

Annex

Chart 1: Satisfaction levels of FDWs and employers

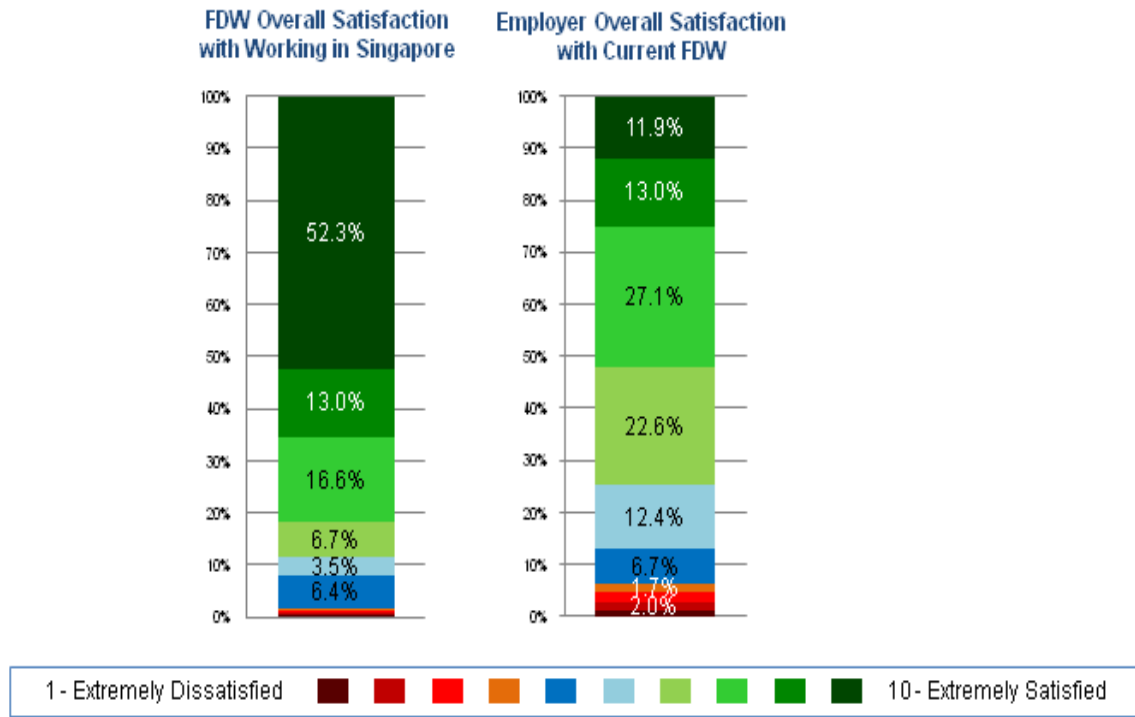
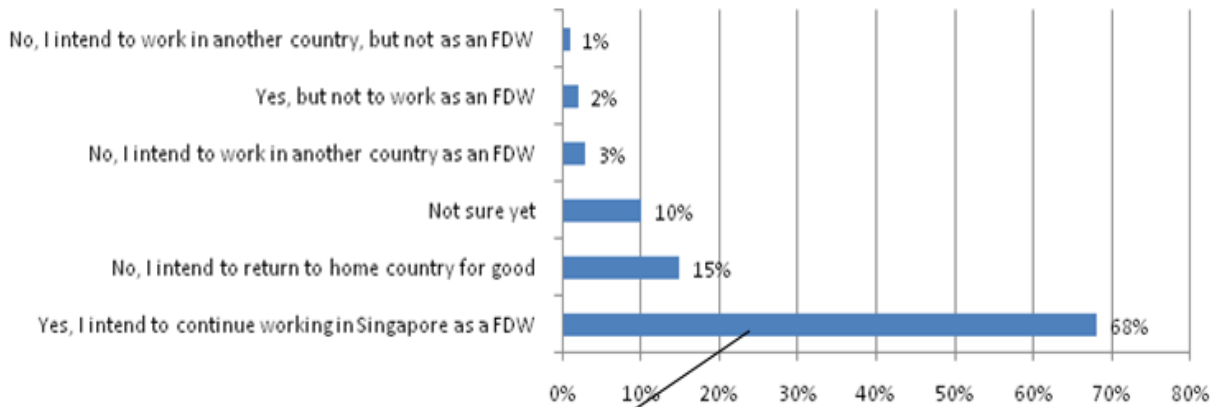


