



International
Labour
Organization

Skilled to care, forced to work?

Recognizing the skills profiles of migrant domestic workers in ASEAN amid forced labour and exploitation

Annex 2: Survey Questionnaires

June 2023

► Employer survey

SCREENING

S1 In which region do you live?

| Malaysia | | Singapore | | Thailand | |
|------------|---|-----------|---|-----------------|---|
| KL | 1 | Central | 1 | Greater Bangkok | 1 |
| West Coast | 2 | North | 2 | North | 2 |
| East Coast | 3 | East | 3 | North East | 3 |
| Johor | 4 | West | 4 | Central | 4 |
| Sabah | 5 | South | 5 | West | 5 |
| Sarawak | 6 | | | South | 6 |

S2 How old are you?

| | | |
|---------------|---|------|
| Under 18 | 1 | STOP |
| 18 - 24 years | 2 | |
| 25 - 29 years | 3 | |
| 30 - 34 years | 4 | |
| 35 - 39 years | 5 | |
| 40 - 44 years | 6 | |
| 45 or older | 7 | |

S3 Do you have a migrant worker who does cleaning, cooking, caring for children or the elderly or similar tasks in your home?

| | | |
|-----|---|------|
| Yes | 1 | |
| No | 2 | STOP |

S4 How many men and how many women migrant workers do this work?

| Men | Women |
|-----|-------|
| | |

S5 From now on all questions will be focused on the migrant domestic worker who you consider to be your main worker. What is the gender of this migrant domestic worker?

| | |
|-------|---|
| Woman | 1 |
| Man | 2 |
| Other | 3 |

S6 How many years or months have this migrant domestic worker worked for you?

STOP IF LESS THAN 6 MONTHS

| | | | |
|--|-------|--|--------|
| | Years | | Months |
|--|-------|--|--------|

S7 Which country does your main migrant domestic worker come from?

| | |
|--------------------------|---|
| Cambodia | 1 |
| Laos | 2 |
| Indonesia | 3 |
| Myanmar | 4 |
| Philippines | 5 |
| Other (SPECIFY) | 6 |

S8 Do they live-in or live-out?

| | |
|----------|---|
| Live in | 1 |
| Live out | 2 |

RECRUITMENT

B1 What criteria did you consider when hiring your domestic worker?

| | |
|--------------------------------------|----|
| Low cost | 1 |
| Years of experience | 2 |
| Gender | 3 |
| Age | 4 |
| Country of origin | 5 |
| Language skills | 6 |
| References from previous employers | 7 |
| Recommended by someone I trust | 8 |
| Proof of training like a certificate | 9 |
| Education level | 10 |
| Appearance | 11 |
| Ability to take instruction | 12 |
| Ability to take initiative | 13 |
| Nice personality | 14 |
| Other (SPECIFY) | 15 |

B2 How did you recruit your domestic worker?

| | |
|---|---|
| Through a recruitment agency or recruitment website | 1 |
| Via social media | 2 |
| Through relatives or friends | 3 |
| Other (SPECIFY) | 4 |

B3 Did you pay any recruitment or employment fee?

| | | |
|-----|---|-----------------|
| Yes | 1 | CONTINUE |
| No | 2 | GO TO B6 |

B4 How much did you pay?

| | |
|----------------|----|
| | |
| Don't remember | 99 |

B4b **CONFIRM CURRENCY**

| | |
|--------------------|---|
| Ringgit (Malaysia) | 1 |
| Dollar (Singapore) | 2 |
| Baht (Thailand) | 3 |
| USD | 4 |

B5a What did the recruitment or employment fee cover?

B5b Which costs were paid for by the worker or deducted from their salary?

| | B5a | B5b |
|--|------------|------------|
| Recruitment services/agency fees | 1 | 1 |
| COVID-19 testing, quarantine, vaccination or insurance | 2 | 2 |
| Documentation costs (passport, visa, work permit) | 3 | 3 |
| Medical exam | 4 | 4 |
| Travel | 5 | 5 |
| Training | 6 | 6 |
| Payment to authorities | 7 | 7 |
| Other (SPECIFY) | 8 | 8 |

B6 Did you employ your migrant domestic worker directly or are they employed by a service agency?

| | |
|----------------|-----------------|
| Directly | CONTINUE |
| Service agency | GO TO C1 |

B7 Did you and your worker sign a written work contract or do you have an oral agreement?

| | | |
|------------------|---|-----------------|
| Written contract | 1 | CONTINUE |
| Oral agreement | 2 | GO TO C1 |
| None | 3 | |

B8 Regarding the contract ...

| | | Yes | No |
|---|---|------------|-----------|
| A | Is it written in a language your worker can understand? | 1 | 2 |
| B | Were they given a copy to keep? | 1 | 2 |
| C | Do you think they fully understood the terms of the contract? | 1 | 2 |

SKILLS

C1 What duties does your migrant domestic worker perform?

| | Yes | No | |
|---------------------------------|-----|----|----------|
| Cooking | 1 | 2 | ASK C2 |
| Cleaning and laundry | 1 | 2 | |
| Taking care of children | 1 | 2 | |
| Taking care of elderly | 1 | 2 | ASK C4 |
| Taking care of disabled persons | 1 | 2 | |
| Taking care of sick persons | 1 | 2 | |
| Taking care of pets | 1 | 2 | GO TO C5 |
| Gardening | 1 | 2 | |
| Cleaning the pool | 1 | 2 | |
| Cleaning cars | 1 | 2 | |
| Security | 1 | 2 | |
| Other (SPECIFY) | 1 | 2 | |

