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**SETTLEMENT EXPERIENCES OF PAKISTANI IMMIGRANT
LABOURERS IN MALAYSIA**



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**DOCTOR OF PHILOSOPHY
UNIVERSITI UTARA MALAYSIA
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SETTLEMENT EXPERIENCES OF PAKISTANI IMMIGRANT LABOURERS IN MALAYSIA



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**A Thesis Submitted To The Ghazali Shafie Graduate School Of Government
in fulfilment of the requirements for The Doctor Of Philosophy
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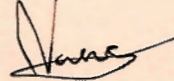
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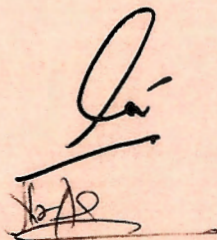
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ABSTRACT

The Malaysian Department of Statistics (2019) recorded a total of 63,358 Pakistani low-skilled documented workers residing in Malaysia with an average annual growth rate of 11.42% since 2010. Despite the substantial share in the Malaysian labour market, only a handful of studies have assessed the settlement experiences of this emerging labour group in Malaysia. The literature depicts that migrant workers in Malaysia have been facing an array of issues, including low wage rate, language barrier, poor working and living conditions, and discrimination as well as lack of security and safety measures. Thus, this study looked into the settlement experiences of Pakistani labourers in Malaysia. The conceptual framework developed in this study was based on a critical review of prior studies while the theoretical foundation was constructed through the lens of push-pull model, neoclassical theory and social network theory. The interpretivism approach with a phenomenological nature from the light of qualitative research approach was employed, whereby data were gathered via semi-structured interviews held with 21 low-skilled Pakistani workers as well as three key persons from the Ministry. The findings revealed the complex nature of settlement, as viewed by the Pakistani participants; right from pre-migration expectations to their first experience upon arrival, employment, housing and involvement of social networks during their settlement in Malaysia. The foremost is the economic success in terms of better employment opportunities as well as a secure environment with better living standards and a serene life. Views derived from the informants were classified into workplace experiences, language barrier, training and flow of remittances. Several Pakistani participants asserted that they were indeed satisfied with the housing provided by their employers whereas the others preferred rental housing due to unsuitable housing provided by their employers. They faced several meandering issues, such as damp properties, pest infiltration and overcrowding, with the housing provided by their employers. In the rental market, affordability is a problem. Moving on, social networks played a significant role in addressing issues that they faced, either in providing information that led to pre-migration expectations or the reality faced during employment and undesirable housing experiences.

Keywords: Settlement, Pre-migration Expectations, Employment, Housing, Pakistani labourers, Malaysia.

ABSTRAK

Menurut Jabatan Statistik Malaysia (2019), terdapat kira-kira 63,358 ribu rakyat Pakistan berkemahiran rendah yang menetap di Malaysia dengan purata pertumbuhan tahunan sebanyak 11.42% sejak tahun 2010. Walaupun ia membentuk bahagian besar daripada pasaran tenaga kerja Malaysia, hanya sedikit kajian menilai situasi penempatan kumpulan tenaga buruh yang sedang pesat membangun di Malaysia ini. Berdasarkan kajian lepas mengenai tenaga migran di Malaysia, antara isu-isu yang dihadapi oleh mereka adalah gaji rendah, masalah komunikasi, tempat kerja dan tempat tinggal yang tidak sesuai, diskriminasi dan kekurangan langkah-langkah keselamatan. Oleh itu, tujuan penyelidikan ini adalah untuk mengkaji pengalaman tenaga buruh Pakistan di Malaysia. Kerangka konseptual kajian ini dibangunkan berlandaskan kepada pemeriksaan ke atas kajian terdahulu manakala asas teoretikalnya pula dibina melalui model 'push-pull', teori neoclassical dan juga teori jaringan sosial. Pendekatan interpretivisme dengan sifat bekerja fenomenologi dari sudut kajian kualitatif digunakan, di mana data diambil melalui temuduga separuh-berstruktur bersama 21 buruh warga Pakistan berkemahiran rendah dan tiga individu utama daripada Kementerian. Penemuan kajian menunjukkan sifat penempatan yang kompleks melalui pandangan buruh warga Pakistan; bermula daripada jangkaan pra-migrasi hingga kepada pengalaman pertama mereka selepas ketibaan, pekerjaan, perumahan dan penglibatan dalam rangkaian sosial semasa penempatan mereka di Malaysia. Faktor utama adalah kejayaan ekonomi dari sudut peluang pekerjaan yang lebih baik dan satu persekitaran yang selamat dengan taraf hidup yang lebih baik dan kehidupan yang aman. Pandangan pemberi maklumat dipecahkan kepada pengalaman tempat kerja, kekangan bahasa, latihan dan aliran kiriman wang. Penemuan menunjukkan beberapa buruh warga Pakistan berpuas hati dengan perumahan yang disediakan oleh pihak majikan tetapi selebihnya memilih untuk tinggal di rumah sewa kerana perumahan yang disediakan oleh pihak majikan adalah tidak sesuai. Mereka menghadapi pelbagai isu, seperti kelembapan harta benda, infiltrasi makhluk perosak dan kesesakan, dengan perumahan yang disediakan oleh pihak majikan. Di dalam pasaran sewaan, kemampuan memiliki adalah satu masalah. Selain itu, jaringan sosial memainkan peranan penting untuk mengendalikan isu-isu yang mereka hadapi, sama ada dalam menyediakan maklumat yang membawa kepada jangkaan pra-migrasi atau realiti semasa bekerja dan pengalaman perumahan yang tidak diingini.

Kata kunci: Penempatan, Pra-migrasi jangkaan, Pekerjaan, Perumahan, Buruh Pakistan, Malaysia.

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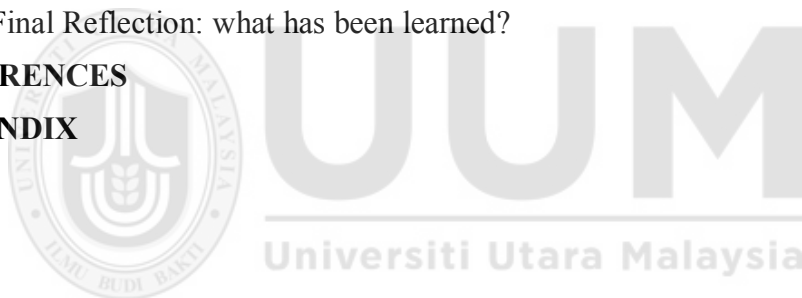
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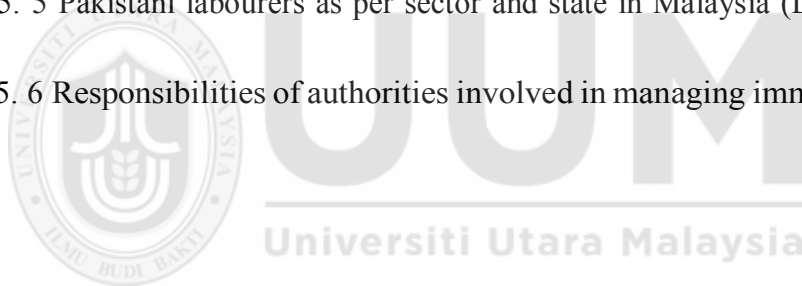
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LIST OF ABBREVIATIONS

A.D.	Anno Domini
B.C.	Before Christ
BBC	British Broadcasting Corporation
BEOE	Bureau of Emigration & Overseas Employment
CIDB	Construction Industry Development Board
DLPM	Department Of Labour Peninsular Malaysia
DOIM	Department of Immigration Malaysia
EPF	Employment Provided Fund
FANA	Federally Administered Northern Areas
FATA	Federally Administered Tribal Areas
FOMEMA	Foreign Workers Medical Examination Monitoring Agency
GDP	Gross Domestic Product
HIV	Human Immunodeficiency Viruses
ILMIA	Institute of Labour Market Information and Analysis
ILO	International Labor Organization
MMH	Malaysia My Second Home
MOHR	Ministry of Human Resource
MOU	Memorandum of Understanding
POEA	Philippines Overseas Employment Agency
PPV	Permanent Protection Visa
TEVP	Temporary Valid Work Permit
TPV	Temporary Protection Visa
UK	United Kingdom
UN	United Nations
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNHCR	United Nations High Commissioner for Refugees
US	United States
VPTE	Visit Pass for Temporary Employment
WHO	World Health Organization
WRS	Worker Registration Scheme

CHAPTER ONE

OVERVIEW OF THE THESIS

1.1 Introduction

Migration has been reckoned as a continuous process that influences almost all countries across the globe. The number of migrants at the global level was 220 million in 2010 and this figure rose to 257.7 million in 2017 (United Nations, 2017). This increasing trend of migration has also been noted in the Southeast Asia region, including Malaysia. Malaysia is among the countries welcoming massive volumes of migrants due to shortage of labour, as well as high operations and training costs. Approximately 8.5% of the total Malaysian population was composed of migrants from a range of countries (United Nations, 2017). Pakistan is among the topmost countries in the world supplying migrant workers to other regions and nations. More than 6 million Pakistanis have been reported to work as migrant labourers in various countries. The number of Pakistani labourers in Malaysia had risen from 26,229 in 2011 to 63,358 in January 2019 (Ministry of Human Resource, 2019).

Several pertinent factors lead to migration activities, including unemployment, inequality, poverty, and shortage of sustainable livings, thus compelling individuals to move to obtain the best opportunity abroad (Drolet & Teixeira, 2019; Kassim, 2005). Various new modes of transportation have directed migration to flow in a faster, cheaper, and easier manner for individuals to move in search of employment, to

improve quality of life, and to grab available opportunities. Correspondingly, host countries gain from migrants as they cover labour shortage and tax payment, apart from boosting the economic growth of a country. Regardless of the considerable gains due to migration, some migrants face unpleasant issues, such as low wages, unpaid allowances, long working hours, poor working conditions, discrimination, workplace abuse, and human rights violations (Ahsan Ullah, 2013; Mustapa, 2014).

The issue of settlement amidst migrants has garnered much attention. Problems related to employment, as well as accessibility to adequate housing facilities and social networks, have been reported in numerous countries (Teariki, 2017; Teixeira & Drolet, 2018). The literature depicts that Pakistani labourers in Malaysia tend to face several issues, such as delay in salaries, accommodation, and frauds from agents (Ahmad, 2015; A. Ahmed, 2015; Tasleem, Ajis, & Abidin, 2019b). These issues have motivated the researcher to perform an in-depth study probing into the settlement experiences of Pakistani labourers in Malaysia.

Although several studies have highlighted the issues of migrant intentions, only a few selected studies have looked into the area of settlement amongst Pakistani labourers in Malaysia. This research work assessed several factors pertaining to settlement of Pakistani migrant labourers, such as pre-migration expectation, employment, housing, and social networks. This study, hence, serves as a guide for formulating services and programming facilities to new migrant labourers. It also paves a path to the administration of this country regarding improvements and changes that should be implemented to ease the settlement of migrant labourers in host countries. The research outcomes can effectively assist in the execution of immigration settlement policies.

This chapter provides the overview of this thesis and commences with the background of this study, which describes the specific scenario of migration and underlying the motivation of this study. It identifies the broad research gap in the present literature. The comprehensive picture that addresses both practical and theoretical issues for carrying out this research is discussed in the problem statement. Research objectives are outlined to emphasise the clear picture of this study. This chapter also elaborates the significance, the research scope, and the definition of main terminologies. The present chapter depicts the conceptual framework that mapped out the researcher's synthesis of the literature on meeting the outlined study objectives. The outline of this thesis ends this chapter.

1.2 Background of The Study

Migration happens to be a challenging phenomenon worldwide since the start of mankind. The history traces back migration activities as common only between country boundaries. Progressions of globalisation, economical transportation, and nil geographic constriction have all, but extinct as migration hurdles (Drolet & Teixeira, 2019; Kassim, 2005; Manning, 2012). Human migration to various countries in quest of employment has been recognised and measured as a mutual social development method across the globe (Mohd Na'eim Ajis et al., 2010; Wickramasekara, 2011). Migration occurs mainly to attain better opportunities and earn higher wages. Some key attractions to migration include financial stability, better employment opportunities, desirable income, higher exchange rates of currency in host country, better living standards, and low inflation (Kassim, 2005). Migration is also driven by famine, poverty, persecution, violence, natural calamities, political instability, and environmental degradation in the native country (Raleigh, 2011).

Migration is a continuous and significant aspect as 257.7 million people worldwide had migrated in 2017 from 232 million in 2015. Around 81 million migrant labourers were found globally, with 60% of them residing in Asia (International labor organization, 2018). Since these recent years, migrants have begun shifting their destinations from the Middle East to other economically-developing Asian countries. In 1990s, the Middle East was the preferred destination for migrant employees from Indonesia, Pakistan, Thailand, and the Philippines. By 1997, nevertheless, the trend shifted to Asian countries, such as Malaysia and Singapore, in comparison to the Middle East region (Wickramasekara, 2011).

Malaysia has turned into one of the most prominent in international migration as it has become the largest country in the Southeast Asia region with 8.5% of migrants in its overall population (United Nations, 2017). The popular feature relies on migrant workers due to modern features and deficiency of labour within the employment sector (Mohd Na'eim Ajis, Keling, Othman, & Shuib, 2014). The Malaysian government has initiated the Silver Hair Programme, also known as 'Malaysia My Second Home', to promote Malaysia as the prime destination for migrants as their second home (Stapa, Musaev, Hieda, & Amzah, 2013).

In Malaysia, a substantial percentage of migrants are employed as labourers. In 2018, among the 2.7 million migrant workers, 2 million labour groups employed in Malaysia reflects it as the largest labour importer in this region. In 2018, most of the migrant workers migrated from Indonesia (713,925), Bangladesh (544,652), Nepal (346,313), India (120,978), Pakistan (62,627), and other countries to Malaysia (Ministry of Human Resource, 2019). The ratio of migrant workers in Malaysia by countries in 2018 is illustrated in Figure 1.1. The migrant workers were employed as low-skilled

and semi-skilled workers across six sectors, including construction, manufacturing, plantation, services, agricultural, and domestic work (Ahmad Ahsan et al., 2014; Balakrishnan, 2013).

