



The Shelter Me Project

MIGRANT RIGHTS

Recruitment of domestic workers through agencies - A Qatar perspective

Research report
January 2017

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Introduction

Migrant-Rights.org is an advocacy organization which aims to advance the rights of migrant workers across the Middle East. The organization strives to effectively advocate with governments in Qatar and the Gulf to reform employment and residency laws for the legal protection of migrant workers.

This study focuses on domestic workers in Qatar, specifically those recruited through agencies. Quantitative research was required to provide statistically reliable results on employers' experience of recruiting domestic workers through Qatar based agencies. It is envisaged that the results will be presented to government organizations to help promote new labor laws which aim to protect the health and wellbeing of domestic workers in Qatar.

This research report presents the quantitative findings from **400** face to face surveys with employers who have recently recruited a domestic worker through a Qatar based agency. The research focuses primarily on housemaids and nannies sponsored by Qatari and expatriate families in Qatar.

Interviews were conducted using a face-to-face, pen-and-paper interviewing approach, with data entry into a digitized version of the questionnaire. Surveys were conducted in English and Arabic in October and November 2016. The average questionnaire length for this study was 15 minutes.

Migrant-Rights.org has previously conducted a similar study with domestic workers in Indonesia. Whilst this study focuses on the experience of the employer in recruiting a domestic worker through an agency, results have been aligned with the Indonesian study where applicable.

Research Objectives

The research objectives are as follows:

- Understand the various steps in the recruitment process, the average length of time taken to recruit and the challenges and issues at each step in the process.
- Understand employer expectations regarding service delivery from agencies and quality of employee and the extent to which these expectations are met.
- Determine the occurrence of employers requesting an employee is returned to the agency and for what reasons.
- Determine the occurrence of employees requesting that they be returned to the agency and for what reasons.
- Performance ratings for the agency used.
- Awareness of whether the domestic worker paid any recruitment fees.
- Whether the domestic worker was given a contract pre-departure and whether it matches the contract provided by the agency to the employer.
- Provide a 360 view of migration from the country of origin to the country of destination by the domestic worker.
- Identify information, documents, agreement and experience which domestic workers are receiving from the recruiting agency.

Executive Summary

Executive summary

The key findings from **400** surveys with employers of domestic workers through recruitment agencies are outlined below:

Employers Profile

- Male** (60% of sample)
Males are most likely to deal with the recruitment agency directly. The female head of household, particularly Arab expatriates, are involved in the selection criteria of the domestic worker.
- Qatari nationals or Arab expatriates** (97% of sample)
There was a low incidence of Western and Asian expatriates recruiting domestic workers through agencies.
- Have between 2 to 3 children living at home** (68% of sample)
- Aged between 31 to 40 years** (41% of sample)
- Most likely to have one domestic worker under the family sponsorship** (58% of sample)
Qatari nationals tend to sponsor more than one domestic worker – 62%
- Decision makers**
The majority of decisions made regarding the employment of the domestic worker are made jointly between the husband and wife – 80%

Agency Profile

- Agency**
Most respondents could not recall the name of the agency through which they employed their domestic worker.
- A few names of agencies recalled include: Al Barq, Al Harammen, Al Jori and Falcon.

Domestic Workers Profile

- Nationality**
The most common nationalities of domestic workers employed through recruitment agencies are: Filipino (50%); Indonesian (19%); and Indian (15%).



Services provided by the agency...

Provided list of candidates to choose from	✓	99%
Asked employer for their criteria for the domestic worker	✓	98%
Provided references/ work history for each candidate	✓	87%
Asked details about household	✓	86%
Provided employer with employment contract	✓	78%
Organized sponsorship transfer / RP issuing	✓	77%
Allowed employer to interview the candidate prior to selection	?	63%

Executive summary, cont.

Employer satisfaction with the agency

The recruitment process to sponsor domestic workers through an agency is straightforward and easy. Overall, satisfaction with the service provided by agencies is high, with most attributes recording total satisfaction levels of around 80% or more.

The only areas where satisfaction levels could be improved is with the agency supporting the domestic worker to adjust and settle into the home of the employer and reducing the time taken for the agency to find, hire and process the sponsorship. The average time taken for the recruitment process from the initial registration to the worker starting in the home is: **6.2 weeks (1.5 months)**.

Agency recruitment costs

- The average spend on recruitment fees of domestic workers is: **13,301 QAR**.
- **81%** of employers do not feel this is good value for money (**30%** not very good and **51%** not at all good).
- **79%** of employers are unaware of whether the domestic worker paid any agency fees.

Rating...	
Initial visit to agency <i>(total satisfied)</i>	80-100
Level of employer involvement in selection process <i>(total satisfied)</i>	80-100
Accuracy of information provided on each candidate <i>(total satisfied)</i>	60-79
Overall quality of the domestic workers proposed <i>(total satisfied)</i>	60-79
Agency support to help domestic worker adjust and settle into household <i>(total satisfied)</i>	60-79
Time taken to find, hire and sponsor a domestic worker via agency <i>(total satisfied)</i>	60-79
Full information on domestic worker rights and responsibilities <i>(total satisfied)</i>	80-100
Found recruitment process extremely or somewhat easy	80-100
Faced difficulties or challenges when hiring the domestic worker through the agency	0-19

LEGEND:



Executive summary, cont.

Employer satisfaction with the domestic worker

Employer satisfaction with the domestic worker is high for:

- Ability of the worker to communicate with employer and family
- The worker's professionalism and work ethic.

The level of satisfaction is lower for the domestic worker:

- Having a relevant skill set
- Reliability
- Trustworthiness.

Rating...	
Ability to communicate with employer and their family	80-100
Professionalism and work ethic <i>(total satisfied)</i>	80-100
Skills including previous experience and training received from agency <i>(total satisfied)</i>	60-79
Relevant skill set <i>(total satisfied)</i>	60-79
Reliability <i>(total satisfied)</i>	60-79
Trustworthiness <i>(total satisfied)</i>	60-79

LEGEND:



Executive summary, cont.