C2 Which, if any, of the following activities do they do?

| | |
|---|----|
| Supervising other workers, including those coming in from outside | 1 |
| Purchasing household supplies | 2 |
| Keep track of household supplies | 3 |
| Taking temperature, giving medicine and putting on bandages | 4 |
| Vacuum-cleaning, washing and polishing floors and furniture | 5 |
| Making beds, cleaning bathrooms and supplying towels, soap and related items | 6 |
| Taking care of plants, receiving visitors, answering the phone, and delivering messages | 7 |
| Cooking meals, setting the table and serving food and drinks | 8 |
| Cleaning kitchens, kitchen work, including dishwashing | 9 |
| Laundry, ironing | 10 |
| None | 11 |

C3 Which, if any, of the following do they do when caring for children?

| | |
|--|---|
| Assisting children to wash, dress, and eat | 1 |
| Taking children to school, hobbies, playdates and appointments | 2 |
| Playing games with children | 3 |
| Help with children's education | 4 |
| Managing children's behavior | 5 |
| Disciplining children | 6 |
| Observing children's play activities | 7 |
| Keeping records on meals served and medications administered | 8 |
| None | 9 |

C4 Which, if any, of the following do they do when caring for the elderly, sick or disabled?

| | |
|--|----|
| Help with personal hygiene, feeding, dressing, physical mobility and exercise. | 1 |
| Keep records of client care, changes in condition and reporting concerns | 2 |
| Transport them in wheelchair and motor vehicle | 3 |
| Give information and advice on topics such as nutrition, hygiene, or exercise | 4 |
| Change bed linen, washing clothes and dishes, and cleaning living quarters | 5 |
| Providing emotional and psychological support | 6 |
| Planning and preparing meals to meet nutritional requirements | 7 |
| Providing support to parents and care for newborns | 8 |
| Scheduling appointments with health professionals | 9 |
| None | 10 |

ASK ALL

C5 Which of the following skills does your worker need to perform their work?

| | |
|--------------------------------------|----|
| Explain what they mean and listening | 1 |
| Resolving conflict or negotiations | 2 |
| Working with other household staff | 3 |
| Managing their or others' emotions | 4 |
| Speak the local language | 5 |
| Keep financial records | 6 |
| Problem solving and decision making | 7 |
| Planning and organizing | 8 |
| Creative thinking – new ideas | 9 |
| Use a laptop or PC | 10 |
| Managing computer programs and files | 11 |
| Using online applications for work | 12 |
| Recycling household waste | 13 |
| Using energy and water efficiently | 14 |
| None | 15 |

C6 How would you rate your worker's ability to carry out their daily tasks independently without instructions from you?

| | |
|-----------|---|
| Very good | 1 |
| Good | 2 |
| Average | 3 |
| Poor | 4 |

C7 Would you pay more for a worker who had certified skills related to their work?

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

WORKING CONDITIONS

ASK IF HIRED THROUGH AN AGENCY

D1 Do you pay salary to the agency or directly to the worker?

| | |
|--------|---|
| Agency | 1 |
| Worker | 2 |

D2 How often do you pay your domestic worker or service agency?

| | |
|--------------------------|---|
| Daily | 1 |
| Weekly | 2 |
| Every 2 weeks | 3 |
| Monthly | 4 |
| Upon completion of task | 5 |
| Other (SPECIFY) | 6 |

D3 Do you normally pay them in cash or via bank transfer?

| | |
|---------------|---|
| Cash | 1 |
| Bank transfer | 2 |

D4 How many days per week do they normally work?

| | | | | | | | |
|---|---|---|---|---|---|---|----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | Days per week |
|---|---|---|---|---|---|---|----------------------|

D5 How many hours do they normally work per day including overtime?

| | |
|--|----------------------|
| | Hours per day |
|--|----------------------|

D6 Are they required to work overtime if you need it?

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

D7 Do they get additional pay when working more than 8 hours per day or more than 48 hours per week?

| | | |
|-----------|---|-----------------|
| Yes | 1 | CONTINUE |
| No | 2 | GO TO D9 |
| Sometimes | 3 | |

D8 Do you pay a higher rate for overtime?

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

D9 Do they have regular rest periods during work time each day?

| | | |
|-----|---|------------------|
| Yes | 1 | CONTINUE |
| No | 2 | GO TO D11 |

D10 How many hours or minutes of rest?

| | |
|--------------|----------------|
| Hours | Minutes |
|--------------|----------------|

D11 Do you sometimes call on them to work outside of work hours or during rest time?