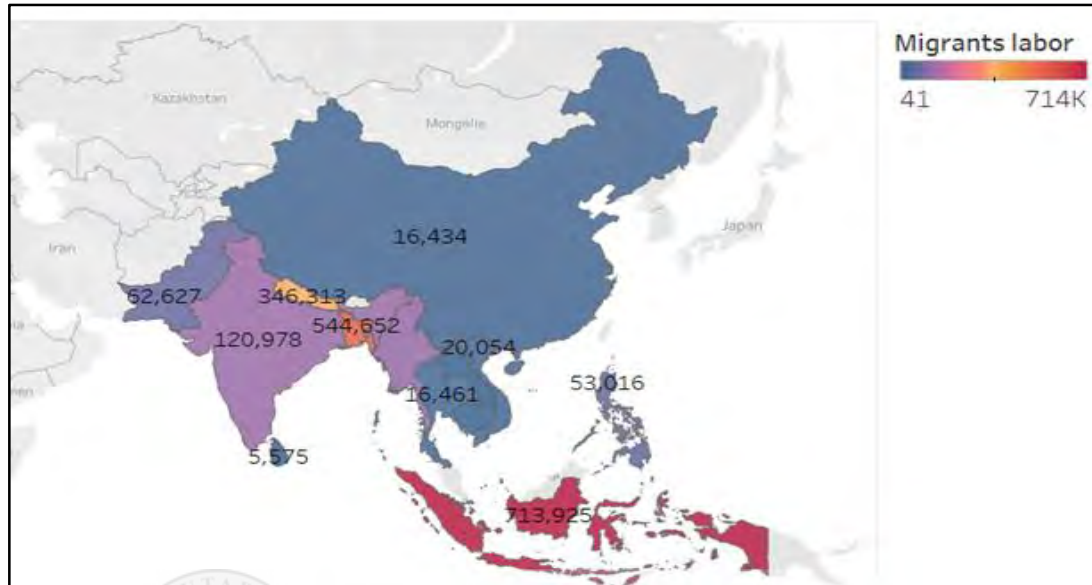
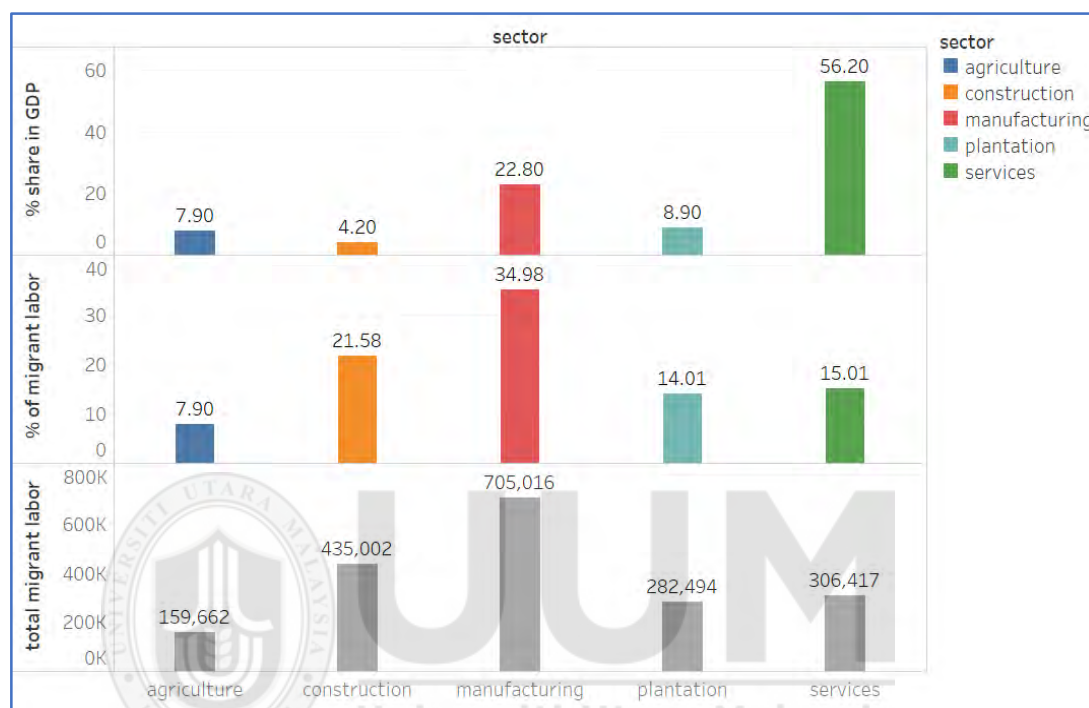


Figure 1.1: Ratio of migrant labours in Malaysia by origin countries, 2018
Source: Author compilation from Ministry of Human Resource (2019)

It is vital to understand the economic growth of Malaysia, especially from various sectors, where migrant workers contribute substantially. The Malaysian economy heavily relies on migrant workers in the agriculture, construction, and manufacturing sectors (Ismail, Yussof, & Awad, 2014). About one-third of the construction, manufacturing, and agricultural labour force have employed migrant labourers. In 2014, these sectors contributed to US\$68 billion (MYR297 billion) or 35.7% of Malaysia's gross domestic product (GDP) (Harkins, 2016).

In 2018, 35% of migrant labourers were employed in the manufacturing sector, 21% in construction, 14% in plantation, 15% in services, and 8% in agriculture. These sectors have contributed highly (22.8% manufacturing sector, 56.2% services, 7.9% agriculture, and 4.2% construction) to Malaysia's GDP (Ministry of Human Resource, 2019). This share in GDP is portrayed in Figure 1.2. By placing focus on the high ratio

of migrant workers employed in the Malaysian sectors (construction, manufacturing, plantation, services, and agricultural) and their great share in GDP growth (see Figure 1.2), migrant workers (semi-skilled and low-skilled) were selected as the unit of analysis in this study.



Sector	Manufacturing	Construction	Plantation	Services	Agriculture
Total Migrant labour	705,016	435,002	282,494	306,417	159,662
% Migrant labour	34.98	21.58	14.01	15.01	7.9
% Share in GDP	22.8	4.2	8.9	56.2	7.9

Figure 1. 2: Migrant labours and share in GDP per sector

Source: Author compilation from Ministry of Human Resource (2019)

Meanwhile, Pakistan is a populous nation with an increasing trend of migration of labour force to other host countries across the globe. In fact, Pakistan is among the top ten countries with the largest number of people migrating to other countries (United Nation, 2017). Figure 1.3 displays the top ten countries that generate international migrants.

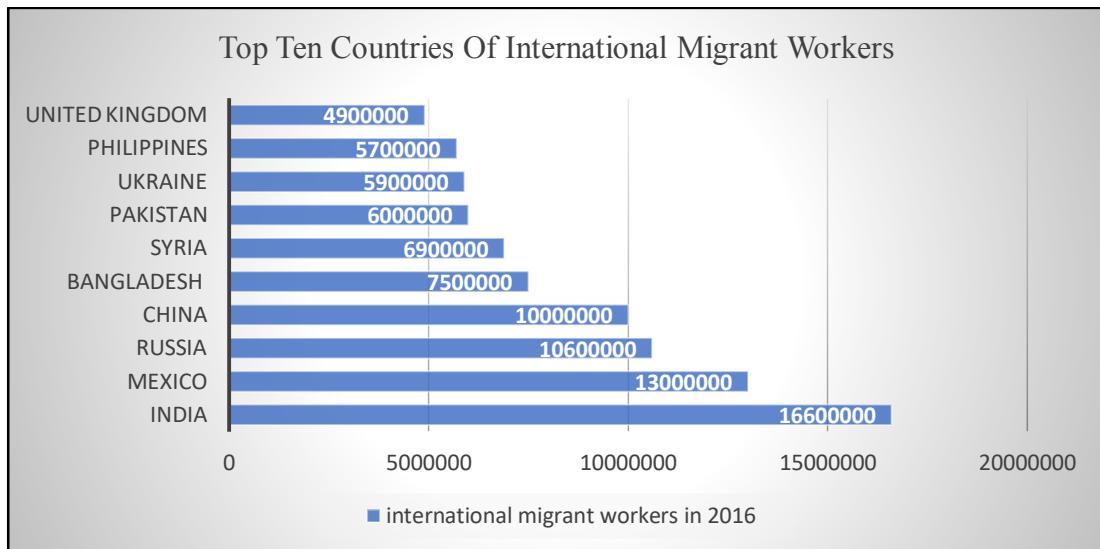


Figure 1. 3: Ten largest countries of international migrants

Source: United Nation, 2017

Since the past four years, more than 6 million Pakistani labourers have migrated abroad through formal network for employment, wherein migration from Pakistan has been a new topmost after 2011 (Xing, Dumont, & Baruh, 2014). Statistics derived from the Bureau of Emigration & Overseas Employment BEOE (2017) revealed that the total number of Pakistani labourers in other countries were 5.2 million in 2011, wherein this figure had increased to 6 million in 2014. The United Nations (2015) highlighted that Pakistan is the second-largest country after India to send labourers abroad. In the past, the most populous destinations amongst migrants were Iran, Oman, Spain, Greece, and Turkey, but Malaysia has emerged as a new potential destination since the past four years (Mirza, 2010).

Push factors, such as poverty, inflation, unemployment, terrorism, and poor economic conditions, have led to migration of Pakistanis as labourers. The World Bank (2017) showed that 24.3% of Pakistanis were living below the poverty line, while 4.4% were unemployed. In 2018, the inflation rate hiked to 3.93% than that in 2017. The Economic Times News reported that 262 terror attacks killed 595 Pakistanis in 2018.

Poor economic and insecure conditions in Pakistan have forced its people to migrate to other countries, including to Malaysia.

Another reason that has led towards migration to Malaysia among Pakistanis refers to the status of Islamic community with Muslim majority and the practice of Islamic culture in the Southeast Asia region (Sajid, 2010). As Islam is the official religion in Malaysia, 61.3% of its population were Muslims in 2018 (Malaysian Department of Statistics, 2019). Muslims in Malaysia practice their faith in their everyday activities as prescribed in the Holy Quran. Islam, being a way of living that blankets personal, legal, economic, and cultural dimensions, is a popular culture in Malaysia (Weintraub, 2011). Apart from its Islamic culture, the continuous rise in Malaysia's GDP serves as a strong pull factor for Pakistanis. Malaysia's GDP rose to 4.7% and 5.7% in 2015 and 2017, respectively (Malaysian Department of Statistics, 2018). Hence, the preference of Pakistanis to migrate to Malaysia has been based on both the prominent pull factors reflected in GDP growth and its Muslim culture. Pakistan itself is the second-largest Muslim country in the world after Indonesia with 95-98% of its citizens being Muslims (BEOE, 2018). In 2018, Pakistan's GDP was \$314,588 million with \$1565 GDP per capita. Table 1.1 shows the economic structure of Malaysia and Pakistan.

Table 1. 1

Country comparison Malaysia vs Pakistan

Malaysia				Pakistan	
Population	2018	32,385,000	200,960,000	2018	Population
Muslim	2018	61.3%	95 to 98%	2018	Muslim
Annual GDP	2018	\$358,579M.	\$314,588M.	2018	Annual GDP
GDP per Capita	2018	\$11,072	\$1,565	2018	GDP per Capita
Unemployment rate	2017	3.4%	4.4%	2017	Unemployment rate
Unemployed US Dollar	10/18/2019	513 m. 4.1850	2,781 m. 155.95	10/18/2019	Unemployed US Dollar
exchange rate					exchange rate
Immigrant Stock	2017	2,703,629	5,978,635	2017	Emigrant stock

Source: Department of Statistics, Malaysia and Pakistan (2019)

The Malaysian Department of Statistics (2019) described Pakistan as the sixth-largest country of origin for almost 3.11% of migrant workers employed in Malaysia. Their ratio tends to escalate day-by-day; increment from 58,957 in 2017 to 63,358 in January 2019. Most of them dwell in Selangor, Kuala Lumpur, Kedah, and Johor. They are mostly involved in the construction, plantation, and services sector (High commission of Pakistan Kuala Lumpur, 2019). Figure 1.4 illustrates the details of Pakistani labourers in accordance to sector.

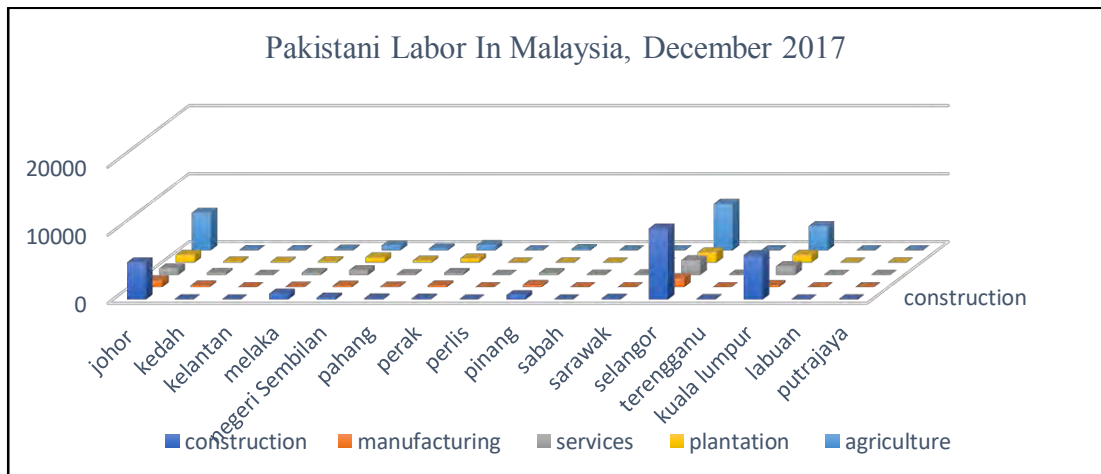


Figure 1. 4: Pakistani Migrant labours as per sectors and states

Source: Author compilation from High commission of Pakistan, Kuala Lumpur (2019)

Consequently, Malaysia and Pakistan are prominent countries within the context of international migration. Investigating these two countries in the domain of international migration offers evidence-based knowledge linked with public administration. It recommends a partial solution for the settlement of Pakistani migrant workers in Malaysia that signifies a range of measures to be taken by Malaysian policymakers. The next section depicts a broader perspective of prior studies pertaining to international migration and settlement.

1.2.1 International Migration and Settlement

The increasing flow of international migrants to Malaysia since in the 1980s has not been attended by evolution in studies and analysis. Prior studies within the context of Malaysian migration have mostly focused on broader perspectives, such as describing the migration history and the country for immigration, while omitting the present socio-economic setting and analysing recent policies in Malaysia (Abubakar, 2002; Ariffin, 2001; Dannecker, 2013; Ford, 2006; Kanapathy, 2004; Kassim, Too, Wong, & Abidin, 2014; M. Liu, 2013). These studies have primarily examined migration from Indonesia and Bangladesh, but limited on migrants from other countries, especially Pakistani migrant labourers.

The literature on international migration in Malaysia has emphasised on varying matters: the variance between documented and undocumented migrants (Abdul-Aziz, 2001b; Balakrishnan, 2013; Kanapathy, 2004; Liow, 2003; Sadiq, 2005; D. Wong, 2004), policies (Avila, 2015; Harkins, 2016; Kaur, 2014; Omar¹, Mokhtar, & Chin, 2016; Sakolnakorn, 2019), human welfare (Gurowitz, 2000), security issues (Abdul-Rahman, Wang, Wood, & Low, 2012; Mohd Na'eim Ajis et al., 2014; Arifianto, 2009; Kassim, 2005), housing issues of Indonesian migrants (Kassim, 2000), specific states

in Malaysia (Kassim & Hamid, 2005; Omar, 2008), and a range of employment sectors (Amatzin, 2006; Ariffin, 2001; Athukorala & Devadason, 2012; Ismail et al., 2014; Mustapa, 2014). Although some studies have touched on the issues of migrant intentions, analysis on the settlement of migrant workers is in scarcity, particularly Pakistanis in Malaysia, their pre-migration expectation, and several other factors, including employment, housing, and the most important one, social network that influences the other factors related to settlement.