Returned a domestic worker

27% of employers
Have returned a domestic worker to the agency in the past five years

71% said it was their decision to return the worker to the agency

69% returned the worker during the probation period

76% said the agency provided another employee

Had a domestic worker run away

15% of employers
Have had a worker recruited by an agency run away from their home in the past five years

88% said the worker ran away after the probation period

20% said the agency provided another employee

Balanced score card: employer

										
Rights & protection	Customs of Qatar	Type of work required	Job description	Terms of employment	Copy of employment contract	Employment contract in own language	Passport kept by employer for safe keeping	Important worker has RP	Access to a mobile phone	Access to a bank account
40-59	80-100	80-100	0-19	80-100	40-59	20-39	60-79	80-100	80-100	20-39

LEGEND:



Questions:

Rights & protection: Do you know if your worker received any information on their rights as a domestic worker living and working in Qatar (% yes)

Customs of Qatar: Do you know if your worker received any information on the local customs and culture in Qatar and how this affects them (% yes)

Type of work required: Do you know if your worker received any information on the type of work they are required to do? (% yes)

Job description: Did your domestic worker receive a copy of a written job description (% yes)

Terms of employment: Do you know if your worker received any information on the terms of employment (salary, working hours, leave, overtime pay etc. (% yes)

Copy of employment contract: Did your domestic worker receive a copy of an employment contract (% yes)

Employment contract in own language: Does the domestic worker have a copy of this contract in their own language? (% yes)

Below are some statements people have made about hiring and sponsoring domestic workers. To what extent do you agree or disagree with each statement:

- **Passport kept by employer for safe keeping:** I keep my worker's passport for safe keeping (% strongly agree/agree)
- **Important worker has RP:** It is important that my worker has their RP in their possession for when they need it (% strongly agree/agree)
- **Access to a mobile phone:** My worker has a mobile phone so they are able to regularly communicate with their family and friends (% strongly agree/agree)

Access to a bank account: Does your worker have his/her own bank account that they can access their money when needed? (% Yes)

Detailed Findings

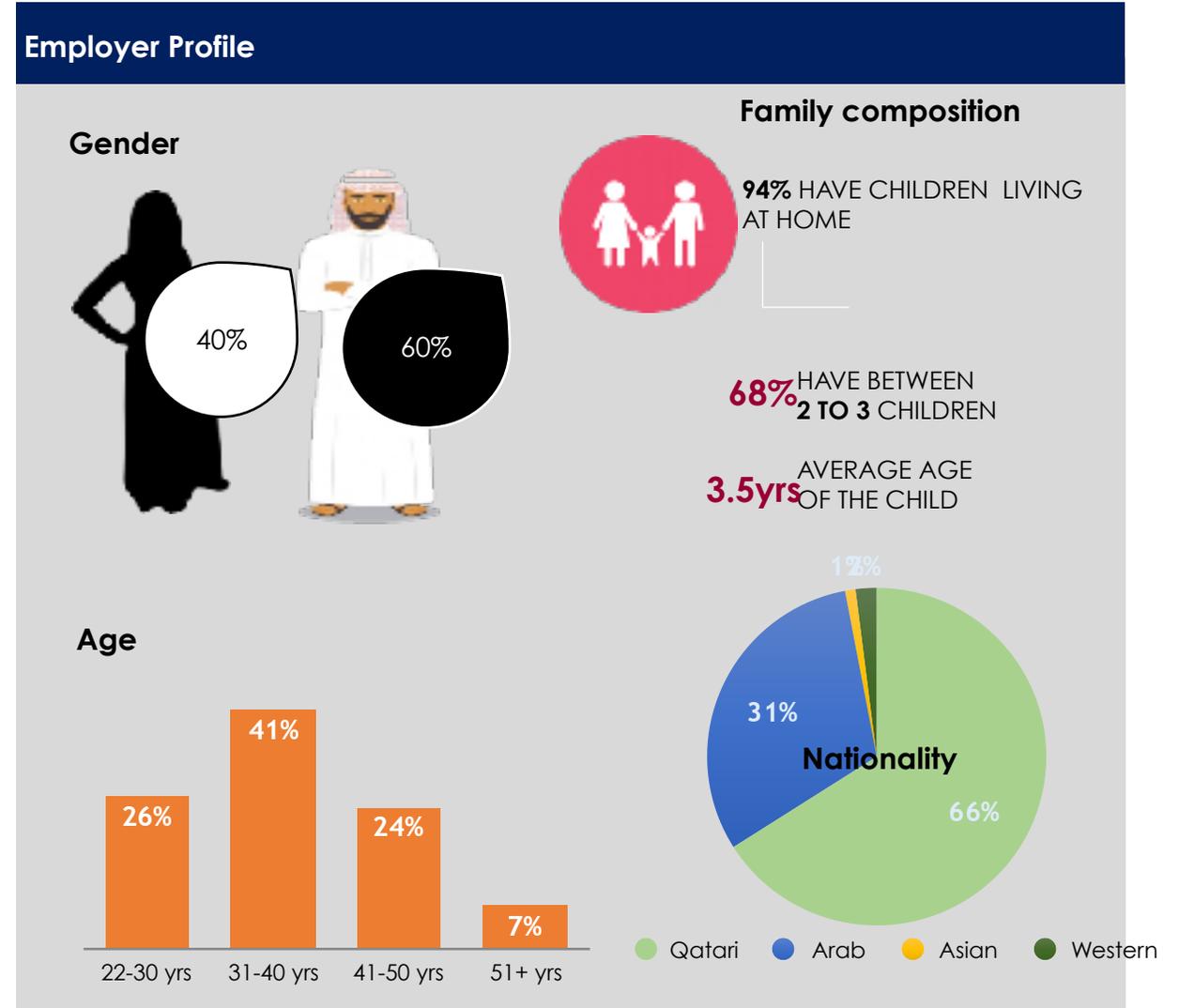
Section 1: Key Segment Overview

Employer profile

This study consists of **n=400** face to face interviews conducted with employers who have recently recruited a domestic worker through an agency. Respondents were screened to ensure they had finalized the sponsorship process within the past three years to allow them to recall the process in detail.

The respondents were also screened to ensure they were the main decision maker on finding and employing the domestic worker. The sampling process found that the majority of decision makers in the Qatari sample were male. Most Qatari females have limited involvement in dealing with the recruitment agency, and therefore they were unable to answer the questions related to the service provided by the agency. As a result the sample consists of **60%** males and **40%** females.

During the sampling process, there was a low incidence of Asian and Western expatriates recruiting domestic workers through an agency. Therefore, the sample size is substantially higher among Qatari nationals (**66%**) and Arab expatriate (**31%**) respondents. Most employers of domestic workers recruited through agencies are aged between 31 to 40 years (**41%**), and nearly all have children living at home (**94%**).



