



NZBSF – QUANTITATIVE RESEARCH STUDY INTO THE CONSTRUCTION CONTRACTS ACT 2002

11 JUNE 2007

CONFIDENTIAL

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INTRODUCTION

The NZ Building Subcontractors' Federation (NZBSF) is a Federation who looks after the interests of subcontractor associations. It has been one of the key parties involved in the introduction of the Construction Contracts Act (CCA) that was passed in 2002. The Act was developed to assist in providing better practices within the building industry between building subcontractors and their employers (building contractors).

The NZBSF believes the legislation is not widely used and/or understood. Chilli Marketing was approached to conduct research into the CCA to:

1. determine the level of awareness and understanding of the CCA among the target audience,
2. explore any issues and barriers to using the legislation among the target audience.

To meet the research objectives both qualitative and quantitative research methods were recommended for the project.

The following report contains the findings of stage two of the project, the quantitative (online survey) research. Full recommendations and conclusions are included in this report. This report should be read in conjunction with the qualitative (focus groups) research to gain a complete understanding of the research findings.



RESEARCH OBJECTIVES

The objectives for the research (qualitative and quantitative) were:

1. To investigate the level of awareness and understanding of the CCA legislation within the target market.
2. To determine the level of use of the CCA within the target market.
3. To explore the perceived key benefits of the CCA.
4. To explore the potential and perceived barriers to using the CCA.
5. To explore potential areas for improvement to the communications.



RESEARCH APPROACH

Quantitative Research

An online survey was conducted from 17 April to 8 May. 228 subcontractors completed the survey, which consisted of 27 questions and took approximately 8 minutes to complete.

The survey was sent to email addresses of members and associate members who belong to the NZBSF. The email was then able to be forwarded onto other subcontractors.

There were no set criteria for the survey other than being a current subcontractor working in New Zealand.

The final sample was representative of the target market, skewed toward older males and from a range of trades.

A prize incentive was used to ensure a high response rate amongst subcontractors.



The following report is separated into two parts.

Part One covers those who were not aware of the Act. These respondents were asked initial survey questions (their industry type, years of experience, length of jobs etc) and then some further questions to gauge their level of interest in knowing more about the CCA and where they would go for further information. Results are shown in section four of this report.

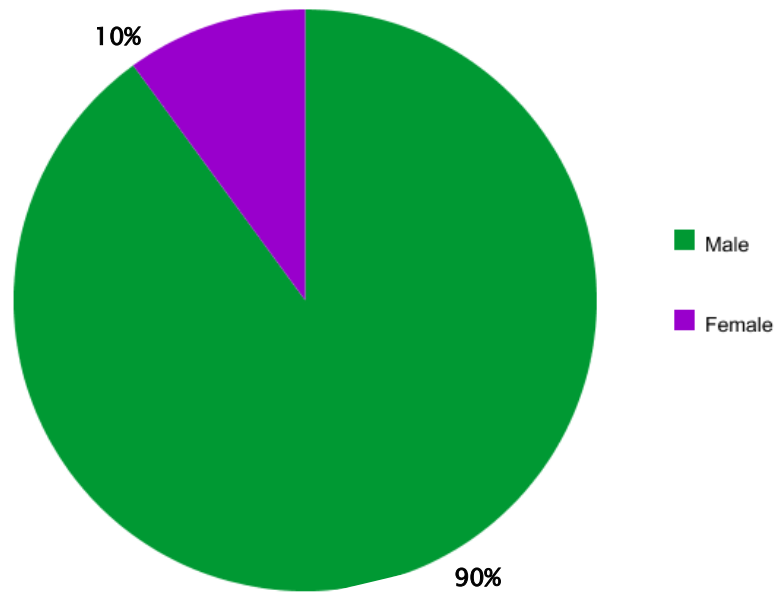
Part Two covers those who were aware of the Act. These respondents were asked to rate their level of understanding from a scale of excellent to nil. They then completed the remainder of the survey. Results are shown in section five of this report.



SAMPLE CHARACTERISTICS

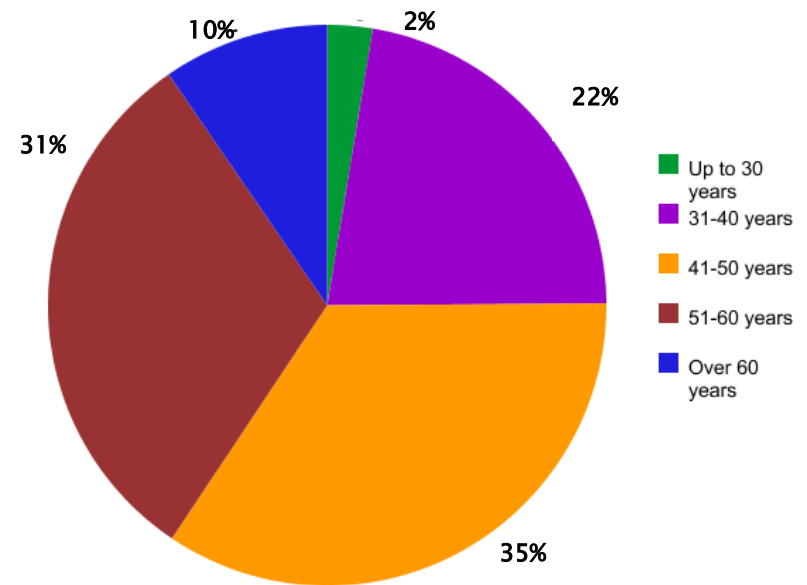
Specific characteristics of the sample are illustrated in the following graphs.

Respondents' Gender



Number responses: 228

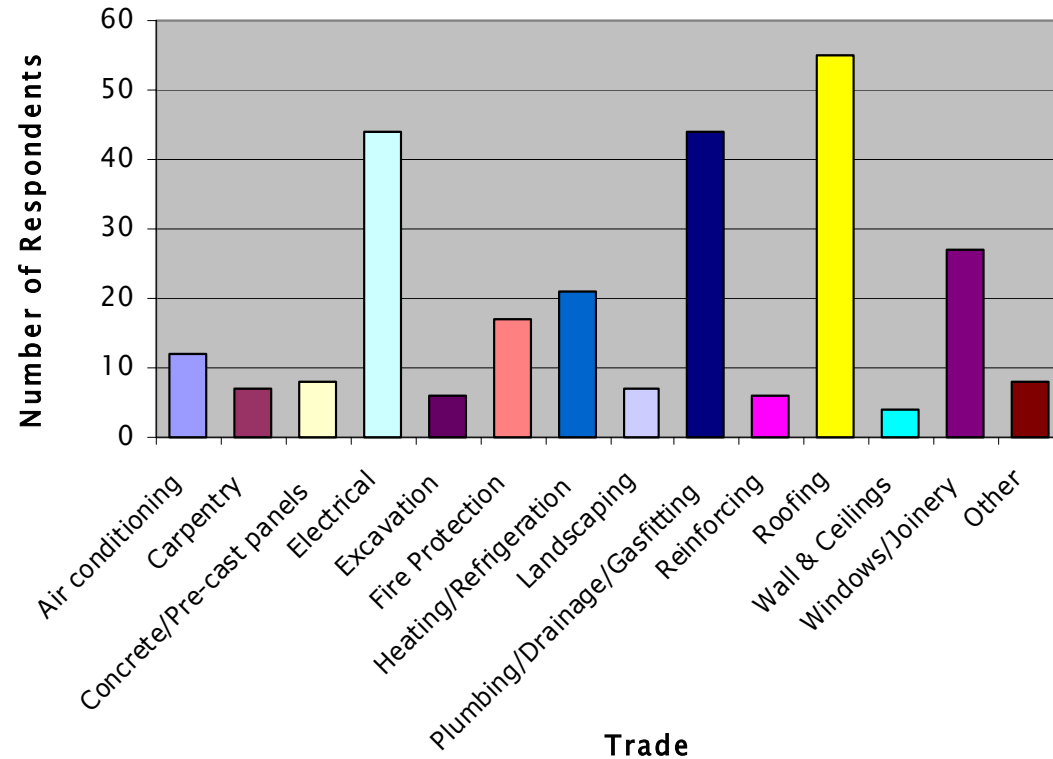
Respondents' Age Distribution



Number responses: 228



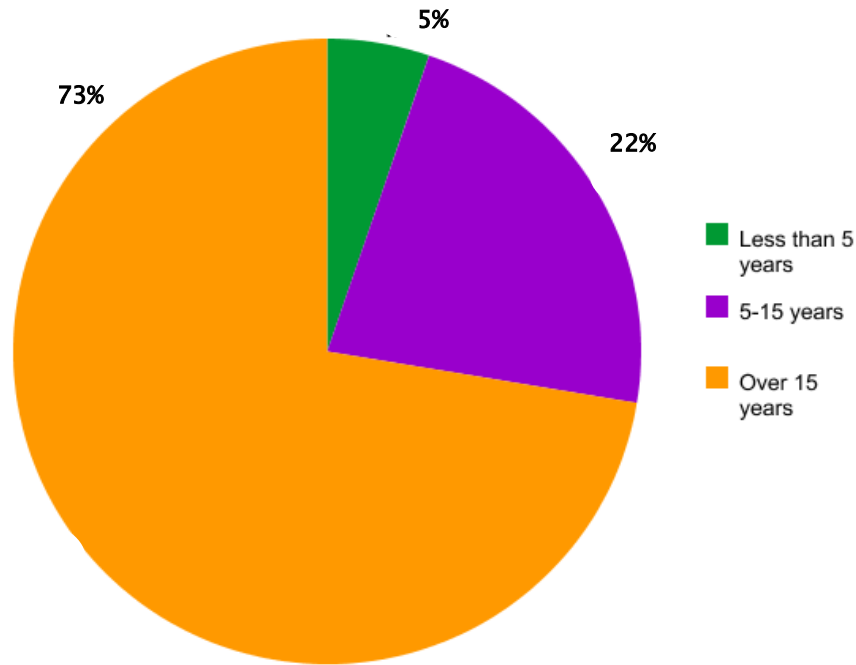
Respondents' Trade



Number responses: 228 (Note: Respondents could select more than one industry.)