Settlement of migrants and refugees has been a focus area amidst researchers for a long time. Many scholars, including Drolet and Teixeira (2019); E. Kim (2015); Shafiq (2016); Shields, Drolet, and Valenzuela (2016a); Teixeira and Drolet (2018); Thompson (2016) revealed that settlement of migrants is a successful indicator in migration phenomena. Prior studies have probed into settlement of migrants in Columbia and Canada (Teixeira & Drolet, 2018), settlement of Kiribati migrants in New Zealand (Thompson, 2016), Pakistani migrants in UK, Germany, and Australia (Al-Kebsi, 2016; Azhar, 2008; Iqbal, 2014; Rahim, 2014; Werbner, 2015), Indian Bengali and Bangladeshi migrants in Toronto (Ghosh, 2007), Koreans in Alabama, USA (E. Kim, 2015), and Bangladeshi migrants in Australia (Shafiq, 2016).

From the theoretical stance, most publications have focused on employment issues, including job search, level of income, remittances, and life satisfaction (Connelly, Roberts, & Zheng, 2011; Ghosh, 2007; Hugo, 2008; Junankar & Mahuteau, 2005; Maré, Morten, & Stillman, 2007). The literature depicts that pre-migration expectations, social networks, and accommodation as influential factors of settlement amidst migrants in host country (Banerjee & Phan, 2015; Bloch, Sigona, & Zetter, 2011; Bloemen, 2013; Ghosh, 2007; Gunasekara, Rajendran, & Grant, 2015; Haller,

Portes, & Lynch, 2011; M. Liu, 2013; North, 2007; Teariki, 2017; Teixeira & Drolet, 2018; Ward & Masgoret, 2008; Westin, 2000). Nevertheless, in-depth research on these influential factors of settlement appears to be limited.

1.3 Problem Statement

The literature has unearth numerous issues, such as employment, social network, housing, language barrier, religion, immigration policy of host countries, education, and ethnicity, regarding settlement of migrants in various countries, such as Canada, Australia, UK, New Zealand, and the Gulf states. These settlement issues are also reflected in Malaysian context.

Migrant workers are often exposed to low-income jobs, discrimination at workplace, as well as poor living and working conditions in Malaysia. Along with low income, these migrant workers dwell in unpleasant housing and perform jobs simply termed as ‘Dangerous’, ‘Difficult’, and ‘Dirty’ (3Ds). Such conditions may pose health risks (Loganathan, Rui, Ng, & Pocock, 2019). Work-related problems, such as cultural and language barriers, discrimination and xenophobia at workplace, poor workplace conditions, as well as lack of security and safety standards, emerge as the most common issues faced by migrant labourers in Malaysia (Aryal et al., 2019; Elias, 2008; Khalid, Hassan, Isa, Yusoff, & Mustafa, 2012; Mustapa, 2014; Robertson Jr & Association, 2009). Despite their vital contribution to the economic growth of the country, migrants are usually treated as scapegoats for all the difficulties that Malaysia faces due to economic restructuring and downturns (Dannecker, 2013).

In the construction sector, labour violation is inevitable by both colleagues and employers who discriminate the migrants (Abdul-Aziz, 2001a). Migrants face

problems while accessing suitable housing in Malaysia. Migrants from the construction and manufacturing sectors mostly dwell in *Kongsi* (small huts made of raw materials) that offer basic facilities of sewage and water (Balakrishnan, 2013; Kassim, 2000). Some migrant workers are given false hope by irresponsible agents and brokers that induces hope for high salaries and remittances, thus the cost borne to pay higher passage fees and mediation to them (Ahsan Ullah, 2013). Issues of transnational marriage have been reported in Malaysia. Migrants mostly get married to locals to obtain spouse visa to pursue employment (Tedong, Roslan, & Abdul Kadir, 2018). The Ministry of Human Resource in Malaysia noted a fast-growing ratio of 118,581 international marriages in 2015. After conducting an extensive literature search, it was found that most studies have only focused on serious settlement issues concerning Bangladeshis and Indonesians in Malaysia, while neglecting Pakistanis in Malaysia.

Several newspaper articles and research work had examined some common issues, including delay payment of salaries, accommodation matters (20 persons housed in a room), and no medical allowances, concerning Pakistani migrant workers in Malaysia (Ahmad, 2015). In the employment sector, lower wages are paid to Pakistani labourers, when compared to native labours performing similar job (Sajid, 2010). They also face fraudulent travel agents who give false promises about higher salaries and good accommodation prior to traveling to Malaysia. In several cases, Pakistani labourers had made complaints to the Pakistani embassy in Kuala Lumpur, but the officers turned a blind eye towards them (A. Ahmed, 2015). Tasleem et al. (2019b) found that Pakistani labourers entering the rental housing market had their housing tougher than predicted, mostly due to high costs. Migrants are split about the quality of rental houses. Some migrants could afford to rent houses in private housing market, while

those unaffordable to do so would have to depend on the accommodation provided by the employer. In employer-allocated houses, there are the issues of over-crowding, pest infiltration, and damp properties. A news report described that almost 400 Pakistanis in Kelantan had married Malaysian ladies to gain a spouse visa to pursue in the labour market, sell carpets, and operate retail shops. Recently, a Pakistani migrant married to a Malaysian lady, who is double his age, to enable him to run a small business there (Bernama, 2019).

The literature has identified that employment is a key indicator in the settlement of migrants, whereas language barrier, discrimination, psychological stress, and unfriendly attitude displayed by locals towards migrants as issues associated with employment success. Poor language skills were recognised as the main hurdle to secure a suitable job, not for those who migrated with less or no education, but also for highly educated migrants (Tuliao, Najjar, & Torraco, 2017). At workplace, discrimination by managers and colleagues based on religion, cultural fit, and race did affect their employment (Singh, Schulz, Neighbors, & Griffith, 2017). Job satisfaction in the host country has been linked with life satisfaction of migrants. The satisfaction of migrants towards their job is related to job nature, salaries, promotion, and attitude of the locals towards them (Gunasekara et al., 2015; Sardana, Zhu, & van der Veen, 2016). Nonetheless, migrants tend to be dissatisfied due to some common issues, including lower wage, unfriendly attitude displayed by colleagues, and assignment of 3D jobs by employers. Migrants who could not get well-paid jobs had to select low-paid jobs and at times, take more than a job to make their living (Bloemen, 2013; S. J. Massey & Parr, 2012).

Migrants face various challenges and barriers during accommodation. Inadequate, unsuitable, and high-priced housing has turned into a problem for migrants (Teixeira & Drolet, 2018). Social networks are the keystone in the process of settlement and migration. Link between friendship and family ties has a deep impact on employment, accommodation, and facility of safety networks while at hardship (Robinson, Reeve, & Casey, 2007). In light of migrants, these social networks reflect their capacity to deliver emotional assistance, as well as support in facing multifaceted problems, such as involuntary familial separation and grief (Singh et al., 2017; Walton-Roberts, 2008). Social network has been emergent exponentially across a range of fields and disciplines (Conway, 2014). Unfortunately, social network has not been extensively investigated in the migration domain (Ryan, 2011). Several years back, scholars have begun assessing social networks in a systematic manner (Bilecen & Sienkiewicz, 2015). The literature places focus on the role of social network vaguely without relying on the migration theory, along with other broad concepts of social network (L. Ryan & D'Angelo, 2018). Most studies have focused on the role of social networking to develop networks in business (Ryan & Mulholland, 2014a, 2014b; Sommer & Gamper, 2018), contribution in economies (Mazzucato, 2006; C. Wang, Zhang, & Ni, 2015), and in labour market integration (Ho & Turk-Ariss, 2018; Martín-Montaner, Serrano-Domingo, & Requena-Silvente, 2018). However, studies on the role of social networks on settlement of migrants are in scarcity.

More studies have focused on Pakistani migrants, as well as their settlement and migration-related issues in Canada, Australia, and other countries, but not in Malaysia (Arendt, Nielsen, & Jakobsen, 2016; Haider, 2012; Iqbal, 2014; Kanwal, 2018; Khokher & Beauregard, 2014; Malik, Manroop, & Singh, 2017; Marouf & Kouki,

2017; Rahim, 2014; Vickers, 2002; Zaman, 2010). Some studies have evaluated the settlement of Indonesian migrants in Malaysia, their mobility, labour mobilisation and border controls, their regulation after Nunukan (Regency of North Kalimantan, Indonesia), as well as their pattern and causes (Balakrishnan, 2013; Ford, 2006; Kassim, 2000; Kaur, 2014). Bangladeshi migrant workers in the construction sector of Malaysia, Bangladeshi women in the Malaysian export industry (Ahsan Ullah, 2013; Dannecker, 2013; Rahman, Uddin, & Albaity, 2014; Sarker, 2016; Sultana, 2008; Wickramasekara, 2016), and language issues faced by Japanese in Malaysia (Stapa et al., 2013) have been assessed as well.

Although, review of past studies indicates the presence of a rich body of literature in the area of international migration and settlement, academic research that particularly focuses on Pakistani migrant workers in Malaysia and their main settlement factors, such as pre-migration expectation, employment, housing, and the role of social networks on these factors, is absent. This calls for further exploration in the area of settlement experiences pertaining to the main settlement factors linked with Pakistani migrant labourers in the context of Malaysia. Therefore, bridging this knowledge gap is a major push for this study. The main question raised is ‘what are the settlement experiences of Pakistani migrant workers in Malaysia?’ This research, hence, attempted to address this question and sought to make further contribution by better understanding the settlement aspect of migrants, their issues, and the influential factors for migrants from other countries.

1.4 Research Questions

1. What are the pre-migration expectations of Pakistani migrant labourers behind the decision to migrate and settle a life in Malaysia? What are the employment and housing issues faced by Pakistani migrant labourers in Malaysia?
2. How do social networks influence Pakistani migrant labourers in developing pre-migration expectations and in experiencing both employment and housing in Malaysia?

1.5 Objectives of the study

The research objectives outlined in this study are as follows:

1. To examine the pre-migration expectation of Pakistani migrant labourers in Malaysia.
2. To analyse the settlement issues faced by Pakistani migrant labourers regarding employment and housing in Malaysia.
3. To explore the role of social networks on pre-migration expectation, employment, and housing of Pakistani migrant labourers in Malaysia.

1.6 Significance of the Study

This study significantly contributes to the existing body of knowledge, the society, and several government agencies.

1.6.1 Knowledge Contribution

Pakistan is among the largest countries involved in international migration. Almost 6 million Pakistanis have served in other countries as non-skilled to highly-skilled professionals (UN, 2017). Statistics from the Department of Immigration Malaysia (DOIM) displayed the increasing trend of Pakistani labour migration into Malaysia.

The number of Pakistani labourers had increased from 58,957 in 2017 to 63,358 in January 2019. Past studies have revealed the migration experiences and issues of migrants from Bangladesh and Indonesian to Malaysia, while none on the main settlement factors, such as pre-migration expectation, employment, housing, and social networks of migrants from Pakistan. Kim, Ehrich, and Ficorilli (2012) pointed out that the settlement experiences of various ethnics differ from one another. Hence, this study adds to the knowledge of settlement experiences of Pakistani labourers in Malaysia. This present study contributes theoretically to the migration data, which is a concern to everyone, both individuals and public administrators. This study may guide other researchers to formulate and understand some missing links. Besides, this study can be implemented in other countries to expand the adjustment and settlement of migrant workers, especially Pakistanis.

1.6.2 Societal Perspective

This in-depth study is bound to assist the general public in understanding the migration patterns and the significance of settlement. This study has placed direct consideration towards issues faced by migrant workers during their settlement and to make avail a more realistic hope for potential migrant labourers to Malaysia. Mostly, migrant workers are unaware of migration issues until they land in the host countries (Rashid, Gregory, Kazemipur, & Scruby, 2013). As such, this study reports the experiences of migrants that may serve as guide to those with intentions to migrate.

1.6.3 Governmental Perspective

Upon identifying pre-migration expectations, as well as experiences regarding employment, housing, and social network of Pakistani labourers in Malaysia, this study offers perspectives and insights to the Malaysian government and its

policymakers. This research updates the policymakers about improvements and changes that can ease settlement of migrant workers in Malaysia. Besides, this study ensures the effective execution of immigration settlement policies to attain their goals, apart from providing a way for services and programming facilities for new migrant workers, as well as viable solutions for issues that these migrant workers face in Malaysia. It is helpful for policymakers in formulating the policies for successful settlement of migrants. This thesis provides in-depth knowledge of the settlement of Pakistani labourers in Malaysia and offers a clear picture to the Malaysian department for comprehending the emerging settlement issues. As such, this study is bound to improve settlement policies in light of Pakistani migrant labourers.

1.7 Scope of the Study

This study examined pre-migration expectations, employment, housing, and influence of social networks as the main factors for settlement of migrants. This study covered Pakistani migrant labourers working in Kuala Lumpur, Putrajaya, and Selangor (the Klang Valley area). Selection of location was based on a point that Klang Valley has become a major destination for migrants due to its status as the industrial, commercial, education, and administrative hub in Malaysia (Tey, 2017). Hence, it was determined to be the most vulnerable zone. Apart from Klang Valley, Jitra, Penang, Alor Setar, and Changlun cities of Malaysia were explored to look into the settlement experiences of Pakistani migrant labourers in other states as well. Pakistani labourers employed between 1970 and present time had been selected as informants. The import of migrant workers to Malaysia began in 1970, as the Malaysian government introduced the New Economic Policy that welcomes migrant labour (Mohd Na'eim Ajis et al., 2014; Narayanan & Lai, 2005). Selected Pakistani migrant workers involved in the construction, plantation, manufacturing, services, and agricultural sectors were

interviewed. The DOIM (see Table 5.4) reported that most of the Pakistani migrant labourers were employed in the abovementioned sectors. Interview was also conducted with three officers; each from the Ministry of Human Resource, Immigration Department of Malaysia (Kedah Branch) and the High commission of Pakistan in Malaysia, so as to offer some contextual background concerning the Pakistani labourers in Malaysia (see Chapter Five). They provided the related statistics, unpublished reports, and policies pertaining to immigration and settlement.

1.8 Research Design

In the attempt to address the research questions outlined above, the qualitative research approach was employed. The decision to select this approach stemmed from the research philosophy and the gap noted in the methodology applied to assess this particular based on literature review. The approaches contained in research philosophy are ontology and epistemology. The ontology approach reflects a researcher's belief about the nature of reality, whereas epistemology refers to the assumption of a researcher about the nature of knowledge acquired and if the finding is either accurate or false knowledge (Collis, & Hussey, 2013). In this present study, administration and social principals were assessed to enhance comprehension regarding the settlement experiences of Pakistani migrant labourers in Malaysia. As such, this study is skewed towards the interpretivist approach based on the epistemological stance, as defined by Collis and Hussey (2013). Interpretivist approach includes a philosophy to the examination of social phenomena that attempts to define and assess both social and administrative patterns (refers as phenomenology approach). This approach includes a wide range of intellectual suggestions on the adoption of qualitative research methodology to examine the social phenomena (Myers, 2013).