Domestic worker profile

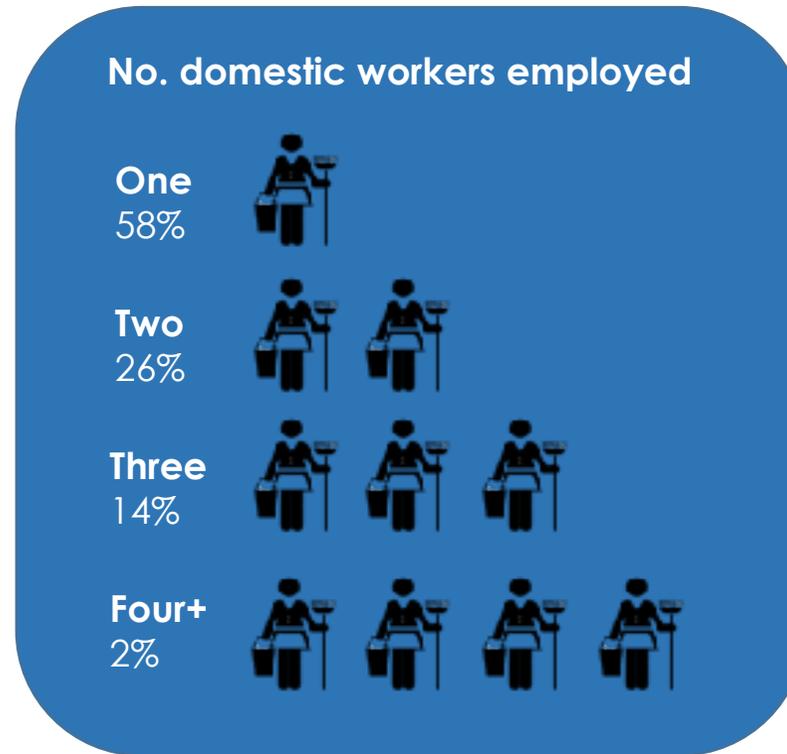
Employers of domestic workers were asked how many domestic workers they currently have under their family sponsorship. The majority of respondents have one domestic worker currently under their sponsorship. Six in ten Qatari nationals surveyed (**62%**) have more than one domestic worker under their sponsorship.

The majority of respondents (**79%**) finalized the sponsorship process through the agency within the past two years. One in five respondents (**21%**) went through the sponsorship process between two to three years ago.

The most common nationality of domestic workers recruited through an agency is Filipino, followed by Indonesian and Indian.

For **Qatari nationals**, the most common nationalities of domestic workers employed are: Filipino (**44%**); Indian (**21%**) and Indonesian (**19%**).

For **Arab expatriates**, the common nationalities of domestic workers employed are: Filipino (**58%**) and Indonesian (**20%**).



Q. How many domestic workers do you currently have under your family sponsorship? Base: All respondents, n=400
Q. What nationality is your domestic worker that was employed through an agency? Base: all respondents, n=400



Agency profile

Respondents were asked to recall which agency their domestic worker was hired through.

The majority of respondents are unable to recall the name of the recruitment agency who their domestic worker was hired through. Most respondents are only able to recall the location of the recruitment agency offices. The name of agencies recalled include: Al Barq (n=10), Al Harammen (n= 8), Al Jori (n=6) and Falcon (n=4).

Most recruitment agencies are located in the older parts of Doha, such as Gharafa, Al Rayyan and Al Sadd.

Location of Agency Used

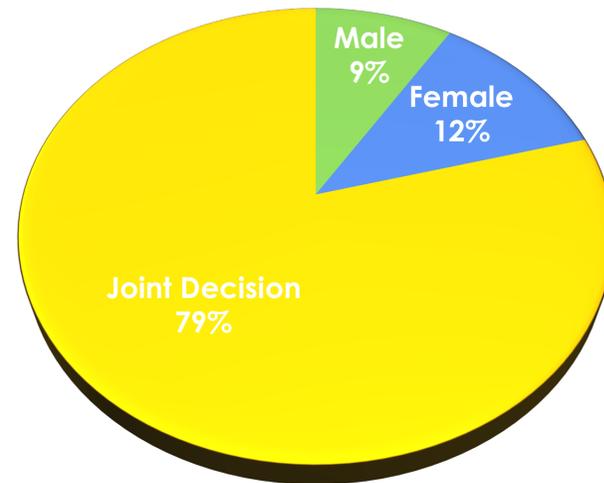
- SOUQ AL ALI / GHARAFa (n=51)
- AL SADD / NASSER AREA (n=17)
- AL SHAFI St / AL RAYYAN (n=17)
- MOUTHER (n=16)
- AL WAKRA (n=16)
- AZIZYA (n=13)
- BIN OMRAN / AL MARKHEYA (n=12)
- AL MUNTAZAH (n=6)

Q. What was the name of the agency you sponsored through your domestic worker? Base: All respondents, n=400

Main decision maker on employing domestic worker

Employers of domestic workers were asked who in their family was the main decision maker on finding and employing the domestic worker. The majority of decision making regarding the employment of domestic workers is undertaken jointly between the male and female head of the household (mentioned by **80%**).

It is important to note, that during the respondent recruitment process it was found that whilst both the male and female head of the household have a role in the decision making regarding the worker, the male has a more prominent role in dealing directly with the agency. The female's involvement typically extends to reviewing the CVs of the domestic workers and selecting their preferred candidate for the position. This was particularly the case for Arab expatriate families.



Q. In your family, who was the main decision maker on findings and employing the domestic worker? Base: All respondents, n=400

Section 2: The Recruitment Process

Recruitment agencies and services

Respondents were asked which services the agency provided to help them find their domestic worker.

Recruitment agencies in Qatar provide a range of services to employers of domestic workers. Virtually all respondents (**99%**) were provided with a list of candidates from which they could choose from. Nearly all agencies also asked the employer for their criteria for the domestic worker (mentioned by **98%**).

In most cases, agencies provide the employer with references and the work history of each candidate and details about their household (mentioned by **87%** and **86%** respectively).

Just over three quarters of employers said the agency provided them with an employment contract and organized the sponsorship transfer and issuing of the RP (mentioned by **78%** and **77%** respectively).

Close to two-thirds of respondents (**63%**) said they were allowed to interview the candidate prior to selection.



Q. Please tell me which services the agency provided to help you find your domestic worker?
Base: all respondents, n=400

Additional services required from the agency

Respondents were asked if there are any additional services which they would have expected the recruitment agency to provide, but which are not currently provided.

Employers of domestic workers in Qatar appear to be relatively satisfied with the range of services provided by the recruitment agencies. Only a minority (2%) had additional service expectations which were not met by the recruitment agency.