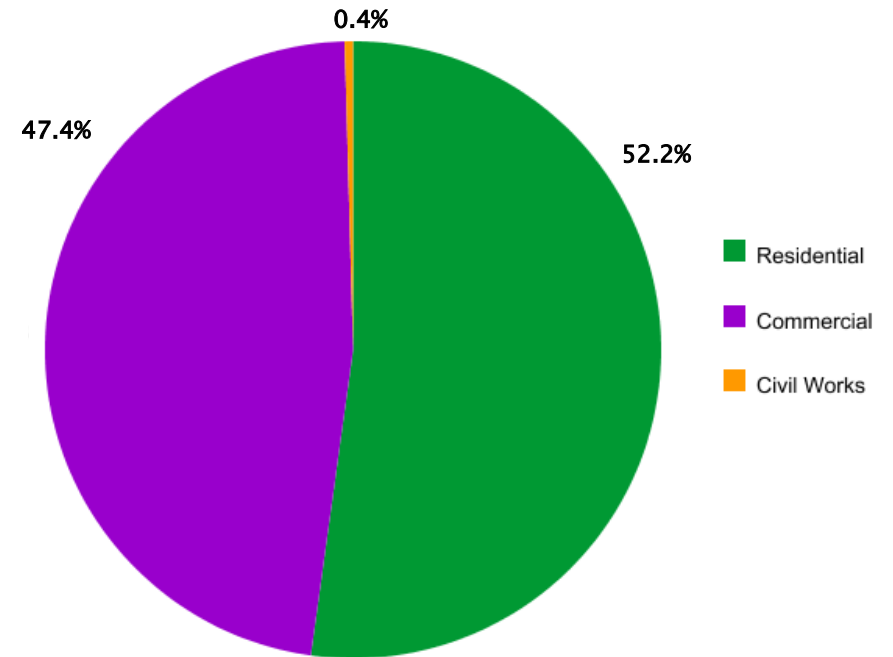


Length of Time in Specified Trade



Number responses: 228

Dominant Industry of Work



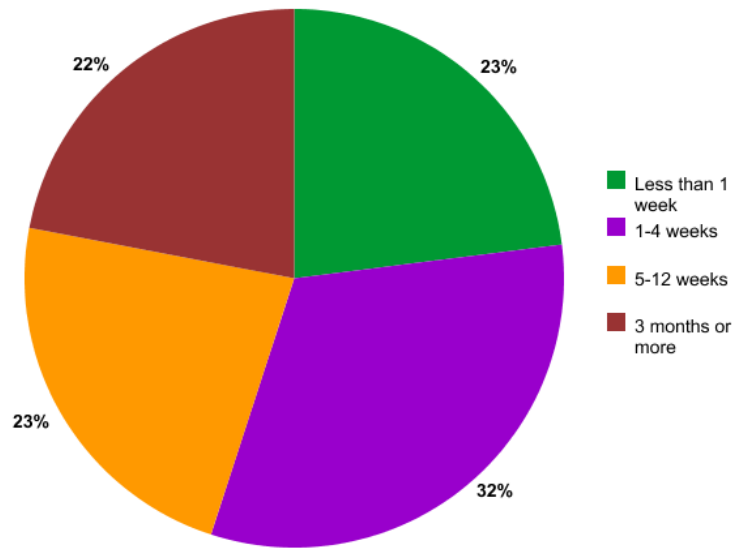
Number responses: 228



WORKPLACE CHARACTERISTICS

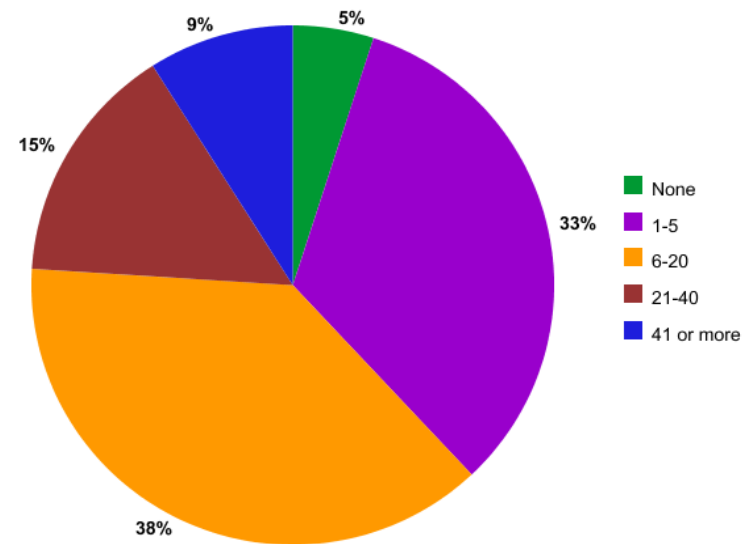
Specific characteristics of the samples' workplaces are illustrated in the following graphs.

Length of Average Job/Project



Number responses: 228

Number of Employees in Company



Number responses: 228



EXECUTIVE SUMMARY

1. Awareness of the CCA was high amongst subcontractors

- 91% of subcontractors surveyed had heard of the CCA.
- 95% of subcontractors who worked predominately in the commercial sector had heard of the CCA, compared with 87% for those working in the residential sector.
- More people in the following industries had heard of the CCA: carpentry/joinery, electrical, fire protection and roofing.
- Less people in the following industries had heard of the CCA: concrete, gasfitters, heating, landscaping, plumbing and painting.

2. Subcontractors understood why it was introduced

- When asked who the CCA was for, respondents answered:
 - Subcontractors (88%)
 - Main contractors (50%)
 - Clients (20%)
 - Suppliers (10%)
- Participants believed the CCA was introduced to provide subcontractors with protection and stop 'pay when paid'. More than half also answered 'to improve cash-flow for subcontractors'.



3. Subcontractors understood why the CCA was introduced but they lacked understanding on it

- Of those that had heard of the CCA, they were asked to rate their knowledge and understanding. The most frequent response was 'fair' (35%) and 'good' (27%).
- The three industries with the most knowledge of the CCA (comparing scores of 'excellent', 'very good' and 'good') were air-conditioning, wall & ceilings and fire protection.
- The three industries with the least amount of knowledge of the CCA (comparing scores of 'fair', 'poor' and 'nil') were electrical, heating/refrigeration, and plumbing/draining/gasfitting.
- 45% of respondents provided comments on key areas that they wanted to know more about.
 - Enforcing payments
 - When, how and why I should use the Act?
 - Payment Claims and schedules
 - Having a simple overview of the Act



4. Subcontractors were mixed in their level of use of the CCA provisions

- 45% had never used the provisions of the CCA. 27% of respondents rated their use of the CCA provisions as 'very often'. 10% of respondents rated their use as 'quite often'.
- Payment Claims were the most frequently used provision, followed by Payment Schedules.
- 74% of respondents had used either Payment Claims and/or Payment Schedules only.
- Only 17% of respondents had only used one CCA provision.

5. Effectiveness of the tools was rated moderate, with heavy users being more satisfied

- All of the provisions were rated on average between 3 and 4 on the scale for effectiveness (1 = not effective, 5 = very effective).
- Respondents were most satisfied with Payment Claims and least satisfied with Enforcement Proceedings.
- The rating for ease of use of the steps in the Adjudication process varied by respondent, from 1 (very hard) to 5 (very easy).
- Users of multiple provisions were more likely to rank the tools as more effective.



6. Subcontractors identified advantages and disadvantages with the CCA

- Advantages ranked in order of priority are as follows:
 1. Decreases debtors (98%)
 2. More formal processes (e.g. Payment Claims, Payment Schedules etc.) (73%)
 3. Improves cash flow (65%)
 4. Provides quicker dispute resolution (40%)

- Disadvantages ranked in order of priority are as follows:
 1. None (49%)
 2. Hard to understand/ implement (23%)
 3. Time consuming (21%)
 4. Other (9%)



RESEARCH FINDINGS

1. PARTICIPANT CHARACTERISTICS

- As mentioned earlier, the sample was skewed towards older males from a variety of trade industries.
- Specifically most participants were:
 - aged 41 years or older,
 - had 15 or more years experience in their industry,
 - worked in the Residential sector.
- The industries represented in the sample included: Air-conditioning, Carpentry, Ceilings/Walls, Concrete, Electrical, Excavation, Fire Protection, Heating/Refrigeration, Joinery/Windows, Landscaping, Pre-cast Panels, Plumbing/Drainage/Gasfitting, Reinforcing, Roofing and Tiling.

Note: many participants fitted more than one industry type.

2. WORKPLACE CHARACTERISTICS

- Most participants were in medium-sized businesses with between 6 and 20 employees, and an average job length of 1-4 weeks.