The literature review described in Chapter Two reveals that a substantial number of studies on settlement factors adopted the quantitative research methodology. Past studies mostly examined the relationships among various settlement variables, while this study employed the qualitative research approach and performed an in-depth investigation on the social phenomena of settlement through the experiences of Pakistani labourers in Malaysia, which is absent in the literature. Therefore, the adopted qualitative research methodology enables to strike balance in the area of knowledge, as the literature is mostly comprised of quantitative method. This present study, hence, bridges this research methodology gap by employing the qualitative research design to assess the settlement experiences of the Pakistani labour group that exerts a positive influence on the learning process, apart from enhancing the understanding of the comprehensiveness and importance of the settlement process.

Considering the qualitative research approach adopted for this study, semi-structured interviews were conducted to determine the complex system of settlement experienced by Pakistani migrant labourers in Malaysia. Additionally, Director of Foreign Workers from the Ministry of Human Resource, Director of Immigration Department of Malaysia (Kedah Branch) and an officer of High Commissioner of Pakistan in Malaysia was interviewed at their offices to build a contextual background of this study. Interviews were also carried out with 21 Pakistani migrant labourers from various sectors, mostly from services and construction domains. Selection criteria of these respondents was developed based on research objectives of this study (See page 17).

A range of thematic and dynamic questions were designed, and the convenience sampling technique was applied at the preliminary phase, along with snowball sampling, when the informants suggested other informants. The number of informants was determined when the information gathered hit the saturation point. All data retrieved from the participants were analysed, classified, and coded using a data analysis method called thematic analysis. Figure 1.5 illustrates the research design employed in this study.

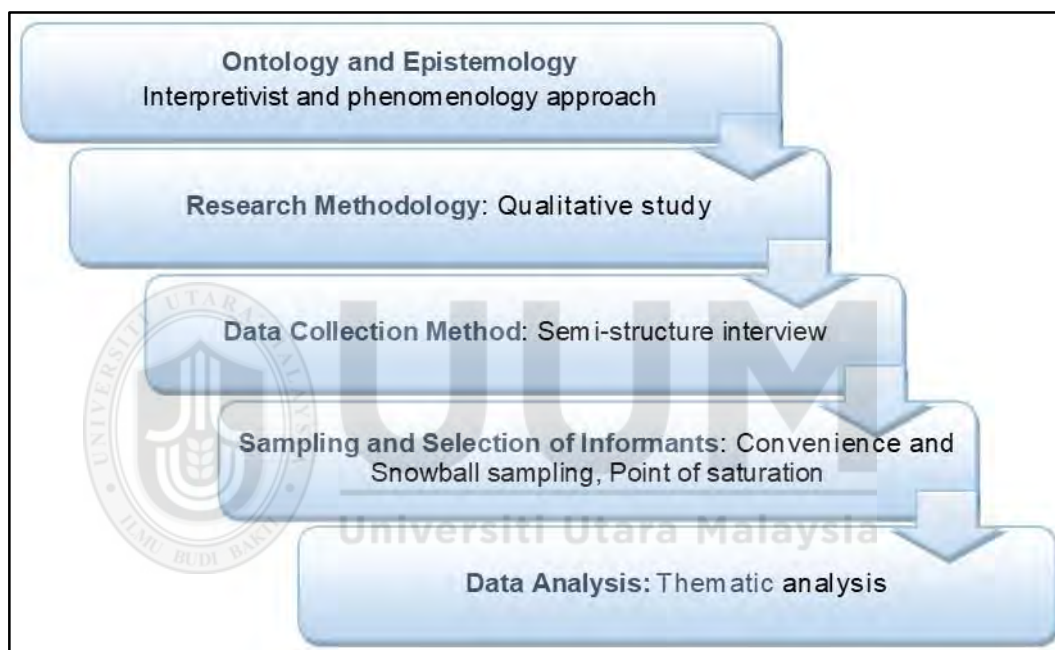


Figure 1. 5: Research Design
Source: Author

1.9 Definitions of Terminologies

1.9.1 Settlement

Settlement refers to the process of adjustment that includes the interaction of various economic, social, and political structures of migrants, migrants, and refugees in the host country. Settlement is defined as “a process or a continuum of activities that a new migrant/refugee goes through upon arrival in a new country” (Shields et al., 2016a). Pre-migration expectation, employment, housing, and social network were considered as the most important and effective factors of settlement (Banerjee & Phan,

2015; Bloch et al., 2011; Bloemen, 2013; Ghosh, 2007; Gunasekara et al., 2015; Haller et al., 2011; M. Liu, 2013; North, 2007; Teariki, 2017; Teixeira & Drolet, 2018; Ward & Masgoret, 2008; Westin, 2000). Settlement, in this study, reflects the adjustment process of Pakistani migrant labourers in Malaysia that involved social, economic, and political factors, such as social network, housing and employment, as well as government policies, respectively. As these factors serve as successful indicators of the immigration process, they were assessed, along with pre-migration expectations, to determine the settlement experiences of Pakistani migrants.

1.9.2 Pre-migration Expectation

According to De Jong (2000), expectation about migration is an act of anticipation in looking forward about the future. He added that pre-migration expectation is a method of assessing the probabilities for future achievement of goals in the stay decision with respect to migration decisions. The literature suggested that the reasons for migration make expectations about life in a host country, thus affecting the settlement experiences of migrants (Bloch et al., 2011; Ghosh, 2007; Sigona, Bloch, & Zetter, 2011). The pre-migration expectation of a Pakistani migrant labourer is referred as one's expectations about life in the host country (Malaysia). It is a vital factor to explore the dynamics of migration decision making. This migration decision is directly linked with settlement of Pakistani migrant labourers in Malaysia.

1.9.3 Employment

Employment is a key factor in migrant settlement (Beckhusen, Raymond, de Graff, Poot, & Waldorf, 2012; Drolet & Teixeira, 2019; Kim et al., 2012). Harvey (2016) defined employment as “the relationship between two parties, usually based on a contract where work is paid for, where one party, which may be a corporation, for-

profit, not-for-profit organisation, co-operative or other entity is the employer, and the other is the employee." In this study, employment is linked with entry in and contribution of Pakistani migrant workers to the labour market. The human capital of the participants, such as language ability, safeguards employment and most importantly, the workplace environment.

1.9.4 Housing

According to the Oxford English Dictionary, housing is the building and consigned usage of buildings or houses collectively, for the reason of sheltering individuals. Kim, Ehrich, and Ficorilli (2012) stated that "housing is one of the most important life components that offer shelter, safety, and warmth, as well as a place to rest." Scholars have found that housing is a significant factor that has an impact on the settlement experiences of migrants (S Bierre, 2013; Hanley et al., 2019; Tasleem et al., 2019b; Teariki, 2017; Teixeira & Drolet, 2018; Texeira, 2007). The term 'housing' in this study is derived from the perspective of settlement experiences of Pakistani migrant labourers in Malaysia. The literature lists a number of common issues related to migrant housing from the stance of their settlement in host country. These issues are related to housing quality, housing location, and penetration of migrants into the rental housing market.

1.9.5 Social Networks

Neystadt et al. (2018) linked social network to a set of individual contacts by which the person continues his social uniqueness, apart from gaining emotional support, information, services, new social links, and material aid. Phillipson (2018) defined that the concept of social networks as both intuitively and seductively simple. The idea is connected voluntarily with the method, in which people who recognises this notion

survive. Campbell et al. (2019) explained that social networks comprised of informal networks, which are familial, spatial, and friendship networks (individuals known in the district); voluntary networks comprise of activities such as participation in youth clubs, sports, religious events, etc.; and formal community networks are connected to local government. Social networks are mostly constructed based on one's connections and relationships (neighbours, relatives, friends, acquaintances, and workmates), thus epiphenomena that both cover and exist outside the persons that found them. In this research, social networks are the association between a group of individuals and social ties. This link offers comfort to individuals. In this study, social networks are defined as 'ties among social actors'. For example, a social network serves as a support network of a person. Hence, social networks are portrayed as a link between Pakistani migrant workers and other people, be it friends, relatives or any recurring agency.

1.9.6 Migrant Labour

The Malaysian government defined migrant labour as documented and undocumented migrant labourers. Those who legally enter with a temporary valid work visa (TEVP) issued by the DOIM are categorised as documented. They have protection rights and benefit from the Malaysian labour rules and regulations. Meanwhile, an undocumented migrant may enter without any legal document or have a defaulted visa. Migrant labourers in Malaysia are mostly involved in construction, manufacturing, plantation, agricultural, and services (Balakrishnan, 2013). In this study, migrant labourers refer to documented Pakistani migrant workers who legally entered into Malaysia with TEVP and employed in five sectors: construction, manufacturing, plantation, agricultural, and services.

1.10 Conceptual Framework

The literature highlights a range of factors that can affect the settlement of migrants in various countries. Based on the factors derived from the literature, one conceptual framework was developed. As described in Chapter Two and supported by the literature (Banerjee & Phan, 2015; Beckhusen et al., 2012; S Bierre, 2013; Bloch et al., 2011; Bloemen, 2013; Drolet & Teixeira, 2019; Gunasekara et al., 2015; Hanley et al., 2019; Kim et al., 2012; M. Liu, 2013; Tasleem et al., 2019b; Teariki, 2017; Teixeira & Drolet, 2018; Texeira, 2007; Ward & Masgoret, 2008), pre-migration expectations, employment, housing, and social networks are the key components for the settlement of migrants in host country.

Past studies on settlement have verified that pre-migration expectations about life in the host country influence the settlement experiences of migrants. This notion calls for an in-depth analysis of the various determinants and reasons behind migration decisions that play a significant role in one's expectations towards life in the host country (Bloch et al., 2011; Ghosh, 2007; Sigona et al., 2011). The push-pull factors are integral in formulating pre-migration expectations, as well as the very decision to migrate and settle in the destination (Rubenstein, 2013). The push-pull model, initiated by E. S. Lee (1966), upholds that various reasons can lead one to arrive at migration decision and create hope/expectation. The conceptual framework of this study embeds pre-migration expectation as an influential factor in the settlement of Pakistani migrants in Malaysia.

Employment is a key factor in the settlement of migrants (Beckhusen et al., 2012; Drolet & Teixeira, 2019; Kim et al., 2012). The influence of employment on migrants' experiences may differ depending on migrant type and host countries. The neoclassical

theory described in Chapter Three highlights different dimensions related to the employment of migrants in host countries. The literature justifies that examining employment experiences of migrants is important to determine the success of settlement. Hence, the employment experiences of Pakistani migrant labourer had been assessed in this study.

Housing experiences have also been applied to represent settlement in past studies. Examination of housing factor in the literature included penetration of migrants into rental housing market, condition of house, affordability, adequacy and suitability of housing, and the impact of housing on the health of migrants (S Bierre, 2013; Hanley et al., 2019; Tasleem et al., 2019b; Teariki, 2017; Teixeira & Drolet, 2018; Texeira, 2007). Although the abovementioned housing experiences have been assessed in countries, such as Canada, USA, UK, New Zealand, and Australia; these dimensions are absent in the context of Malaysia in light of Pakistani migrant group. Studies on housing experiences of Pakistani migrants in Malaysia are limited (Tasleem et al., 2019a, b). This suggests a need to thoroughly examine the experiences of migrants towards housing. Hence, this present study embedded housing as an important factor in the settlement of migrants.

While incorporating the factors mentioned above, the literature offers guidance for assessing the social network in several aspects, such as the relationship of social network with pre-migration expectations, housing, and employment. Social network has been acknowledged to have a strong impact on settlement of migrants, as well as the finding of employment, accommodation, and the facility of safety networks in hardship and bases of credit (Hammer, 2017; M. Liu, 2013; L. Ryan, 2011; L. Ryan, Sales, Tilki, & Siara, 2008; Simich, Beiser, & Mawani, 2003; Walton-Roberts, 2008).

The theory of social networks introduces various dimensions to the social network concept. As such, examining the role of social network is indeed necessary to explore the settlement experiences of Pakistani labourers in Malaysia.

Settlement, in general, is not clearly described in the literature, but adheres to a range of dimensions. The impacts of pre-migration expectation, employment, and housing on settlement are missing in the literature. Investigations on the role of social networks towards pre-migration expectations, employment, and housing are in scarcity. Therefore, this study evaluated the pre-migration expectations, employment, housing, and social network as the main factors for the settlement of Pakistani migrant workers in Malaysia. Figure 1.6 displays the visual illustration of associations among the interrelated concepts embedded in this study.

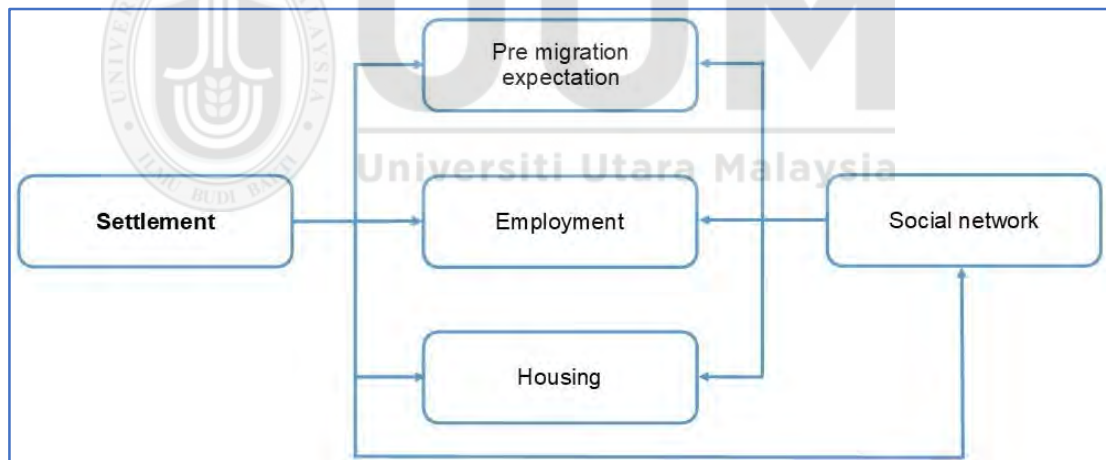


Figure 1. 6: Conceptual Framework

Source: Author

1.11 Thesis Outline

This study is comprised of nine chapters, as illustrated in Figure 1.7. Chapter One presents the basic information pertaining to this study. It presents the background of this research and followed by problem statement that identified the knowledge gap. From the problem statement, research objectives and questions were formulated. This

outlines the significance and scope of this study. This chapter describes the research design of this study. In the end, several terminologies and the conceptual framework of this study are elaborated.

Chapter Two reviews the prevailing literature on settlement experiences of migrants in various countries, including Canada, UK, US, Australia, and many others. It starts with the basic concept and indicators of settlement. It presents the factors that impede or facilitate the processes of settlement that serve as indicators for successful settlement. These various settlement factors are pre-migration expectations, employment, social networks, and housing.