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

D12 On average, how much do you normally pay the worker or agency each month including overtime?

| | | |
|---|--|--|
| A | Total salary | |
| B | Last month, how much extra did you pay for overtime? | |

D12b **CONFIRM CURRENCY**

| | |
|--------------------|---|
| Ringgit (Malaysia) | 1 |
| Dollar (Singapore) | 2 |
| Baht (Thailand) | 3 |
| USD | 4 |

D13 What deductions do you make from their salary, if any?

| | | |
|---|----|------------------|
| Social security | 1 | CONTINUE |
| Security Bond [SINGAPORE] | 2 | |
| Employer Orientation/Settling in programme [SINGAPORE] | 3 | |
| Employer levy [MALAYSIA, SINGAPORE] | 4 | |
| Accommodation | 5 | |
| Food | 6 | |
| Uniform or work equipment | 7 | |
| Work permit, visa, or related documents | 8 | |
| Advances on pay | 9 | |
| Debt with recruiter or related to employment | 10 | |
| Penalties if late for work or breaking something | 11 | |
| Other (SPECIFY) | 12 | |
| None | 13 | GO TO D15 |

D14 How much is deducted each month on average?

| | |
|--|-------------|
| | baht |
|--|-------------|

D14b **CONFIRM CURRENCY**

| | |
|--------------------|---|
| Ringgit (Malaysia) | 1 |
| Dollar (Singapore) | 2 |
| Baht (Thailand) | 3 |
| USD | 4 |

D15 Which of the following do you provide to your domestic worker?

| | | |
|-------------------------------|---|--|
| Paid holidays or annual leave | 1 | CONTINUE GO TO 17 |
| Paid sick leave | 2 | |
| One-day off per week | 3 | |
| Paid maternity leave | 4 | |
| None | 5 | |

D16 How many days of paid holiday leave do you provide per year?

D17 Which of the following facilities does your worker have access to in their living quarters?

| | |
|-----------------------------------|----|
| Own room with door lock | 1 |
| Own room but no door lock | 2 |
| Window | 3 |
| Own bathroom and toilet with lock | 4 |
| Shared bathroom and toilet | 5 |
| Bed with frame | 6 |
| Running water | 7 |
| Electricity | 8 |
| Fan | 9 |
| Security locker | 10 |
| Television | 11 |
| Internet access | 12 |
| None | 13 |

D18 Is your domestic worker allowed to use their mobile phone at work?

| | |
|-------------------|---|
| Yes | 1 |
| Not while working | 2 |
| Never | 3 |

D19 Do you keep your domestic worker's passport or ID documents?

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

D20 How would you describe the relationship you have with your domestic worker?

| | |
|-----------|---|
| Excellent | 1 |
| Good | 2 |
| OK | 3 |
| Not good | 4 |

SOCIAL PROTECTION

E1 Is your domestic worker registered for any type of social security, including health, medical or personal accident insurance?

| | | |
|------------|---|--|
| Yes | 1 | CONTINUE GO TO E3 |
| No | 2 | |
| Don't know | 3 | |

E2 Which scheme?

| | |
|--|---|
| Social security | 1 |
| Government health/medical insurance | 2 |
| Private health/medical insurance | 3 |
| Personal accident insurance/workers compensation | 4 |
| Enrolled in something but don't know what | 5 |
| Other (SPECIFY) | 6 |

E3 Who pays for social security?

| | |
|-----------------|---|
| Employer/myself | 1 |
| The worker | 2 |
| Don't know | 3 |

E4 To what extent do you agree that it should be mandatory for private employers like yourself to pay for social security if hiring a migrant domestic worker?

| | | |
|-------------------|---|-----------------|
| Strongly agree | 1 | GO TO E6 |
| Agree | 2 | |
| Disagree | 3 | CONTINUE |
| Strongly disagree | 4 | |

E5 Why do you disagree?

| | |
|--|---|
| It is not mandatory | 1 |
| It is too expensive | 2 |
| Limited benefit | 3 |
| The domestic worker can get it themselves | 4 |
| We prefer to pay for health care if they need it | 5 |
| Other (SPECIFY) | 6 |

E6 Who do you think should pay for migrant domestic workers' social security?

| | |
|------------------|---|
| Employer | 1 |
| Worker | 2 |
| Their government | 3 |
| Our government | 4 |

DEMOGRAPHICS

F1 You are ...

| | |
|-------|---|
| Man | 1 |
| Woman | 2 |
| Other | 3 |

F2 What is your current level of education?

| | |
|---|---|
| Never attended school | 1 |
| Primary school grade 1-6 | 2 |
| Middle school grade 7-9 | 3 |
| High school grade 10-12 | 4 |
| Vocational education | 5 |
| Diploma, university or higher education | 6 |

F3 Which of the following best describes the financial situation of your household?

| | |
|--|---|
| Money is sometimes not enough to buy food | 1 |
| Money is enough for food, but sometimes not enough to buy new clothes | 2 |
| Money is enough to buy food and new clothes, but not enough to buy a new television, refrigerator or a washing machine | 3 |
| Money is enough to buy home appliances, but we can't buy a new car | 4 |
| Money is enough for everything but not to buy a house or apartment | 5 |
| We could afford to buy a house or apartment if we needed | 6 |

F4 What is your marital status?

| | |
|-------------------|---|
| Single | 1 |
| Married/Partnered | 2 |
| Divorced | 3 |
| Widowed | 4 |

F5 What type of dwelling do you live in?

| | |
|--------------------------|---|
| House | 1 |
| Townhouse | 2 |
| Apartment or condominium | 3 |

F6 Do you live in a ...

| | |
|----------------------|---|
| Single family home | 1 |
| Multiple family home | 2 |

F7 How many persons live in your household including you (excluding domestic workers)?

| | |
|--|--------|
| | people |
|--|--------|

F8 How many children under 18 years do you have living at home? **IF NONE PUT '0'**