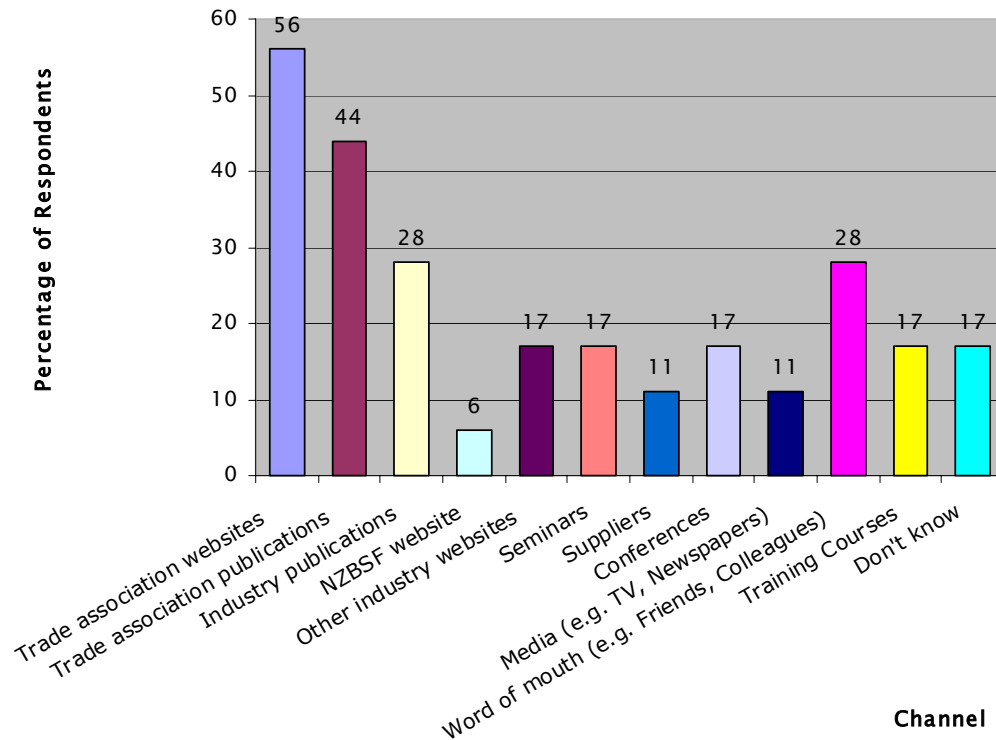
3. AWARENESS AND UNDERSTANDING OF THE CONSTRUCTION CONTRACTS ACT

4. AWARENESS BY THOSE NOT AWARE OF THE CONSTRUCTION CONTRACTS ACT

- 9% of subcontractors surveyed (21 out of the 228 participants) were not aware of the Construction Contracts Act.
- Those respondents not aware of the Construction Contracts Act came from a mixture of backgrounds: carpentry/joinery; concrete; electrical; heating; landscaping; painting; plumbing and roofing.
- Those industries with a greater percentage of subcontractors that hadn't heard of the Construction Contracts Act were landscaping (one in three hadn't heard of the Act) and plumbing (one in four hadn't heard of the Act). Awareness was also low amongst the concrete, gasfitters, heating and painting industries.
- Only 14% of respondents (3 participants) not aware of the Construction Contracts Act weren't interested in finding out further information on the Act. The reasons for this were due to being a sole trader or working solely on residential properties.
- Participants identified a range of channels to find out about the Construction Contracts Act, including Trade association websites and publications, industry publications and word of mouth. (See graph 'Channel to find out more about the Construction Contracts Act', pg 18).



Channel to find out more about the Construction Contracts Act



Total responses: 18 (Note: Respondents could select more than one channel)

Comments

- 56% of respondents who had not heard of the CCA would go to visit Trade association websites to find out more information on the Act.
- Trade association publications (44%), Industry publications (28%) and through friends/colleagues (28%) were the next most popular ways to find out about the CCA.
- Only one person mentioned the NZBSF website as a way to find out about the CCA.

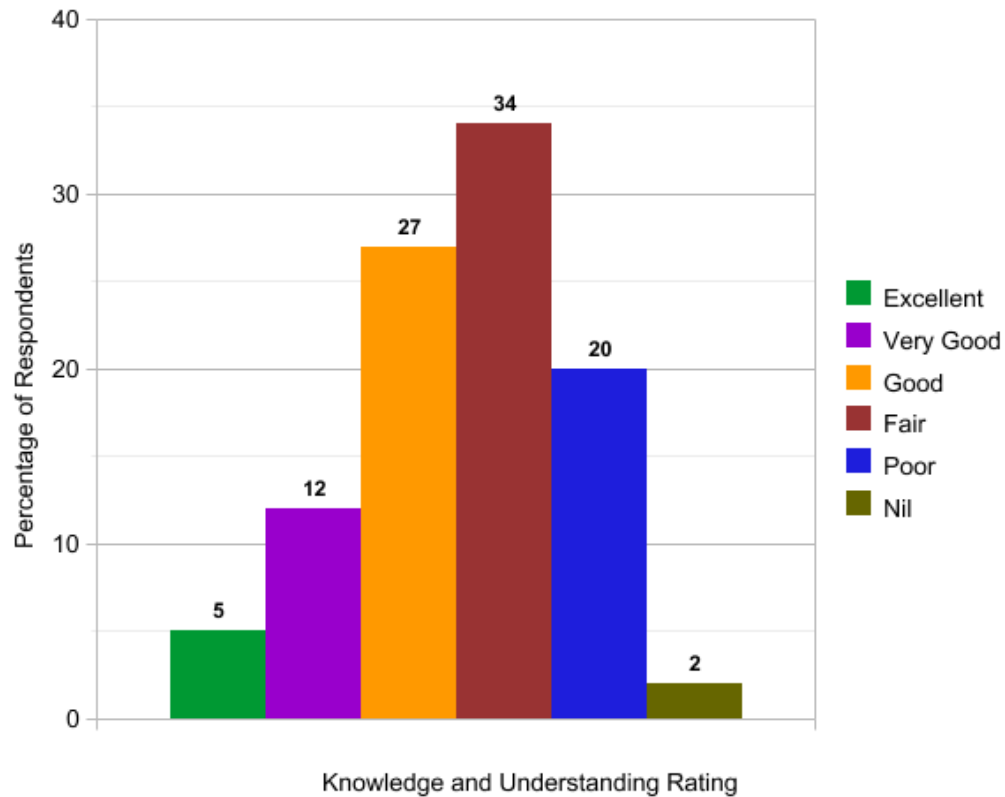


5. AWARENESS AND UNDERSTANDING BY THOSE AWARE OF THE CONSTRUCTION CONTRACTS ACT

- 91% of subcontractors surveyed (207 out of the 228 participants) were aware of the Construction Contracts Act.
- Respondents who worked predominately in the Commercial Industry had a greater awareness of the Construction Contracts Act (95% awareness) compared with those in the Residential Industry (with 87% awareness).



Knowledge and Understanding of the Construction Contracts Act by those who had heard of the Act



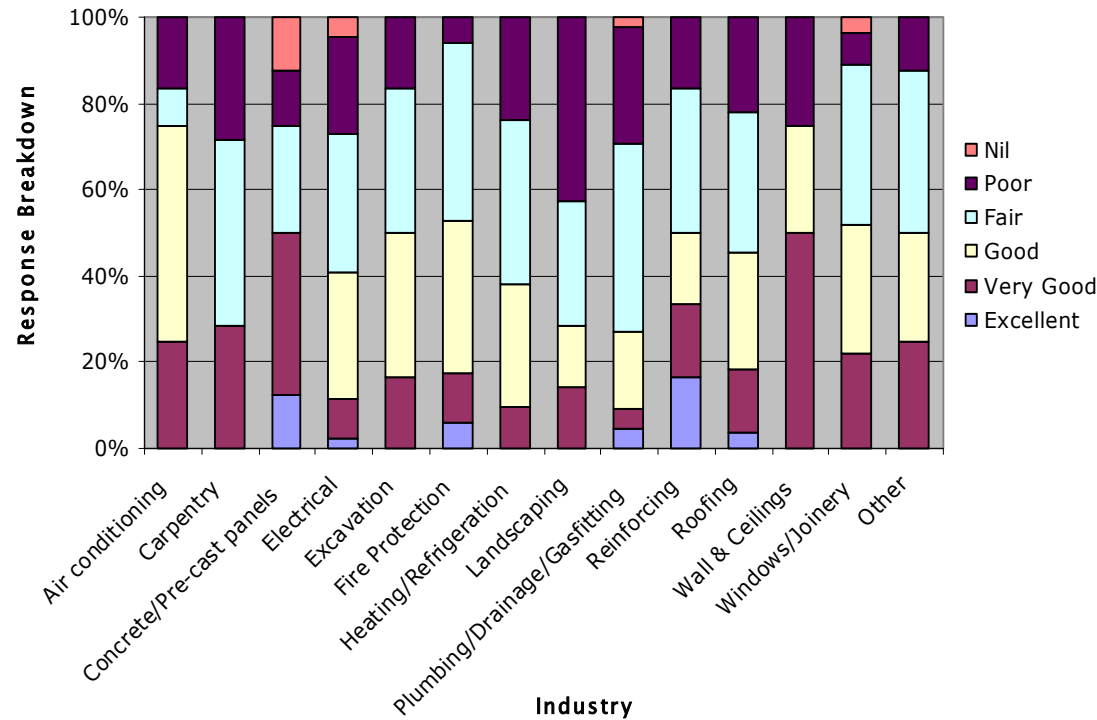
Total responses: 207

Comments

- Of those that had heard of the CCA, the largest number, 34%, rated their knowledge and understanding of the CCA as 'fair'.
- 'Good' (27%) or 'poor' (20%) were the second and third most frequently stated answers.
- Only 5% (9 respondents) rated their knowledge and understanding as 'excellent'.
- 2% of respondents had heard of the CCA but did not know anything about it.



