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The Social & Economic Survey Research Institute

Guest Workers' Welfare Index

Wave II Summary Report

Executive Summary Report, May 2019

Guest Workers' Welfare Index

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This report presents some important highlights of the second wave of the study "Guest Workers' Welfare Index" conducted by the Social and Economic Survey Research Institute (SESRI) at Qatar University. The survey is conducted on an annual basis with the aim to track the welfare of blue-collar guest workers in Qatar over time.

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I. INTRODUCTION

In 2017 the Social and Economic Survey Research Institute (SESRI) at Qatar University completed the first-ever effort to measure and track over time the welfare of blue-collar guest workers in Qatar. This "Guest Worker Welfare Index" (GWWI) was initiated with a closed expert workshop convened at SESRI in January 2016 that brought together local and international scholars, stakeholders, and policymakers.

For Qatar, the rationale for a Guest Workers Welfare Index is twofold. First, the welfare of migrant laborers around the world has received significant attention from the global media and scholarly community. In the Gulf, much of this attention has been directed towards Qatar, especially since the announcement of the FIFA 2022 World Cup. However, most of the analyses of the problems have not been based on unbiased, quantitative and qualitative measurements that can be generalized to the overall migrant labor population. Reliable data are needed to properly assess the issues surrounding worker welfare in aggregate, to identify domains where welfare is lower or higher, and ultimately, to address those issues in most need of improvement.

Second, it is important to note as well that there have been some changes made to the labor system in Qatar; in October 2015, Qatar updated its labor law (Number 21 On the Entry Exit and Residency of Foreign Nationals) to make it easier for guest workers to change employers or to leave the country. Yet, absent any reliable or consistent measurement, there is no way to gauge whether these changes have had any impact on the actual lives of the workers. Currently, there are no independent mechanisms in place to track any results for the country. In order to make policy recommendation, one needs a comprehensive,

temporal and objective view of the situation. Thus, SESRI's goal with this project is to create a comprehensive, composite index of guest worker welfare, which will objectively measure and track the welfare of guest workers in Qatar.

SESRI's strategy of using scientific surveys to gain such a picture of the lives of workers will give decision-makers the information needed to understand the impacts of their policies, and to identify areas of progress as well as those in need of further improvement. SESRI is an independent academic-based survey organization employing survey methods in line with the highest standards in the industry, with a long history of conducting surveys in Qatar and the GCC that meet the expectations of academic rigor. SESRI initiated this project with a workshop in January 2016 with international experts in order to ensure that the index is comprehensive, unbiased, transparent, and accurate in its portrayal of the living and working conditions of guest workers living in Qatar today.

The report that follows presents the 2018 results from the second wave of the GWWI. The second wave is a nationally representative survey conducted with 1,028 blue-collar guest workers in Qatar. As in the first wave (2017), the 2018 survey was conducted during April 2018 and evaluated several aspects of working and living conditions of these workers, including safety and security at working sites and living compounds, human rights and labor rights, finance and remittances, as well as their treatment by their employers. By examining the responses from the workers themselves, the goal is to have an objective and reliable index which reflects the actual conditions of workers in Qatar and which can measure changes in these conditions over time. While the term "guest workers" covers all foreign workers in Qatar, the focus of the Guest Worker

Welfare Index and this report is specifically on the welfare of blue-collar workers, defined as low-skilled individuals living in labor camps and collective housing.

The remainder of this report is organized as follows. Section II presents the background of the conditions of blue-collar guest workers in Qatar and SESRI's research on this topic. Section III describes the methodology of the study, including questionnaire development, sample design and selection, survey administration, and data analysis. Section IV presents the main index, its sub-indices and comparative analysis with the 2017 ratings, while Section V highlights the policy recommendations from this 2018 study.

II. BACKGROUND & CONTEXT

A. Guest Workers in Qatar: 2022 FIFA World Cup and Media Coverage

Qatar has faced fierce international scrutiny over the welfare of the guest workers involved in creating and maintaining the country's infrastructure, especially since Qatar was awarded the rights to host the 2022 World Cup (as illustrated in Table 1). The former kafala system of foreign labor sponsorship has been criticized as an employment situation akin to "modern day slavery." Some have predicted that the state of the occupational health and safety of guest workers building the stadiums "will leave 4,000 … dead." The conditions of the labor camps have been described as so inhumane that workers are "sleeping 12 to a room in places and getting sick through repulsive conditions in filthy hostels … forced to work without pay and left begging for food." Without disputing the veracity of the information, too often such critiques have been based on anecdotal interviews with a small sample of individual workers who may not be representative of the labor migrant population. In addition to the misleading headlines, these widely cited articles are based on very unscientific methods, including a random selection of embassy documents, overall death rates without accounting for cause of death, and most often, targeted and unrepresentative interviews. Indeed, such accusations can flourish when accurate and reliable measures of worker welfare are lacking.

