Migrant Recruitment Project : Agency Survey

Finding the preferred respondent

We are conducting research to understand recruitment practices and challenges of employment agencies in partnership with researchers from Harvard University and the University of Notre Dame and the SLBFE. We are looking to speak with the owner of the agency or someone else who would be knowledgeable about the operations and finances of the agency.

Informed Consent

We are conducting research to understand recruitment practices and challenges of employment agencies in partnership with researchers from Harvard University and the University of Notre Dame and the SLBFE. We would like to ask you some questions regarding your practices of recruiting migrant workers, coordinating with foreign employers and how these practices affect your agency's performance and growth.

Participation in the study will just involve answering questions and you will be given a token of appreciation for your participation. We anticipate the survey today to take approximately one hour.

Your data will be kept completely confidential and will only be used for research purposes. Your answers will be anonymous and the SLBFE will not know which responses you gave.

Re-iterate: The SLBFE will not have access to your specific answers.

Continue if participant says 'yes' or come back at specified time, re-explain the incentives then continue.

Your participation in this study is purely voluntary, and you may withdraw your participation or data at any time without any penalty. You may decline to answer any question. An electronic version of the data will be stored at the University of Notre Dame. No personally identifiable information will ever be made public.

Do you have any questions about the study? You can contact Nilesh Fernando (email: nilesh.fernando@nd.edu) or Niharika Singh (email: niharikasingh@g.harvard.edu). You can also contact the Institutional Review Board at the University of Notre Dame. They can be reached at +1574-631-7432, 940 Grace Hall, University of Notre Dame, Notre Dame, Indiana 46656, or compliance@nd.edu.

Do you agree to participate in this study, and do you understand that you may withdraw your participation at any time?

Yes……..1 → Proceed to Section 1
No……..2 → END

Section 1. Respondent's Details

INTERVIEWER READOUT: We will begin by asking you basic questions about yourself and the agency.

No.	Question	Answer	Codes and Instructions
1.1	Name		Verbatim
1.2	Age		
1.3	Gender		1. Male 2. Female
1.4	Ethnicity		1. Sinhalese 2. Tamil 3. Muslim 666 - Other (specify)
1.5a	What is the name of the agency?		Verbatim
1.5b	What is the address of the agency?		
1.6	What is the agency license number?		
1.7	What is your relationship to the agency?		1. Owner → Skip to 1.9a 2. Director 3. HR manager 4. Receptionist 666 - Other (specify)
1.8	Who is the owner of the agency?		Verbatim
1.9a	Do any of your immediate relatives own a recruitment agency?		1.Yes 2. No → Skip to 1.10
1.9b	If yes, please specify the relationship(s).		
1.9c	If yes, please specify the name(s) of the agency		Specify verbatim
1.10	How long have you worked in this industry?	___ Years ___ Months	
1.11	Are you a member of ALFEA?		1. Yes 2. No 777. Don't know
1.12	Is this your primary occupation?		1. Yes → Skip to 1.14 2. No
1.13	If no, what is your primary occupation?		Specify verbatim

1.14	What is your highest education qualification?		1. Grade 10 and below 2. GCSE O/L 3. GCSE A/L 4. Undergraduate 5. Postgraduate 6. PhD 7. 666 - Other (specify)

Section 2: Agency Structure

INTERVIEWER READOUT: We will now ask you some questions about how the agency is organized; who is on the team; where you recruit migrants from; and to which countries they migrate**.**

No.	Questions	Answers	Codes and Instructions
INTERVIEWER CHECKPOINT: Tell the respondent we will now ask them some questions about how the agency is organized, who is on the team, where they recruit migrants from, and to which countries they send them.			
2.1	When was the agency established?		Record in MM/YYYY
2.2	Where is the agency located?		
2.3a	Do you have any sub offices?	2.3b - District	2.3c No of agencies
	1. Yes 2. No → Skip to 2.4	1. 2. 3.	1. 2. 3.
2.4	How many employees are in the agency (except owner and the sub agent.)		777 – Do not know 888 – Will not say
2.5	How many sub-agents have you worked with in the last year?		777 – Do not know 888 – Will not say If 0 -> Skip to 2.6a
2.5a	Which districts do your sub-agents recruit migrants from? List all districts	District 1: ____ District 2: ____ District 3: ____ District 4: ____ District 5: ____	
2.6a	Do you have a separate marketing/sales team?		1. Yes 2. No → Skip to 2.7a
2.6b	If yes, how many employees are in the marketing team?		777 – Do not know 888 – Will not say

