Instructions

Kia ora. The questions below are to help InternetNZ understand the triumphs and challenges you have faced to date in your mahi we have supported.

We want to celebrate your successes and understand the obstacles you have encountered so far. This will help us all to learn what we could do differently next time.

This form will be placed on our website for transparency.

Please complete and submit this form no later than the date stipulated in your funding agreement. Should you be unable to meet the deadline, contact us to arrange an alternative date, by emailing funding@internetnz.net.nz. You may not be eligible to apply for further grants from InternetNZ if this is not submitted. The completion of this form should be overseen by someone with an intimate knowledge of the funded mahi.

Mid-project report

* indicates a required field

For your convenience, you will find some information for this section has prepopulated from previous forms you have completed. Please amend any details as needed to ensure we have the most accurate information.

Project title *
Digital inclusion of migrant owners of small businesses: an investigation of technology readiness for internet-based services

Amount granted by InternetNZ? *
$24,700.00
Must be a dollar amount.

Provide a short summary of the work that has been completed so far as part of this project/research. *
In the last 10 months, considerable progress has been made as planned in the proposal since the activation of the project in April 2020. The main work that has been completed includes:

Ethics application approved: The ethics application for the first stage of the project was approved by the AUT Ethics Committee.

Literature review: A systematic literature review has been conducted in the related area, which provides an overall picture of the research questions of the project. This is ongoing.

Data collection & analysis: Based on the systematic literature review, a semi-structured interview guide has been developed to facilitate the first stage of interviews. Until now, 23 interviews have been conducted with the owners of small migrant business owners. The qualitative data has been analyzed through thematic analysis.

Overall, the progress of the project proceeds well as planned in the proposal despite the actual number of interviews (i.e., 23) is slightly lower than the planned (i.e., 30). This was due to the challenge to hire a research assistant in Wellington for participants' recruitment, and the unexpected restrictions and lockdown of COVID 19. However, the data analysis demonstrates that data saturation has been achieved among the current interviewees,

which can ensure the validity of research findings from the first stage of the project. A few more participants that have shown interest in participating the project will be followed up.

Based on the literature review and data analysis results, a survey that aims to approach a wider scope of migrant small business owners is currently under-development and it will be conducted online after gaining ethics approval in the near future. In short, the project has achieved the first three key milestones proposed in the proposal.

Describe the 'who, what, where, when and why' of your initiative.

When do you anticipate that your mahi will be completed? *
31/03/2022
Must be a date.
If you are uncertain, please provide an estimate.

What are the outcomes of this project so far? *
Emerging findings are identified from the first stage of the project:

Most of the participants believe that "No Internet, no business". The value of the Internet is widely recognised, which is proposed to be important in assisting business productivity, profitability and performance. Wi-Fi, computer, phone, email, and social media (e.g., Facebook) are proposed to be the most widely used service. Most participated business owners have the ability to use them. The value of the Internet is further highlighted by COVID. Many interview participants reach the agreement that COVID makes them realize the importance of the Internet. It is identified that the COVID has promoted the development of digital marketing, online booking system, and new online business models, which is interesting and valuable for the further implementation of the Government's Digital Inclusion Vision.

Business owners are forced to adapt to the internet era before they are ready. The initial findings demonstrate that many migrant small business owners are forced to adapt to the use of the internet, digital marketing, online booking system and new online business models in the COVID period. Many of them expressed that they "have to" use such services although they don't have the skills and knowledge.

In terms of the investigated business owners' readiness of using internet-based service, the first stage of data collection identifies that it varies, which largely depends on the business owners' education background and skills. But one of the common challenges that emerged is the lack of budget or investment.

The initial findings provide valuable directions for the next stage of survey design, and will be further verified by a wider scope of participants. The findings have provided several interesting evidence-based insights for the implementation of digital inclusion initiatives supported by InternetNZ.

Describe major achievements of the project so far in terms of benefits for participants and/or others.

What have you learnt so far? *
The aim of this project is to investigate the level of readiness to use internet-based services for the migrant owners of small businesses. So far, the project has provided a great opportunity for the migrant small business owners to 'have a voice' about the challenges they are facing when using the internet, something that is particularly important in the post-COVID period. Their input is vital to the government and other organizations' as they develop policies to assist business owners to make the most of the full potential of the internet in a post-COVID environment.

(For research) What findings have you made so far? (For projects) Describe areas for improvement, challenges or reasons for success.

What (if anything) have you changed in your approach and practices? Why was this necessary?
The change involved during the research was the way of conducting interviews. In the proposal, it was proposed to conduct face-to-face interviews in Auckland and Wellington. But in practice, it was changed to online interviews (e.g., through Zoom, Wechat, or Teams), which allows the researcher to approach participants during the lockdown period in a cost-effective way.
Describe any changes from the original proposal and the reason the change was required. We may use this information to help others doing similar work.

Which population group/s were affected by this project or program? *
Social and economic status > Immigrants and migrants
Please choose only the group/s that were at the very core of this mahi.

Financial report

* indicates a required field

Project income and expenditure

Please provide details of any project income (funds received) and project expenditure (funds spent) to date.

Use the 'Notes' column to provide any additional information you think we should be aware of.

Income description	Income type	Confirmed funding?	Income amount ($)	Notes
			Must be a dollar amount.	
InternetNZ		Confirmed *	$24,700.00	

Expenditure

Expenditure description	Expenditure type	Expenditure amount ($)	Notes
PI salary	Salaries and wages	$2,634.00	
Causal RA	Salaries and wages	$372.00	

Working expense	Administrative and infrastructure	$1,030.00	Koha for participants
University	Overheads	$5,800.00	

Income and expenditure totals

Total income amount	**Total expenditure amount**	**Income - expenditure**
$24,700.00	$9,836.00	$14,864.00
This number/amount is calculated.	This number/amount is calculated.	This number/amount is calculated.

Have you experienced any issues with your intended project budget to date? If so, please explain reasons for any major variances or for providing incomplete information:
No.

Feedback

You are almost at the end of our mid-year reporting process. Before submitting your mid-year report, please take a few moments to provide some feedback.

Please indicate how you found the acquittal process:
○ Very easy ● Easy ○ Neutral ○ Difficult ○ Very Difficult

How many minutes in total did it take you to complete this form?
100
Estimate in minutes (i.e. 1 hour = 60 minutes)

Please provide us with your suggestions about any improvements and/or additions to this form that you think we need to consider:

InternetNZ is a membership organisation. Would you be interested in hearing more about becoming a member?
● Yes please ○ No thanks ○ I am already a member