Table II-1: Prominent media reports on worker welfare in Qatar

Revealed: Qatar's World Cup 'slaves' *The Guardian*, 25 Sep 2013

- "…found men throughout the wider Qatari construction industry sleeping 12 to a room in places and getting sick through repulsive conditions in filthy hostels."
- "This summer, Nepalese workers died at a rate of almost one a day in Qatar, many of them young men who had sudden heart attacks"
- "Some say they have been forced to work without pay and left begging for food."
- "Clear proof of the use of systematic forced labour in Qatar"

Evidence: Documents from Nepalese embassy in Doha

Qatar World Cup construction 'will leave 4,000 migrant workers dead'

- International Trade Union Confederation (ITUC) reported in The Guardian 2013
- "The annual death toll among those working on building sites could rise to 600 a year – almost a dozen a week – unless the Doha government makes urgent reforms"
- "We are absolutely convinced they are dying because of conditions of work and life."
- "Nothing of any substance is being done by the Qatar authorities on this issue"

Evidence: Overall mortality rate of all 1.2 million migrant workers in Qatar; deaths for India Bangladesh and Nepal in 2012 and 2014

The Dark Side of Migration: Spotlight on Qatar's construction sector ahead of the World Cup
Amnesty International Publications 2013

- "workers arriving in Qatar to find that the terms and conditions of their work are different to those they had been promised during the recruitment process"
- "workers having their pay withheld for months, or not being paid at all"
- "employers leaving workers "undocumented" and therefore at risk of being detained by the authorities"
- "migrant workers having their passports confiscated and being prevented from leaving the
- country by their employers"
- "workers being made to work excessive (sometimes extreme) hours and employers failing
- to protect workers' health and safety adequately"
- "workers being housed in squalid accommodation"

Evidence: Interviews and focus groups with a total of 210 migrant workers in the construction sector, 79 workers in other sectors; meetings with government representatives, 22 private sector companies

Qatar migrant workers describe 'pathetic' conditions *BBC News 2015*
- "Conditions on the sites are very bad. You work all day out in the open in extreme heat. You start at 04:00 and work all day. There is no cold drinking water on the site, just hot water. It is very oppressive."
- "For almost two months now, my company has refused to pay our salaries. Our company is killing us because they don't want to give us the little reward we deserve."
- "Qatar has a labour office, but if you report your company, they will definitely send you back to your country. So everyone is too scared to report any problems."
- "There is no drinking water available, there is no air conditioning in their cabins - and this was in 45C heat. They have filthy sanitation, and the food is dished out like in the Oliver Twist movie."

Evidence: Interviews with three construction workers

B. Reform attempts: Accurate metrics to track real progress

The State of Qatar continues to develop and implement important policies designed to improve the conditions of low-wage guest workers. For instance, the state has amended the sponsorship system by issuing Law No. 21 (2015), which makes it easier for workers to leave the country and reenter, and thus, to be less dependent on their sponsor. Yet it is difficult to gauge the effect of this and other changes on the actual lives of workers. The state may make implement policies towards improving guest workers' living and working conditions, but without valid indicators, Qatar would be unable to demonstrate results. For example, passport withholding is one such area of progress. As of 2011, 92% of blue collar guest workers in our annual survey reported that they had surrendered their passport to their employer, for various reasons. In response to regulatory pressure, this number dropped 18 percentage points to 76% reporting that their employer held their passport in 2014. Meanwhile, the proportion of workers reporting that they themselves hold their passport has nearly tripled, from 8% to 22%. Currently, however, Law No. 21 (2015, Chapter 3, Article 8) makes passport withholding illegal: "the employer must give the Passport or Travel Document to the Foreign National after completing the licensing or renewal procedures, unless the Foreign National has requested in writing that the employer retain the Passport or Travel Document."

By conducting a new survey with the same question today, one can measure the degree of compliance by employers to these legislative changes and show the level of progress Qatar has achieved in improving worker welfare. Yet, survey data can be used for much more than tracking progress or monitoring compliance; it also helps us to untangle very

complex issues and identify new areas for improvement. In 2014, SESRI asked respondents to indicate why their passports were being withheld by their employer. While more than half (59%) of respondents reported that passports were being held against their will, survey results reveal a more complicated situation for workers. Indeed, 36% of guest workers handed over their passports to their employers on their own request, and out of concern for the security of their passport in the labor camp. Thus, one can identify a more complex policy landscape surrounding guest worker welfare. In this case, one can see that the solution to passport withholding is not only forcing employers to not retain passports against the will of the worker, but also to improve the security of the camps where workers live.

C. SESRI's Public Opinion Surveys of Guest Workers

Since 2010, SESRI has conducted a number of national and regional surveys relating to guest workers. Such surveys are considered first of their kind in the region and provide baseline attitudinal information for this population living in the Gulf. Many of these surveys are initiated internally, for example the Omnibus Surveys 2010-2018[1], Qatar Semi-Annual Survey (QSAS) 2013–2018 and the 2012 GCC Migrant Labor Survey. These large-scale surveys provide baseline information on social, economic and cultural attitudes of guest workers. In general, these projects measure basic characteristics of the guest workers, the process by which they obtain employment, their remittances to their family members, and the nature and frequency with which they encounter problems and challenges in Qatar and in other Gulf countries. Further,

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[1] The Omnibus Survey was not conducted in 2013 and 2015

SESRI's surveys attempt to assess guest workers knowledge and awareness of human rights as well as explore their access to and use of information and communication technologies. In providing a source of unbiased data, SESRI aims to help avoid the generation and spread of erroneous information based on personal impressions and unrepresentative cases.