2.7a	Do you have a team or a person in charge of handling complaints?		1. Yes 2. No → Skip to 2.8a
2.7b	If yes to team, how many employees are in the team?		777 – Do not know 888 – Will not say
INTERVIEWER READOUT: We will now ask you about your migrant recruitment patterns. We will ask about the primary and secondary category of recruitment. 'Primary category' is the country and sector to which you send the highest number of migrant workers in the last year. For example, an agency's primary category may be domestic workers sent to Saudi Arabia. The 'secondary category' is the country and sector to which they sent the second highest number of migrant workers in the last year.			
2.8a	In the last year, what is the primary category of migrant workers you recruited as defined by the country and sector?	Country : Sector :	
2.8b	Please specify the estimated number of migrants in the primary category in the last year.		777 – Do not know 888 – Will not say
2.9a	In the last year, what is the secondary category of migrant workers you recruited as defined by the country and sector?	Country : Sector code :	
2.9b	Please specify the estimated number of migrants in the secondary category.		777 – Do not know 888 – Will not say

Section 3: Job Orders

INTERVIEWER READOUT: We will now ask you some questions about job orders and your relationship with foreign employers/agencies.

No.	Question	Answer	Codes and Instructions
3.1	In the past year, how many job orders have you worked on?		777 – Do not know 888 – Will not say
3.2	How many of these job orders are closed?		**INTERVIEWER NOTE**: Closed means t that the agency is no longer recruiting migrants to satisfy this job order.
INTERVIEWER READOUT: We will now ask you about the most recent job order that you have completed.			

3.3	When did you receive this job order?		1. In the last month 2. In the last 3 months 3. In the last 6 months 4. In the last year 5. Over 1 year ago 666 - Other (specify)
3.4	What is the job order approval number?	Job order index: ####/###### (first 4 digits are year) Approval no: AL/####/####/## (first 4 digits local agency, last 2 digits year)	777 – Do not know 888 – Will not say
3.5	Which country is the job order for?		1. Saudi Arabia 2. Qatar 3. UAE 4. Kuwait 5. Jordan 6. Lebanon 7. Bahrain 8. Oman 9. Malaysia 10. South Korea 666 - Other (specify)
3.6	Which manpower group does it belong to?		1. Professional 2. Middle Level 3. Clerical 4. Skilled 5. Semi-skilled 6. Unskilled 7. Housemaid 666 - Other (specify)
3.7	Which sector does the job order belong to?		1. Domestic 2. Construction 3. Garments 4. Hospitality 666 - Other (specify)
3.8a	Whom did you receive the job order from?		1. Foreign agency 2. Foreign employer 3. SLBFE –> Skip to 3.9 666 - Other (specify)

3.8b	What is the name of the foreign agency or employer from which you received the job order?		Verbatim
3.8c	Have you worked with this foreign agency/employer previously?		1. Yes 2. No
3.8d	How did this foreign agency/employer find out about you? (MULTIPLE OPTIONS POSSIBLE)		1. Recommended by another agent/employer 2. Recommended by SLBFE 3. Through website 4. Through ad 5. Through personal connections 6. Exhibitions 666 - Other (specify) 777 – Do not know 888 – Will not say
3.9	What is the monthly salary scale on the job order?	Salary amount: Currency code:	Currency Code: 1. Saudi Riyals 2. Qatari Riyals 3. UAE Dirham 4. Kuwaiti Dinar 5. Omani Rial 666 - Other (specify)
3.10a	How was housing provided on this job order by the employer?		1. Free housing provided -> Skip to 3.11 2. Monthly allowance provided for housing 3. Neither free housing nor monthly allowance -> skip to 3.11 777 – Don't know –> Skip to 3.11 888 – Will not say –> Skip to 3.11
3.10b	How much was the monthly housing allowance?	Rs. _____	
3.11	Was airfare paid by the foreign agent/employer for this job order?		1. Yes 2. No 666 – Other (specify) 777 – Do not know 888 – Will not say