Chart 2: Intent of FDWs and employers after current employment contracts expire

**When your current contract expires, do you intend to continue to work in Singapore?
(% of FDW responses)**



Do you intend to continue to work for your current employer?	% of FDW responses
Yes	88%
No	12%

**Do you intend to renew your FDW's employment contract when it expires?
(% of employer responses)**

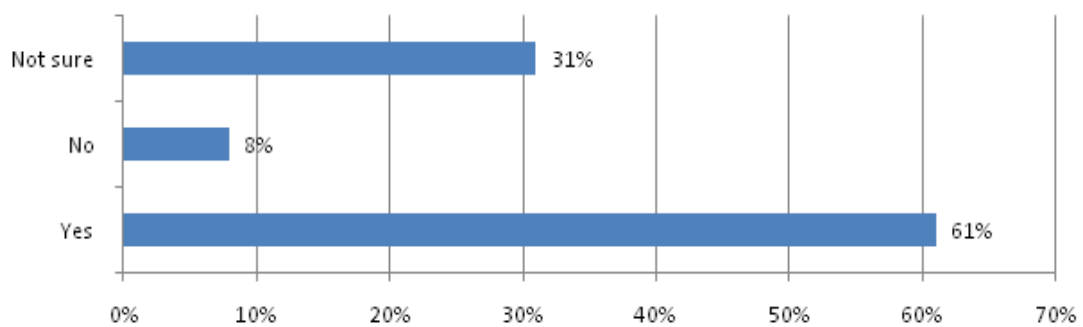
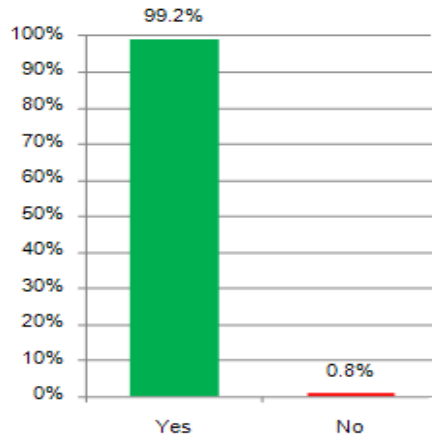
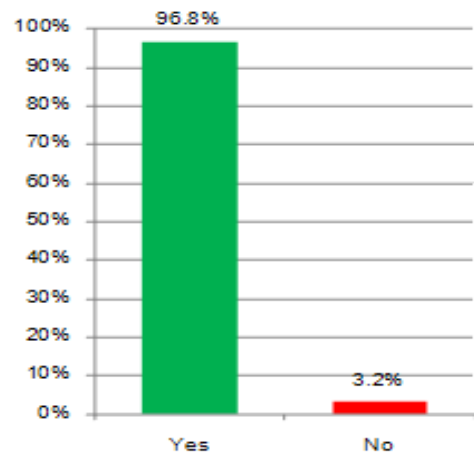


Chart 3: Food, rest and rest days

I have sufficient food to eat every day.
(% of FDW responses)



I have adequate rest each day.
(% of FDW responses)



I am given at least 1 off/rest day a month.
(% of FDW responses)