Chapter Three describes the theoretical contribution. It presents an overview of the push-pull model of migration, the social network theory, and the neoclassical theory. These theories were applied upon reviewing the settlement experiences of Pakistani migrant labourers in Malaysia. Next, Chapter Four explains the research methodology that starts from the basic elements of ontology and epistemology, followed by research methodology, sampling, and data analysis. Chapter Five outlines the overview and management of Pakistani migrant labourers in Malaysia. It starts with a brief background about Pakistan and the flow of Pakistani migrants into Malaysia. This chapter outlines the management system of Malaysia by looking into the department and policies related to migration and settlement.

Moving on, Chapters Six until Eight report the findings of this research. These chapters elaborate the actual combination of the responses retrieved from the informants and the other analysed information parallel to the main objective of this study. Chapter Six reveals the pre-migration expectations of Pakistani migrant workers in Malaysia. This

chapter reflects the positive and negative expectations identified by the participants as essential in triggering their decision to migrate and settle in Malaysia. This chapter describes the responses of informants about their first experience in Malaysia.

Next, Chapter Seven presents the employment and housing experiences of Pakistani migrant labourers in Malaysia. The informants' responses revolved around successful settlement and their feeling of 'belonging in Malaysia'. The chapter discusses the results with respect to their jobs, brief employment scenario in Malaysia, workplace experiences, language barrier, and on-the-job training. It reveals the importance of housing based on varying sectors, the challenges faced in the rental housing market, and their accommodation experiences with poor housing conditions.

Chapter Eight outlines the study outcomes about social networks. Both informal and formal networks appeared to have an important role in pre-migration expectations, employment, and housing experiences of Pakistani migrant workers in Malaysia. Lastly, Chapter Nine presents the conclusions drawn from the experiences shared by the Pakistani labourers in Malaysia. This final chapter is organised into five sections: the summary of main findings, limitations of study, recommendations for policy development and for further studies, and lastly, the conclusion. The outline of this study is illustrated as follows.

Chapter 1	Basic Introduction
Chapter 2	Literature Review
Chapter 3	Theoretical Contribution
Chapter 4	Research Methodology
Chapter 5	Overview And Management Of Pakistani Immigrant Labourer In Malaysia
Chapter 6, 7,8	Report The Findings Of This Research
Chapter 9	Conclusions

Figure 1. 7: Outline of Thesis
Source: Author



CHAPTER TWO

LITERATURE REVIEW

2.1 Introduction

Literature review on settlement constituted a significant phase for this research. Conducting the literature review aims to develop researcher understanding about the settlement which would enhance researcher field study. Thus, this chapter reviews the prevailing literature on the settlement experience of immigrants in different countries. Also, this chapter discussed the factors which impede or facilitate the processes of settlement and act as an indicator for a successful settlement. These factors assisted as a vital notice for settlement process that becomes a spirit for understanding the settlement experiences of Pakistani immigrant labourers in Malaysia. These various settlement factors are pre-migration expectations, employment, social networks and housing. Hence, this chapter starts with the concept of settlement and gives an overview of studies on settlement of immigrants in different countries such as Canada, UK, US, Australia and many others. In order to explore the settlement experiences of Pakistani immigrant labourers in Malaysia, this chapter particularly highlights the main issues of settlement related to Pakistani around the world, as well as other researches on settlement in and outside Malaysia.

2.2 Settlement

Settlement of migrants is a complex problem. However, there is no collectively accepted definition of settlement. More notably, the topic of settlement has been

changing with the passage of time. Scholars explained the process of settlement by different theories which include several terms such as adaptation, acculturation, integration, multiculturalism, and assimilation. These terms have been taken in various ways during the time of immigration.

2.2.1 Concept

The Canadian Council for Refugees (1998) proposed the term settlement as acclimatization means a process of adaptation in a host country for a short-time period. The council explains this process by different issues such as search of employment and housing, learning the language of the host country, social network, to being aware of the surrounding. Moreover, Burnett (1998) described settlement as immigrants' involvement in the social, political, and economic structure of the host country. Additionally, the settlement term has been variously defined as:

“Settlement is a process or a continuum of activities that a new immigrant/refugee goes through upon arrival in a new country” (A. Khan, Khanlou, Stol, & Tran, 2018; Shields et al., 2016a).

“a process during which a refugee, having arrived in a place of permanent asylum, gradually re-establishes the feeling of control over his/her life and develops a feeling that life is back to normal” (Peisker & Tilbury, 2003).

“a complex process which takes place over a period of time after immigration, with the period of an initial settlement being significant, in a particular and changing environment. It is constructed by the immigrant's interaction with the various elements of political, economic and social structures of the host society, into, which the immigrant is incorporated” (Burnett, 1998).

“an ongoing process by which immigrants make the transition from life in one country to life in a new country” (Grzymala-Kazłowska & Phillimore, 2018; Haveric, 2009).

“settlement is a process, not an event or a mechanical procedure.” (Cohen, 2004; Thompson, 2016; Yngvesson, 1988).

Thus, scholars suggested that settlement is the process of adjustment. For this study, the settlement term mentions as an adjustment process by migrants in their host country, as referred by Shields et al. (2016a) in the citation above. Although, the policy researchers often used settlement term to early short-term phase of adjustment. Generally, literature mentioned certain aspects of settlement including detailed concepts to demonstrate the proposed settlement outcomes like fairness, participation, freedom, normalcy and equality (Burnett, 1998; Shields, Drolet, & Valenzuela, 2016b; Teariki, 2017). Meissner and Vertovec (2015) also proposed the term ‘super-diversity’ to elucidate the complexity of settlement of migrants. In his views, there are some aspects that distinguished the migrants in the host country such as human capital, religion, culture, language, transnationalism, networks, and legal status. He determines that these different aspects make the settlement process of migrants more complex. Many researchers such as Henderson (2004); Maré et al. (2007); Teariki (2017) have viewed that settlement process may be life-long with intergenerational influences for some groups of migrants. These results highlighted ‘settlement’ as a process of adjustment and arrangement in a new host environment for migrants. The settlement process for some migrants will be moderately straightforward but for other migrants, this process may be anxious with hardships and complications.

Moreover, the term settlement is widely used for short-term migrants, long-term migrants, permanent migrants, temporary migrants and refugees (Castles, 2002; Garcés-Mascareñas, 2016; Kassim, 2005, 2017; Tasleem, Ajis, & Abidin, 2019a; Ullah, 2016). Short-term migrants are those who live in a host country for more than

3 months but less than 1 year and long-term are those who live for more than 1 year (Grzymala-Kazłowska & Phillimore, 2018). Temporary migrants live in a host country for 9 months to 10 years (Buchan, 2015; Ono, 2015). Permanent migrants live in a host country for 37 months or more (Klabunde, 2014; Tverdostup & Masso, 2016; Vadean & Piracha, 2009). A refugee is any person who migrates due to fear of being mistreated for purposes of nationality, religion, race, affiliation of a specific social group or constitutional view (Castles, 2003; Crawley & Skleparis, 2018). This research is focused on the settlement of both temporary and permanent Pakistani migrant labourers in Malaysia.

Furthermore, Simich, Beiser, Stewart, and Mwakarimba (2005) find three comprehensive phases in the process of settlement. The first phase is the “initial reception”, which includes newcomer orientation information and language training, recommendation services and short-term accommodation. Second one “intermediate phase” is where suitable employment and long-term accommodation, educational access and social rights are imagined to be protected. Last one is “final phase” includes the time-interval when a deeper logic of belonging and attachment to host society is intended to happen. It is a wider understanding of the settlement process (in the logic of the variety of immigrants and settlement over a period) that computed a definition for researcher main study on Pakistani migrant labourers in Malaysia.

2.2.2 Indicators of Successful Settlement

Indicators of settlement mapped ‘in what ways and to what extent settlement is found’. Researches on migration showed various indicators that measure the outcome of settlement (Berry & Hou, 2016; Bronstein, 2019; Omidvar & Richmond, 2005). Majority of them are linked with the success of labour market. But, Colic-Peisker

(2009) suggested that success of labour market is not only the indicator of successful settlement. This is not applied to the migrants who do not contribute to the labour market. Thus, Nesterko, Braehler, Grande, and Glaesmer (2013) proposed other indicators of settlement such as life satisfaction of migrants in host country, mental health which imposed them to think either they made the right decision of migration or they can suggest to other migration. The research of Khoo and McDonald (2001) classified settlement indicators within four dimensions that were economic participation, social participation, physical well-being, and economic well-being. These indicators were shown in the following figure 2.1.

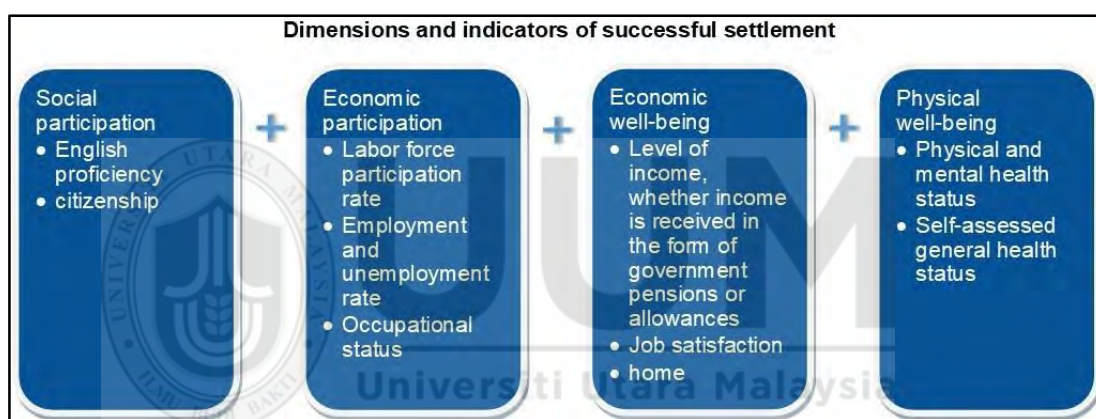


Figure 2. 1: Dimensions and indicators of successful settlement
Source: Khoo and McDonald (2001)

The definition of migrants' well-being stated by Akay, Bargain, and Zimmermann (2017) captures these indicators of settlement. He stated that "Settlement is the ability to contribute fully in social, economic, political and cultural activities; sustaining one's own discrete ethnocultural individuality and culture; becoming part of the institutional social, and cultural fabric of society; being mentally healthy and physically; and being well, contented, and satisfied with life".

The successful settlement of migrants is basically associated with economic factors such as employment, the status of the job (employed, not in the workforce,

unemployed) and job satisfaction. Moreover, the economic success of migrants is also indicated through the level of income (Berry & Hou, 2016). If the migrants have a job with a salary more than he got in the home country, it can be believed a better job (Gardner et al., 2013; Rye, 2018). Review of the literature demonstrated that majority of migrants, particularly those from different language and socio-cultural backgrounds are probably experiencing downward mobility in job nevertheless of their skills and educational qualifications (Akay et al., 2017; Bolzman, Poncioni-Derigo, Vial, & Fibbi, 2004; Burnett, 1998; S. A. Muhammad, Rana, & Akbar, 2015). Thus, they do low-profile work known as 'dirty jobs'. This 'education-occupation mismatch' is more severe amongst immigrants than individuals from the host country, and the variation is more noticeable for those from non-English-speaking backgrounds. Housing is also found as an important indicator of both social and economic well-being. Mostly, newly coming migrants live in shared accommodation during their initial settlement in the host country. These migrants have inadequate housing capital (Akay et al., 2017; Syed & Murray, 2009). In many cases, migrants live with their close relatives and continue to share accommodation with them until they earn sufficient money to pay for separate housing (Cohen, 2004). Research by Colic-Peisker (2009) found that homeownership has a direct relationship with the duration of migrants to live in the host country. All types of migrants are expected to have a house of their own within a specific timeframe.

2.3 Studies on the Settlement of Migrants in Different Countries: Overview

The topic of migration is of extensive research for scholars from a century. Numerous researches are found which studied different issues regarding migrants in the whole world. These different issues are patterns of settlement (Berry & Hou, 2016; Burnett, 1998; Crawley & Skleparis, 2018; Gardner et al., 2013); causes and effect of migration

(Hochstadt, 1999); integration, cultural adjustment and diasporas in the host country (Cranston, Schapendonk, & Spaan, 2018). This section describes an overview of different researches on the settlement of migrants in different countries. This includes enormous issues such as employment, social capital, housing, language proficiency, religion, immigration policy of host country, education, ethnicity and how these are related to the settlement experiences of migrants. Firstly, there is a discussion on migrants who are living in Canada, UK, US and Australia. Then, there is a discussion on immigrants living in Malaysia. Finally, studies on Pakistani migrants in different countries are detailed.

2.3.1 Studies on Settlement of Migrants in Canada, UK, US and Australia.

This section describes numerous researches which are examining the settlement experiences of migrants from notable migration countries such as Canada, UK, Australia and US. These studies are selected on based of themes discussed by this research: like researches that focus on the factors which motivate the individual to migrate, factors such as pre migration expectation, employment, housing and social network that influences the settlement of migrant in the host country.

Different researches acknowledged the importance of employment in the host country as an indicator of settlement. Stewart, Shirmohammadi, and Beigi (2018) emphasized employment as measured by the level of income and employment rate of migrants in Canada. He found the lack of English proficiency and work experiences become an issue to employment success. He also determines that those migrants who were taken over time can overcome these issues to some extent. Correspondingly, the relationship between labour market participation and levels of income was examined Stangej,

Minelgaite, Kristinsson, and Sigurdardottir (2019) who found their association with migrants' qualifications, age, visa categories, and English language proficiency.

Previous studies found language as a fundamental factor in labour market integration. A study by R. Lee (2018) found that English proficiency has a positive effect on the employment of immigrants in Canada and USA. Research of Hammer (2017) also explored that English language increases the chance of attainment of employment in UK. Similarly, the barriers in settlement which were lack of proficiency in English, stress and the unfriendly attitude of locals towards immigrants in London was explored by Syed and Murray (2009). Moreover, Madziva, McGrath, and Thondhlana (2016) found that English language proficiency is the basis hurdle in the settlement process for migrants in UK. Sardana et al. (2016) found that those migrants who are from English speaking countries are successful in finding jobs according to their professional qualifications. However, migrants who are weak in English or from non-English speaking countries face hurdles while getting a job as per their qualifications in Australia. The research of Colic-Peisker (2011) also identified the barrier of language. He examined the factors that become a barrier to the integration and acculturation of immigrants in UK. These factors are employment, barriers of language, culture shock, racist harassment, and psychological stress that immigrants experienced in the host country.

Scholars studied the factors that influence the life and job satisfaction of migrants. Sardana et al. (2016) found life satisfaction factors of Indian and Chinese migrants in Australia. They examined that both Indians and Sri Lankan migrants were satisfied with their life. The factors which make their life satisfaction are English-language proficiency and duration in Australia. On the other hand, ethnicity, gender, age, and

education level are the factors that show no positive relationship with life satisfaction in the host country. Likewise, Gunasekara et al. (2015) studied that these same factors have no strong influence on the job satisfaction level of migrants. However, job satisfaction is influenced by job nature, salary, promotion and the attitude of colleagues.