3.12a	How were meals provided by this employer?		1. Free food provided -> Skip to 3.13a 2. Monthly allowance 3. Neither free food nor monthly allowance -> Skip to 3.13a 666– Other(specify) > Skip to 3.13a 777 – Don't know -> Skip to 3.13a
3.12b	How much was the monthly food allowance?	Rs. _____	
3.13a	Do you know how many other agencies were also given this job order?		1. Yes 2. No →Skip to 3.14a
3.13b	If yes, how many other agencies?		
3.14a	How many vacancies were you able to fulfill?		1. All →Skip to section 4[MAS1] 2. Partial 3. None
3.14b	What were the reasons you were not able to fulfill all vacancies?		1. Workers were difficult to find 2. Salary was too low 3. Employer had poor reputation 4. Benefits were bad 5. Vacancies were filled by other agencies 6. SLBFE did not approve workers 666 – Other (specify) 777 – Do not know 888 – Will not say
3.15	What is the amount paid to you by the foreign employer/agency per migrant worker sent abroad?		777 – Do not know 888 – Will not say
3.16	Which one of the following ranges best describes average amount paid to you by the foreign employer per migrant under this job order?		If a specific value is provided, skip to next section. 1 – Less than 5,000 2 – 5-10,000 3 – 10-20,000 4 – 20-30,000 5- More than 30,000 777 – Do not know 888 – Will not say

Section 4: Agency Finances

INTERVIEWER CHECKPOINT: In this section, it is absolutely critical that you correctly record whether the respondent doesn't know (777) or will not say (888)

INTERVIEWER READOUT: Now we would like to understand what types of costs your business incurs. First, we will ask you to think about the job order mentioned in the previous section. While your costs may vary depending on which sub-agent used and where the migrant came from, please give us a general picture. Then we will ask you about the overall picture. We will not share any of this information with competitors or the SLBFE. This information will be confidential.

<table>
<tr><th>No.</th><th>Question</th><th>Answer</th><th>Codes and Instructions</th></tr>
<tr><td></td><td colspan="3">READOUT: Recall the job order we just discussed.</td></tr>
<tr><td>4.1</td><td>What percentage of migrants in your primary category were recruited by the following methods?:

ENUMERATOR: Read out each option.</td><td>Sub-agents: _____
Own-agents: _____
Direct: _____
Other agencies: _____
Personal connection: _____
Other: _____</td><td>Total percentage must equal 100.</td></tr>
<tr><td>4.2</td><td>Do sub-agents charge any fee amount from migrants for their service? If so, how much?</td><td></td><td>Record 0 if no fee is charged.
777- Don't know
111- Not applicable (if sub-agent not used)</td></tr>
<tr><td>4.3</td><td>Do you pay sub-agents a fee per migrant recruited? If so, how much?</td><td></td><td>Record 0 if do not pay sub-agent a fee.
111- Not applicable (if sub-agent not used)</td></tr>
<tr><td>4.4</td><td colspan="3">Now, we will list some costs that are incurred during the migration process. Please tell me if this cost is covered by the agency, the sub agent or migrant worker? And what the typical amount is for one migrant?
<table>
<tr><th>Item</th><th>(a) Who pays?
1- agency
2- sub-agent
3- migrant</th><th>(b) Cost per migrant</th><th rowspan="10"><u>Note:</u> If multiple people pay for the item, ask respondent who pays the largest amount.</th></tr>
<tr><td>1. Airfare</td><td></td><td></td></tr>
<tr><td>2. Visa costs / Embassy</td><td></td><td></td></tr>
<tr><td>3. Domestic travel costs</td><td></td><td></td></tr>
<tr><td>4. Passport costs</td><td></td><td></td></tr>
<tr><td>5. Accommodation</td><td></td><td></td></tr>
<tr><td>6. Training costs</td><td></td><td></td></tr>
<tr><td>7. CESS government</td><td></td><td></td></tr>
<tr><td>8. Medical expenses</td><td></td><td></td></tr>
<tr><td>9. Insurance fee</td><td></td><td></td></tr>
</table></td></tr>
</table>