These included:

- More detailed information about the candidates
- Faster service
- Opportunity to interview the candidates before proceeding with the sponsorship process.



Q. Were there any other services which you expected the agency to provide which they didn't? Base: All respondents, n=400
Q. What additional services would you have like provided by the agency? Base: Respondents who expected additional services, n=8* (*small sample)

Additional services mentioned...

Provide more information about the domestic worker

Faster service

Opportunity to Interview the domestic worker

Time taken for the recruitment process

Respondents were asked the average length of time taken for each element of the recruitment process through the agency for the sponsorship of the domestic worker.

On average each step of the process took between one to two weeks. The time taken for the domestic worker to arrive in Qatar took the greatest length of time (**average 2.2 weeks**).

Average time taken for each step of the recruitment process

Register interest in employing a domestic worker via agency



1-2 weeks

Mean Average: 1.7

Average time taken

Choose the right worker
(From agency presenting candidates till candidate chosen)



1-2 weeks

Mean Average: 1.8

Undertake necessary paperwork for **sponsorship transfer/ RP issue**



1-2 weeks

Mean Average: 1.8

Time taken for the domestic worker to arrive in Qatar



1-2 weeks

Mean Average: 2.2

Q. What was the average length of time taken for each element of the recruitment process through the agency for the sponsorship for your domestic worker?
Base: all respondents n=400

Overall time taken for recruitment of domestic worker

On average, the process from initial registration of interest until the domestic worker started working in the home took **6.2 weeks** (1.5 months).



Average time taken
6.2 weeks
1.5 months

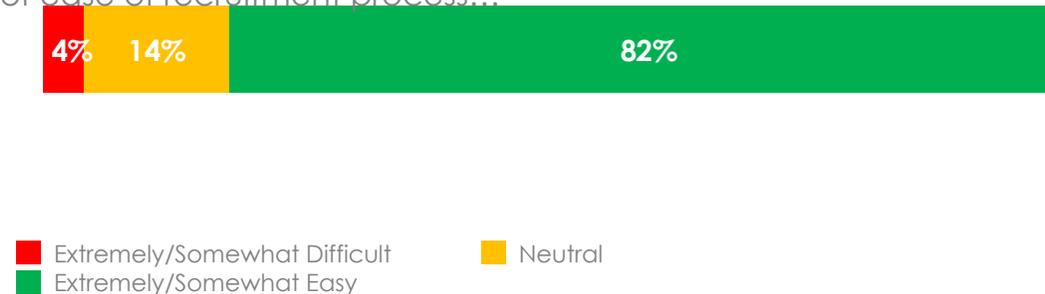
Q. And, overall how long did the process take from your initial registration of interest to your domestic worker living in your home? Base: all respondents, n=400

Overall ease of recruitment process

Respondents were asked how easy or difficult it was from start to finish, to find, employ and sponsor their domestic worker.

Most employers of domestic workers surveyed found the overall recruitment process to be either 'extremely easy' or 'somewhat easy' (mentioned by **54%** and **28%** respectively).

Rating of ease of recruitment process...



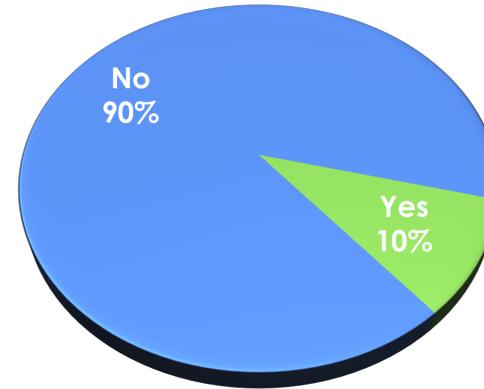
Q. Overall, how easy or difficult was it, from start to finish, to find, employ, sponsor your domestic worker through the agency? Base: All respondents n=400

Difficulties or challenges faced with the recruitment process

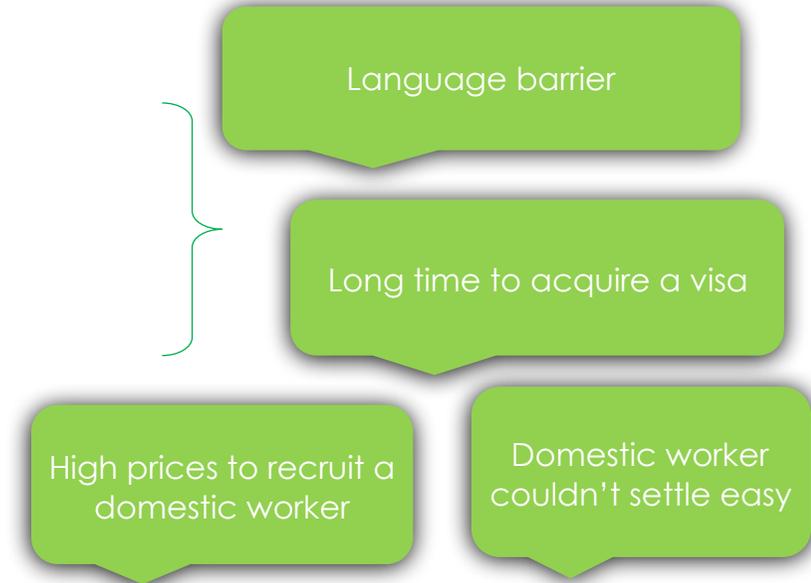
Respondents were also asked whether they faced any difficulties or challenges when hiring the domestic worker through the agency. One in ten employers surveyed (**10%**) experienced difficulties with the recruitment agency.

Those employers who experienced difficulties with the agency were asked how responsive the agency was in dealing with the issue. Just under half of the respondents said the agency was either 'very' or 'somewhat' responsive in dealing with the issues (mentioned by **15%** and **31%** respectively). A relatively large proportion of the respondents (**12%**) said the agency was 'very unresponsive' in dealing with the issue.

Difficulties faced by respondents when dealing with the agency included: language barriers making it difficult to communicate; the high prices charged by the agency; the length of time taken to finalize the visa process; and difficulties with the worker settling into the home.



Challenges faced...