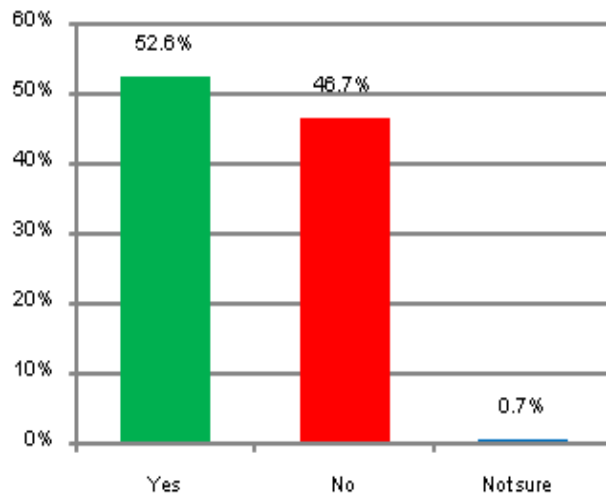


Chart 4: Problems experienced by FDWs when they just started work in Singapore

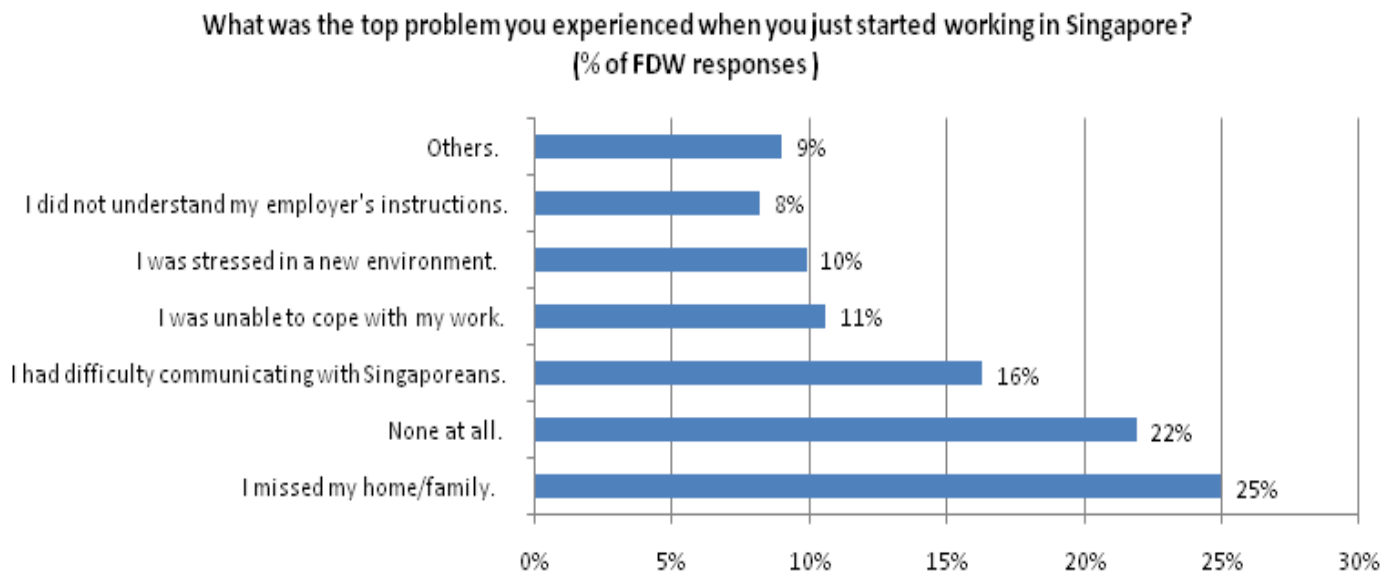


Chart 5: FDWs' assessment of current workload

Which of the following statements best describes your current workload given by your employer?
(% of FDW responses)