	10. Other expenses 01 (specify)			
	11. Other expenses 02 (specify)			
	12. Other expenses 03 (specify)			
4.5	Do you charge the migrant worker any fee for providing the job opportunity?			1- Yes 2- No
4.6a	What is the average profit per migrant you made under this job order?	Rs.		If a specific value is provided, skip to 4.7a. 777 – Do not know 888 – Will not say
4.6b	Which one of the following ranges best describes average profit per migrant under this job order?			1 – Less than 5,000 2 – 5-10,000 3 – 10-20,000 4 – 20-30,000 5- More than 30,000 777 – Do not know 888 – Will not say
	INTERVIEWER READOUT: Now we would like to get an overall sense for your business in the last year.			
4.7a	What was the average monthly revenue for the agency? Include all sources of revenues (foreign commission, travel-ticketing services, extra services for migrants, etc.)			The goal is to get a specific estimate here. If a specific value is provided, skip to 4.7c. 777 – Do not know 888 – Will not say
4.7b	Which one of the following revenue brackets best describes your agency's monthly revenues? ENUMERATOR: Read out each option.			Give income brackets 1. Less than 1M 2. 1 -3M 3. 3 – 5M 4. 5 – 7M 5. 7 – 9M 6. 9 – 11M 7. More than 11M
4.7c		Source	%	Percentage should equal 100.
		a) Commission from foreign job orders		

	Typically, what percentage of your monthly revenues come from the following sources?	b) Ticketing/travel agency services for migrants		
		c) Other services provided to migrants		
		d) Other 01 (specify)		
		e) Other 02 (specify)		
4.8	I'm going to read out some costs that your agency may incur on a regular basis. Can you please tell me what your average expenses for these categories are and where they occur monthly/annually?			
	Item	(a) Incurred on a 1- monthly basis 2- annual basis		(b) How much? (If 0, skip to next row)
	1. Staff salary			
	2. Rent			
	3. Advertising			
	4. Training for staff			
	5. Cost to resolve complaints			
	6. Fees or fines to SLBFE			
	7. Other expenses 01 (specify)			
	8. Other expenses 02 (specify)			
	9.Other expenses 03 (specify)			
4.9	What is the average monthly cost of operating the agency?	Rs.		777 – Do not know 888 – Will not say
4.10a	How much profit did the agency make in the last 12 months?	Rs.		If specific amount given, skip to next section. 777 – Do not know 888 – Will not say
4.10b	Which one of the following ranges best describes your agency's total profits in the last 12 months?			777 – Do not know 888 – Will not say 1. Less than 1M 2. 1 – 3M 3. 3 – 5M 4. 5 – 7M 5. 7 – 9M 6. 9 – 11M 7. More than 11M

Section 5: General Recruitment Activities

INTERVIEWER READOUT: Next, we will ask you questions about you interactions with migrants. In this case, we are interested knowing about your impressions in general over the last year for your primary category of workers, not the specific job order discussed previously.