Knowledge and Understanding of the Construction Contracts Act by Industry Type



Total responses: 207 (Note: Respondents could select more than one industry)

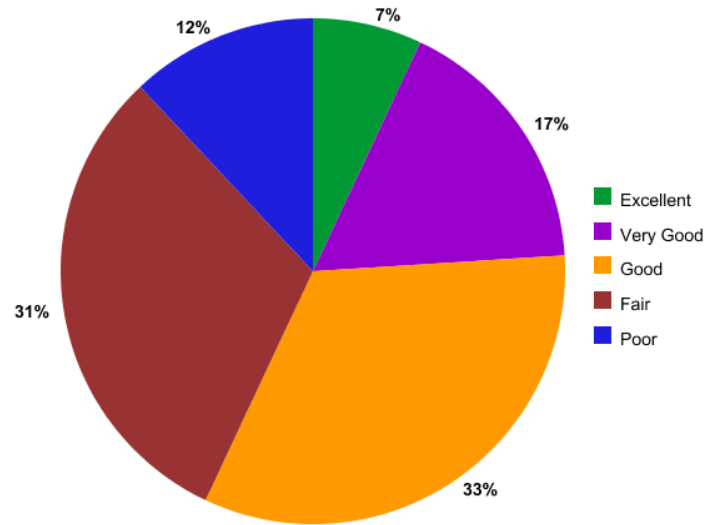
Comments

- The three industries with the most knowledge of the CCA (comparing scores of 'excellent', 'very good' and 'good') were air conditioning, wall & ceilings and fire protection (with 75%, 75% and 53% scores in these categories).
- The three industries with the least amount of knowledge of the CCA (comparing scores of 'fair', 'poor' and 'nil') were carpentry, landscaping and plumbing/drainlaying/gasfitting (with 29%, 29% and 27% respectively).
- The concrete/pre-cast concrete industry had the highest proportion (13%) of people with no knowledge.



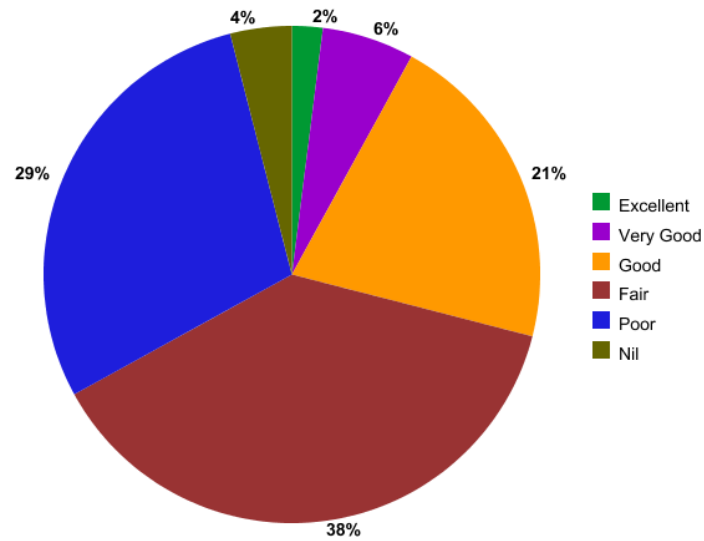
Knowledge and Understanding of the Construction Contracts Act by Sector Type

Commercial Sector



Total responses: 108

Residential Sector



Total responses: 119

Comments

- 24% of Commercial sector subcontractors rated their knowledge and understanding of the CCA as 'excellent' or 'very good'. This compares with 8% of Residential sector subcontractors.
- Almost one third (29%) of Residential subcontractors rated their knowledge and understanding of the CCA as 'poor'.



Areas that Subcontractors would like to Better Understand about the Construction Contracts Act

Comment	Percentage
Enforcing payments	17%
When, how and why I should use the Act (benefits, protection)	16%
Payment Claims and schedules	12%
Simple overview of the Act	11%
The process and paperwork	11%
Don't know	10%
Better availability and awareness of the content/material	6%
The subcontractor/main contractor relationship	6%
Adjudication/disputes and appointing Arbitrators	5%
Have enough knowledge/Don't know why not used	5%
Complete understanding of the Act	3%
Workshops or seminars	3%
Just need time to review it	3%
Examples/case studies and legal standing on situations	2%
Don't want to use it	1%

Total responses: 94 (Note: Some respondents had comments that fitted more than one comment category. Three comments were suggestions for improvement so have been moved into a different section of this report.)

Comments

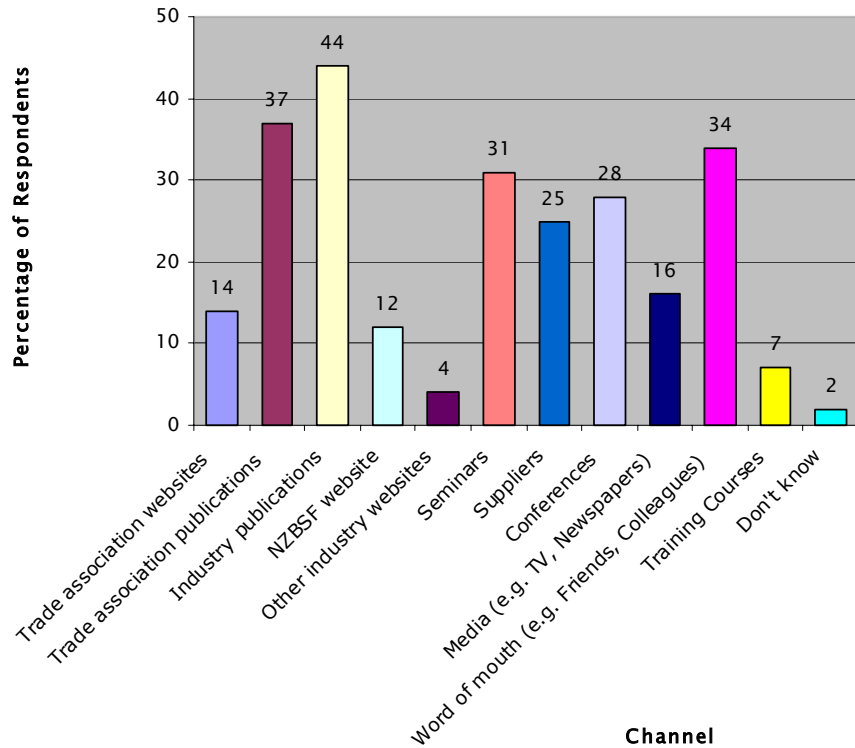
- 45% of participants made comments, with some specifying more than one area they wanted to understand better.
- The most common areas for improved understanding were enforcing payments, 'when, how and why I should use the Act?', and how Payment Claims and schedules work.
- Understanding the process and paperwork required for using the CCA and gaining a 'simple overview of the Act' were also frequently mentioned.



- Below is a selection of questions provided by Subcontractors of what they would like to better understand about the Construction Contracts Act.
 - *“If I had to use the Act how good would our system be?”*
 - *“If we have a problem the quickest and easiest way to approach legal action.”*
 - *“The correct method for serving notice on builders.”*
 - *“Yes. I would like to know if deposits on jobs can be enforced as well as retentions paid out on completion of a section of work rather than full completion. How can you enforce seeing the master contract clauses?”*
 - *“If you have quoted a project for a builder and he passes your quotation on to the client. Who is responsible for the payment if the client doesn’t pay the account??”*
 - *“Should it be written on invoices sent to the main contractor? How does it benefit us if main contractors are not carrying out their part of the bargain of paying promptly?”*
 - *“How it affects the owner of the business.”*



Channel in which you found out about the Construction Contracts Act



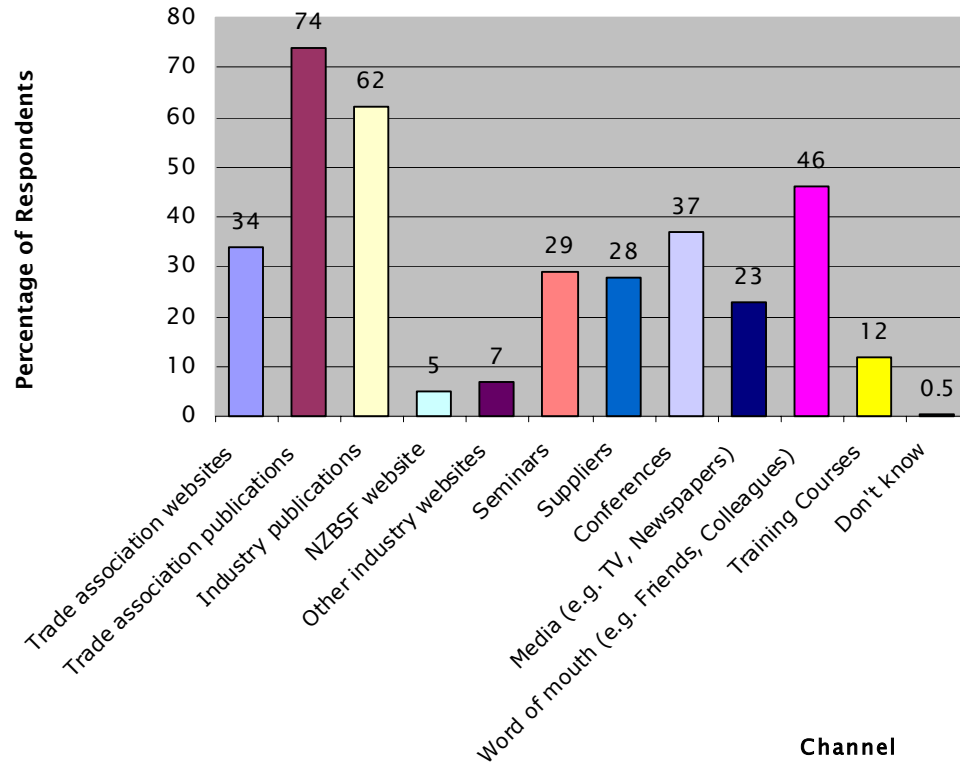
Total responses: 205 (Note: Respondents could select more than one channel)

Comments

- The most common channels for how subcontractors found out about the CCA were through:
 - industry publications,
 - trade associations – via publications, websites and conferences,
 - word of mouth,
 - seminars.
- ‘Suppliers’ and ‘Media’ were also a key channel with which they had found out about the CCA.
- The majority of respondents (66%) found out through multiple channels.
- The remaining third (34%) found out about the CCA through one source, the most common channel being through ‘Word of mouth’ followed by industry publications.