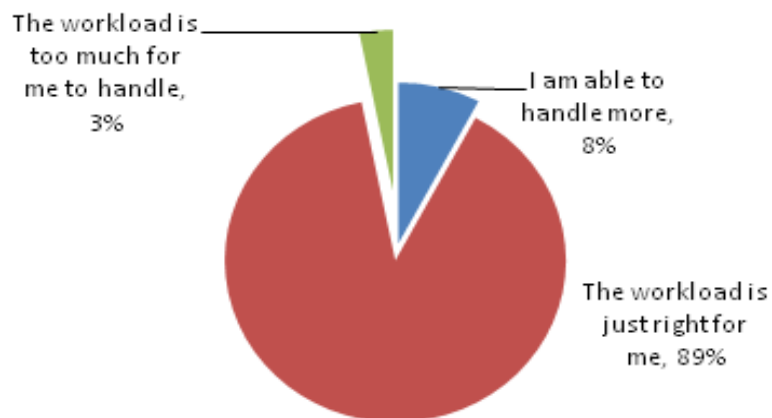


Chart 6: Assistance Channels

**First person/organisation FDWs would turn to for help when encountering any problems
(% of FDW responses)**

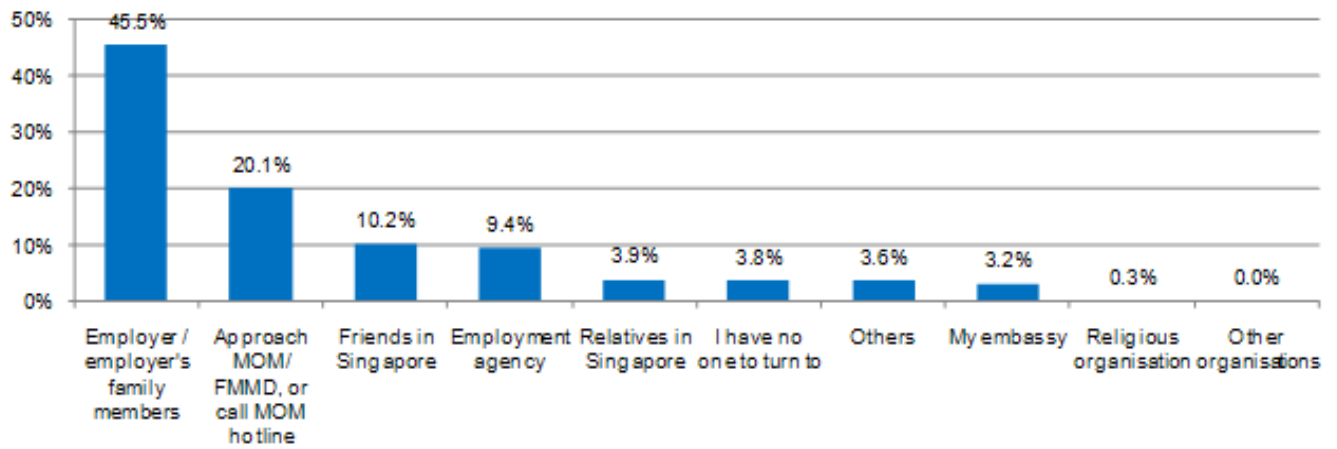
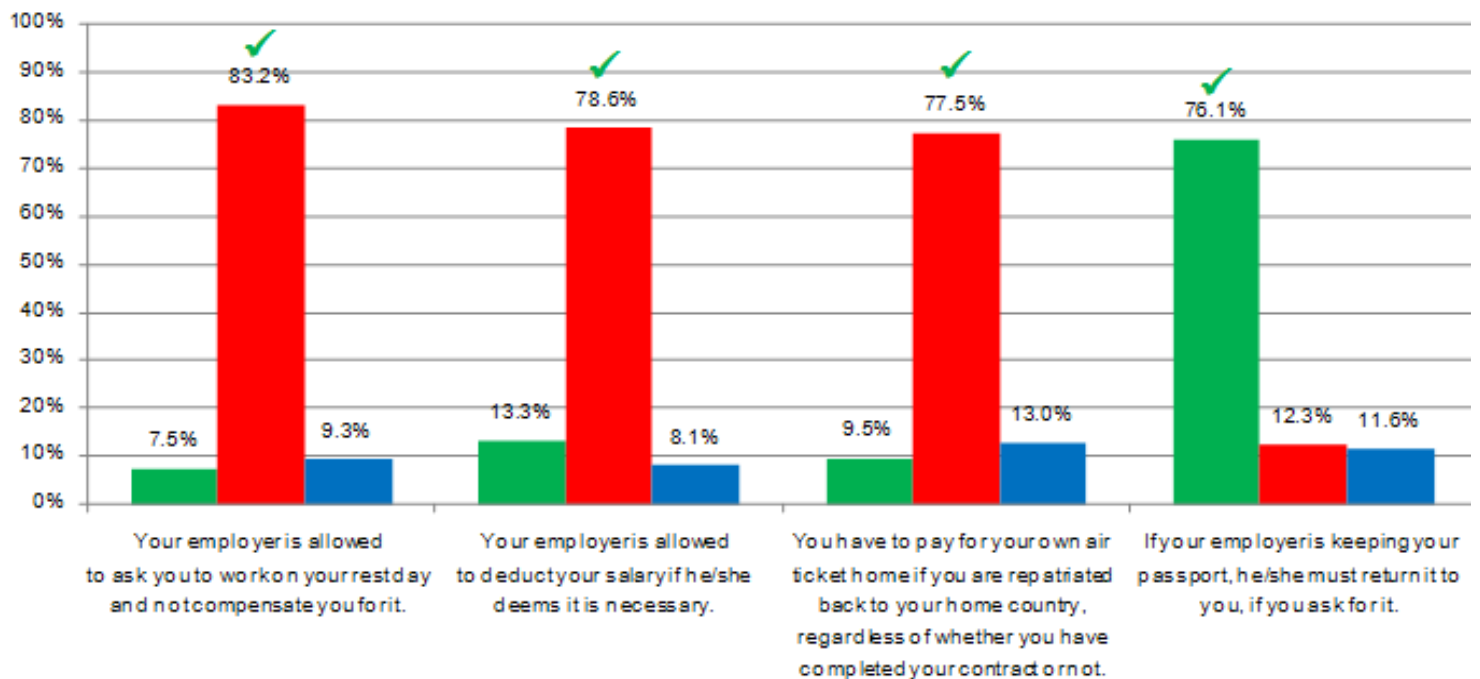
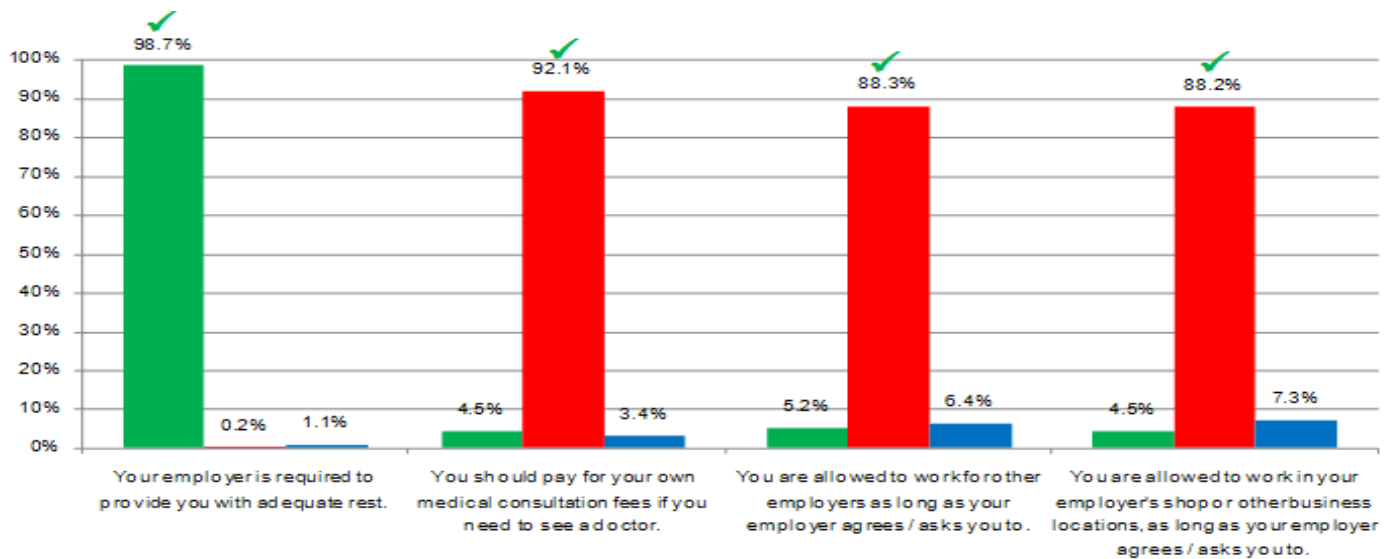