No.	Question	Answer	Codes and Instructions
INTERVIEWER READOUT: Tell the owner that the next questions about their interactions with migrants. In this case, we are interested to know about their impressions in general over the last year for their primary category of workers, not the specific job order discussed previously.			
5.1	How many districts did you recruit migrants from in the last year?		
5.2	What were your main districts in terms of volume? (List up to 3) How many migrants did you recruit in these districts in the last year?	District 1: Number of migrants: District 2: Number of migrants: District 3: Number of migrants:	
5.3	Which of the following do you use to promote jobs in your primary category? a. Newspaper advertisements b. Online advertisements c. Social media such as Whatsapp, Facebook or Twitter d. Sub-agents e. Notice boards in the office f. TV advertisements g. Radio advertisements h. Other	a. _____ b. _____ c. _____ d. _____ e. _____ f. _____ g. _____	1- Yes 2- No

6. Migrant Interactions and Record-Keeping

INTERVIEWER READOUT: Next, we will ask about your interactions with migrants and your record-keeping.

No.	Question	Answer	Codes and Instructions
6.1	In the last year, how many migrants did you refuse to send abroad?		If 0 -> Skip to 6.3
6.2	What were the reasons you refused them to send abroad? (SELECT ALL THAT APPLY)		1. Under age 2. Bad reputation 3. Unhealthy 4. Didn't meet job qualifications (e.g. language, skill, etc) 666- Other (specify)

6.3	What are the documents you collect from migrant workers? (SELECT ALL THAT APPLY)		1. CV 2. Training certificates 3. Photographs 4. Family contact details 5. Visa copies 6. Passport copies 7. Medical reports 8. Birth certificate 9. Marriage certificate 10. Copy of employment contract 11. Information on the employer 12. Airfare/departure information 666 - Other (specify)
6.4a	For your primary category, do you charge any fees to migrants you recruit?		1. Yes 2. No → Skip to 6.5a
6.4b	For your primary category, for a usual job order what percent of the money given to the sub-agent goes to the migrant?	Record Percentage or number:	777 – Do not know 888 – Will not say
6.5a	In the last year, for your primary category, which services does the migrant usually pay for? READ EACH OPTION OUT LOUD.	Service / Code a. Visa b. Airfare c. Passport d. Medical fees e. SLBFE levy f. Translation services g. Police clearance h. Courier service i. Communication fees j. Training course fees k. Uniform for training courses l. Trade test fees m. Security bond n. Repatriation cost	1. For all job orders 2. For some but not all 3. None
6.5b	Which of the following factors is **most important** in determining which of the above fees you are responsible for? READOUT EACH OPTION. ONLY ONE RESPONSE.		1. Country of the job order 2. Sector of job order 3. Manpower level of job order 4. Foreign agency 5. Foreign employer 666 - Other (specify)
6.6a	Do migrant workers you recruit enroll in SLBFE pre-departure training courses?		1. Always 2. Sometimes 3. Rarely **4.** Never

6.6b	Please specify the estimated percentage of migrants participate in SLBFE pre-departure training courses.		999 – if unknown
6.6c	Are the training programs useful?		1. Yes → Skip to 6.7 2. No
6.6d	If no, why aren't the training programs useful?		Record verbatim

6.7	How many migrant workers that you recruit are aware of the following? READ OUT EACH OPTION.	Item	Code	1. None 2. A few 3. Almost everyone 4. Everyone
		a. Terms of employment contract		
		b. Laws of destination country		
		c. Customs and norms of destination country		
		d. Complaint handling mechanisms in Sri Lanka and destination country		
6.8	Besides the SLBFE pre-departure training courses, on a scale of 1-4, how often do you separately educate migrants on any of the following: READ OUT EACH OPTION.	Item	Code	1. Always 2. Sometimes 3. Rarely 4. Never
		a. Laws of destination country		
		b. Customs and norms of destination country		
		c. Nature of employment		
		d. Terms of employment contract		
		e. Foreign employer or company		
		f. Social stigma		
		g. Ways of seeking help		
		h. Complaint handling mechanisms in Sri Lanka and destination country		
6.9	Do you keep records of the following details: READ OUT EACH OPTION.	Record	Code	1. Yes 2. No
		a. Migrants sent abroad		
		b. Job orders		
		c. Foreign employers		
		d. Commissions received		
		e. Fees received from SLBFE		
6.10	In the case of migrant workers faced with difficulties overseas, do you provide the following services? READ OUT EACH OPTION.	Service	Code	1. Always 2. Sometimes 3. Rarely 4. Never
		a. Airfare		
		b. Medical assistance		
		c. Psycho-social counseling services upon return		