Moreover, the satisfaction level of migrants who are coming from India to Canada was studied Vohra and Adair (2000). He determined that the life satisfaction of Indian migrants related to the awareness of social support and perceived discrimination but not with the socioeconomic status and existence of basic facilities. However, attracting and retaining of migrants is considered to be very important for a country. This can be achieved by providing them numerous factors such as employment opportunities, housing, and access to social services, quality of life (Bak-Klimek, Karatzias, Elliott, & Maclean, 2015; Simich et al., 2005).

Furthermore, Bloemen (2013) found that lack of job satisfaction and language proficiency could force the migrants to do low skilled jobs but the job satisfaction level still decreases. This research revealed that job type plays an important role in the job satisfaction of migrants. Syed and Murray (2009) proved that lack of English proficiency and therefore nonrecognition of education qualifications are linked with financial and occupational problems for migrants in Australia. Phan, Banerjee, Deacon, and Taraky (2015) scrutinized the working status of skilled migrants' partners who come to Canada as dependent migrants. These dependent migrants experience degradation in their working status which continues over time. The settlement of Taiwanese business migrants in Australia was studied by L. L. Wong (2004). His study found that skilled and well-educated professionals, entrepreneurs and managers were

facing hardship and stress in economic and social interactions. There is a group of Taiwanese migrants who have low workforce contributions and a high unemployment rate. This becomes the reason for not attaining satisfaction towards their job.

Researches also confirmed that housing is the main factor of settlement (Teixeira & Drolet, 2018; Wayland, 2010). Researchers come up with different challenges and barriers that migrants face in housing while studying the settlement experiences of migrants in Canada (Teixeira & Drolet, 2018). Omidvar and Richmond (2005) explored that immigrants find their housing more tough than their expectations because of high unexpectedly rent and unfamiliarity with the housing system in Canada. Research also recommended that there should be policies that offer migrants more affordable/subsidized housing and job opportunities with adequate income. Wayland (2010) also recommended that there should be some immigrant-serving agencies that assist the immigrants with the type of housing, their employment. Akay et al. (2017) studied the features of migrants and emphasis mainly on their housing arrangements, labour market experience, ability to practice government assistance services, and life satisfaction with Australia. Thus, it is necessary to consider the challenges and barrier related with housing and settlement experiences of migrants in terms of labour market integration, employment and social connections.

According to Simich et al. (2005), social networks are very necessary for the settlement of immigrants in the host country. During his research in British Columbia, he found that it is a great challenging for immigrants to establish a network. Similarly, Wulff and Dharmalingam (2008) found that social network is a significant factor to retain the skilled worker in Australia. Thus, access to reliable community services and settlement, access to affordable, suitable, and adequate housing and employment are

supremely important for immigrants' economic, cultural, and social integration in the host country. D. S. Massey and Akresh (2006) studied the settlement of immigrants from Mexican in the United States. He found that immigrants obtain a more suitable, and adequate job by making social networks like connections with institutions and friends in the host country.

Recently, scholars are emphasizing on the social capital of migrants during the settlement (G. W. Ryan & Bernard, 2000; R. Waldinger, 2013; R. D. Waldinger & Soehl, 2010). L. Ryan et al. (2008) analysed the formation of the network, the involvement of ethnic-specific networks, various opportunities, and skills that migrants develop in accessing and maintaining social ties, with a definite situation to refinement migrants in different areas of London. While examining this, they provide an understanding of bridging and bonding networks used by migrants. Moreover, L. Ryan (2011) showed that ethnic networks play an important role in searching for a job for migrants. Siar (2014) examined the settlement of Filipino migrants in New Zealand and Australia. This study found that migrants have strong ties both cultural and emotional with their home country. According to Parutis (2014) the majority of the Polish migrants interrelated and involved with define groups of acquaintances, family and friends in London. This study determined the ethnic identity confronting of Polish migrants. The ethnic engagement of migrants did not appear great among them.

Additionally, migrants sustained their transnational networks by involving in several methods of care, providing practical assistance, mainly remarkable one being parents' willingness to support and come over with child-care. Mamattah (2006) examined the transnational identity and ethnic exclusiveness of immigrants from Russian living in Scotland. Though, Russian immigrants reserve their transnational identity through

books, festival attendance, films, church and watching news of their homeland on the Internet also by perceiving religious holidays. In this way, they are preserving strong community engagement. The research of Valdez (2008) revealed that social capital as kinship ties the immigrants to make members of ethnic groups in US. These members become entrepreneurs as they distribute information, economic opportunities and resources.

Moreover, Migrants are living in enclaves for practical and cultural reasons, and here they have opportunities for a job in those businesses whose owner or member is from the ethnic community. Though these jobs are low skilled, and less salary is paid to migrants. There are ethnic enclaves especially Bangladeshi enclaves that have a deleterious labour market. This was proved from the study by Khattab and Johnston (2013) on the Bangladeshi migrants in UK. A comparison of Bangladeshi Muslims in UK with the settlement experiences of Moroccan Muslims in Madrid and Turkish Muslims in Berlin was studied by Brüß (2008). He found discriminations against Muslims migrate from Bangladesh to UK. Results revealed that Muslims had to bear numerous acts of discrimination and racism but the frequency for them was lesser as compared to the other two groups. Further, Schiller (2017) found that racism forces migrants to preserve strong ties with their country and even anticipate persistently to it. Phillipson, Ahmed, Ahmed, and Latimer (2003) explored the community and family life of migrants in the UK. This research found that migrants are facing numerous difficulties in UK due to lack of formal education, household responsibilities and weak grip of English language. Similarly, Onsando and Billett (2017) research found the same factors that become the reason for high unemployment rate and low labour force participation.

Moreover, cultural and social problems such as costumes, lack of proficiency in English, loneliness, and the attitude of non-cooperation and local people from comprehensive family members as barriers for immigrants to settle their life in UK (Khattab & Johnston, 2013). A study by Simich et al. (2005) explored the fact that Muslims migrant considered more committed to their religious and cultural customs the longer they settle abroad. Furthermore, Fitzpatrick and Lester (2009) revealed the desire of women migrants to learn English so that they can easily interact with locals and become more active in their work. Though, antagonism from husbands, responsibility towards household, age and living in Bengali enclaves become a hurdle to learn English. The research of Siddiqui (2004) explored the patterns of settlement, socio-economic ties, and profiles in the USA. Ahmed (2011) investigated that migrants in America focussed on former ethnic community enclaves as they assist them to settle their life. Correspondingly, Qureschi, Pacquiaio, and Diegmann (2016) found that ethnic enclaves support and assist migrants to sustain their own culture by attacking assimilation and developing sub-culture. Another research explored strong 'transnational ties' among migrants that influences directly on their settlement experience in Canada (Wilson-Forsberg, 2015).

Several pieces of research have been conducted that found the influence of one or more factors in the results of settlement. Thomas (2003) associated the age of migrants with the acculturation by focusing on old migrants in Australia. He found that old migrants are more susceptible, have high feelings about their identity culture, and heritage as compare to the young generation. Furthermore, Meares (2010) studied gender association with the family and job life of Chinese women in Australia. He found the role of gender has a great influence on the settlement of migrants. As men migrants

can easily search the job when they arrive in Australia. However, females face difficulties because of their traditions and customs. However, Ressler, Strachan, and Bailey (2017) found that amendment in the policy improved the probability of searching job but decrease the scene of holding down a suitable job. Wilson-Forsberg (2015) studied the social connections of migrants and explored that good relationships are a favourable factor in a successful settlement.

Scholars additionally studied the settlement of migrants on the base of different religious groups. Main studies are made on Muslim migrants. Haveric (2009) studied the settlement experiences of Bosnian Muslims living in Victoria. Bouma and Brace-Govan (2000) described 'religious settlement' by Buddhist and Muslim women migrants, and also relate their settlement experience with that of their male. Singh et al. (2017) discussed the psychological misery of migrants. Fozdar (2012) found that Muslims face discrimination in the job on the base of the dress code and names in Australia. The rest of them who are working are probable to face directly or indirectly racism from their co-workers.

While discussing the ethnic groups, Leuner (2007) studied the patterns of settlement of Polish migrants in Melbourne with full focus on the consequences and results of their migration. She found both satisfactory and unsatisfactory experiences of migrants about their settlement. The absence of friends and family and cultural changes are noteworthy barriers to their acculturation. Some migrants have neither a superior sense of contribution in national and local affairs nor a sense of belonging to Australia' however they are settled here from decades.

In the perspective of migrant settlement, Pearce (2006) finalized that the influence of assimilation is to attain migrant resemblance with the most culture. He stated that “immigrant/ethnic and majority groups turn out to be more related with the passage of time in norms, characteristics, behaviours and values.” Moreover, the integration concept places more importance on the two-route method of adjustment among new destinations and immigrants. This two-way adjustment represents a method whereby new migrant and their destination country acquire and become accustomed to one another with the passage of time (Bouma & Brace-Govan, 2000; Burnett, 1998; Castles, 2002; Cohen, 2004; Hammer, 2017). Currently, the integration concept has gradually famous as a mid-way theme among the assigned liberalism of ‘multiculturalism’ and intolerance of ‘assimilation’. This third one is the multiculturalism concept, broadly states to the cultural management and ethnic diversity (UNESCO, 1995).

Some countries (Australia and Canada) implicitly or explicitly take quotas over their immigration packages to attain a cultural combination of immigrants. Fincher, Campbell, and Webber (1993) explored that the setting of the multi-ethnic policy was related to encouraging richness in the music, arts, food, languages and supporting economic and social wealth. Distinct to the policy settings aim of Canada and Australia to attain diversity, Malaysia's substantial cultural diversity has derived from settings of immigration, that are established on taking skilful migrants from anyplace in the globe they are migrated from.

Cohen (2004) claimed that, in contrast to policies multiculturalism that permit dissimilar cultures to live parallel, nobody takes preference or has superior power, inter-culturalism identifies that identity and heritage are dynamic also the cross-

cultural interface is gradually globalized. Abdallah-Pretceille (2006) made an argument that understanding cultures could no longer be taken as independent entities however, there is a requirement to be visualized in terms of political, social and communications constructed truths.

Numerous studies are made on the settlement of Indian migrants such as Khorana (2014) explored the adaptation and integration pattern of Indian migrants in Australia. Colic-Peisker (2011) studied the identity of Indian migrants in the region of Melbourne. Sooryamoorthy (2012) explained the predominant approaches of partner and marriage choice among Indian migrants. Thus, there are studies that explained the settlement experiences of various ethnic groups. Some of them are related to humanitarian migrants. Colic-Peisker (2009) studied the life satisfaction of three refugee groups. She found that life satisfaction is linked with financial satisfaction, job satisfaction, and social support, and was decreased by the factor of discrimination faced in the labour market.

Mansouri, Leach, and Traies (2006) studied the influence of humanitarian visa groups on the settlement experience of Iraqi. This study revealed that Temporary Protection Visa (TPV) holders faced numerous difficulties in the settlement in respective to Permanent Protection Visa (PPV) holders. Moreover, Colic-Peisker (2011) also determined the identity and acculturation of refugees from Herzegovina and Bosnia. They examined forced migration intricate the acculturation experience of refugees become the reason of identity loss. Abdelkerim and Grace (2012) examined the depression rate of African communities in Australia. It is found that lack of knowledge and information about the labour market, non-recognition of qualifications and huge cultural changes produced sadness, loneliness and frustration among these groups.

Numerous researches described the psychological health, and related topics. For example, A. Khan et al. (2018) examined that mental and physical health of migrants is linked with the lifestyle and quality of life in. George, Thomson, Chaze, and Guruge (2015) found that feelings of insecurity, Social isolation, professional abilities going unrecognized, experiences of discrimination and racism become the reason of mental distress among migrants. Because of this, they face difficulties in settlement that become the reason for self-repatriation.

2.3.2 Studies on the Settlement of Migrants Living in Malaysia

Different studies on the area of international migration in the context of Malaysia focused on particular issues: the difference between documented and undocumented migrants (Abdul-Aziz, 2001a; Balakrishnan, 2013; Kassim, 1997; M. Liu, 2013; Sadiq, 2005) policies (Avila, 2015; Harkins, 2016; Kaur, 2010; Liow, 2003; Pillai, 1998), human welfare (Dannecker, 2005; Gurowitz, 2000), security issues (Mohd Na'eim Ajis et al., 2014; Mohd Na'eim Ajis, Keling, Shuib, & Mokhtar, 2009; Arifianto, 2009; Kassim, 2005); housing issues (Kassim, 2000, 2017), specific Malaysian states (Kassim, 2005; Omar, 2008) and specific employment sectors (Amatzin, 2006; Ariffin, 2001; Athukorala & Devadason, 2012; Ismail et al., 2014; Karim, Abdullah, & Bakar, 1999; Mustapa, 2014). To date, although some of the researches touch on the issues of migrants' intentions, there is little analysis on settlement of Pakistani migrant labourers in Malaysia and their factors which influencing settlement.

For example, Kassim (2000) studied the issues regarding settlement of Indonesian immigrants in Malaysia. The study found that housing is a serious issue among Indonesian immigrants. It also analyses the means and ways by which the housing

issue is overcome by the Indonesian immigrants. The research of Hasanah (2015) found that there is highest ratio of Indonesian in Malaysia. These migrants made specific activities and networking where social capital can be initiated. This social capital facilitates the immigrants in associating their coping approaches.

Additionally, migrant labourers face problems while adapting to a new environment, rules, values and cultures in Malaysia (Dominick, Juahir, Latif, Zain, & Aris, 2012). In most cases, companies hired labourers but not provided them with stable employment, suitable accommodations, freedom of movement and the legal minimum salary (ILMIA, 2013). Migrants labourers when reaching to Malaysia, they are mostly forced by their manager to sign a changed contract where low salary and benefits are described. This contract is presented to migrant labourers as a legal contract (Robinson et al., 2007). Migrant labourers of Malaysia have depressed real salaries and fewer benefits and incentives also discouraged technological innovation and upgrading (Harkins, 2016). Employers mostly refuse to give sick and annual leaves, also payment for overtime to the migrant labourers (K.-H. Lee & Sivananthiran, 1996; Mon, 2010). In many sectors of the economy, migrant labourers are paid fewer wages as compared to local labourers even though migrant labours are performing the same work as local labourers do (Narayanan & Lai, 2005).

However, the demand for low-skilled labourers is filled by the migrant labourers who are ready to do dangerous, difficult and dirty works that the local workforce does not want to do. Mostly migrants are doing work as low-skilled or semi-skilled labourers (K.-H. Lee & Sivananthiran, 1996). In 2006, migrants of less than 5 % are doing work as high-skilled occupations such as clerical workers, legislators, technicians, senior officers, associated professionals, managers. Though, the local worker's involvement

is about 20 % and more than 11% share of migrant workers are in low skilled occupations but less than 2 % in high skilled occupations (Ahsan et al., 2014).