Q. Did you face any difficulties or challenges when hiring your domestic worker through the agency
Base: all respondents, n=400
Q. What difficulties or challenges did you face when hiring your domestic worker through the agency?
Base: employers who faced difficulties n=41



Q. Overall, how responsive or unresponsive was the agency in dealing with the issue? Base: employers who faced difficulties, n=41

■ Unresponsive ■ Neutral ■ Responsive

Employer satisfaction with recruitment agency

Respondents were shown a list of touchpoints and attributes relating to the process of recruiting and sponsoring a domestic worker in Qatar via a recruitment agency. Respondents were asked to rate their level of satisfaction with each touchpoint.

Overall, employers are highly satisfied with all attributes in relation to recruiting a domestic worker via a recruitment agency in Qatar. The only attribute which achieves a lower satisfaction score is the 'time taken to find, hire and sponsor a domestic worker via an agency'.

	Extremely Satisfied %	Somewhat Satisfied %	Neutral %	Somewhat Dissatisfied %	Extremely Dissatisfied %	Total Satisfied %	Total Dissatisfied %	Average Mean
Level of employer involvement in selection process	60%	27%	10%	3%	0%	87%	3%	4.44
Initial visit to agency	52%	33%	12%	2%	1%	85%	3%	4.33
Full information on domestic worker rights and responsibilities	56%	26%	14%	3%	2%	82%	5%	4.31
Overall quality of the domestic workers proposed	49%	30%	19%	1%	1%	79%	2%	4.24
Accuracy of information provided on each candidate	51%	26%	19%	3%	2%	77%	5%	4.22
Agency support to help domestic worker adjust and settle into household	48%	29%	17%	4%	2%	77%	6%	4.17
Time taken to find, hire and sponsor a domestic worker via agency	50%	26%	15%	6%	4%	76%	9%	4.14

Q. Overall, how satisfied or dissatisfied are you with each of the following aspects of the agency you worked with? Base: all respondents, n=400

Recruitment agency fees

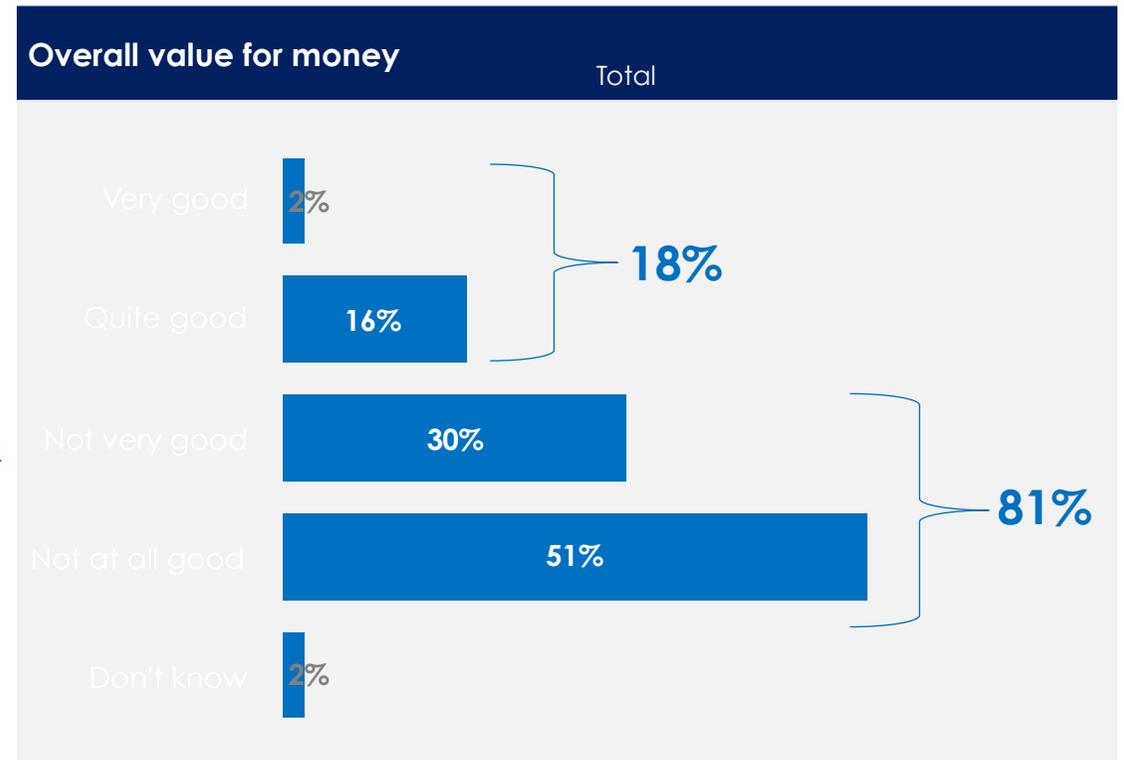
Respondents were asked to recall how much they paid in recruitment fees to their agency, and to comment on the perceived value for money of these fees.

The average spend on recruitment fees by an employer is **13,301QAR**.



- Q. Now thinking about the agency fees you paid for the sponsorship of your domestic worker, how much did you have to pay in total? Base: all respondents, n=400
- Q. How would you rate the value for money for the service you received from the agency? Would you say it was...? Base: all respondents, n=400

Most employers surveyed (**81%**) are dissatisfied with the value for money offered by agencies for the recruitment of domestic workers and rated the agency fees as either 'not very good' or 'not at all good'.