In addition to large scale national surveys, SESRI has conducted a number of projects funded by Qatar National Research Foundation's National Priorities Research Program (NPRP) grants. For example, the Institute has examined Qataris' perceptions of guest workers and their attitudes toward the former kafāla sponsorship system as part of its "Survey of Qataris' Attitudes toward Foreign Workers" in 2012. Finally, SESRI conducted two Social Capital Surveys (From Fareej to Metropolis I and II) examining both the stock of existing social capital as well as the relationship and interactions among Qatari nationals, white-collar and blue-collar workers. Such surveys are considered first of their kind in the region and provide baseline attitudinal information for this population living in the Gulf.

SESRI's research on migrant workers in Qatar and the Gulf has been the basis for a number of academic publications in peer-reviewed international journals. This includes work on Qatari attitudes towards foreign workers (*Journal of Arabian Studies 2013, Migration and Development 2016, Social Inclusion 2017*); living conditions of low-income migrants and reform of the kafāla system (*Journal of Arabian Studies 2013, 2016*); migrant decision making (*Population, Space and Place 2018*); and social capital and interaction between Qatari and foreign workers (*International Migration and Integration 2016*).

III. METHODOLOGY

A. Indices and Use of Survey Data

Qatar is not unique in its reliance on foreign workers for economic growth and development, and there are examples of other guest worker welfare indices developed for other regional contexts. For example, the Migrant Integration Policy Index (MIPEX) developed to measure the integration policies of 38 countries including the EU28 Member States and other mostly developed countries. These and other indices are largely inappropriate for the context of Qatar and the other Gulf states, a region where all foreign workers are temporary and transient guests, and the labour law dictates guest worker entry, exit, mobility and pay. Thus, SESRI's objective is to develop indicators, which combine an understanding of the fundamental tenets of worker welfare and human rights everywhere, with an appreciation for the unique regional specificities and realities of employment in the Qatari and GCC context. More significantly, by developing an annual survey instrument, SESRI can track these indicators over time and provide policymakers with tools to improve the living and working conditions of blue-collar workers in Qatar.

B. Workshop: Guest Workers' Welfare Index – January 9-10, 2016

The 2016 Guest Worker Welfare Workshop marks the beginning of the Index. At the Workshop, SESRI was able to leverage the presence of local and international experts alongside its own deep and unique expertise in conducting survey research with citizens and guest workers in Qatar. At this workshop, SESRI developed the core framework for the index of guest workers welfare based on individual-level survey data that

SESRI can use to track changes in welfare over time. The workshop proceeded over four sessions, each with a clearly defined outcome. Each session began with a short introductory presentation to the entire workshop group, then broke into small groups to develop the assigned product for each stage.

1. Develop the main overall themes of the Guest Workers' Welfare Index
2. Construct the specific elements which comprise each theme of the Index
3. Draft survey questions to operationalize the selected themes and elements
4. Select final questions and discuss the composition of the Index

C. Sampling

The computer assisted personal interview (CAPI) survey of the GWWI second wave was conducted on a sample of 1,028 adult (18 years or older) migrant workers who were living in labor camps or compounds in Qatar during the survey reference period. The frame for blue-collar workers is divided into strata based on the information about the number of people in the labor accommodations. A proportionate stratified sampling was then used to draw separate samples from these strata. The use of proportionate sampling ensures that the proportion of people in each stratum is the same between the frame and the sample. Blue-collar workers for the survey are randomly selected following a multi-stage sample design. For this purpose, each labor accommodation is considered as a primary sampling unit and each room in the accommodation is considered as a secondary sampling unit. In the first stage, the

accommodation is selected with probability proportionate to its size (or PPS). This gives an equal chance for blue-collar workers to be selected while allowing the same number of people to be chosen from each accommodation and for each stratum. In the second stage (after selecting accommodations), the room is selected with circular systematic sampling. As blue-collar workers from the same country tend to live in adjacent rooms, the selection of rooms by systematic method reduces the chance of selecting people from one country, and hence increases the variation in sampled people's characteristics. Finally, one person in each room is randomly selected to participate in the survey. SESRI's pioneering approach to sampling and surveying migrant workers has been published in top survey research and public opinion journals, including: Survey Practice (2013); International Journal of Public Opinion Research (2012, 2014).

As the information about the number and location of rooms is not available in the frame, the selection of rooms and the person inside the room are conducted during fieldwork in two visits as follows. First, a supervisor (with a computer) from SESRI field operations is sent to the selected accommodation. Upon arrival, he verifies and inputs the number of rooms in the accommodation into the computer. The computer then indicates to him the room numbers to be selected (using above circular systematic sampling). Since there is usually no room number in the camp, the supervisor is instructed to number each room from left to right starting with the room closest to the camp's gate. Having selected rooms, the supervisor lists the name of everyone in the room and the computer

randomly selects one name from the list[2]. Next, the supervisor asks for the language(s) spoken by the selected person. After putting a sticker on the door of selected rooms, the supervisor then leaves the accommodation without interviewing the selected persons.

Second, interviewers with suitable language skills are assigned to visit the accommodation to conduct interviews with the selected persons in the camp. The interviewers can locate the selected rooms in the accommodation with the stickers and then conduct the interview with the person in the room who has already been selected by the supervisor. The main reason for the two visits to the accommodation (one by the supervisor and one by the interviewer) is to solve the language differences between interviewers and potential respondents. Workers in the accommodation usually come from many countries and speak different languages and the appropriate interviewers must be assigned accordingly. The quality of the data could be affected if interviewers and respondents do not fully understand each other due to language differences.