Channel in which you usually find out about new information related to your industry



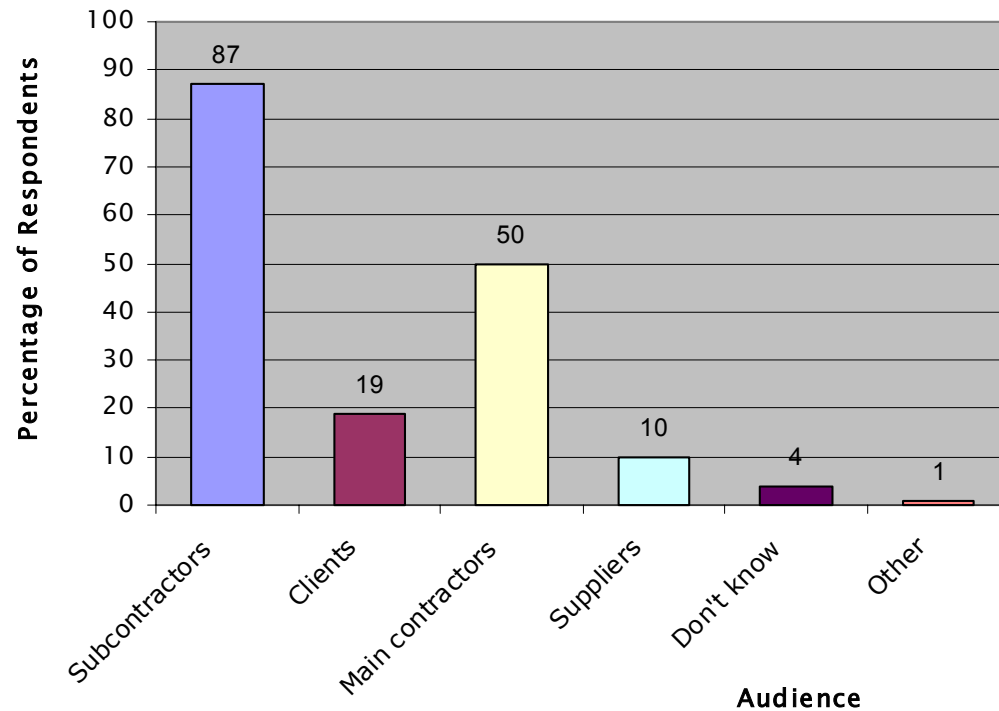
Total responses: 206 (Note: Respondents could select more than one channel)

Comments

- The most common channels in which participants usually find out relevant industry information are through their trade associations – via publications, websites and conferences; industry publications and ‘Word of mouth’.
- ‘Seminars’, ‘Suppliers’ and ‘Media’ are also frequently utilised.
- The majority of respondents learn about industry related information through multiple channels. Only a small number (14%) usually use one source.



Key Audience for the Construction Contracts Act



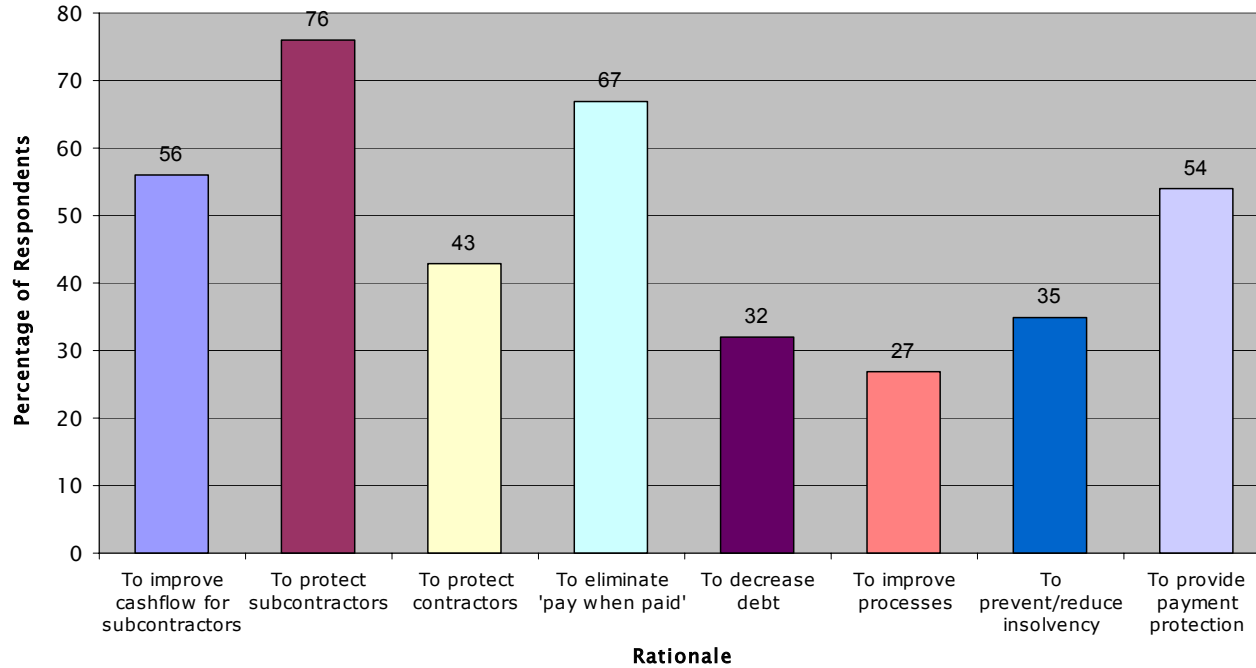
Total responses: 203 (Note: Respondents could select more than one audience)

Comments

- The majority of respondents (88%) believed the key audience for the CCA was ‘subcontractors’.
- Half of the respondents (50%) believed the CCA was initiated for ‘Main contractors’. Only 6% of these respondents believed it was solely for ‘Main contractors’, with the majority (44%) selecting ‘Subcontractors’ and/or ‘Clients’ as well.
- Eight respondents answered ‘Don’t know’. These people rated their knowledge of the CCA as ‘Poor’ (6), ‘Fair’ (1) or ‘Nil’ (1).
- The three respondents who answered ‘Other’ all stated that the CCA was for *“all parties”* or *“anybody involved in construction in all its aspects.”*



The Rationale behind the Introduction of the Construction Contracts Act



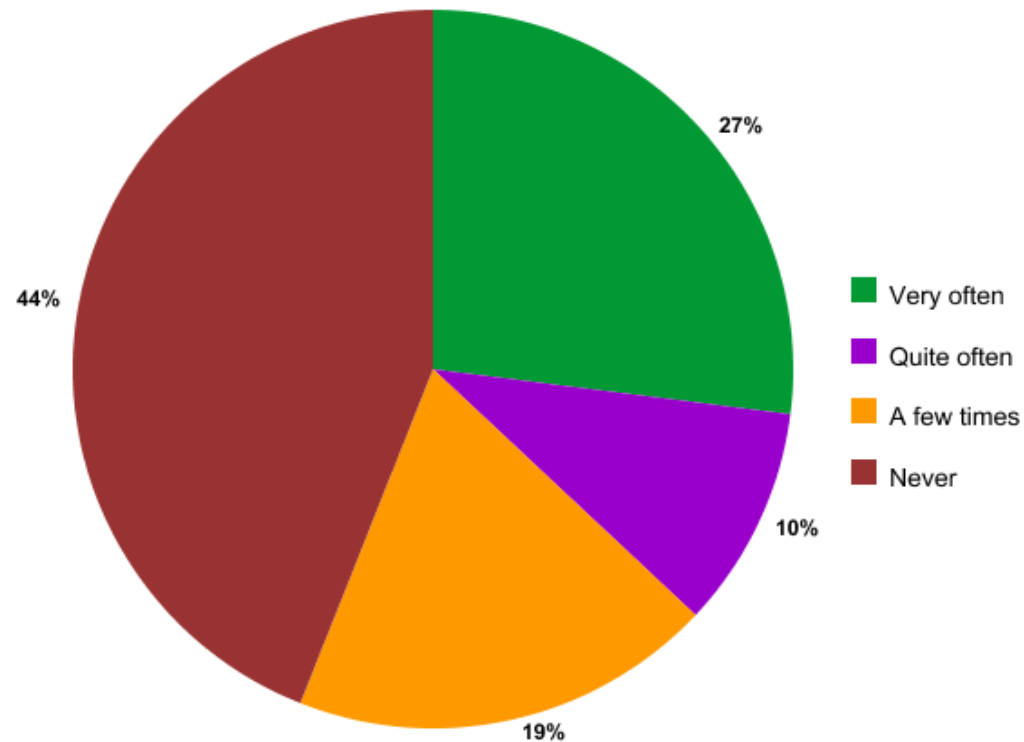
Total responses: 206 (Note: Respondents could select more than one answer)

Comments

- 76% of respondents suggested that the CCA was introduced 'To protect subcontractors'.
- Two thirds (67%) of respondents suggested that the CCA was introduced 'To eliminate pay when paid'.
- Only 27% of respondents thought the CCA was introduced 'To improve processes'.