6.11	Is the ILO Code of Ethical Conduct displayed in Sinhalese, Tamil, and English anywhere at your agency?		1. Yes 2. No
6.12a	In your opinion, do migrants have any idea about the quality of your agency before they meet you?		1. Yes 2. No -> Skip to 6.13
6.12b	If yes, how do they learn about an agency's reputation?		1. Excellence star ratings 2. Newspaper advertisements 3. Social media such as Whatsapp, Facebook or Twitter 4. Notice boards in the office 5. Word of mouth – family and friends 6. Word of mouth – sub-agents 666 - Other (specify)
6.13	In your opinion, what is the main reason a migrant will chose an agency?		1. Wages of migrants 2. Number of migrants recruited 3. Safety of migrants 4. Services provided to migrants (i.e. visa fees, airfare, etc.) 5. Blacklist history 666 - Other (specify)

7. Interactions with foreign employers

INTERVIEWER READOUT: Next, we will ask about your interactions with foreign employers.

No.	Question	Answer	Codes and Instructions
7.1	How do you come to know of foreign employers and their vacancies? (SELECT ALL THAT APPLY.) Interviewer Note: Do not prompt.		1. Have done business with them before 2. Friends have recommended 3. Online advertisements 4. Foreign agencies 5. Direct contact from foreign employers 6. SLBFE 666 - Other (specify)
7.2a	Have you turned down any job orders in the last year?		1. Yes 2. No → Skip to 7.3
7.2b	What were the reasons for rejecting these job orders? (SELECT ALL THAT APPLY.) Interviewer Note: Do not prompt.		1. Job was not safe 2. Employer was not reputable 3. Foreign agent was not reputable 4. Local agency had to provide too many amenities 5. Commission was not high enough 6. Difficult to find workers for the job 666 - Other (specify)
7.3	Do any foreign employers or foreign agents visit your office?		1. Yes 2. No

7.4	What are the different ways in which you check a foreign agency or foreign employer's reputation? (SELECT ALL THAT APPLY.) Interviewer Note: Do not prompt.		1. If they are blacklisted foreign agencies or employers 2. Word of mouth among local agencies 3. Word of mouth among returned migrant workers 4. Contacting SL Consulate 5. Contacting SLBFE 666 - Other (specify)
7.5	What are the indications/signs of a foreign agency or foreign employer that may endanger migrant workers? (SELECT ALL THAT APPLY.) Interviewer Note: Do not prompt.		1. Complaints from previous migrant workers 2. High commission paid 3. They have been blacklisted 4. Word of mouth 5. They provide few services (airfare, visa fees, etc.) 6. Slow or poor response when dealing with complaints 666 - Other (specify)
7.6	How can the government and other actors make the process of selecting good foreign agencies and foreign employers easier/better?		Verbatim response
7.7a	Are foreign employers or foreign agencies aware of the reputation of your agency?		1. Yes 2. No → Skip to section 8 999-Not sure → Skip section 8
7.7b	If yes, which aspects of your reputation? (SELECT ALL THAT APPLY.) Interviewer Note: Do not prompt.		1. Blacklist history 2. Total number of migrants recruited 3. Number of migrants recruited to same foreign agency 4. Number of migrants recruited to same country 5. Services provided to migrants (i.e. visa fees, airfare, etc.) 6. Commitment to migrant safety 666 - Other (specify) 777- doesn't know
7.7c	If yes, how do they learn about your agency's reputation? (SELECT ALL THAT APPLY.) Interviewer Note: Do not prompt.		1. Excellence star ratings 2. Advertisements 3. SLBFE 4. Personal contacts 666 - Other (specify) 777- doesn't know

Section 8 : Complaints

INTERVIEWER READOUT: In this next section, we want to ask you about complaints. By a complaint rate, we mean the percentage of complaints an agency gets according to the number of migrants it sends.