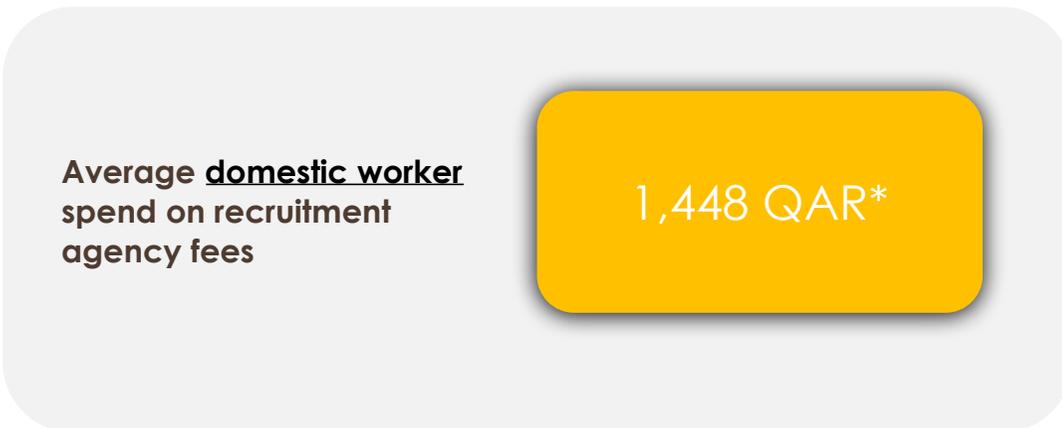


Domestic worker fees

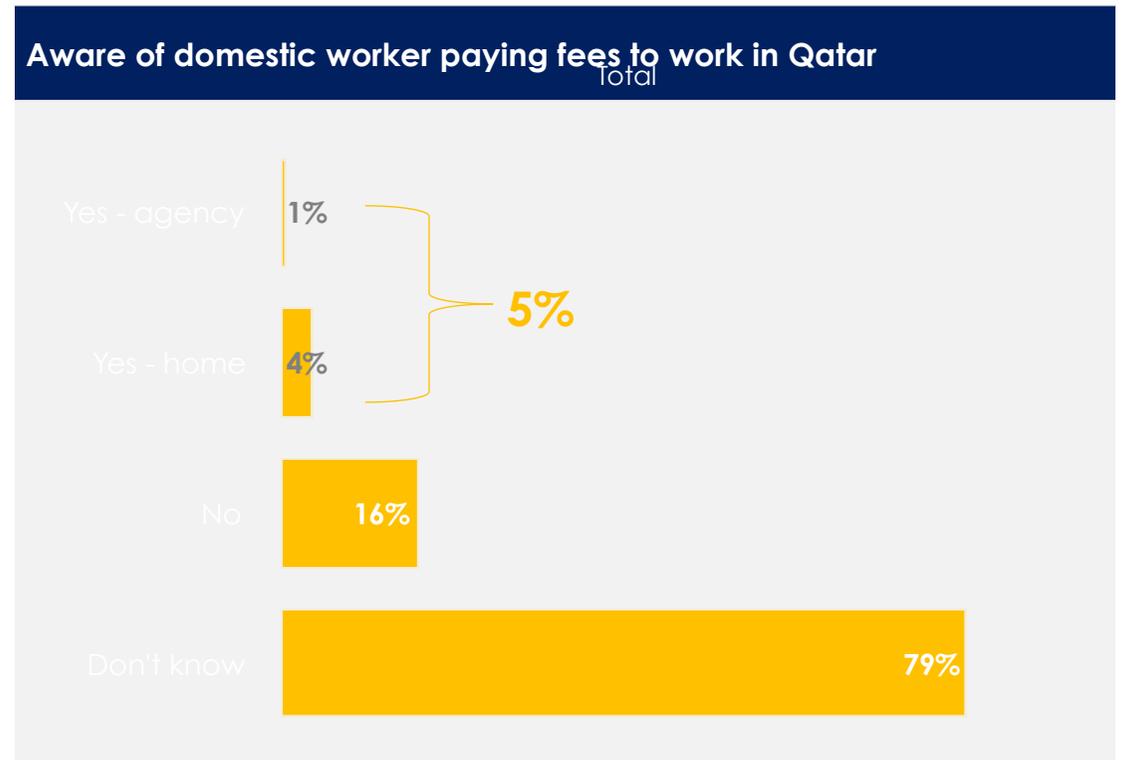
Respondents were asked whether they were aware of their worker having to pay any fees to allow them to work in Qatar.

Most employers (**79%**) are unaware as to whether their domestic worker paid any agency fees, suggesting that this is not a conversation which employers in Qatar generally have with their employees. Some **16%** of respondents believe their worker did not pay any fees either to the agency or back in their home country.

Those respondents who are aware of their employee personally paying a fee to work in Qatar, indicated the average cost to the worker was around **1,448 QAR**.



- Q. Did your domestic worker have to pay any fees at all to allow them to work for you? (Either in Qatar, or home country) Base: all respondents n=400
- Q. How much did the domestic worker have to pay overall? Base: employers whose domestic worker paid agency fees, n=11* (small sample size)



Section 3: Domestic worker deep dive

Information and documents provided to domestic worker

Respondents were asked if the agency provided the domestic worker any type of information about working in Qatar.

Most respondents believe the agency provided information to the worker on the type of work that they would be required to carry out (mentioned by **97%**). A high **95%** of respondents are also of the understanding that information on the local Qatar customs and culture and how they affect them were also provided. Most respondents (**85%**) are also of the understanding that domestic workers were informed about the terms of their employment.

Only half of the respondents (**58%**) are aware of the worker being provided with information on their rights as a domestic worker in Qatar.

There is also low awareness as to whether or not the worker received a copy of a written job description and their employment contract (**23%** and **49%** respond 'don't know' respectively).

Did the domestic worker receive...	Yes %	No %	Don't Know %
Type of work required	97	2	2
Terms of employment	85	2	13
Rights as a domestic worker in Qatar	58	22	20
Local Qatar customs and culture, and how these affect them	95	2	3
A copy of a written job description	16	4	23
A copy of their employment contract	40	11	49

Q. Do you know if your domestic worker received any information, on any of the following?
 Base: all respondents, n=400
 Q. Did your domestic worker receive a copy of the following...? Base: all respondents, n=400

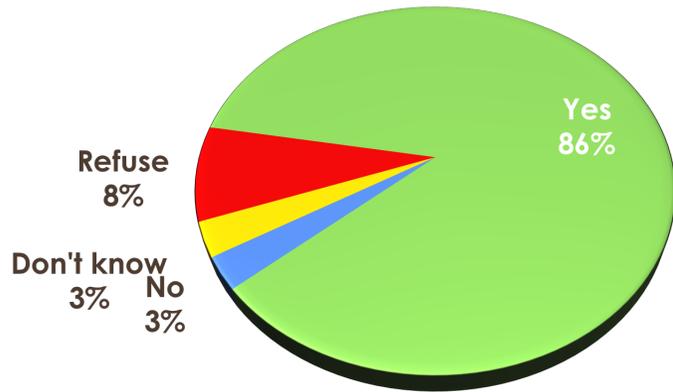
Employer/worker contract & embassy registration

Respondents were asked if they have signed a contract with the agency when employing the domestic worker. The majority of respondents (**86%**) have signed a contract. However, half of the respondents who have signed a contract (**51%**) are unaware if the agency has given a copy of the contract to the domestic worker translated into their spoken language.

Respondents were also asked whether they were aware of their employee being registered with their country's embassy as a domestic worker in Qatar.

Only one in five respondents (**22%**) believe their employee is registered with their embassy.