► Domestic worker survey

INFORMED CONSENT

Thank you for agreeing to talk with me today. I'd like to introduce myself – I am (NAME) from (ORGANIZATION). We are conducting a study on domestic workers. It would be very helpful if you could share information about your most recent job experience. There are no right or wrong answers, so please give us your honest opinion. Any information collected from you will be kept strictly confidential. We will not use your name, address or any other personal information by which you could be identified. Your participation in the interview is voluntary and you can withdraw at any time. Do you have further questions about this survey? **CLARIFY AND CONFIRM UNDERSTANDING.** Do you understand and give your consent to be interviewed for the study? **IF YES CONTINUE.**

SCREENINGS1 **RECORD COUNTRY (Single)**

| | | |
|-----------|---|--|
| Malaysia | 1 | |
| Singapore | 2 | |
| Thailand | 3 | |

S2 **RECORD REGION (Single)**

| Malaysia | | Singapore | | Thailand | |
|-----------------|---|-----------|---|---------------------------|---|
| KL | 1 | Central | 1 | Greater Bangkok (Central) | 1 |
| Penang | 2 | North | 2 | Chiang Mai (North) | 2 |
| Johor | 3 | East | 3 | Khon Kean (East) | 3 |
| Ipoh & Melaka | 4 | West | 4 | Phuket (South) | 4 |
| Negeri Sembilan | 5 | South | 5 | | |

S3 How old are you? **(Single)**

| | | |
|---------------|---|-------------|
| Under 18 | 1 | STOP |
| 18 – 24 years | 2 | |
| 25 – 29 years | 3 | |
| 30 – 34 years | 4 | |
| 35 – 39 years | 5 | |
| 40 – 44 years | 6 | |
| 45 or older | 7 | |

S4 **RECORD GENDER**

| | | |
|-------|---|-------------|
| Man | 1 | STOP |
| Woman | 2 | |
| Other | 3 | |

S5 In which country were you born? **(Single)**

| | | |
|-------------|---|-------------|
| Cambodia | 1 | |
| Indonesia | 2 | |
| Lao PDR | 3 | |
| Myanmar | 4 | |
| Philippines | 5 | |
| Other | 5 | STOP |

S6 Is your main job working in another person's home, or multiple homes, doing cleaning, cooking, caring for children or the elderly, or similar tasks?

| | | |
|-----|---|-------------|
| Yes | 1 | |
| No | 2 | STOP |

S7 Who employs, manages and pays you to work in private homes?

| | | | |
|--------------------|---|--|--|
| Private household | 1 | | |
| A company or agent | 2 | | |

S8 In how many households do you do this work for last week? ____

S9 Do you sleep and eat at your household employer most days of the week?

| | | |
|--------------------------------------|---|--------------------|
| Yes (live in) | 1 | CHECK QUOTA |
| No (live-out own housing) | 2 | |
| No (live-out agent provided housing) | 3 | |

S10 How many years or months have you worked for your current household employer or the company/agent? **IF LESS THAN 6 MONTHS STOP**

| | |
|-------|--------|
| Years | Months |
|-------|--------|

S11 How did you find your current household employer or the company/agent employer? **(Single)**

| | |
|------------------------------|---|
| Recruitment agency | 1 |
| Through friends and family | 2 |
| Broker | 3 |
| Social media (Facebook etc.) | 4 |
| Other (SPECIFY) | 5 |

S12 How many years have you been doing this type of work in total?

| |
|-------|
| Years |
|-------|

S13 Do you work full-time or part-time? **(Single)**

| | |
|-----------|---|
| Full time | 1 |
| Part time | 2 |

A. RECRUITMENT

SHOWCARD

A1 Which of the following channels did you use to migrate this time? **(Single)**

| | |
|---|---|
| Through a government agency | 1 |
| Through a licensed private recruitment agency | 2 |
| Through an unlicensed broker | 3 |
| Through family and friends | 4 |
| Independently on your own | 5 |
| Directly with employer | 6 |
| Other (SPECIFY) | 7 |

SHOWCARD

A2 What costs and fees did you pay to migrate here? **(Multiple)**

| | | |
|---|---|-----------------|
| Broker or recruiter fee | 1 | CONTINUE |
| COVID-19 testing, vaccination or insurance | 2 | |
| Documentation costs (passport, visa, work permit) | 3 | |
| Medical exam | 4 | |
| Travel | 5 | |
| Training | 6 | |
| Bribes | 7 | |
| Other (SPECIFY) | 8 | GO TO A5 |
| None | 9 | |

A3a How much did you pay in total? **IF DON'T KNOW RECORD 99**

A3b **CONFIRM CURRENCY**

| | | | | | | | |
|-----------------|---|--------------------|---|--------------------|---|--------------------|---|
| Riel (Cambodia) | 1 | Rupiah (Indonesia) | 4 | Kyat (Myanmar) | 6 | Peso (Philippines) | 8 |
| Baht (Thailand) | 2 | Ringgit (Malaysia) | 5 | Dollar (Singapore) | 7 | USD | 9 |
| Kip (Lao PDR) | 3 | | | | | | |

SHOWCARD

A4 How did you pay for these fees? **(Multiple)**

| | |
|--------------------------------|---|
| Deducted from my salary | 1 |
| Own savings | 2 |
| Sold house, land or assets | 3 |
| Loan from relatives or friends | 4 |
| Bank or microfinance loan | 5 |
| Loan from money lender | 6 |
| Loan from recruiter | 7 |
| Loan from employer | 8 |