Sample size, non-response, and sampling error

The sample consisted of 231 camps, of which 200 agreed to participate in the survey, yielding an overall response rate of 87 percent. Since the sample is based on a sampling scheme with known probabilities, one can calculate the sampling error associated with this survey. Inside

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[2] In some camps, the number of rooms is less than the number of people to be sampled. In this case, the supervisor can select 2 persons in the room.

the camps, 1028 people agreed to take the survey. With this number of completed interviews, the maximum sampling error is +/- 3.4 percentage points. The calculation of this sampling errors takes into account the design effects (i.e., the effects from weighting, stratification, and clusters). One possible interpretation of sampling errors is that if the survey is conducted 100 times under the same conditions, the sampling error would include the "true value" in 95 out of the 100 surveys. The final dataset was weighted to adjust for probability of selection and non-response (see Appendix I).

D. Questionnaire development and survey administration

The questionnaire is designed to collect all necessary information related to the study. The questions were initially designed in English and then translated into other languages (e.g., Arabic, Urdu, Tagalog, Nepali, Hindi, and Bangladeshi) by professional translators. After, the translated versions of the instrument were carefully checked by researchers who are fluent in both English and the other languages. Next, the questionnaire was tested internally inside SESRI. This allowed the project team to learn whether respondents could understand and answer the questions and identify important concerns that can affect responses to the questions.

After making necessary changes to the questionnaire based on this internal pre-test, the survey was programmed into CAPI system using the software BLAISE. After debugging the program, a face-to-face pre-test of 21 participants was conducted. This pretest gave valuable information to refine question wording, response categories, introductions, transitions, interviewer instructions, and interview length. Based on this information,

the final version of the questionnaire was created and then programmed into CAPI for the final production.

The survey was administered in CAPI (Computer Assisted Personal Interview) mode. CAPI is a computer assisted data collection method for replacing paper-and-pen methods of survey data collection and usually conducted at the home or business of the respondent using a portable personal computer such as a notebook/laptop.

Each interviewer received an orientation to the CAPI system, participated in a training program covering fundamentals of CAPI interviewing and standards protocols for administrating survey instruments, and practice time on the computers (laptops). During the period of data collection, the management used a monitoring system to ensure that questions were asked appropriately and the answers were recorded accurately.

After the data collection, all individual interviews were merged and saved in a single BLAISE data file. This dataset was then cleaned, coded and saved in STATA formats for analysis. After weighting the final responses to adjust for probability of selection and non-response, the data were analyzed using STATA, the statistical software for the social sciences. Both univariate, bivariate and multivariate analyses were performed.

E. Demographic characteristics of the sample

The Guest Worker Welfare Survey interviewed 1,028 individuals representative of the blue-collar migrant workforce living in collective housing/accommodations in Qatar. The survey did not include female

blue-collar workers, who are mostly domestic workers living in Qatari households. The largest group of respondents came from India (29%), followed by Nepal (28%), Bangladesh (17%), Pakistan (9%), Egypt (6%), Sri Lanka (4%), Philippines (3%), and other countries (4%). The average and median ages of the respondents are 34 and 33, respectively, with nearly half aged between 25 and 34 years (46%). Nearly one-third of the sample are aged 35 to 44 years (28%), and the remaining quarter are aged 18 to 24 (11%) and aged 45 and older (15%). With regards to number of years worked in Qatar, half of the respondents (50%) have worked in Qatar for a period of one to four years, 28 percent have worked in the country for more than five years, but less than ten years. Nearly one quarter (22%) of the respondents have worked in Qatar for a period of 10 years or more.

Slightly less than three quarters of respondents (71%) are married and slightly more than one quarter were never married (28%). The remaining (1%) was either separated, divorced or widowed. In addition, all respondents were asked whether they have children under the age of 18. More than one third (39%) of the respondents do not have children under the age of 18, while the remaining have one child (23%), two children (26%) and 3 or more children (12%).

Most of the guest workers surveyed completed at least some level of education, with 42% having completed secondary education and 17% post-secondary or higher education. More than one third respondents have completed primary school (16%) or preparatory school (20%). A minority of the respondents have never attended school (5%). In terms of occupation more than three quarters of respondents (92%) were employed in the following categories: construction workers (14%), drivers

(15%), cleaners (12%), technicians (11%), construction supervisors (12%), service workers (14%), clerk (7%), and machine repairer, assembler or operator (7%). The remaining 8% were employed in other occupations including, salesmen, agriculture. The mean and median income of the migrant worker respondents were respectively QR1,602 and QR1,200. Overall, 50 percent of the respondents reported a monthly income of QR1,200 or less, three out of ten respondents (28%) reported earning more QR1,200 to QR2,000 per month and 22 percent reported a monthly income of more than QR2,000.

IV. THE INDEX

Welfare is a concept widely studied in academic literature and policy circles. While the definition of welfare varies along disciplinary lines, it is commonly linked to the concept of wellbeing. With respect to migrant workers, the various components of welfare may be dependent on several elements including the origin and destination countries, sectors and types of work, as well as working and living conditions. For example, in the case of migrant workers in the GCC region, the concept of integration may not be as important because migrant workers are considered as guest workers and are expected to return to their home countries upon completion of their contracts. At the level of an organization, employee welfare and safety are also important measures of performance.