In Malaysia, migrant labourers are also facing issues related to accommodations and social networks. Although the Minimum Standards for Immigrant Workers Accommodation and Facilities (1990) set by the Department of Labour for the housing quality but their implementation has not fully done (Kassim, 2000). Migrant labourers are saying that they are not taken the right to suitable living conditions (Karim et al., 1999). Housing facility provided to migrant labourers by employers is unsatisfactory, overcrowded and lack of privacy. Migrant labourers belong to construction and manufacturing sectors are mostly put in overloaded rented housing. Due to this inadequate housing facility from the employers, migrant labourers prefer to seek alternative accommodation (Kassim, 2000). Malaysia is a multi-ethnic country where cultural and ethnic partitions are still obvious. That's why the arrival of migrant labourers can tilt delicate cultural balances and make competition also contention rather than compromise and cooperation (Kassim, 2017).

The presence of migrant labourer in the Malaysian workers is viewed by the trade unions as a problem to employees' rights, particularly when the migrant labourers are ready to take the job at lesser salaries and are supposed to be more hardworking as compared to the local workers (Mohamed, SPR, & Yacob, 2012). These qualities could give consequences from their own background, particularly when these labours must sustainance their own cost of living furthermore to those family members who are dependent in their country of origin. Nevertheless, labour supply from migrant workforces has ought to be both good and bad effects on the Malaysian sector (Abdul-Rahman et al., 2012). The government of Malaysia also affected the charge of

capturing, delaying and expelling illegal migrant labourers to their nations. The detention camp maintenance itself bears a cost of millions of Ringgit (MYR) annually. This does not benefit the economic growth of the country (M. Z. Islam, 2017; Kassim, 1997; Othman, 2015; Sadiq, 2005).

Migrants faced difficulty in getting health services in Malaysia. There is a complex entry barrier. Loganathan et al. (2019) found that migrants have financial and affordability constraints, employer-related barriers, xenophobia and discrimination, language barriers, physical inaccessibility and the requirement for legal documents like work permits and valid passports. Similarly, Aryal et al. (2019) revealed that health issues in migrants are caused by work-related activities like cultural and language barriers, discrimination at the workplace. Some of the migrants even died due to poor labour conditions, lack of security and safety standards and workplace-related accidents.

According to Abdul-Aziz (2001a), local employers made discrimination among the immigrants and local labour in the construction companies of Malaysia. The study explored that labour violations are inevitable in the construction sector of Malaysia. Though little concerns have been made by the government departments it needs improvement. However, Kaur (2010) explored that the Malaysian government is facing a serious challenge related to the settlement of migrants. As labour from different countries is fulfilling the labour shortage in Malaysia. Malaysian policies mostly offer incentives for expertise, improvement circular migration movements between low-skilled guest workers and contain strict border-control administrations to omit unauthorized immigrants flow. Kassim (2000) also outlined the state regulatory

practices, migration streams, patterns of recruitment for Indonesian immigrants, growth of illegal migration and changing border control policies.

Number of scholars such as Dannecker (2013), Ishida and Shahid Hassan (2000), (Ahsan Ullah, 2013) conducted research on the Bangladeshi immigrants in Malaysia. Dannecker (2013) studied the economic rationales, perceptions and social network of Bangladeshi immigrant labourers in Malaysia. The research of Ishida and Shahid Hassan (2000) found the different factors that become the reason for extending the stay of Bangladeshi labourer in Malaysia. They explored that employment intervention and route fees paid to agents and brokers by Bangladeshi labourer are high. Unprofessional conduct by agents and brokers affects the Bangladeshi labour to expect too much about their salaries and remittances, and therefore they pay higher passage fees and mediation to agents or brokers. Researchers of that study suggested that the government should firmly control the actions of brokers and agents and offer correct information to those individuals who are planning to migrate to Malaysia.

Moreover, Ahsan Ullah (2013) examined the ways through which Bangladeshi immigrants migrate to Malaysia. The research is based on network theory and found that most of the Bangladeshi immigrants had experienced outrageous migration costs. Half of the informants took around a month and one-fourth of informants took between one and two months to reach Malaysia. However, the normal person takes three hours of air journey. During their journey, immigrants were mistreatment, live in the condition of malnourishment and were forced to cross through deep jungles. Thus, the author of the following research directly made challenges to network theory that their migration is painful, dangerous and lengthy however they access networks. Dannecker (2013) explored that Bangladeshi immigrants in Malaysia are contributing an

important role in economic growth. However, migrants were treated as scapegoats for all the difficulties that Malaysia faced due to the economic restructuring and downturns (Dannecker, 2013).

In contrast to different issues, the growing migrant laborers formed not only financial outflows but also increase the rates of crime, level of poverty, buildings of low-quality because of the use of non-skilled labour, financial losses because of remittances (Abdul-Rahman et al., 2012; Narayanan & Lai, 2005) Some types of illegal entrance like smuggling from bordering countries, overpopulation of migrant workers and unpaid medical charges (M. Z. Islam, 2017; Othman, 2015). It was recommended that the government of Malaysian should extend its recent regulatory rules for giving licenses to migrants. Also, managing various phases of employment and giving licenses to monitor welfare standards (Ishida & Shahid Hassan, 2000; Navamukundan, 2002). Low-quality building, problems of communication and arrival of migrant labourers are some of the issues mentioned by Narayanan & Lai (2005). Furthermore, most of the migrant labourers from construction sector disclosures the sector due to their high remittances, which distracts the flow of economic cycle in the shape of outflows in the industry (Abdul-Rahman et al., 2012). The existence of migrant labours does not continuously support the crisis of the labour market. Both employers and locals have long discussed the negative influences of hiring migrant labours. Mostly additional costs are used to oversee them (Mohd Na'eim Ajis et al., 2009; Narayanan & Lai, 2005).

From the viewpoint of migrant labour, mostly migrant labours in Malaysia are doing dirty and dangerous work which the local workers refuse to do. The majority of the migrants are hired at low-skilled jobs (Ratha, Yi, & Yousefi, 2015). Migrant labours

are paid low salaries as compared to local labour although they both are doing the same work (Athukorala & Devadason, 2012). Migrant labour in Malaysia is facing issues in accommodation. However, the Immigrant Workers Accommodation and Facilities (1990) guidelines are found but proper execution is not done (Abdul-Aziz, 2001a). Previous researches that have been conducted in the Malaysian migration context have generally shown a broad perspective. These researches have primarily examined migration from Indonesia, Bangladesh but less on migrants from other countries especially in the context of Pakistani immigrant labour. Thus, this research fulfilled the research gap and studied the settlement of Pakistani immigrant labours in Malaysia.

2.3.3 Studies on The Settlement of Pakistani migrants in Different Countries

An extensive literature has been published on Pakistani immigrants in different countries such as UK, USA, Canada, Italy and Australia. However, very little Malaysian research is found that focus on the settlement experience of Pakistani immigrant labours in Malaysia. Thus, the present research explained the settlement experience of Pakistani immigrant labours in Malaysia by making an analysis of their pre-migration expectation and first experience in Malaysia, their experience in the employment sector, while getting accommodation and their social network which facilitates them in getting job and house. Also, this research viewed to what extent immigration departments influence the settlement of Pakistani migrant labours in Malaysia.

There are numerous studies which described different issues and challenges that the Pakistani immigrants face in different countries. For example, Malik et al. (2017) studied the career transition experiences of Pakistani immigrants in Canada. This research interviewed three Pakistani immigrants and demonstrated that there were

significant differences in the immigrant's expectations before migrated to Canada and their experiences. Initially, Pakistani immigrants found difficulties in a job but with their hard work, they were able to satisfy their life in Canada. Haider (2012) studied the challenges and struggles that Pakistani immigrants face in the labour market of Canada. Vickers (2002) described the employment experience of Pakistani women in Canada. The research found that she failed to secure a job in the relevant area however she has two master's degrees from Pakistan. She discussed heart-breaking experience while doing the job as a part-time in retail stores. She described the cultural difficulties that become the reason of dissatisfaction. Similarly, Evans and Bowlby (2000) studied the labour market experience of Pakistani immigrant women in the British and found the methods in which doing paid job entangles with the structure of their racialized, gendered, and classed identities.

Moreover, Zaman (2010) found that the nature of settlement and transition, the connection of religion, race, gender, and class, difficulties linked with authorization of permits and role of federal and provincial administration in the settlement of new immigrants are the different issues that Pakistani immigrants found in British Columbia. Khokher and Beauregard (2014) examined the influence of organizational friendly-family policies on the job–family behaviours and attitudes of newly coming Pakistani immigrants in UK. Furthermore, Maroufof and Kouki (2017) studied different factors, actors and policies which influence the decision, plan and actions of Pakistani immigrants before migrated from Pakistan to Greece.

Additionally, Kanwal (2018) studied the migration, social change and labour experience of a Pakistani immigrant in Sweden and explored that different problems in the employment sector, economic status, and income generation influences the

immigrants to shift their job from textile organization to taxi rank. However, Arendt et al. (2016) made an analysis of home country skills of Pakistani immigrants in the labour market and found that immigrants need more education to raise their employment in the host country.

The research of Adam and Schewe (2007) studied the experience of domestic violence of Pakistani immigrant women in the United States. The research found that employment status and education level among immediate and extended family members and cultural belief in male supremacy were significantly linked with domestic violence. Qureshi (2012) determined the narratives of Pakistani men in London and found that the physical toll of industrial labour outcomes in different types of 'redundant masculinities', unemployment and continuing ill health.

Moreover, S. Khan and Watson (2005) explored that Pakistani women faced issues in getting housing in Canada. Their research also found the personal strain and stress and quality of life of Pakistani women in Toronto culture. From the perspective of immigrant's stress in the host country, Jibeen and Khalid (2010) found that lack of opportunities for financial mobility and occupational, discrimination, homesickness, the risk to ethnic identity, and language barrier are the factors that develop stress among Pakistani immigrants in Canada. Malik et al. (2017) presented combined evidence about social networks and the integration of Pakistani immigrants in the organization of Canada. They found that Pakistani immigrants prefer to interact with the country fellows especially they can able to share their mutual interest and speak in their home language. Werbner (2015) made research on British Pakistanis who are living in Manchester and explored that Pakistanis can "reconstruct their traditions and culture, values, idioms and their common images. It is in this perspective that they

have to re-navigate the social classifications they communicate, and which connect the current with the previous.”

Kanwal (2018) studied the migration, perceive and define citizenship and how to value it in emotional, symbolic, and material terms of Pakistani immigrants in Sweden. To examine this researcher derived three approaches that are a sense of belonging, a sense of security, and mobility. It is found that Pakistani immigrants were worried about their protection and security which is given by the national to a native in every phase of life; socially, economically, politically; while traveling in other countries; and security against deportation. Pakistani immigrants supposed that passport makes a difference, and while they are going to other place, it permits and compels uncertainties, restrictions, and inequalities in the mobility ground.

To make an insight into the settlement of migrants in the host countries, the subsequent section detailed the literature review on the factors of settlement influencing settlement and migration. As the review of the literature was to find the frequently repeated factors found in the study of migrant settlement. The purpose was to make a link to these themes with the researcher present study on the settlement of Pakistani migrant labour living in Malaysia. Prior to determining the main factors recognized in the review of past studies, the next one piece of knowledge explains the policy settings taken by governments of different countries.

2.4 Factors Influencing Settlement of Migrant

The review of literature exposed numerous repeated factors that showed the greatest impacts on the settlement experiences of migrants. These settlement factors were pre-migration expectations, employment, social networks, and housing and the role of

immigration departments and policies in the settlement of migrants. These settlement factors did not view all the impacts recognized in the review of literature, but relatively the most frequently repeated factors recognized across the review of literature on the migrant settlement. As previously noted, that review of the literature concluded that settlement is a dynamic, complicated process, instead of the direct method described in a definite duration. Wherever feasible, linkages among settlement themes are described.

2.4.1 Pre-migration Expectation

Individuals expectation about life in the home country is one of the important factors to explore the settlement experiences and dynamics of migration decision making. According to De Jong (2000), expectation about migration is an act of anticipation in looking forward to the future. He claimed that pre-migration expectation is a method of assessing the probabilities for the future achievement of goals in the stay decision with respect to migration decisions.

Pre-migration expectations become the reason to take a decision for migration. These decisions may be voluntary or forced, whether migrants have sufficient information and preparation earlier (Burnett, 1998). The literature suggested that reasons for migration influence the settlement experiences of immigrants (Allsopp & Chase, 2019; Ghosh, 2007; Sigona et al., 2011). Thus, it is supposed that individuals who are migrating for better economic opportunities are probably to settle more easily with respect to those who migrate to avoid poverty, political persecution or war (Organista, Marin, & Chun, 2010).

Different push and pull factors influence the individuals to take a decision for migration and develop their expectations about life in the host country. Rubenstein (2013) found that both push and pull factors have a significant role in migration. Individual view their home country so negatively that influences them to expect high and take a decision about migration to the host country. Different pull factors attracted them to migration such as better cultural, economic, and environmental opportunities. Scholars such as Cornelius and Tsuda (2004) found that economic opportunities are the basic reason for migrants to migrate. Cabassa (2003) explored that social and political factors also become the reason for migration. He suggested that fear of negative concerns due to ecological change such as climate change in their home country encourages individuals for migration.

Furthermore, pre-migration information was known as an influential feature in forming the expectations of migrants about the settlement (Fanjoy, Osman, Khoury, & Ingraham, 2005). Research on the Sudanese migrants about settlement in United States, Canada and Australia explored that migrants who had taken the pre-information have less tension from the settlement challenges, in comparison to those who had very little or no pre-information.

“This research noted that many migrants made attempts to obtain information from their families and friends living in their destined country of settlement”
(Fanjoy et al., 2005).

Although friends and family already settled permitted the planned migrants to inquire regarding lifestyle in their planning host state of settlement, a study by Baldwin (2012) explored that several settled families were mostly too cautious to deliver an exact image of the hardships and difficulties about residing in a host state. This was

demonstrated from Sudanese married female replies who is migrated in the United States:

“It is bad, it is sensitive to discuss these things. When you move away you are not supposed to complain because it is everyone’s dream to be here. They would think we’re complaining so we wouldn’t have to send money. You cannot tell them how hard it is, they will not believe, and they will think poorly of you.”

The migrant importance receiving a representative explanation of what expectation they have to made, joint with failure information from friends and family, has supported the efforts of countries like Australia and Malaysia to offer migrants with a good proper data to permit them to obtain a representative image of what they have to assume (Fanjoy et al., 2005). For the delivery of information, few countries have devoted significant means to offer new migrants with a session to support them in their settlement to a host country. Although in most countries these sessions are delivered by a combination of formal and informal organizations supporting housing, health, and education (Chaumba, 2016; Thompson, 2016). Thus, without the availability of proper information and, for most of the migrants, the dependence on (miss)information from friends and family has been known in the previous studies as directing to higher stages of post-migration tensioners comprising greater anxiety stages, sense of control, depression, grief and loss (Fanjoy et al., 2005; Simich et al., 2003).

2.4.2 Employment

Employment is one of the key components in the settlement of immigrant (Al Ariss & Sidani, 2016; Colic-Peisker, 2011; Eskelä, 2018; Garcés-Mascareñas, 2016; Henderson, 2004; E. Kim, 2015; Van den Broek, Harvey, & Groutsis, 2016; Westin, 2000). Contribution in the labour market and contribution perspectives were revealed as taking deep impacts on a wide range of settlement aspects, involving someplace

individuals select to live, the housing quality they could manage to pay, and extent of social networking with the residents of the destinations (Kim et al., 2012; Henderson, 2004; Haller et al., 2011). The review of past studies viewed that, while the entry of immigrants in the labour market was moderately direct for skilled immigrants, further it was found that this case was not for low-skilled labour groups.

