pass on the following information: business name, business size, industry classification, contact details, and survey responses.

D2200

Yes, I agree to have the information listed above passed to MBIE. Please mark 'yes' and sign.

☐ yes →

(signature of person consenting)

No, I do not agree to have the information listed above passed to MBIE. Please mark 'no'.

☐ no

Other details

- 23** How long did it take you (and anyone else) to read the instructions, collect the information, and complete this questionnaire?

D2300

hours minutes

- 24** Please make any comments that would help Stats NZ interpret the information that you have given.

D2400

- 25** Who should we contact if we have any queries about the information you have given?
If necessary, please correct errors or provide details in the white boxes below each item.

First name



D2500

Family name



D2501

Position



D2502

Email



D2503

Phone



D2504

Other phone



D2505

I declare that this questionnaire has been completed to the best of my knowledge.

Signature

Date

Day

Month

Year

Thank you for your time and effort.

www.stats.govt.nz has the main results of all our surveys

Office use:

☐☐☐☐☐☐

06/2022

adr

brg

cmp

dta

phn

oth