SHOWCARD

A5 Which of the following documents do you have? **(Multiple)**

| | | |
|---|---|-----------------|
| Passport | 1 | CONTINUE |
| Work visa or permit | 2 | |
| Temporary Employment Pass [MALAYSIA] | 3 | |
| Border pass [THAILAND] | 4 | |
| Border pass | 5 | |
| Tourist visa | 6 | |
| Temporary passport or certificate of identity | 7 | |
| Other (SPECIFY) | 8 | GO TO A8 |
| None | 9 | |

A6 Who keeps your documents? **(Single)**

| | | |
|---------------------|---|-----------------|
| Myself | 1 | GO TO A8 |
| My employer | 2 | CONTINUE |
| Recruiter or broker | 3 | |
| Someone else | 4 | |

A7 Can you get your documents if you need them? **(Single)**

| | |
|------------|---|
| Yes | 1 |
| No | 2 |
| Don't know | 3 |

A8 Do you recall signing a written work contract or do you have an oral agreement? **(Single)**

| | | |
|------------------|---|-----------------|
| Written contract | 1 | CONTINUE |
| Oral agreement | 2 | GO TO B1 |
| None | 3 | |

| | | Yes | No |
|-----|--|------------|-----------|
| A9a | Is the contract it written in a language you can understand? | 1 | 2 |
| A9b | Were you given a copy of the contract to keep? | 1 | 2 |
| A9c | Do you fully understand the terms of the contract? | 1 | 2 |

B. SKILLS & SUPPORT

SHOWCARD

B1 For your current job, what are your main work duties? **(Multiple)**

| | |
|--------------------------------|----------|
| Cooking | ASK B2 |
| Cleaning and laundry | |
| Taking care of children | ASK B3 |
| Taking care of elderly | ASK B4 |
| Taking care of disabled person | |
| Taking care of sick persons | |
| Taking care of pets | GO TO B5 |
| Gardening | |
| Cleaning the pool | |
| Cleaning cars | |
| Security | |
| Other (SPECIFY) | |

SHOWCARD

B2 Which of the following activities do you do? **(Multiple)**

| | |
|---|----|
| Supervising other workers, including those coming in from outside | 1 |
| Purchasing household supplies | 2 |
| Keep track of household supplies | 3 |
| Taking temperature, giving medicine and putting on bandages | 4 |
| Vacuum-cleaning, washing and polishing floors and furniture | 5 |
| Making beds, cleaning bathrooms and supplying towels, soap and related items | 6 |
| Taking care of plants, receiving visitors, answering the telephone, and delivering messages | 7 |
| Cooking meals, setting the tables and serving food and beverages | 8 |
| Cleaning kitchen, and kitchen work, including dishwashing | 9 |
| Laundry and ironing | 10 |
| None | 11 |

SHOWCARD

B3 Which of the following do you do when caring for children? **(Multiple)**

| | |
|--|---|
| Assisting children to wash, dress, and eat | 1 |
| Taking children to school, hobbies, playdates and appointments | 2 |
| Playing games with children | 3 |
| Help with children's education | 4 |
| Managing children's behavior | 5 |
| Disciplining children | 6 |
| Observing children's play activities | 7 |
| Keeping records on meals served and medications administered | 8 |
| None | 9 |

SHOWCARD

B4 Which of the following do you do when caring for the elderly or sick? **(Multiple)**

| | |
|--|----|
| Help with personal hygiene, feeding, dressing, physical mobility and exercise. | 1 |
| Keep records of client care, changes in condition and reporting concerns | 2 |
| Transport them in wheelchair and motor vehicle | 3 |
| Give information and advice on topics such as nutrition, hygiene, or exercise | 4 |
| Change bed linen, wash clothes and dishes, and clean living quarters | 5 |
| Providing emotional and psychological support | 6 |
| Planning and preparing meals to meet nutritional requirements | 7 |
| Providing support to parents and care for newborns | 8 |
| Scheduling appointments with health professionals | 9 |
| None | 10 |

SHOWCARD

B5 Which of the following skills do you do in your current work **(Multiple)**

| | |
|--------------------------------------|----|
| Explain what you mean and listening | 1 |
| Resolving conflict or negotiations | 2 |
| Working with other household staff | 3 |
| Managing your or others emotions | 4 |
| Speak the local language | 5 |
| Keep financial records | 6 |
| Problem solving and decision making | 7 |
| Planning and organizing | 8 |
| Creative thinking – new ideas | 9 |
| Use a laptop or PC | 10 |
| Managing computer programs and files | 11 |
| Using online applications for work | 12 |
| Recycling household waste | 13 |
| Using energy and water efficiently | 14 |
| None | 15 |

SHOWCARD

B6 Do you want to improve your work skills, and if so, for what purpose **(Single)**

| | |
|--|---|
| No | 1 |
| Improve my skills for my current job | 2 |
| Improve my skills for other kinds of domestic work | 3 |
| Improve my skills to find a different job | 4 |
| Improve my skills for myself | 5 |

B7 Did you receive any training for this job, either in your home country or here? **(Multiple)**

| | | |
|---------------------|---|------------------|
| Yes in home country | 1 | CONTINUE |
| Yes in this country | 2 | |
| No | 3 | GO TO B13 |