Frequency of use of Construction Contracts Act Provisions



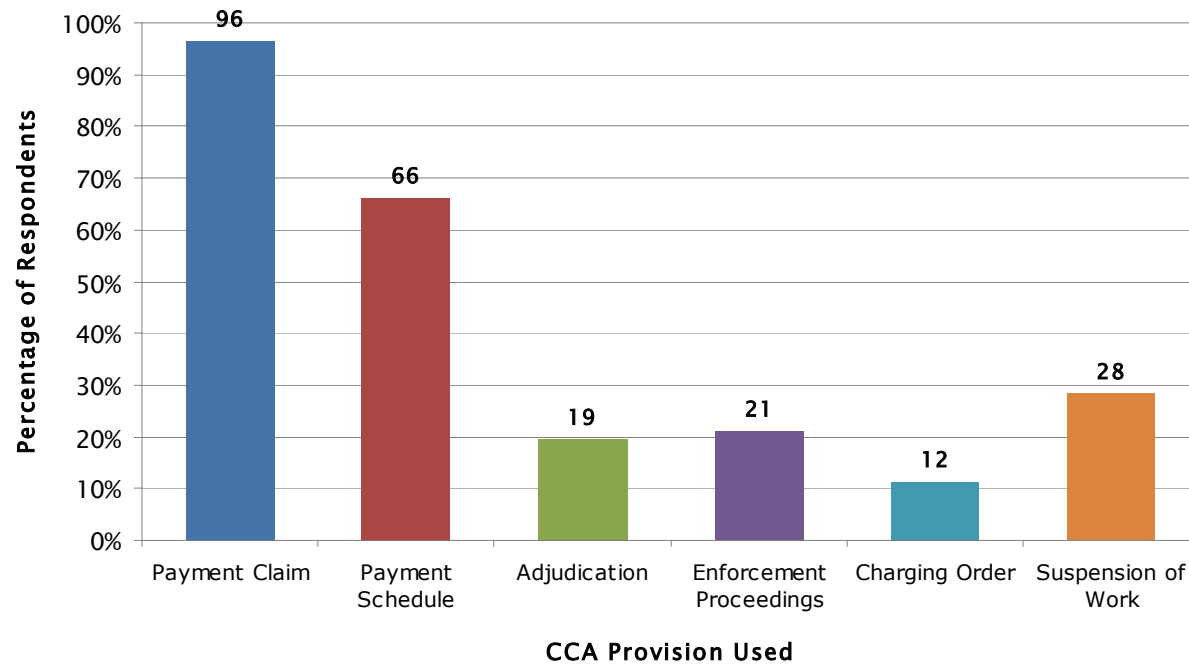
Total responses: 207

Comments

- Most respondents, 44%, had never used the provisions of the CCA.
 - *“We deal with a restricted list of regular customers with whom we have a long established relationship. We have had no need to resort to the Act and it has had little if any effect on us.”*
 - *“Have personally not made the effort to fully understand as the Act to date has had limited effect on our business.”*
- Slightly over a quarter (27%) of respondents rated their use of the CCA provisions as ‘Very often’.
- 10% of respondents rated their use as ‘Quite often’.



Use of Construction Contracts Act provisions



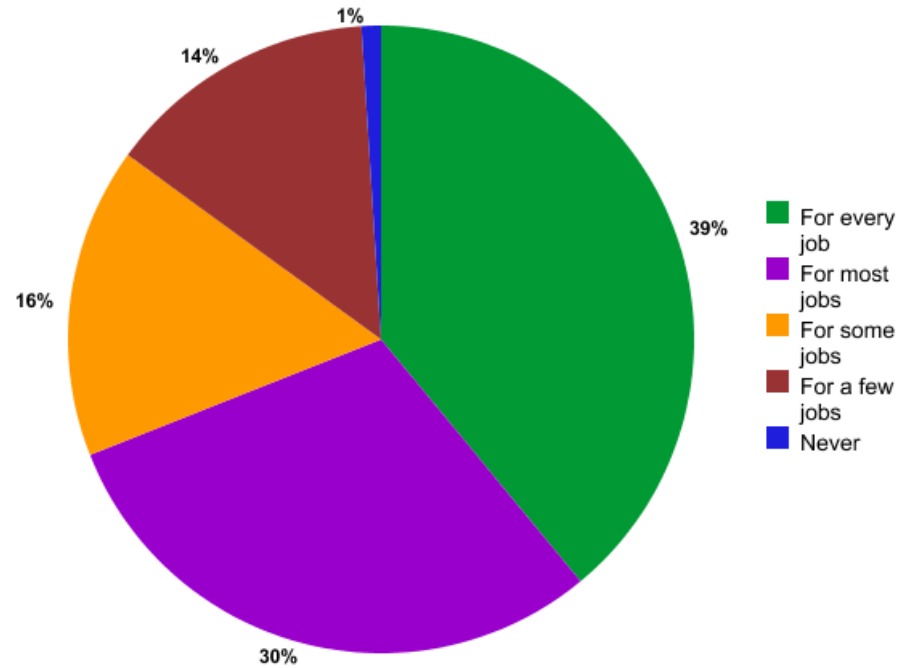
Comments

- 96% of respondents had used a 'Payment Claim'.
- 'Payment Schedules' were the next most used provision.
- Almost 30% of respondents had used the 'Suspension of Work' provision.

Total responses: 113 (Note: Respondents could select more than one answer)



Frequency of use of a Payment Claim



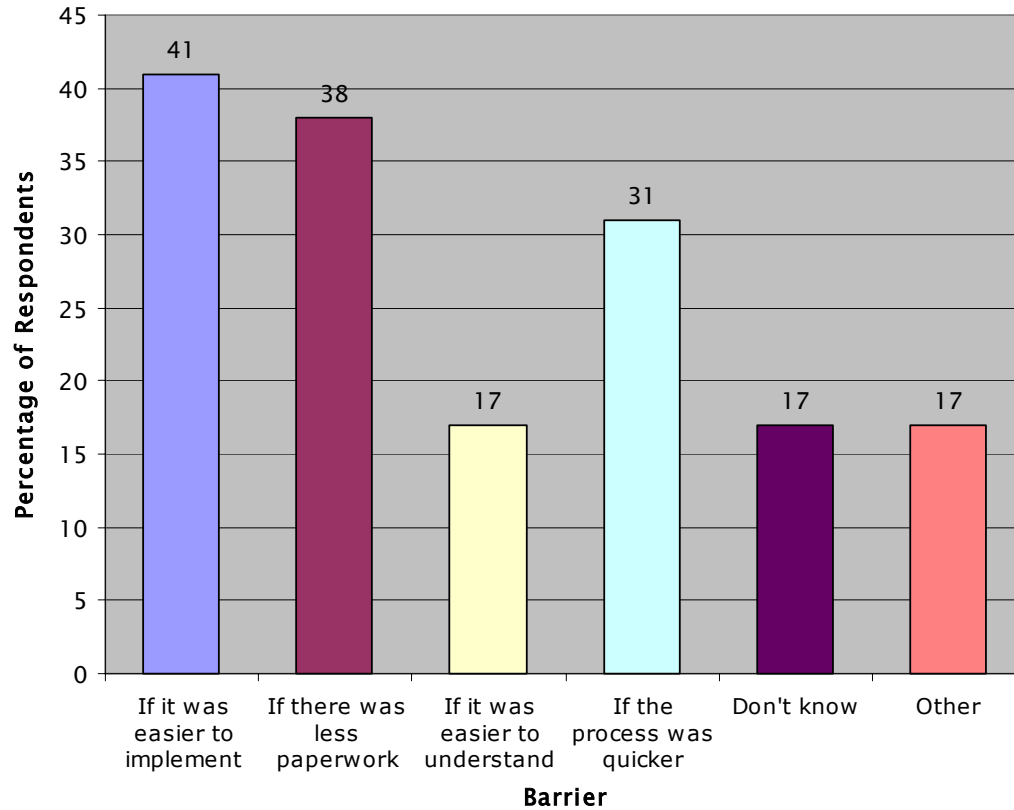
Total responses: 106

Comments

- 7 out of 10 respondents would use a Payment Claim 'For every job' or 'For most jobs'.
- There were 16 respondents (15%) that would use a Payment Claim 'For a few jobs' or 'Never'.



Barriers to using a Payment Claim



Total responses: 29 (Note: Respondents could select more than one answer)

Of the 33 respondents that would use a Payment Claim 'For some jobs', 'For a few jobs' or 'Never', they were asked what would make them use a Payment Claim more often. Please note, 29 responded to this question.

Comments

- The main barriers to using Payment Claims were the difficulty in implementation, the amount of paperwork or the length of the process.
- There were equal responses for wanting Payment Claims to be 'Easier to understand', 'Don't know' and 'Other'.
- Those who answered 'Other' commented on wanting improved processes or using Payment Claims for specific projects. The comments were *"accurate tracking of claims"*, *"larger scale jobs"* and an *"accounting package"*.



Evaluation of the Effectiveness of CCA Provisions

Participants who had used the CCA Provisions were asked to rank each provision on its effectiveness on a scale of 1 to 5.

Scale, 1=Not Effective and 5=Very Effective.

Process	Sample	Score
Payment Claim	109	3.94
Payment Schedule	75	3.79
Adjudication	22	3.23
Enforcement Proceedings	24	3.17
Charging Order	13	3.31
Suspension of Work	32	3.78

- 'Payment Claims' were rated the most effective provision.
- 'Payment Schedules' and 'Suspensions of Work' were considered the next most effective provisions.
- 'Enforcement Proceedings' and 'Adjudications' were rated less well but were still considered moderately effective.