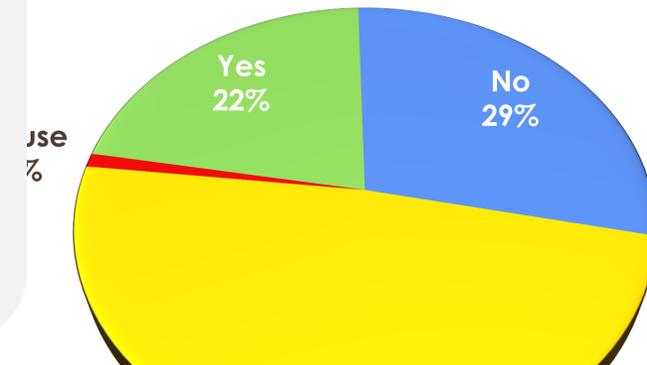
Employer signed an employment contract...



Employee has a copy of contract in their own language...

20% yes
20% no
51% don't know
9% refuse to answer

Domestic worker registered with embassy...



Q. Did you sign an initial employment contract with the agency when employing this domestic worker? Base: all respondents, n=400

Q. Does the domestic worker have a copy of this contract in their own language? Base: respondents who signed an initial employment contract, n=344

Q. Is your employee registered with their country's Embassy as a domestic worker in Qatar? Base: all respondents, n=400

Hiring and sponsoring of domestic workers

Respondents were given some statements regarding the hiring and sponsoring of domestic workers and asked the extent to which they agree with each statement.

Nearly all respondents (**92%**) either 'strongly agree' or 'agree' that their worker has access to a mobile phone so they can regularly communicate with their family and friends.

Homesickness seems to be an issue with domestic workers as half of the respondents 'strongly agree' that their worker can sometimes feel sad and homesick.

Close to two thirds of respondents (**63%**) either 'strongly agree' or 'agree' that they like to keep their workers passport for safe keeping. Arab expatriates are most likely to keep the domestic worker's passport (**51%** compared to **26%** of Qatari nationals). A high **71%** of employers who have had a domestic worker run away in the past five years 'strongly agree' with the statement about holding onto the passport for safe keeping.

Despite the high incidence of employers holding the domestic worker's passport in their possession, the large majority of respondents (**80%**) either 'strongly agree' or 'agree' that it is important for their worker to have their RP in their possession for when they need it.

	Strongly Agree %	Agree %	Neutral %	Disagree %	Strongly Disagree %	Total Agree %	Total Disagree %	Average Mean
My worker has a mobile phone so they are able to regularly communicate with their family and friends	78	14	5	3	1	92	4	4.64
I like to keep my workers passport for safe keeping	55	8	11	5	22	63	27	3.70
My worker can sometimes feel sad and homesick	50	32	16	2	1	82	2	4.29
It is important that my worker has their RP in their possession for when they need it	65	15	15	2	2	80	4	4.40

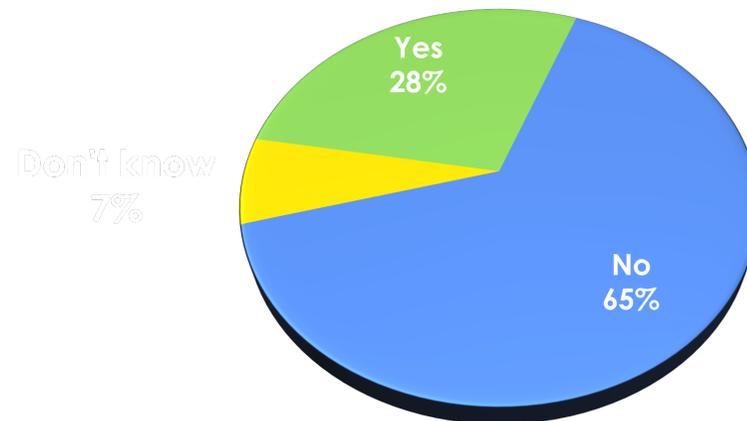
Q. Below are some statements people have made about hiring and sponsoring domestic workers. To what extent do you agree or disagree with each statement. Please answer on a scale of 1 to 5 where 1 is 'strongly disagree' and 5 is 'strongly agree' Base: all respondents, n=400

Access to a bank account

Respondents were asked whether their employee has access to their own bank account so they can access money when needed.

The majority of respondents (**65%**) said their employee does not have their own bank account. Over a quarter of respondents (**28%**) said their employee does have access to their own account.

Domestic worker has own bank account...



Q. Does your worker have his/her own bank account that they can access their money when needed? Base: all respondents, n=400

Employer satisfaction with domestic workers

Respondents were asked to rate their level of satisfaction with the domestic worker they employed. Employers are most satisfied with the domestic workers in terms of their professionalism, work ethic and communication skills (average mean score **4.3**).

The reliability and trustworthiness of the domestic worker ranks the lowest in terms of employer satisfaction, with just over four in ten respondents being 'extremely satisfied' with each attribute (**43%** and **42%** respectively). Just over three quarters of employers (**77%**) are either 'extremely satisfied' or 'satisfied' with the workers skill set being relevant to the position.

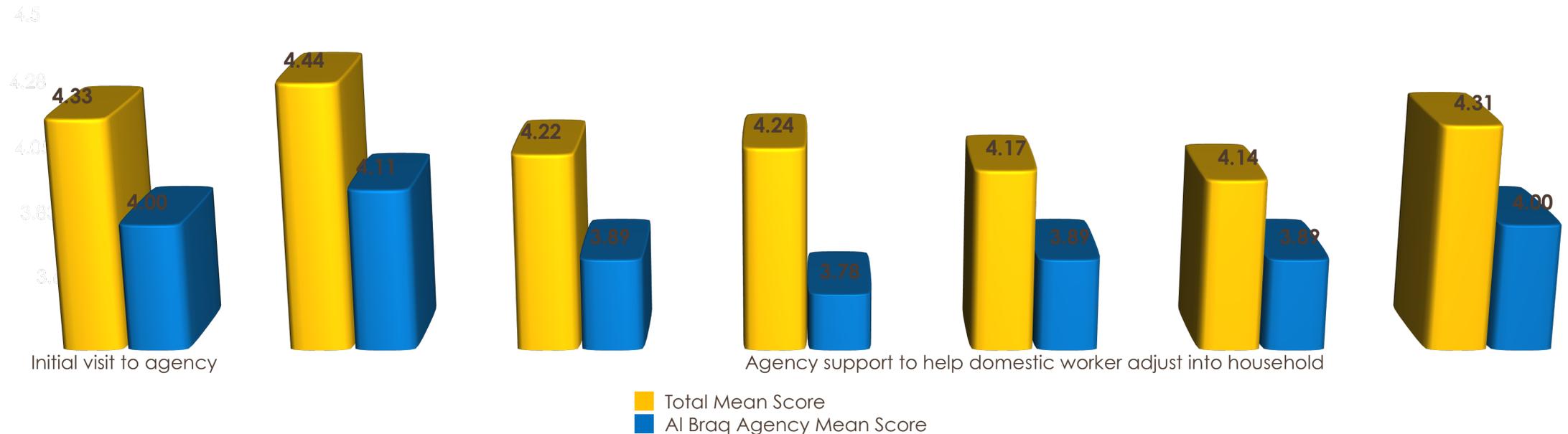
	Extremely Satisfied %	Somewhat Satisfied %	Neutral %	Somewhat Dissatisfied %	Extremely Dissatisfied %	Total Satisfied %	Total Dissatisfied %	Average Mean
Ability to communicate with employer and their family	50	35	13	0	2	85	2	4.3
Professionalism and work ethic	52	31	16	1	1	82	2	4.3
Skills including previous experience and training received from agency	45	35	17	3	2	79	5	4.2
Relevant skill set	47	30	21	1	2	77	3	4.2
Reliability	43	25	28	2	2	68	4	4.1
Trustworthiness	42	25	29	3	3	66	5	4.0