Chart 7: Awareness of employment rights and obligations

FDWs' awareness:

✓ Correct answer True False Not sure / Don't know



Employers' awareness:

✓ Correct answer True False

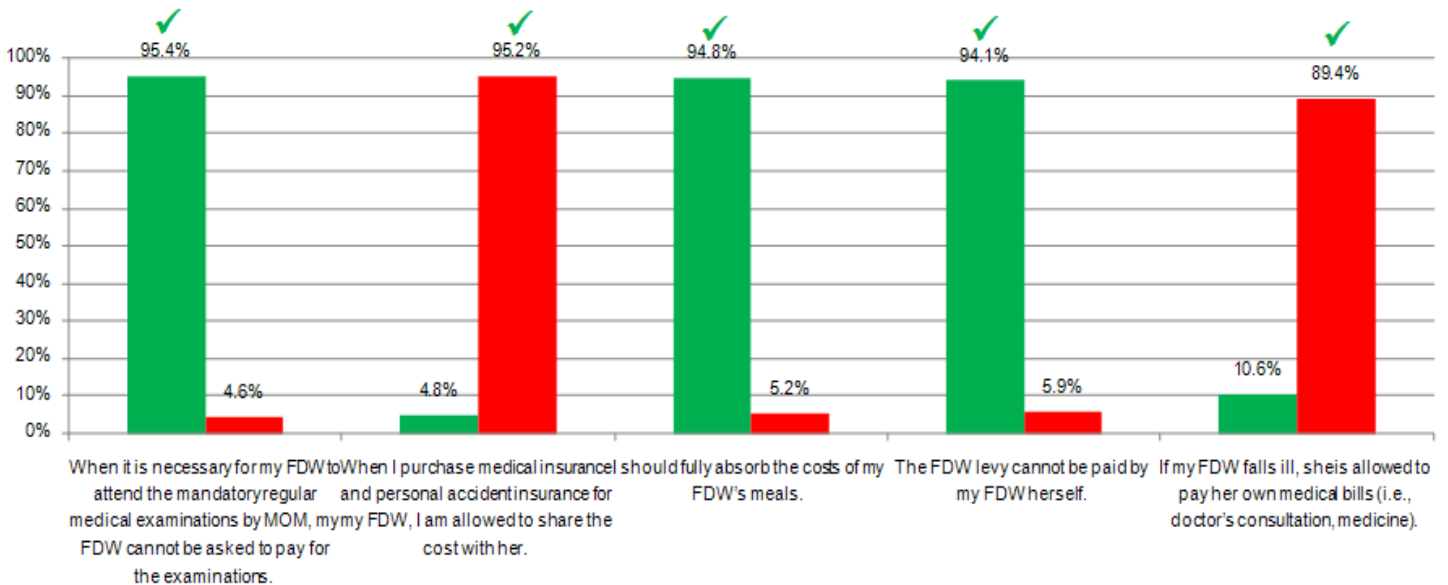
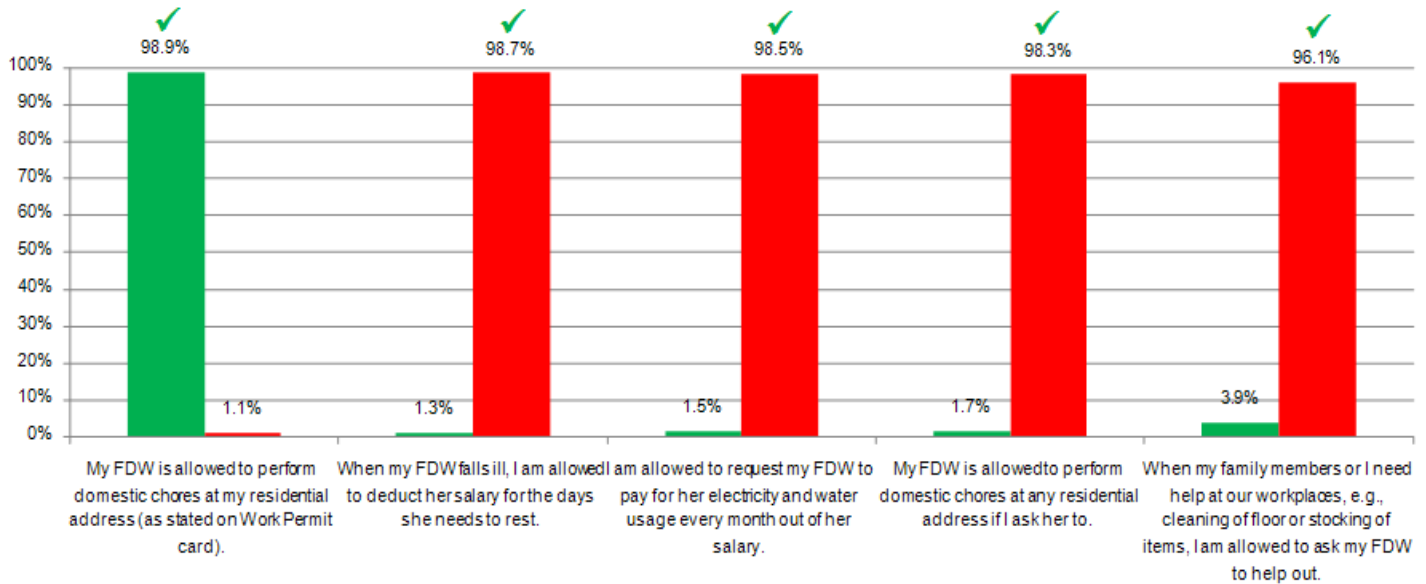


Chart 8: Important factors considered when employers selected their employment agents

Factors important to employers when selecting employment agent	%
Professionalism and good service of staff	62.7%
Experience of employment agent (e.g., agency has a large number of FDWs placed, agency has been in FDW-placement business for many years)	43.3%
Quality of potential candidates by employment agent	43.3%
Relative/friend's recommendation	39.0%
After-hire service promised by the employment agent in their service agreement	32.0%
Personal experience with the employment agent previously	30.2%
Convenient location	26.2%
Training programs offered by employment agent for FDW	22.9%
Accreditation of employment agent	22.9%
Source countries from which FDWs are selected from	22.7%
Generous replacement policy (i.e., if I am not satisfied with a selected FDW, the agency allows me to have more free replacements than other agencies)	21.7%
Mode of FDW selection by employment agent (e.g., phone interview, face-to-face interview)	21.2%
Low service fee	20.2%
Employment agent's online website with sampling of potential candidates	18.6%
Mode of FDW selection by employment agent (e.g., employment agent goes down to source country)	18.1%
Newspaper advertisements	13.9%
Successful retention rate of FDWs	12.6%
Number of demerit points given by MOM	6.8%
ISO certification of employment agent	5.3%