Evaluation of the Adjudication Process

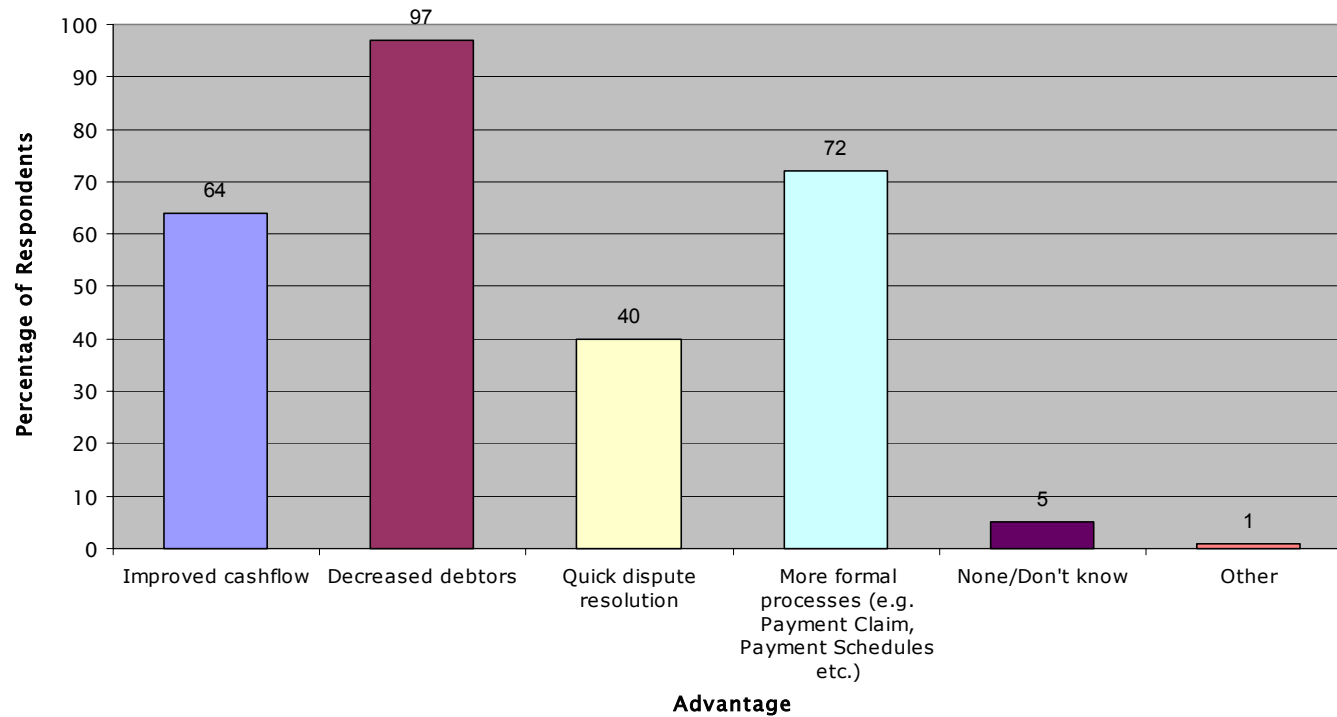
Participants who had been involved in an Adjudication were asked to rank each step of the process on how easy they found using a scale of 1 to 5. (1=Very Hard and 5=Very Easy)

Process	Sample	Score
Getting advice on the process	14	3
Appointing an adjudicator	13	3.77
Submitting your Adjudication claim or response	13	3.23
Enforcing the adjudicator's determination	12	2.67

- 'Appointing an adjudicator' was the easiest step of the process.
- 'Enforcing the adjudicator's determination' was the hardest step in the process.



Advantages of the Construction Contracts Act



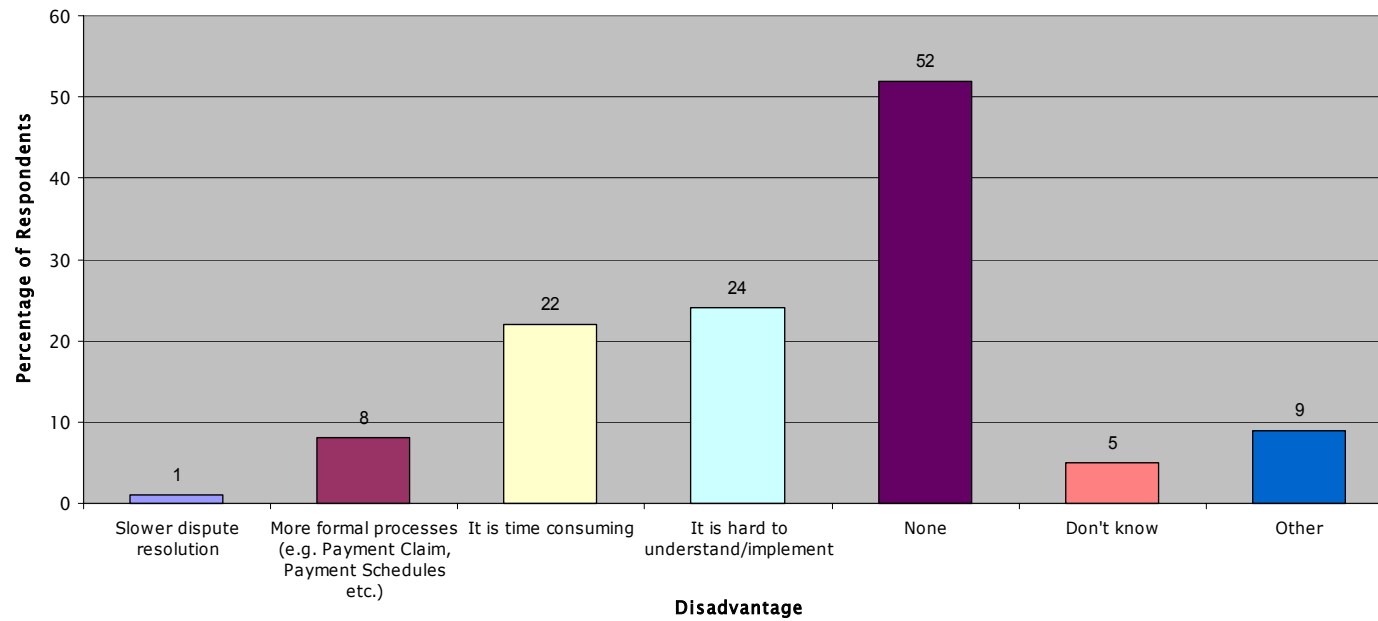
Total responses: 115 (Note: Respondents could select more than one answer)

Comments

- Almost all of respondents (97%) claimed the advantage of the CCA for them was 'Decreased debtors'.
- Introducing 'More formal processes' and 'Improved cashflow' were the next most commonly identified advantages with 72% and 64% respectively.
- 5% responded both 'None' and 'Don't know'.



Disadvantages of the Construction Contracts Act



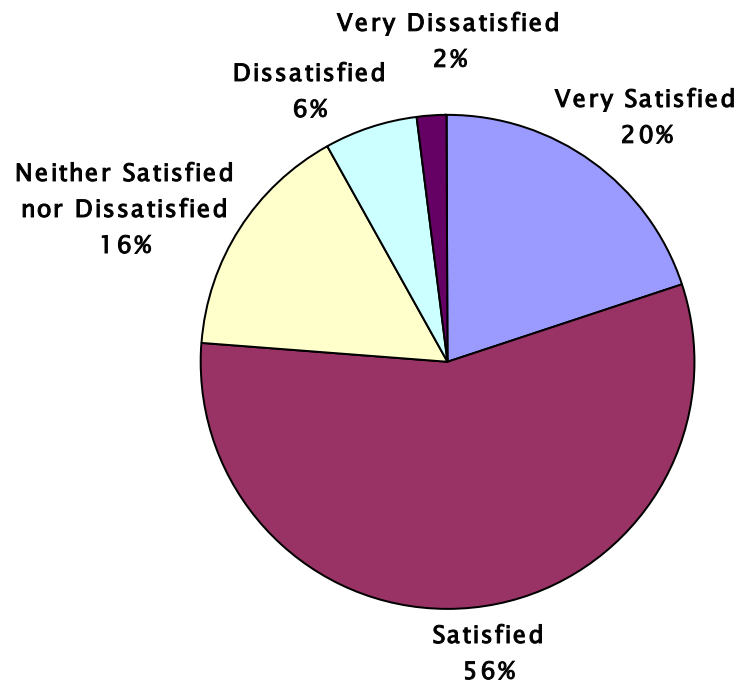
Total responses: 106 (Note: Respondents could select more than one answer)

Comments

- Over half (52%) of respondents reported no disadvantages of the CCA.
- 24% thought 'It is hard to understand or implement' and 22% stated 'It is time consuming'.
- 9% of responses were 'Other'. These included a lack of widespread understanding of the Act and concerns around Enforcement Proceedings.



Overall Satisfaction



Total responses: 115

Comments

- The majority (56%) of respondents were 'Satisfied' with the CCA.
- One in five (20%) were 'Very satisfied' with the CCA.
- 8% were either 'Dissatisfied' (6%) or 'Very dissatisfied' (2%).
- There was no significant relationship between the respondents' satisfaction level and their industry type.



Final Comments

Survey participants were asked if they had any final comments on the Construction Contracts Act overall. 19% of respondents provided comments.

Here is a selection of these.

Very Satisfied

- “I think this is a great piece of legislation. My debtors 90+ days is half what it was pre CCA and fewer builders now use me as their bank. Some Architects/Consultants are still unaware of their time obligations and need education.” **Male, 51-60, Industry not specified**
- “We have embraced the Construction Contracts Act and it has become a very important ‘friend’ in our business. We are constantly advising others in the roofing and scaffolding industry to get to know it, understand it and use it.” **Female, 31-40, Roofing Industry**



Satisfied

- “Residential builders are not as strong with the CCA, and in the past have had to chase them up in regards to payment. However, they have always paid.”