No.	Question	Answer	Codes and Instructions
8.1	There might be many reasons that agencies have a high or low complaint rate. What do you think are the top 3 reasons that some agencies may have a higher complaint rate than others? INTERVIEWER NOTE: Read out options.	Reason 1: Reason 2: Reason 3:	1. Country 2. Sector 3. Bad employers 4. Labor Law in Foreign Country 5. Bad foreign agent 6. SLBFE 666 - Other (specify) 777 – Don't know 888 – Will not say
8.2a	For your PRIMARY CATEGORY -- same country and sector -- what is the **main reason** that some agencies have a higher complaint rate than others? INTERVIEWER NOTE: Read out options. Only one answer possible.		1. Country 2. Sector 3. Bad employers 4. Labor Law in Foreign Country 5. Bad foreign agent 6. SLBFE 666 - Other (specify) 777 – Don't know 888 – Will not say
8.2b	For your PRIMARY CATEGORY, what are steps that an agency can take in order to lower their rate of complaints? (Check all that apply)		1. Better pre-departure training 2. Better employers 3. Select better migrants 4. Better communication with migrants 666 - Other (specify) 777 – Don't know 888 – Will not say
8.2c	In your PRIMARY CATEGORY, what is the **main reason** that some agencies are able to resolve complaint rate faster than others? INTERVIEWER NOTE: Read out options. Only one answer possible.		1. More staff 2. Better employers 3. Better SLBFE contacts 4. Better contacts with foreign embassy 5. Better contacts with SL embassy 6. Better foreign agents or foreign employers 666 - Other (specify) 777 – Don't know 888 – Will not say

8.2d	In your PRIMARY CATEGORY, what are the steps an agency can take in order to improve their ability to resolve complaints? (Check all that apply)		1. Better communication with the migrant worker 2. Better communication with the foreign employer/agency 3. Respond to queries made by SLBFE 4. Appoint a person to handle all complaints 666 - Other (specify) 777 – Don't know 888 – Will not say
8.3a	How many complaints did you receive in the last year?		777 – Don't know 888 – Will not say
8.3b	How many of these complaints were made against a foreign employer?		777 – Don't know 888 – Will not say
8.3c	How many of these complaints were made against a foreign agency?		777 – Don't know 888 – Will not say
8.3d	How many of these complaints were made against your agency?		777 – Don't know 888 – Will not say
	INTERVIEWER CHECKPOINT: 8.3b-d must be the same or lower than 8.3a.		
8.4	How are you notified when there is a complaint?		1. SLBFE 2. SL Consulate 3. Directly from the migrant worker 4. Family members 666 - Other (specify)
8.5	What is the primary nature of complaints you receive among migrants recruited in your PRIMARY CATEGORY? INTERVIEWER NOTE: Read out options. Only one answer possible.		1. Non-payment of wages 2. Harassment 3. Breach of employment contract 4. Lack of communications 5. Stranded workers 6. Missing employee 666 - Other (specify)
8.6	Who is the **most responsible** for problems faced by migrants? INTERVIEWER NOTE: Read out options. Only one answer possible.		1. Foreign employer 2. Foreign agent 3. SLBFE 4. Recruitment agency 5. Sub-agent 6. Migrant worker 666 - Other (specify)
8.7	How many complaints did you resolve in the last year?		999 – if unknown
8.8	How many weeks do you take on average to resolve a complaint?	_____ weeks	999 – if unknown
8.9	On a scale of 1-4, how often do you contact the respective SL Consulate when a complaint is received?		1. Always 2. Sometimes 3. Rarely 4. Never