Q. Overall, how satisfied or dissatisfied are you with each of the following aspects of the domestic worker you employ? Base: all respondents, n=400

Employer satisfaction with recruitment agency: Al Braaq Agency

Al Braaq was the only recruitment agency which had a sufficient sample (n=9) to record the level of employer satisfaction. On all attribute measurements, **Al Braaq** performs below the total average mean score for satisfaction of all agencies.

Satisfaction with all agencies vs Al Braaq agency...

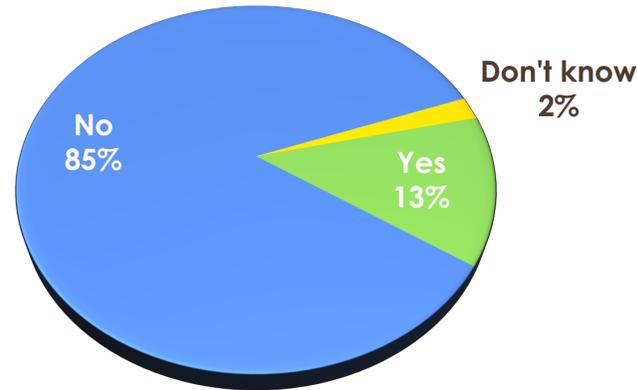


Q. Overall, how satisfied or dissatisfied are you with each of the following aspects of the agency you worked with?
Base: Respondents who mentioned (Al Braaq agency), n=9* (small sample, indicative results only)

Additional training provided

Respondents were asked if they provided any additional training to the domestic worker. The majority of respondents (**85%**) were not required to provide any additional training.

Among those employers who did provide training the majority of training was focused on educating the employee on cooking culturally appropriate food and how they can assist with chores.



Additional training provided...

45% Arabic & Qatari cooking

40% How to help with chores

25% How to use the ATM

10% Qatari traditions & customs

Q. Did you have to provide any additional training to the domestic worker? It can be anything at all, even if not directly related to their work (e.g. how to use an ATM, or driving lessons...) Base: all respondents, n=400

Q. What additional training did you provide? Base: employers who provided additional training, n=51

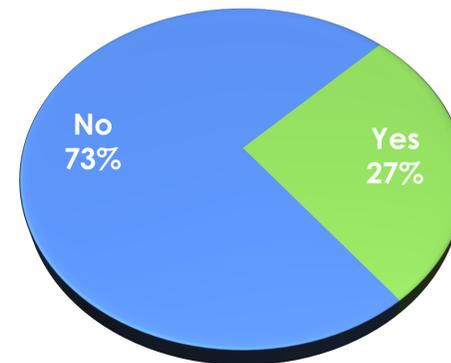
Section 4: Returns and runaways

Return of a domestic worker

Respondents were asked whether in the past five years, they have ever had to return a domestic worker to the agency from which they were recruited.

Over a quarter of employers (**27%**) have returned a worker to the agency. In most cases, the decision to return the worker was made by the employer during the probation period.

The majority of employers who returned a worker to the agency (**76%**) were provided with another worker by the agency. Most often a replacement was provided when the employee was returned during the probation period (mentioned by **77%**).



- Q. In the past five years, have you ever had to return a domestic worker to the agency from which he/she was recruited? Base: all respondents, n=400
- Q. Was his/her return requested by you or by the domestic worker themselves? Base: employers who returned a domestic worker, n=109
- Q. Was the worker returned during or after the probation period? Base: employers who returned a domestic worker, n=107
- Q. Did the agency provide you with another employee? Base: employers who returned a domestic worker, n=83

Decision to return worker was made by the employer...

71%

Worker returned during the probation period...

69%

Agency provided another employee...

76%

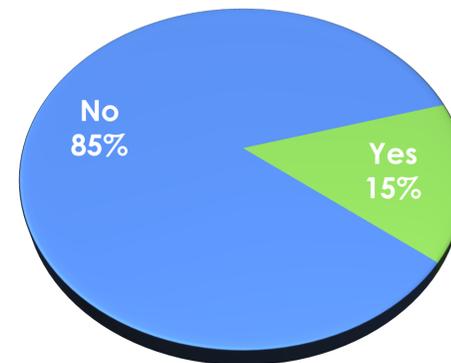
Incidence of domestic workers running away

Respondents were asked whether in the past five years, had they ever had a domestic worker that had been recruited through an agency run away.

One in seven employers (**15%**) have had a domestic worker run away when under their sponsorship. Most of those who have experienced run away workers are Qatari nationals (mentioned by **19%**).

In most cases, the worker ran away after the probation period (mentioned by **88%**).

One in five employers who had a worker run away (**20%**) were provided with another worker by the agency. Workers were replaced primarily when they ran away during the probation period.



- Q. In the past five years, have you had a domestic worker that has been recruited through an agency run away? Base: all respondents, n=383
- Q. Did they run away during or after the probation period? Base: employers with experience of a domestic worker runaway n=59
- Q. Did the agency provide you with another employee? Base: employers with experience of a domestic worker runaway n=30

Contact Details

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The Shelter Me Project

In partnership with [Migrant-Rights.org](https://migrant-rights.org) & Hivos