B8 Did the training provide you with a formal qualification, certificate or diploma **(Single)**

| | | |
|------------|---|------------------|
| Yes | 1 | CONTINUE |
| No | 2 | |
| Don't know | 3 | GO TO B10 |

SHOWCARD

B9 What qualification did you get?

| | |
|--|---|
| Nursing qualification | 1 |
| Philippines Domestic Work National Certificate II | 2 |
| Indonesian competency assessment certificate | 3 |
| Singapore ElderCarer Certificate [SINGAPORE] | 4 |
| Thailand certificate in Housewife/housekeeping Levels 1 – 4 [THAILAND] | 5 |
| Other | 6 |

B10 Who provided the training (Single)

| | |
|-----------------------------------|---|
| Government or embassy | 1 |
| Recruitment agency | 2 |
| Private education/training center | 3 |
| Company or agency employer | 4 |
| Household employer | 5 |
| Other | 6 |

SHOWCARD

B11 What was the focus of the training (Multiple)

| | |
|--|----|
| Cooking | 1 |
| Cleaning | 2 |
| Language | 3 |
| Child care | 4 |
| Disabled care | 5 |
| Elderly care | |
| Medical training or first aid | 7 |
| Budgets and finance | 8 |
| Household management | 9 |
| Negotiation skills | 10 |
| Communication | 11 |
| Conflict resolution | 12 |
| Planning/organizing | 13 |
| Computers, online applications, software | 14 |
| Waste management and/or water use | 15 |
| Other (SPECIFY) | 16 |

B12 Do you believe that training helped you to get a higher salary? (Single)

| | |
|------------|---|
| Yes | 1 |
| No | 2 |
| Don't know | 3 |

B13 Do you believe that your years of experience have helped you to get a higher salary? (Single)

| | |
|------------|---|
| Yes | 1 |
| No | 2 |
| Don't know | 3 |

SHOWCARD

B14 To what extent do you need instructions from your employer to do your daily tasks? **(Single)**

| | |
|-------------------------------|---|
| I don't need any instructions | 1 |
| I rarely need instructions | 2 |
| I need some instructions | 3 |
| I often need instructions | 4 |

C. WORK CONDITIONS

C1 How many days per week do you normally work? **(Single)**

| | | | | | | | |
|---|---|---|---|---|---|---|---------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | Days per week |
|---|---|---|---|---|---|---|---------------|

C2 How many hours per day do you normally work?

| | |
|--|---------------|
| | Hours per day |
|--|---------------|

| | | |
|----|-----------------------------------|-------------------|
| C3 | When do you normally start work? | USE 24 HOUR CLOCK |
| C4 | When do you normally finish work? | USE 24 HOUR CLOCK |
| | It varies from day-to-day | 99 |

C5 Outside of those hours, do you have to be on stand-by if your employer needs you? **(Single)**

| | |
|------------------------------------|---|
| Yes, but not during sleeping hours | 1 |
| Yes, any time | 2 |
| No | 3 |

C6 Do you have regular rest periods during work time each day?

| | | |
|-----|---|----------|
| Yes | 1 | CONTINUE |
| No | 2 | GO TO C8 |

C7 How many hours or minutes of rest?

| | |
|-------|---------|
| Hours | Minutes |
|-------|---------|

SHOWCARD

C8 What deductions are made from your salary by your employer, if any? **(Multiple)**

| | | |
|--|----|-----------|
| Social security | 1 | CONTINUE |
| Security Bond [SINGAPORE] | 2 | |
| Employer Orientation/Settling in programme [SINGAPORE] | 3 | |
| Employer levy [MALAYSIA, SINGAPORE] | 4 | |
| Accommodation | 5 | |
| Food | 6 | |
| Uniform or work equipment | 7 | |
| Work permit, visa, or related documents | 8 | |
| Advances on pay | 9 | |
| Debt with employer or recruiter or related to employment | 10 | |
| Penalties if late for work or breaking something | 11 | |
| Deductions are made but don't know for what | 12 | |
| Other (SPECIFY) | 13 | |
| None | 14 | GO TO C13 |

C9a How much is deducted in total each month?

C9b **CONFIRM CURRENCY**

| | | | | | | | |
|-----------------|---|--------------------|---|--------------------|---|-----|---|
| Baht (Thailand) | 1 | Ringgit (Malaysia) | 2 | Dollar (Singapore) | 3 | USD | 4 |
|-----------------|---|--------------------|---|--------------------|---|-----|---|

C10 Which of the following benefits do you have in your main job?

| | Yes | No |
|---|-----|----|
| Paid holiday leave | 1 | 2 |
| Paid sick leave (if you are sick, you can take days off with pay) | 1 | 2 |
| Paid maternity leave (If you have a baby, you get some days off with pay) | 1 | 2 |

C11 How many days of paid holiday leave do you have per year? **IF NONE PUT ZERO**

C12 How many days of unpaid holiday leave do you have per year? **IF NONE PUT ZERO**

C13 Do you get overtime pay when working more than 8 hours per day or more than 48 hours per week? **(Single)**

| | | |
|-----|---|-----------|
| Yes | 1 | CONTINUE |
| No | 2 | GO TO C18 |

C14 Is overtime paid at a higher rate?