Every effort has been made to create interviewing conditions in which migrant workers can report their true levels of wellbeing, satisfaction, attitudes, or behavior. Attempts have also been made to avoid speculative interpretations about why migrant workers report high or low levels of ratings on some aspects of the survey. A variety of circumstances can cause different ratings; for example, in levels of satisfaction or wellbeing that migrant workers may express with a given service, program, or process. Satisfaction or wellbeing ratings depend both on what people receive and their expectations of what they think they ought to receive. In general, a migrant worker's level of satisfaction reflects whether that individual's expectations have been met – when their working and living conditions or perceptions thereof meet their expectations.

From the 2016 expert workshop, SESRI developed the questionnaire, which served as the basis for the selection of the variables used in the first wave of the Index in 2017. Following the analysis of the

first wave, SESRI adjusted the questionnaire to include additional questions and to revise the response options of some questions. Then, as in the first wave, SESRI researchers utilized factor analysis to identify the most relevant variables from the observed data points, which became the core dimensions of the index. This is the same method used to construct other notable indices such as consumer confidence indices. Because the items were rated on different scales, the items were re-scaled from 0 to 100 prior to conducting the analysis.

Overall, the analysis of the second wave data indicated that six distinct factors underlined migrant workers' responses to the welfare survey, and that these factors have moderate internal consistency: "Mental Health", "Physical Health", "Working Conditions", "Living conditions", "Satisfaction" and "Contracts." Internal consistency for each of the factors (scales) was examined using Cronbach's Alpha. The alphas were high for Working Conditions (8 items), Living conditions (6 items) and Satisfaction (10 items) (.84, .81, and .84, respectively) – and moderate for Mental Health (7 items) and Physical Health (.70 & .68, respectively). Of all the factors, Contracts received the lowest internal consistency rating (0.56). For all the scales, no substantial improvement of the internal consistency could have been achieved with the elimination of more items.

The overall welfare index score is 81 out of 100

For the overall index, composite scores were created for each of the six sub-indices based on the mean of the items which had their primary loadings on each factor. These scores, which constitute the ratings for the sub-indices were then averaged to represent the overall welfare index of migrant workers for the second wave (2018).

In the calculation of this overall index, the six factors were given the same weight. Higher scores on the sub-indices or overall index indicate more positive outcome on the sub-indices or on the overall index. Caution should be exercised in interpreting this score. Importantly, the score does not represent a letter grade or percentile rating. This 2018 rating should be interpreted in reference to the 2017 baseline rating. However, both waves' ratings (2017 & 2018) should be more useful in subsequent years when the overall index and sub-indices can be compared over time. In addition to gauging the overall welfare, the key benefit in these ratings is in highlighting areas of strength and weakness in worker welfare by comparing across different sub-indices, and identifying key elements within the sub-indices. In what follows, the findings for each sub-index of the second wave are presented and discussed.

The Mental Health Sub-Index

Seven items constitute the Mental Health sub-index (see Table IV-1). This sub-index is 87 on the scale from 0 to 100 indicating a good perceived mental wellbeing or an overall satisfactory condition of existence from migrant workers' perspective. Overall, migrant workers did not report problems with "concentrating on things, such as reading or watching television" or "feeling bad" about themselves (93% & 90%, respectively). Of all the items from this sub-index, "feeling tired or having little energy" was the most reported problem by migrant workers. Nearly one quarter of workers indicated that they are bothered by feeling tired or having little energy for several days, more than half the days, or nearly every day (23%). This item is followed by "little interest or pleasure doing things" and "feeling down, depressed, or hopeless." Nearly one quarter

(22% & 13%, respectively) of the migrant workers mentioned having these problems. As mentioned above, "Having trouble concentrating on things, such as reading or watching television" is the least reported problems by migrant workers with the majority (93%) of respondents saying "not having this problem at all".

Table IV-1: Mental Health Sub Index*
Question: How often have you been bothered by […]. Would you say Nearly every day, More than half the days, Several days, Not at all
Poor appetite or overeating?
Feeling bad about yourself - or that you are a failure or have let yourself or your family down?
Little interest or pleasure in doing things?
Feeling down, depressed, or hopeless?
Trouble falling or staying asleep, or sleeping too much?
Feeling tired or having little energy?
Trouble concentrating on things, such as reading or watching television?

*The questions for this sub-index are from the PHQ-9 which is an instrument for measuring depression in a population.

The Physical Health Sub-Index

The Physical Health sub-index comprises eight items ranging from feelings of stomach pain; back pain; pain in your arms, legs, or joints; being tired or having little energy; headaches, chest pain; constipation, loose bowels, or diarrhea; to overall health rating (see Table IV-2). On a scale from 0 to 100, this sub-index is at 84. Overall, blue-collar guest workers gave high ratings to their overall health. The majority (94%) of the respondents rated their health as "very good" (46%) or good (48%). Of all the listed items, feeling tired or having little energy (30%), headaches (27%), and back pain (23%) were the most reported problems by blue-collar guest workers.

