

Foreign Worker (FW) Study 2014: Topline Interim Findings

Introduction

The Ministry of Manpower (MOM) and Migrant Workers' Centre (MWC) commissioned a Foreign Worker (FW) Study in 2014¹ and **the interim findings on the topline indicators** are presented below. Generally, overall satisfaction levels have remained similar since our last study conducted in 2011².

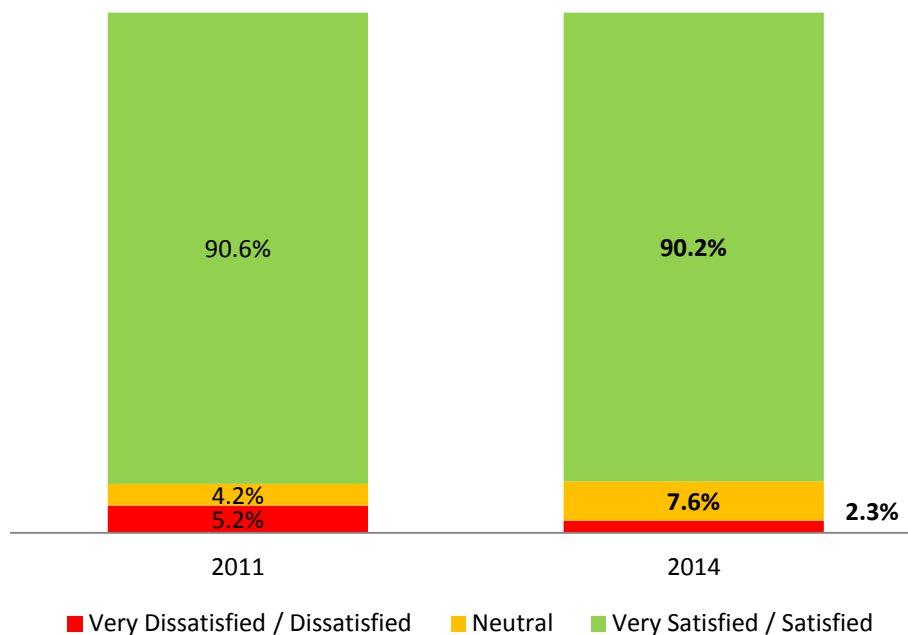
Interim Findings

(A) Overall Satisfaction Levels, Future Intentions & Recommendation of Singapore as a Place for Work

1. Satisfaction Levels of Foreign Workers

Generally, the FWs interviewed expressed high levels of satisfaction with working in Singapore.

1.1. On a scale of 1 to 5, with 5 being "very satisfied", about 90% of FWs rated their overall satisfaction with working in Singapore as at least a 4, that is, "satisfied". Only about 2% rated their satisfaction as "dissatisfied" or "very dissatisfied".