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

C15 How often do you get paid? **(Single)**

| | |
|------------------------------------|---|
| Daily | 1 |
| Every week | 2 |
| Every 2 weeks | 3 |
| Monthly | 4 |
| Varies, paid when work is finished | 5 |
| Other (SPECIFY) | 6 |

C16 Are you normally paid in cash or via an electronic transfer to a bank account?

| | |
|----------|---|
| Cash | 1 |
| Transfer | 2 |

C17a What is your average monthly income from doing domestic work including overtime:

| | | |
|---|--|--|
| A | Total income including overtime | |
| B | Last month, how much extra did you get for overtime? | |

C17b **CONFIRM CURRENCY**

| | | | | | | | |
|-----------------|---|--------------------|---|--------------------|---|-----|---|
| Baht (Thailand) | 1 | Ringgit (Malaysia) | 2 | Dollar (Singapore) | 3 | USD | 4 |
|-----------------|---|--------------------|---|--------------------|---|-----|---|

SHOWCARD

C18 Have you ever felt you were treated unfairly because of any of the following reasons? **(Single)**

| | |
|--------------------------|---|
| Nationality | 1 |
| Race or skin color | 2 |
| Gender | 3 |
| Religion | 4 |
| Political opinion | 5 |
| Age | 6 |
| Disability | 7 |
| Other (SPECIFY) | 8 |

SHOWCARD

C19 How would you describe the relationship you have with your employer? **(Single)**

| | |
|-----------|---|
| Excellent | 1 |
| Good | 2 |
| OK | 4 |
| Not good | 5 |

SHOWCARD

C20 This question is for you alone and I can't see the answers so they will be confidential. Which of the following have you ever experienced in the past 12 months in your current job or during recruitment for this job? Just select the numbers here on the tablet. You can select more than one. **(Multiple)**

| | | |
|--|----|-------------------|
| Someone else decided that you should work here without your agreement | 1 | CONTINUE |
| You had to take this job to pay back a debt that is related to this job | 2 | |
| You have to be available to work at any time, day and night and this was not previously agreed with your employer or recruiter | 3 | |
| You are not paid at all or work for very low wages | 4 | |
| Work conditions are dangerous and you didn't agree to this | 5 | |
| Your employer provides you very poor living conditions that you didn't agree to | 6 | |
| The work tasks are different to what you were told when you were recruited, and you do not agree to them | 7 | |
| You work for other employers than agreed | 8 | |
| You have to stay in this job than agreed without your consent | 9 | |
| You are not allowed to quit your job | 10 | |
| There are other situations that happened without your agreement. SPECIFY | 11 | |
| None | 12 | GO TO C21b |

C21a In relation to those experiences you just selected, could you have refused?

C21b Have you tried to resign from your job but you weren't allowed?

C21c Would you be allowed to resign if you wanted to quit your job?

| | C21a | C21b | C21c |
|-----|------|------|------|
| Yes | 1 | 1 | 1 |
| No | 2 | 2 | 2 |

SHOWCARD

C22a Again, I can't see the answers. In relation to those experiences you just selected, did your recruiter, work leader, manager or employer do any of the following to you? Just select the numbers here on the tablet.

C22b Again, I can't see the answers. In this job, have your recruiter, work leader, manager or employer done any of the following? Just select the numbers here on the tablet. **(Multiple)**

| | |
|---|----|
| Physical violence (beating, suffocating, denied food) | 1 |
| Sexual abuse (kissing, touching, asked to undress, forced sex) | 2 |
| Harassment or humiliation | 3 |
| Threats of violence to you, your family or your friends | 4 |
| Make you work to pay money you owe to them | 5 |
| Threats of not getting paid or financial penalties | 6 |
| Keep you under constant surveillance, e.g. CCTV cameras | 7 |
| Took away your mobile phone | 8 |
| Keep you in isolation and not allowed to leave the workplace | 9 |
| Locked in for some period of time, either in your workplace or accommodation | 10 |
| Took away your identify documents, such as ID, passport, residence permits, travel documents, etc | 11 |
| Threatened to be dismissed from work | 12 |
| Threatened with deportation, reporting you to police/immigration authorities, or legal action | 13 |
| Withholds your salary or other benefits | 14 |
| Take advantage of the fact that you have no other options but to work | 15 |
| None | 16 |

D. SOCIAL PROTECTION & SUPPORT

SHOWCARD

D1 Are you enrolled in any government or other worker benefit scheme? **(Single)**

| | | |
|---|---|-----------------|
| Social security | 1 | GO TO D3 |
| Workers' compensation/personal accident | 2 | |
| Government health/medical insurance | 3 | |
| Private health/medical insurance | 4 | |
| Enrolled in something but don't know what | 5 | |
| Other (SPECIFY) | 6 | |
| No | 7 | CONTINUE |

SHOWCARD

| | |
|---|---|
| I'm not entitled to the benefits | 1 |
| Don't know I'm entitled to it | 2 |
| Don't know how to register | 3 |
| Don't have a valid ID or relevant documentation to register | 4 |
| Too expensive | 5 |
| Employer has not signed me up | 6 |
| Don't think I need it | 7 |
| Other (SPECIFY) | 8 |

SHOWCARD

D3 If you had an accident or fell sick while working and you needed medical treatment, who would pay for the medical fees? (**Single**)

| | |
|--------------------------------------|---|
| My employer | 1 |
| Myself | 2 |
| Family | 3 |
| Insurance or social security | 4 |
| I would not receive any medical care | 5 |
| Go back to your home country | 6 |
| Don't know | 7 |

