

The Use of Foreign Skilled Employment in the New Zealand Tourism Industry and its Potential for International Trade.

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Abstract

The increasing diversity of both tourists and workers in the tourism industry mean there is a greater need for those people in the tourism industry to possess skills to manage this diversity. In particular, the inherent nature of service transactions and the growing competitiveness of destinations and businesses require foreign skills to be a necessity. The lack of literature and statistics available with respect to the services industries make it difficult and imperative to carry out further research.

This research investigated the presence and characteristics of foreign skilled employment in the New Zealand tourism industry. While there is recognition of the need for foreign skills in the industry, there is reluctance on behalf of tourism businesses to acknowledge its importance to individual businesses. Certain foreign skills appear to be more important than others and this level of importance can be affected by issues such as ownership structure, type of tourism business and international trade activity. The presence or need for foreign skills will have implications for business' human resource policy, education institutions and immigration policy.