Table IV-2: Physical Health Sub Index *

Question: Over the last two weeks, have you been bothered a lot, a little, or not at all by any of the following problems:

Stomach pain.
Back pain.
Pain in your arms, legs, or joints (knees, hips, etc.).
Feeling tried or having little energy.
Headaches.
Chest pain.
Constipation, loose bowels, or diarrhea.
Overall, how would you rate your health.

*The questions for this sub-index are from the PHQ-9 which is an instrument for measuring depression in a population.

The Working Conditions Sub-Index

The Working Conditions sub-index comprises eight items ranging from management treatment and respect; emergency, safety and health conditions at working sites; provision of safety training in the workplace by management; and relationship with coworkers (see Table IV-3). Higher scores on this sub-index indicate that migrant workers are experiencing better working conditions. On a scale from 0 to 100, this sub-index is at 85. Except for "my management provides enough training about safety in the workplace", more than 90 percent of blue-collar workers strongly agree or agree with the statements which compose this sub-index. Of all the items, "my coworkers are friendly and help each other" received the highest rating with 99 percent of respondents saying that they strongly agree or agree with the statement. For the item "my management provides enough training about safety in the workplace", less than two-thirds of blue-collar workers (61%) reported that they strongly agree with the statement. This is the lowest rated of all items in the sub-index. Considering the focus on work environment safety and security, this low rating seems to call for more attention and training of migrant workers in these areas.

Table IV-3: Working Conditions Sub-Index

Question: Please tell me whether you strongly agree, agree, disagree, or strongly disagree with each of the following statements:

I feel safe at my work area.
At the place where I work, I am treated with respect.
I trust the management at the place where I work.
At my job, I know what to do in case of an emergency.
The safety and health conditions where I work are good.
My supervisor treats me fairly.
My coworkers are friendly and help each other.
My management provides enough training about safety in the workplace.

The Living Conditions Sub-Index

Five items compose the living conditions sub-index, which captures the living conditions of blue-collar workers. These items include the overall quality of blue-collar workers' living space, the quality of the air condition; plumbing; and electricity in their room as well as the overall security of their accommodation (see Table IV-4). On a scale from 0 to 100, this sub-index is at 79. Of all the sub-indices, this sub-index is among the lowest ratings. Overall, 7 out of 10 blue-collar guest workers rated their accommodation as very secure and one-third (33%) rated the quality of their current living space as excellent. While more than half of blue-collar workers (55%) rated the electricity in their living space as excellent, fewer rated the quality of their plumbing and air conditioning (41% and 46%, respectively) as excellent.

Table IV-4: Living Conditions Sub-Index
Question: Now I would like to ask you to rate each of the following elements of your living space: Excellent, Good, Fair, or Poor
The quality of your current living space.
The air condition in your room.
The plumbing in your living space.
The electricity in your living space.
How secure is your accommodation? Very secure, somewhat secure, somewhat insecure, or very insecure.

The Satisfaction sub-index

The overall welfare index of the migrant workers also includes the migrant worker's satisfaction with several items such as satisfaction with job, company treatment at workplace, transportation, salary, remittances, housing, food, medical care and the way their rights are generally

respected in Qatar (see Table IV-5). This sub-index, which considers the migrant workers' satisfaction with different aspects of their life in Qatar and is rated at 79 on the same scale from 0 to 100. Overall, migrant workers are satisfied (very satisfied & somewhat satisfied) with the amount of sleep they get in a 24-period (94%), the way their company treats them at their workplace (91%), and their food (91%). For these items, more than half of blue-collar guest workers said they are very satisfied (63%, 55%, and 53%, respectively). Following these items are satisfaction with transportation, job, housing, and rights. These items received between 90 to 86 percent total satisfaction ratings, combining the categories of "very and somewhat satisfied" ratings. Salary and financial remittances are the two items for which migrant workers are least satisfied. About one-third of migrant workers said that they are very satisfied with these two items (30% and 33%, respectively), indicating room for improvement of this sub-index rating. It is worth noting that the median and average reported basic salary, which are components of the Contracts sub-index, are at 1250 Qatari Riyals ($342 per month) and 1,602 Qatari Riyals ($439 per month), respectively.

Table IV-5: Satisfaction Sub-Index

Question: Overall, how satisfied are you with… Would you say you are very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied?

Your salary
The current amount of money you are able to send
Your job
The housing
The food
The transportation
The medical care
The amount of sleep you get on average in a 24-hour period
The way your company treats you at your workplace
The way your rights are respected here in Qatar

The Contracts sub-index

The last component of the welfare index is the "Contracts" sub-index, which consists of a set of questions asking migrant workers whether they are informed about their contracts, understand their contracts, and whether their contracts have been honored (see Table IV-6). The sub-index also includes questions about their monthly salary, whether they had paid money to come to Qatar, the withholding of their passport and whether they would recommend Qatar to their relatives and friends. This sub-index (71) is the lowest rated of all sub-indices on the scale from 0 to 100.

In general, migrant workers are informed about their contracts and have a good understanding of their contents. Overall, 7 out 10 migrant workers said they were very well informed (34%) or well informed (35%) about their contracts. However, slightly more than half of workers (51%) said that they were not provided with a copy of their contract when they signed their job contract. Of those workers who have copies of their contracts, 9 out of 10 workers expressed complete (70%) or moderate understanding of their contracts (20%). One out 10 migrant workers did not understand their contracts *at all* (1%) and or somewhat (9%) understood their contracts. With respect to the implementation of their contracts, 8 out 10 (80%) of migrant workers said their contracts were fully honored. In other words, 1 out 5 (20%) of migrants said that their contracts have not been fully honored.