SHOWCARD

D4 If you have an accident while working and cannot work anymore because of a disability, what financial support do you expect?? (**Single**)

| | |
|--|---|
| Financial support from my employer | 1 |
| Own savings | 2 |
| Financial support from my family | 3 |
| Financial support from the Government or social security | 4 |
| Insurance payment | 5 |
| Other (SPECIFY) | 6 |
| Don't know | 7 |

IF DON'T HAVE SOCIAL SECURITY ASK

D5 Would you like to have social security if it provides money during maternity leave, old age or unemployment?

| | | |
|-----|---|------------------|
| Yes | 1 | CONTINUE |
| No | 2 | GO TO D7a |

D6 If you could, would you be willing to make your own contribution to social security?

| | |
|-----|---|
| Yes | 1 |
| No | 2 |

SHOWCARD

D7a Have you joined any union or organization since coming here? **(Multiple)**

D7b What type of organization would you be interested to join, if any? **(Multiple)**

| | D7a | D7b |
|-----------------------------|-----|-----|
| Trade union | 1 | 1 |
| Migrant worker association | 2 | 2 |
| Women's group | 3 | 3 |
| Religious group | 4 | 4 |
| Domestic worker association | 5 | 5 |
| Other | 6 | 6 |
| None | 7 | 7 |

D8 What information sources have you relied on to settle in or solve problems since coming here? **(Multiple)**

| | |
|------------------------------|----|
| Friends or family | 1 |
| Employer | 2 |
| Embassy or consulate | 3 |
| Recruitment agency or broker | 4 |
| Community leader | 5 |
| Government authorities | 6 |
| Police | 7 |
| NGO | 8 |
| Trade union | 9 |
| Social media | 10 |
| Other | 11 |
| None | 12 |

E. DEMOGRAPHICS

SHOWCARD (E1-E3 ASK LIVE-IN ONLY)

E1 Which of the following facilities do you have access to in your living quarters? **(Multiple)**

| | | |
|---------------------------------------|----|--|
| Private bathroom and toilet with lock | 1 | |
| Shared bathroom and toilet | 2 | |
| Running water | 3 | |
| Electricity | 4 | |
| Fan | 5 | |
| Aircon | 6 | |
| Own room with door lock | 7 | IF EITHER SELECTED ASK E2 IF EITHER NOT SELECTED ASK E3 |
| Own room but no door lock | 8 | |
| Own bed | 9 | |
| Locker | 10 | |
| Television | 11 | |
| Internet access | 12 | |
| None | 13 | |

SHOWCARD PICTURE

E2 Is your room smaller, about the same or bigger than this?



| | |
|----------------|---|
| Smaller | 1 |
| About the same | 2 |
| Bigger | 3 |

E3 Who do you share the room with? **(Single)**

| | |
|--|---|
| Another worker | 1 |
| Employer family member | 2 |
| Another person | 3 |
| Sleep in shared living spaces like kitchen, hallway, balcony | 4 |
| Nobody | 5 |

E4 Do you own a smartphone or regular mobile phone? **(Single)**

| | | |
|---------------|---|----------|
| Smartphone | 1 | CONTINUE |
| Regular phone | 2 | |
| No | 3 | GO TO E6 |

E5 When are you allowed to use your mobile phone? **(Single)**

| | |
|--------------------|---|
| Any time | 1 |
| Outside work hours | 2 |
| Never | 3 |

SHOWCARD

E6 What is the highest level of education that you have completed? **(Single)**

| | |
|--|---|
| Never attended school or some primary school | 1 |
| Primary school | 2 |
| Middle school | 3 |
| High school | 4 |
| Vocational training or education | 5 |
| Diploma, university or higher education | 6 |

E7 What is your marital status? **(Single)**

| | |
|-----------------------------|---|
| Single | 1 |
| Married or de facto partner | 2 |
| Divorced | 3 |
| Widowed | 4 |

E8 How well do you read and write in your language? **(Single)**

| | None | Some | Well | Very well |
|-------|------|------|------|-----------|
| Read | 1 | 2 | 3 | 4 |
| Write | 1 | 2 | 3 | 4 |

CONTACT INFORMATION (ALL)

X1 In case I have missed anything, what mobile number I can reach you on? **These records will be deleted later on.**

| | |
|-------------------------------|--|
| First name or nickname | |
| Mobile number | |

X2 You have been selected for a follow-up interview by phone and we would like to contact you again to ask you a few more questions? Do you agree to be contacted?

Syntax: B12 (code 1), B13 (code 1), C1 (code 7), C13 (code 2), C22b (code 1-15)

| | | |
|-----|---|--------------------------------|
| Yes | 1 | CONTINUE |
| No | 2 | THANK YOU FOR YOUR TIME |

To interviewer: If you encounter someone who has faced abuse and who asks for your help:

1. Tell them you are willing to help.
2. Ask if they agree to be contacted by a non-government organization that works especially with migrants like them.
3. Collect contact details
4. Also provide given contact details of local helpline or organization that can help.



Contact details

International Labour Organization
United Nations Building
Rajdamnern Nok Avenue
Bangkok 10200, Thailand

T: +662 288 1234
E: BANGKOK@ilo.org