Male, up to 30, Electrical Industry

- “Would be interested in attending a seminar regarding CCA to better understand its application if one is available.”

Female, 31–40, Roofing Industry

Neither Satisfied Nor Dissatisfied

- “There needs to be more information and implementation of the Act. If my builders are owed money currently I don’t get paid until they have been paid, without submitting the claims. Is this satisfactory? How much risk is reduced by using the Act?”

Male, 31–40, Electrical Industry

- “At grass roots level the CCA has only increased paper-work; it had no teeth for instant action for non payment.”

Male, 41–50, Windows Industry



Dissatisfied

- “It has made no difference to the speed we are paid or whether we are able to sort out any disputes because as a subcontractor we must decide if we want to work for the construction companies or not. If I followed through with the Construction Contracts Act to the letter I would not have any work.”

Male, 41–50, Plumbing Industry

- “Our industry representatives at head office should suffice.”

Male, 60+, Painting/Decorating Industry

Very Dissatisfied

- “If a company does not want to pay on time we still can not do anything about it as contracts are usually only one week. If you applied any of the Act, you would not be used as a subbie again.”

Male, 51–60, Roofing Industry

- “I find the Head Contractors treat the CCA with contempt and mainly ignore the system to suit themselves.”

Male, 61+, Electrical Industry

Not specified

- “It makes no difference to the large construction companies; they still pay when they are ready.”



RECOMMENDATIONS

When asked for any suggestions on how the Act could be improved, most suggestions focused on raising awareness and increasing understanding of the Construction Contracts Act as well as educating people in a simple way on how to use the Construction Contracts Act.

1. Raise the awareness of the Construction Contracts Act to the following key audiences

Key Audience	Why	How
Subcontractors	Not all subcontractors are aware of the CCA	Trade associations, media, publications, seminars/workshops and websites.
Main contractors	To ensure main contractors are aware of the Act and its benefits.	Articles in relevant publications (e.g. BUILD), and media coverage.
General Public and Smaller Subcontractors	Increase the profile to general public to increase public awareness and understanding of the Act, especially with regards residential contracts. This is also one way to access smaller subcontractors not part of an association.	Advertising, media coverage, and suppliers.



Key Audience	Why	How
Legal sector	To ensure adequate understanding for Adjudications and Enforcement Proceedings.	Media coverage, articles in legal publications (e.g. NZ Lawyer)



2. Increase understanding of the Construction Contracts Act

- Provide education on the Act to address the following issues.

1. What is it? Provide a basic overview of the Act. *"[Have a] more simple guide booklet."*
2. Why use it? Educate and promote why it should be used.
3. How to integrate and use it? Provide education on how to integrate it into businesses (paperwork and processes).

"Workshops taking staff through the actual steps and procedures of the Act in action."

"Have the book Managing Cashflow by Peter Degerholm. Very good."

- Educate the following target audiences:

- Subcontractors
- Main contractors
- Accountants, bankers and other business advisors
- Legal sector
- General public



- Channels to target audiences:
 - Through suppliers (e.g. PlaceMakers)
 - Educational materials (e.g. brochure)
 - Integrate into current training programmes and apprenticeship schemes
 - Practical workshops,
 - Media (e.g. advertising, websites, radio)
 - Promotion of the book 'Managing Contractors Cashflow'.
 - Trade Associations
 - Hands-on workshops

3. Improve the usability of the CCA

Increase the tools available for subcontractors. Suggestions included integrating with software programmes or templates to allow easiest access of the Act, such as MYOB templates, a Stop Work form and a step-by-step manual.



APPENDIX 1 – SURVEY QUESTIONS

Survey Questions

1. Firstly, which industry do you currently work in?

Please select as many options that apply

Air conditioning, Carpentry, Concrete, Electrical, Excavation, Fire Protection, Heating, Joiner, Landscaping, Piling, Plumbing, Pre-cast Concrete, Refrigeration, Reinforcing, Roofing, Structural Engineering, Wall & Ceilings, Windows, or Other (please specify)

2. How long have you been in that work?

Please select one option from below

Less than 5 years, 6–15 years, 15 + years (Radio button)

3. What type of jobs/projects do you mainly do?

Please select one option from below

Residential/Housing, Commercial, Civil Works (Radio Button)

4. How long do most of your jobs/projects usually run for?

Please select one option from below

Less than 1 week, 1–4 weeks, 5–12 weeks, 3 months or more (Radio button)



5. How many employees are in your company/firm? (Including contractors)

Please select one option from below

None, 1-5, 6-20, 21-40, 41+ (Radio Button)

6. Have you heard of the Construction Contracts Act (CCA) 2002? (e.g. Payment Claim, Payment Schedule etc.)

Please select one option from below

Yes (Go to question 6b), No (Go to question 6d)

6b. How would you rate your knowledge and understanding of the Construction Contracts Act?

Please select one option from below

6c. What would you like to better understand about the Construction Contracts Act?

Please write comment below

(Go to question 7)

6d. Would you like to find out more about the Construction Contracts Act?

Please select one option from below Yes (Go to question 6e) No (Go to question 6f)



6e. Where would you go to find out about the Construction Contracts Act?

Please select as many options that apply

Association websites, Association publications, Industry publications, NZBSF website, Other industry websites, Seminars, Suppliers, Conferences, Media, Word of Mouth (e.g. Friends, Colleagues), Courses, I don't know.

(Check boxes)

6f. We value your comments, why don't you want to find out more about the Construction Contracts Act?

Please write comment below

END SURVEY FOR RESPONDENTS WHO HAVEN'T HEARD OF CCA

7. How did you find out about the Construction Contracts Act?

Please select as many options that apply

Association websites, Association publications, Industry publications, NZBSF website, Other industry websites, Seminars, Suppliers, Conferences, Media, Word of Mouth (e.g. Friends, Colleagues), Courses, I don't know.

(Check boxes)



8. In your opinion, who is the Construction Contracts Act for?

Please select as many options that apply

Subcontractors, Clients, Main contractors, Suppliers, I don't know, Other (please specify). (Check boxes)

9. Why do you think the Construction Contracts Act was introduced?

Please select as many options that apply

To improve cash flow for subcontractors, To improve cash flow within the Construction Industry, To protect sub contractors, To protect contractors, To eliminate 'pay when paid', To give more control to subcontractors, To decrease debt in the industry, To improve processes in the industry (e.g. paperwork), To make the industry more professional, To prevent/reduce insolvency, To provide payment protection, I don't know, Other (please specify). (Check boxes)

10. How often have you used the provisions (e.g. Payment Claim, Payment Schedule etc.) of the Construction Contracts Act?

Please select one option from below

Very often

Quite often

A few times

Never (Go to Q 16)

(Radio Buttons)

11. Which (if any) of the following aspects have you used?

Please select as many options that apply

Payment Claim, Payment Schedule, Adjudication, Enforcement Proceedings, Charging Order, Suspension of Work. (Check boxes)



12. How effective have you found the following Construction Contracts Act processes, using the scale below:

Please select one option for each process (Scale 1–5. 1 = not effective – 5 = very effective, or N/A = not relevant)

	1	2	3	4	5	N/A
Payment Claim	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Payment Schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adjudication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enforcement Proceedings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Charging Order	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suspension of Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Radio Buttons across rows)

(If Adjudication was ticked question 12b would appear)

12b. Thinking about when you were involved in Adjudication, how would you rate your experience?

Please select one option for each process (Scale 1–5. 1 = very hard – 5 = very easy, or N/A = not relevant)

	1	2	3	4	5	N/A
Getting advice on the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appointing an adjudicator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Submitting your Adjudication claim or response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enforcing the adjudicator's determination	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Radio Buttons across rows)



(If payment claim was ticked questions 12c and 12d would appear)

12c. How often would you use a Payment Claim?

Please select one option from below

For Every Job (Go to Q13)

For Most Jobs (Go to Q13)

For Some Jobs (Go to Q12d)

For a Few Jobs (Go to Q12d)

Never (Go to Q12d)

(Radio Button)

12d. What would encourage you to use Payment Claims more often?

Please select as many options that apply

If the process was quicker

If it was easier to understand

If it was easier to implement

If there was less paperwork

I don't know

Other (please specify)

(Check boxes)



13. For you, what are the advantages of the Construction Contracts Act?

Please select as many options that apply

Improved cash flow, Decreased debtors, Quicker dispute resolution, More formal processes (e.g. Payment Claims, Payment Schedules etc.), None, I don't know, Other (please specify). (Check boxes)

14. For you, what are the disadvantages of the Construction Contracts Act?

Please select as many options that apply

Decreased cash flow, Slower dispute resolution, More formal processes (e.g. Payment Claims, Payment Schedules etc.), It is time consuming, It is hard to understand/implement, None, I don't know, Other (please specify). (Check boxes)

15. Now, thinking about all aspects of the Construction Contracts Act, how would you rate your overall satisfaction with it?

Please select one option from below

- Very Satisfied
- Satisfied.....
- Neither Satisfied Nor Dissatisfied
- Dissatisfied.....
- Very Dissatisfied

(Radio Button)



16. How do you usually find out about new information related to your Industry?

Please select as many options that apply

Association websites, Association publications, Industry publications, NZBSF website, Other industry websites, Seminars, Suppliers, Conferences, Media, Word of Mouth (e.g. Friends, Colleagues), Courses, I don't know. (Check boxes)

17 (OPTIONAL). We value your feedback. If you would like to provide further comments on the Construction Contracts Act and its provisions, please write these below.

Please write comment below

Finally a few questions about you:

18. What is your gender?

Male

Female

(Radio Button)

19. What age group do you belong to?

Up to 30, 31-40, 41-50, 51-60, 60+ (Radio Button)

Thank you for taking the time to complete this survey. Please click the submit button below.