With regards to passport withholding, one of the most frequent charges of critics from human rights organizations, nearly one-third (32%) of migrant workers reported that their passports were withheld by their employers. Under the new law (No. 21 of 2015) regulating the entry, exit, and residence of expatriates, this practice of passport withholding is allowed under the sole written request from the workers[3]. It is important to note that 16% of respondents indicated that their passports were withheld against their will (8%) or in exchange of their identification card (8%), while nearly three-quarters (84%) said that their passports were withheld at their own request for safe-keeping.

Table IV-6: Contract Issues Sub-Index

Questions:

Thinking about your employment, how well informed are you about your rights as a worker?

To what extent do you understand the information contained in your contract?

From your point of view, was/were conditions in the contract(s) you signed fully honored, partially honored, or not honored at all on your arrival to Qatar?

What is your current basic monthly salary from your primary job in Qatari Riyals?

Who holds your passport?

Did you have to pay money to anyone (family, friends, an agency, a sponsor/kafeel) to come to work in Qatar?

How likely is that you would recommend your relatives and friends to come to Qatar?

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[3] In its Article 8, the new law stipulates "The employer must give the Passport or Travel Document to the Foreign National after completing the licensing or renewal procedures, unless the Foreign National has requested in writing that the employer retain the Passport or Travel Document. However, the employer must give the Foreign National his Passport or Travel Document upon request".

V. DISCUSSIONS AND POLICY IMPLICATIONS

Rating of the overall Guest Workers' Welfare Index (GWWI) has increased from 75 in 2017 to 81 in 2018, indicating improvement in the overall welfare of guest workers. The 2017 Index represented a baseline and marked the beginning of an effort to assess and track the welfare of guest workers in Qatar. As a result, the 2018 and subsequent waves of the Index can evaluate several aspects of working and living conditions of these workers, including safety and security at working sites and living compounds, human rights and labor rights, finance and remittances, as well as their treatment by their employers. What are the driving factors behind the improvement to the Index from 2017 to 2018? Three factors showed the greatest improvements: "contracts" (from 61 in 2017 to 71 in 2018), "working conditions" (from 77 to 85) and "satisfaction" (from 72 to 79).

"Contracts" as a factor saw an impressive jump, from 61 to 71 between the two waves (2017 and 2018). However, in both waves, it received the lowest rating of the main factors of the Guest Workers' Welfare Index. This indicates that employers need to improve understanding and convey information about migrant workers' contracts as well as to honor contracts in order to raise the general welfare of guest workers in Qatar efforts. For example, the 2017 data showed only about half of workers (52%) understood their contracts completely, while 63% of workers believed that employers fully honored their contracts. In 2018, however, 70% of workers reported that they fully understood the information in their contracts, and 80% reported that employers had fully honored their contracts.

What can account for such a substantial improvement in the responses to these questions? One possibility could be the implementation of Law No. (13) of 2017, which amended Qatari Labor Law, both in terms of the establishment of committees for the settlement of labor disputes and providing a mechanism for settlement of disputes between the workers and employers. This law was just in the beginning of its implementation when SESRI conducted the first wave of the GWWI in the first half of 2017. SESRI results from the second wave in spring, 2018 may reflect greater implementation of the law. It is also worth noting that this period witnessed the full implementation of Law no. 21 of 2015 regulating entry, exit and residency of expatriates (enforced as of Dec 2016). This law allows workers to change employers and sign new contracts at end of contract period without approval of current employer. However, workers would need approval from the Ministry of Interior and ADLSA. If they want to change employers before the end of their contract, they will still need permission of their employer.

Yet, the results demonstrate that there remains room for improvement by ensuring that workers have a better understanding of their contracts. In 2018, less than half (49 percent) of respondents reported that they received a copy when they signed their job contract, and two-thirds (66) reported that the details of their employment in the contract they signed was "very clear." While Qatar law requires that workers possess a copy of their contracts, this means little if the workers cannot fully understand the contents. Thus, we recommend that organizations such as the National Human Rights Committee hold awareness campaigns and specialized courses for workers to inform them about their contract rights and help them interpret their individual contracts. In addition, we recommend that the Ministry of Administrative Development, Labor and

Social Affairs (ADLSA) work with employers to provide workers with a version of the contract in their native language for better comprehension.

Contracts is the primary area that showed improvement, but also the area that still needs the most work. Yet, the other sub-indices also provide room to raise the overall index. Worker safety is a key issue for blue-collar workers employed on construction sites, especially in light of the attention on those building the infrastructure for the 2022 FIFA World Cup. The "working conditions" sub-index has also increased significantly from 77 in 2017 to 85 in 2018. Migrant workers knowledge about what to do at their job in case of emergency increased from 87% in 2017 to 94% in 2018. In 2018, the vast majority of migrant workers strongly agreed (61%) or somewhat agreed (25%) that their management provides enough training about safety in the workplace. Additionally, 70 percent of workers have a strong sense of what to do in case of an emergency and about the same proportion strongly agreed that they feel safe at their work. Yet, overall, this indicates that employers need to make a greater effort to ensure that worker safety training is occurring and that these workers are fully grasping this training. We recommend that the National Human Rights Committee provide awareness campaigns about the importance of rest and working hour regulations for both workers and employees. ADLSA should work to ensure that companies are providing the required safety training and that know what to do in case of emergency.