Overall Satisfaction with Working in Singapore

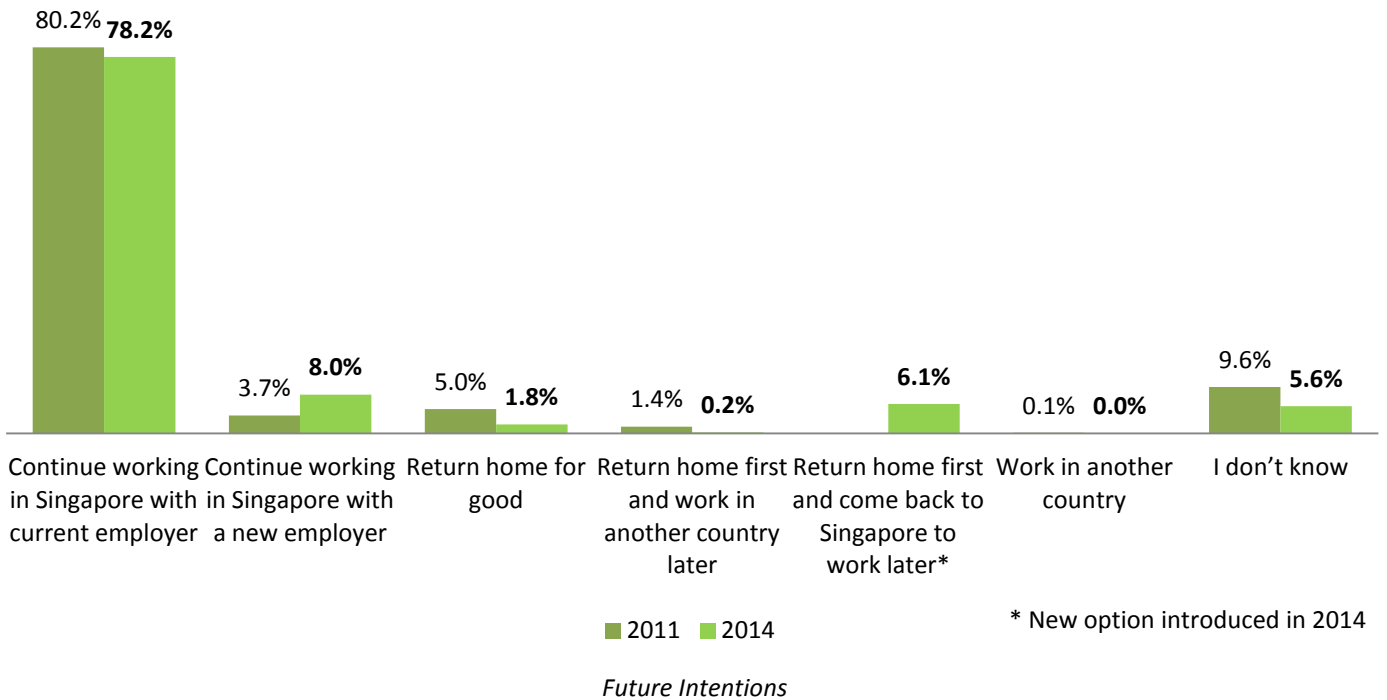
2. Future Intentions of Foreign Workers

About 92% of FWs planned to continue working in Singapore

2.1. When asked about their plans after their current contract expired, about 78% of FWs said they planned to continue working in Singapore with their current employers. 8% of FWs said they planned to continue working in Singapore with a new employer. Another 6% said they planned to return home first and come back to Singapore to work later.

¹ For details on the objectives and methodology of the survey, please refer to **Annex A**

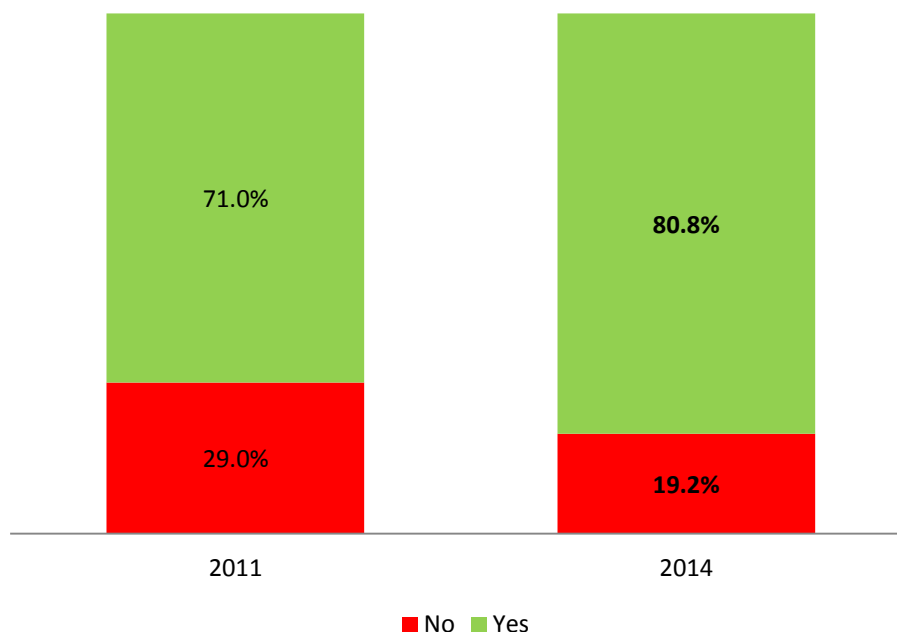
² The findings from the 2011 study refer to those for the Work Permit holders. The report can be found at: www.mom.gov.sg/Documents/statistics-publications/MOM-and-MWC-FW-survey.pdf.