8.10	In cases when you do not respond to the complaint within 2 weeks, what are the reasons for not responding? (Check all that apply)		1. SL Consulate handled the complaint 2. Complaint is not critical 3. Unable to resolve the complaint 666 - Other (specify)
8.11	What are your suggestions on how to improve the complaint resolution process followed by SLBFE?		Verbatim response
8.12	In what ways do you attempt to obtain a worker's unpaid wages from a foreign employer? (Check all that apply)		1. Personal visit to foreign employer 2. Personal visit to foreign agency 3. Contact the SLBFE 4. Contact SL Consulate 5. Contact the foreign employer/agency 6. Request SLBFE to blacklist the foreign employer/agency 7. None 666 - Other (specify)
8.13	How quickly on average do you provide responses to inquiries from family members of migrant workers concerning grievances of migrant workers?		1. Within 24 hours 2. Within 3 days 3. Within 1 week 4. Within 1 month 5. Over 1 month 666 - Other (specify
8.14	How regularly do you maintain records of workers and their termination of employment contract upon their return?		1. Always 2. Sometimes 3. Rarely 4. Never

Section 9: SLBFE Policies

INTERVIEWER READOUT: In this next section, we will ask you about your opinions on SLBFE policies.

No.	Question	Answer		Codes and Instructions
INTERVIEWER NOTE: First, ask 9.1a-f for only the 2012 column, and then ask again for the 2014 column.				
		2012	2014	
9.1a	Are you aware of the agency grading program?			1. Yes 2. No -> Skip to 9.2a
9.1b	When did you become aware of the agency grading program?	Month: _____ Year: _____	Month: _____ Year: _____	777 – Don't know 888 – Will not say
9.1c	Did you receive a booklet stating which criteria you would be judged on the program?			1. Yes 2. No -> Skip to 9.1e 777 – Don't know -> Skip to 9.1e 888 – Will not say -> Skip to 9.1e
9.1d	When did you receive this booklet?	Month: _____ Year: _____	Month: _____ Year: _____	777 – Don't know 888 – Will not say

9.1e	After the announcement, did you change your practices?			1- Yes 2- No -> Skip to 9.2a 777 – Don't know -> Skip to 9.2a 888 – Will not say-> Skip to 9.2a
9.1f	How did you change your practices?			

INTERVIEWER CHECKPOINT: If the respondent is not aware of either program, skip to question 9.3a

9.2a	Generally, do you believe that agencies that received more stars get more job orders?		1- Yes 2- No 777- Don't know 888- Will not say
9.2b	Generally, do you believe that agencies that received more stars receive higher quality job orders?		
9.2c	Generally, do you believe that agencies with better ratings are able to attract more migrants?		
9.2d	Generally, do you believe that agencies with worse ratings found it more difficult to recruit migrants?		
9.2e	In your experience, how many migrant workers you recruited were aware of the agency grading scheme?		1-None 2-A few 3-Almost everyone 4-Everyone
9.2f	Did you receive a rating in either 2012 or 2014?		1. Yes 2. No → Skip to 9.3a
9.2g	If yes, how many migrant workers that you recruit know the rating you received?		1-None 2-A few 3-Almost everyone 4-Everyone
9.2h	How many foreign employers that you work with know of the agency grading scheme and the star level you received?		1-None 2-A few 3-Almost everyone 4-Everyone
9.2i	Did the program help you in attracting more foreign agencies/employers?		1- Yes 2- No 777- Don't know 888- Will not say
9.3a	Is the process of getting clearance on FBR a cumbersome process?		1- Yes 2- No→ Skip to 9.3c 777- Don't know→ Skip to 9.3c 888- Will not say→ Skip to 9.3c
9.3b	If the answer is yes, what makes the process difficult?		Record Verbatim.
9.3c	Has the FBR led to an increase in irregular migration?		1- Yes 2- No 777- Don't know 888- Will not say
9.3d	What are the benefits of having a FBR? (Choose multiple)		1. Better for children 2. Better for families 3. Fewer complaints or inquiries from family members of migrant workers 666 – Other (specify)

9.3e	What are the main disadvantages of having a FBR? (Choose multiple)		1. More difficult to recruit female migrants 2. More difficult to fill job orders for domestic workers 3. Fewer total migrants are recruited 4. Takes longer to approve recruited migrants 666 – Other (specify)