Within the satisfaction sub-index, guest workers' satisfaction with job increased from 83% in 2017 to 89% in 2018. Guest workers' satisfaction with treatment by their companies also increased from 84% percent in 2017 to 91% in 2018. Satisfaction with salary increased by 2 percentage points and satisfaction with remittances increased from 76%

in 2017 to 79% in 2018. However, satisfaction with salary remains the lowest rated satisfaction item of all the items (65% in 2017 and 67% in 2018). For salaries, it is important to monitor employers to ensure that they meet legal minimum wages requirements and uphold salary levels stipulated in contracts. Though absolute salary levels are important, whether or not migrant workers believe that employers have honored their contracts is a stronger predictor of satisfaction. Transparency and perception of fairness is very important to guest worker satisfaction, yet 20 percent of migrant workers did not believe that their contracts were "fully honored" in 2018. For remittances, one area of improvement is to ensure that workers have access to low-cost money transferring applications. The introduction of the Wage Protection System (WPS) in 2015 helps to ensure the transfer of salaries to worker's accounts in local banks, but it does not help to ensure the fair, transparent and low-cost transfer of funds to workers' home countries. It is worth noting that the 2018 GWWI includes two new factors: physical health (84) and living conditions (79). This reflects an improved questionnaire that better captures a more comprehensive view of worker welfare in Qatar. Future GWWI waves will always be comparable to earlier waves because every questionnaire will contain the same core dimensions.

While the sub-indices of greatest improvement are contracts, working conditions, and satisfaction with different aspects of working and living conditions, they also remain the indices with the lowest ratings among all the sub-indices. Of all sub-indices, contracts and satisfaction received the lowest ratings. Overall, these ratings indicate that the improvements in the overall welfare of guest workers requires informing workers about their rights, easing their full understanding of their contracts, and to fully honoring their contracts. Going forward, SESRI is

conducting the third annual survey of the Guest Worker Welfare Index in May 2019. While many important areas of strength as well as those in need of improvement were identified with the first two surveys, additional data points are needed to measure trends and to maintain the stability and reliability of the index.

APPENDIX I: WEIGHTING

Like other surveys, the sampling design in our survey may create different probabilities of selection and there may be different response rates across important subgroups. It is therefore necessary to generate weights to compensate for these issues. This process starts with the base weights, which are the inverse of the selection probability. In SESRI's design, this probability depends on the following three probabilities: (i) the probability of selecting a camp, which is M_i/M where i is the index for the camp, M_i is the number of people in camp i, and M is the total number of people in the camp type that camp i belongs to. These numbers are available in the frame; (ii) the probability of selecting a room in the camp which is r/R where r is the number of selected rooms and R is the total number of rooms in the camp. Since one person is selected per room, r is also the number of persons to be selected in the camp. Meanwhile, information about R is collected by supervisors in the first visits to the camps; (iii) the probability of selecting a person in the room which is $1/f$ where f is the number of people in the room and is also collected by supervisors.

The base weights can be calculated as follows:

$$W_{base} = 1/p \quad \text{and} \quad p = d\left(\frac{M_i}{M}\right)\left(\frac{r}{R}\right)\left(\frac{1}{f}\right)$$

where d is the number of selected camps for a camp type.

Everyone in the sample would have the same chance of being selected and the sample is self-weighted if the following two conditions are satisfied. First, the number of people in each room is unchanged in the camp then $R * f$ represents the actual camp size. Second, the actual camp

size equals the camp size in the frame (M_i). In this case, $R * f$ and M_i cancel out each other, so p becomes $d\,r/M$ which is the same across people in the same stratum. Because of the proportionate sampling across strata, this probability is equal across strata. Therefore, the whole sample is self-weighted. However, in practice, these two conditions are not satisfied so the sample is usually not self-weighted. Besides the selection probability, the data adjustment accounts for non-response. The base weight is then adjusted by this formula[4]

$$ W = \propto W_{base} $$

where $\propto$ is called the adjustment factor for non-response which is ratio between the number of completes (c) and the number of sampled people (n) in each camp: $\propto = c/n$.

Finally, weight trimming is used to reduce the undesirable variability in statistical estimates (Potter 1990). Weight trimming can reduce variance, but increases bias in the statistical estimates. Therefore, weight trimming is only applied to cases with unusually large or small values of weights. As mentioned above, the base weight is self-weighted if the actual number of persons in the camp is the same as the number available in the frame. However, in some camps the difference between the two numbers are so large that the weights for people in these camps are quite large or quite small compared to weights for people in other camps. In this case, the trimming is necessary. Finally, in some surveys, weights are calibrated to match survey estimates with population parameters from external sources (e.g., the Census). However, in the

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[4] We are assuming that the responding and non-responding people are essentially similar with respect to the key subjects of the investigation.

labor camp survey, the high turnover rate inside the camp indicates that external parameters even from the Census may not be updated to accurately reflect the current population.