3. Recommending Singapore as a Place for Work

The majority of FWs said they would recommend Singapore as a place for work

3.1. About 81% of FWs said that they would recommend Singapore to their friends and relatives as a place for work. This is an increase from 71% of Work Permit holders said that they would do so in 2011.



Recommend Singapore to friends and relatives as a place for work

3.2. Similar to 2011, the main reason cited by FWs for recommending Singapore as a place to work was good pay (67%). Other reasons include good working conditions (45%), and good living conditions (36%).

Reasons most commonly cited	2011	2014
Good Pay	62%	67%
Good Working Conditions	33%	45%
Good Living Conditions	36%	35%

Top reasons for recommending Singapore as a place for work

3.3. Of the FWs who indicated that they would not recommend Singapore as a place to work, the key reasons cited include expensive agency fees (47%) and low pay (21%).

Reasons most commonly cited	2011	2014
Expensive Employment Agency Fees	24%	47%
Low Pay	38%	21%
Poor Working Conditions	7%	8%

Top reasons for not recommending Singapore as a place for work

(B) Channels for Redress and Assistance

4. Channels of Assistance

Foreign workers would usually approach their supervisors or employers if they encountered problems

4.1. For **employment-related problems**, the top persons/organisations that FWs indicated they would approach were firstly their supervisors (63%), followed by MOM (22%), and their employers (11%).

Employment-related problems	2011	2014
Supervisor	43%	63%
Ministry of Manpower	8%	22%
Employer	27%	11%

Most preferred person/organisation to approach for help for employment-related problems

4.2. For information on **work-injury compensation claims**, the top persons/organisations that the FWs would approach were firstly their supervisors (68%), followed by their employers (22%), and MOM (7%).

Work-injury compensation claims	2011	2014
Supervisor	46%	68%
Employer	32%	22%
Ministry of Manpower	3%	7%

Most preferred person/organisation to approach for help for work-injury compensation claims

Conclusion

The interim findings from the FW Survey 2014 show that in general, the FWs interviewed expressed continued high levels of overall satisfaction with working in Singapore. There was also an improvement in terms of whether they would recommend Singapore as a place to work.

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1. Objective and Scope of Survey

1.1. As part of the Ministry of Manpower's (MOM) continued efforts to better understand the employment conditions and well-being of non-domestic foreign workers (FWs) in Singapore, the Ministry and Migrant Workers' Centre (MWC) commissioned a Foreign Worker (FW) Study in 2014. This is the second time that the study is being conducted - the inaugural run was in 2011.

1.2. The scope of the study included:

- FWs' overall satisfaction with working in Singapore;
- FWs' experiences at various stages of the employment process;
- FWs' awareness of their responsibilities and responsibilities of their employers, and
- FWs' awareness of channels for redress and assistance.

2. Sampling methodology

2.1. Fieldwork for the survey started in March and is expected to be completed in July/August 2014. The final report will be based on a sample size of 4,000 FW respondents³ with appropriate representation of the FW profile, for example, by industry sector and nationality will be released at a later date.

2.2. The interim findings on the topline indicators relating to FWs' satisfaction levels and channels for redress and assistance, which are based on surveys with close to 930 Work Permit (WP) holders from major industry sectors and nationalities⁴, have been completed.

³ For the purposes of this study, FWs refer to non-domestic Work Permit (WP) holders and S Pass holders.

⁴ The respondents were mainly from Bangladesh, China and India who worked in the Construction, Marine or Process sector.