The review of literature determines three vital problems that have significant influences on the immigrant capability to go into the labour market and capture maintainable work. The first problem was the significance of language ability in safeguarding employment (Madziva et al., 2016; Maroufof & Kouki, 2017; Westin, 2000). Language ability was not only recognized as prompting immigrant entrance into the labour market but also how immigrants do employment searching, nevertheless of educational qualifications. Definitely, poor language skill was recognized as the main hurdle for entrance, not for those migrated with less or no education but also for highly educated immigrants (Tuliao et al., 2017). Also, with language ability, and added matter for most of the immigrants was the deficiency of acknowledgment towards educational qualifications.

Second problem identified as influencing on the immigrant's ability to go in the labour market and search 'good' works was the discrimination made by boss that is based on fears, religion, cultural fit, accent and race that few immigrants maybe disturb the work area due to cultural variances (L. Ryan, 2011; Singh et al., 2017; Syed & Murray, 2009). The review of literature exposed that discrimination made by the boss against immigrants was a routine act across many countries. As a study in Europe on prejudice determined that wide-ranging of boss discrimination was made on Muslim employment (Strabac & Listhaug, 2008). Procedures related to discriminatory were

also obvious in Germany where opportunities of employment for immigrants from Spain, Croatia, and Italy did not vary from local persons, while Turkish immigrants were explored to have a meaningfully lower chance of resigning unemployment for a remunerated job (Strabac & Listhaug, 2008).

Similarly, a study on practices of employment was made in Australia that explored the existence of wide-ranging discrimination over the employment of immigrants, outcomes in greater rates of unemployment between this set. Employment research of Pacific immigrants in the area of rural Australia “Wollongong” recognized two major types of discrimination that are discrimination stigmatization basis and discernment on the colour basis that Pacific immigrants were untrained, less educated and only beneficial for non-skilled labour (Phillipson et al., 2003; Syed & Murray, 2009).

The third problem that influences the concert of immigrants in the area labour market was a deficiency of appropriate skills and abilities outcomes in the attention of few immigrant sets (with lesser human capital like work experience, abilities, and education) becoming focussed in low-salary trades through greater immigrant points. This was demonstrated in the United States by the enormous quantity of Mexican undocumented and documented personnel being working in viticulture, horticultural and agricultural activities (Haller et al., 2011). Another description given by few scholars S. J. Massey and Parr (2012) and Mahuteau and Junankar (2008) to describe the attention of immigrants in certain areas of the labour market was the propensity of immigrants to receive any work, even though the work is bad jobs, and then after some duration they transfer onto improved jobs, as they added advanced stages of employability. Because of the availability of low-wage rates jobs, most of the immigrants who could not migrate into high-wage rate jobs were mostly enforced to

employ more than one employment to survive. S. J. Massey and Parr (2012) identified issues of refugees who are migrated to Australia:

“just take whatever job they can...and a lot of them work two jobs just to have some sort of normal providing lifestyle.”

This feeling of immigrants towards employ on some employment has directed that immigrants are highly expected to employ risky employments, related to a poor work area, and with greater rates of damage (E. Kim, 2015). Mentioning on immigrant employment in Australia, Kim, (2015) concerned about the dilemma of immigrant women who are low-skilled working in low-wage rates, exploitative and vulnerable sectors like in hospitality, clothing, and cleaning. Generally, this debate has highlighted the important significance of the employment experiences of immigrants related to the settlement. This discussion provides a path for immigrants to make their income and turn out to be independent, but it presented several significant direct externalities that were known as being mostly related to their settlement. Employment was a step by step stone for most immigrants for upcoming opportunities, such as investment in more upskilling and education that would offer on-going benefits of the settlement, if immigrants were in a situation to gain themselves of these probabilities.

2.4.3 Housing

Another significant factor that impacts on the settlement experiences of immigrants is housing. Literature review identified many common issues related with immigrant settlement and housing, also issues associated with the entrance of immigrants in the housing market, the housing quality and the unfavourable health influences by insufficient housing also immigrant preferences about housing location (Bak-Klimek

et al., 2015; Berry & Hou, 2016; Fanjoy et al., 2005; Haller et al., 2011; Shields et al., 2016b; Teariki, 2017).

While immigrants are migrated to the host country, they are expected to arrange different measures to save their housing. This issue is mostly faced by non-skilled laborers as they have fewer financial resources. Thus, one of the serious factors that involve in the entrance of immigrants in the housing market is affordability (Sarah Bierre, Howden-Chapman, & Early, 2013; Hochstadt, 1999; Rubenstein, 2013; Zealand, 2015). Most of the scholars who do research especially on housing such as Sarah Bierre et al. (2013) and Castles (2007) have claimed in a relation of programs and policies to raise the percentage of affordable and social houses. Cvetkovic (2009) also viewed that council and state tenants have a significant influence on community renewal.

In the United Kingdom, researches related to immigrant settlement and housing reveals that some economic concerns mainly affordability and many different considerations affects the immigrant trend to cover places in the housing of supply that is remained by local people (Robinson et al., 2007). Furthermore, Robinson et al., (2010) determined that the immigrant reluctance to go to search accommodation in other places showed their apprehensions about in what way they are considered in places with few stories of differences and diversity. Regardless of these limitations, McAreavey (2017) have claimed that these immigrants could and did workout greater options about house location as they protected funds through their settlement. Studies in the context of Canada also showed in what manner discernment in the housing market influences several immigrants more than others. Teariki (2017) studied the settlement and housing experiences of immigrants in Canada. By collecting the data

from 80 immigrants from Kamloops and Kelowna, Teariki (2017) explored that immigrants had housing problems such as unfamiliarity with the Canadian housing system, unexpectedly high costs. Some immigrants depend on government-sponsored ones or local community organizations to search the job and accommodation.

In general, housing quality has been determined to be a significant factor in the well-being and health of households. This result has vital suggestions for new immigrants who frequently go at the economical end in the rental housing market and those who have to tolerate insufficient housing situations. While most of the immigrants may make the change because of housing, those families with fewer earnings may determine themselves stuck in unfavourable housing quality for a long duration, with over generations (Haller et al., 2011; Robinson et al., 2007; Teariki, 2017). Hence household salary has been found as a significant factor in defining the real routine living standards of immigrant families.

In distinction to the high proportion of harmony among scholars on the relation among damaging health effects and insufficient housing, the issue related to immigrant's decision about their living was considered by significant discussion. Although there was wide-ranging contract among scholars (Henderson, 2004; Robinson et al., 2007; Shields et al., 2016b) that a numerous key features impact on immigrant decision about their living (such as closeness to family, discernment in the rental housing market and employment), there was comprehensive discussion on the influence of racially focussed housing on integration and socially connectivity.

In addition, E. Kim (2015) has claimed that accommodation closeness to friends, family and the particular ethnic groups, is an optimal choice of immigrants. Few

scholars have claimed that the awareness of racial housing, and unfavourable accommodation, is an image of bad features involving discernment in the rental housing market, affordability and inadequate social networks (Tasleem et al., 2019a; Teariki, 2017; Thompson, 2016). Westin (2000) gave an interpretation regarding immigrant housing in the area of Sweden, was that ethnologically focussed housing imitated several groups desire to distinguish themselves from the destinations. From Europe and Scandinavia, some verbal obstruction to the growth of focussed ethnic housing has appeared where focussed housing domains have directed to viewed the social separation, social marginalization and social isolation of immigrant groups (Teixeira & Drolet, 2018). These views have been further included by other scholars who have claimed that focussed ethnic housing can go to riskier threats not just delivers a social standing ground for violence including radicalization.

Furthermore, scholars viewing about focussed immigrant and ethnic housing linkage with integration, the debate on this issue also increased their views about insufficient housing that could have undesirable downstream influences in unclear upward movement like restraining growth of various formal and social networks from institutions and organizations; restraining the finding for job; and accumulating the superior 'pull' towards less salary given businesses that additional forced upward social flexibility, and thereby additional embedding social disparities (Thompson, 2016; Westin, 2000).

Overall, the literature review on the settlement emphasized that housing has a significant role in manipulating the settlement outcomes and experiences of immigrants. Although the previous studies of the settlement emphasized an increasing knowledge base on the relation among the housing and settlement satisfaction, little

research was made in Malaysia specifically related with Pakistani immigrants and globally on the trail of immigrants housing and, in specific, the features that are manipulating the immigrants housing adequacy, suitability and affordability.

2.4.4 Social Networks

Researchers found that social networks play a significant role in supporting and assisting immigrants while they are making their settlement in the host country (Hammer, 2017; M. Liu, 2013; L. Ryan, 2011; L. Ryan et al., 2008; Simich et al., 2003; Walton-Roberts, 2008). Amongst other factors, associations through friendship and family ties have been recognized as having a deep impact in settlement of immigrants, as well as the finding of employment, accommodation and the facility of safety networks in hardship and bases of credit (Robinson et al., 2007). An immigrant's case, these ties have been known for their capacity to deliver emotional assistance and support to contract with multifaceted issues like involuntary familial separation and grief (Phillipson et al., 2003; Singh et al., 2017; Walton-Roberts, 2008).

Social networks considered the association among a group of individuals with some social ties. This association put the individuals in comfort. In this research, social networks are defined as 'ties' among social actors. For example, using a social network as a support network of a person. Walker (1977) used this term as a set of individual contacts by which the person continues his social uniqueness and obtains emotional support, information, services and new social links and material aid. However, Halpern (2001) defined that social networks concept is both intuitively and seductive simple. The idea seems to connect voluntarily with the method in which persons normally live and recognize them survives. Fozdar (2012) explains that social networks comprise of informal networks which are familial, spatial and friendship networks (individuals

known in the district); voluntary networks comprise activities like participation in youth clubs, sports, religious events, etc; also, formal community networks connected to local government.

Chong (2012) stated that leisure activities and social networks are significant for young persons, especially in the conversion from puberty to adulthood, by giving social support and enabling the growth of self-efficacy and new identities. Definitely, social networks that are strong, high-value familial associations, and friendships and contribution in community events during youth have been connected directly with social competence, self-confidence, and self-esteem, and inversely with depression (Fozdar, 2012; Halpern, 2001; Rubenstein, 2013). But, social networks can also core upon disruptive activities, planned by gangs and crime (Chong, 2012).

Social networks mostly constructed on one's connections and relationships (such as neighbours, relatives, friends, acquaintances or workmates) are thus epiphenomenal in which they both cover and exist outside the persons that found them. Social networks can be considered as essential to the knowledge of social capital, as one of the key fundamentals of social capital is that it is mostly understood as the group property.

The social network is the main factor of social capital that has been settled by well-known philosophers such as Da (2010), Qin (2008) while their interpretation is somewhat different. The shared viewpoint about this mechanism is that social relations or ties can make an alteration for both group and individual, in structure trust and obtaining and trading resources.

Social networks, exchange and trust are the three structures of social capital. However, the concept of social ties is understood as a strong point of social capital. Hence, the social network and social ties methods have been highlighted by a number of scholars, as this emphasis on resources and trust exchange in the associations, which eventually can contribute to wide-ranging well-being (Fanjoy et al., 2005; M. Liu, 2013; Qin, 2008).

Furthermore, these friendship, family and support functions ties have been renowned as taking a significant role in supporting new migrants to sustain critical features of their ethnic character, involving cultural traditions and the extension of their language (Fozdar, 2012; Portes & Böröcz, 1989). Illustration from the influential investigation on social networks by (Portes & Böröcz, 1989; Reitz, 2018), ‘strong ties’ are well-defined as:

“Densely knit clump of social structure.” (M. Granovetter, 1983)

Scott (1988) also found that:

“The stronger the ties connecting two individuals, the more similar they are, in various ways.” (Scott, 1988)

Urry (2004) argument is that strong ties are just not focused on who, but also forms of networks. Friggeri, Chelius, and Fleury (2011) viewed further to explain the reason for the forms of networks and inter-associations showed by familial relations and close friends are frequently denoted as ‘strong ties’. Scott (1988) also viewed that the purpose of social networks based on friends and families are ‘strong ties’ relay to these social ties to suggestion:

“greater motivation to be of assistance and are typically more easily available” (Scott, 1988).

Gozzo and D'Agata (2010) also explicated why because of these features, strong ties show a significant role in supporting those searching for employment:

"I suggested, moreover, that those in urgent need of a job turned to strong ties because they were more easily called on and willing to help, how-ever limited the information they could provide."

Another cause of tension documented in the literature review about the settlement is the wish of the migrant's children to search for the shape of social networks outside their cultural and social group, which is known as weak ties (Walton-Roberts, 2008). Hence, the expansion of the network has been documented as being mainly significant for younger immigrants in means of fitting in.

Scholars have claimed that this can have unplanned moments like the proficiency loss in their language, a serious feature of cultural distinctiveness. This language proficiency risk has emphasized the wish of many groups living in Malaysia to claim for interferences to avoid additional loss of language and to reconstruct the language possessions of these groups. Although the progress has been acknowledged as the diversity of Malaysia, this has not been found in Sweden, where the growth of the same language cases have been frequently observed as obstructing the integration process (Syed & Murray, 2009; Valdez, 2008; Westin, 2000).

Certainly, the discussion in the literature review of settlement on the role of the network was the most assumed triggering for this study. Although strong networks have constantly been documented as taking a serious part in the settlement of immigrant, the importance of other social networks was a notice of the worth of weak ties. This result presented a suitable basis for understanding how social networks have influenced Pakistani immigrants as a portion of this research.

2.5 Role of Government Department and Policies in the Settlement of Migrants

Government has a considerable influence on the immigrant's settlement all the way through its migration policies and settlement essential services in their whole migration activities, from procedures of recruitment to learning courses for language, securing employment and get safety advantages. In 1993, a report Abu-Duhou et al. stated that the experiences regarding the settlement of newly entered migrants were substantially influenced by two main forms of policies. First related to those of the reorganizing of the labour market (involving privatization, tariff, reduction, and deregulation); and another one to those of multiculturalism and social justice such as access and equity (Van Ginneken, 2013). Obviously, the second one forms policies that are of not much consequence; though, is whatever replaces them.

Moreover, migrant settlement policy is distinguished from immigration policy and migrant policy. Migrant settlement policies point that the new entrant to greet in their new society and these policies offer a blueprint about in what way and by what routes migrants will be maintained in their trip toward integration, acceptance and accommodation (Constant & Tien, 2011; Reitz, 2018; Van Ginneken, 2013). Immigration policy implies the rules and regulations of the people flow who are willing to come to the host country. The migrant policy is a part of migration policy that refers to the conditions provided to inhabitant migrants (Avila, 2015; Constant & Tien, 2011).

Settlement policy is positively linked with the processes and policies in which new arrival are greeted, accommodated and joined into the conventional society and immigration policy goals at the charge to safe the border from security intimidations and illegal methods of migration (Avila, 2015; Sigona et al., 2011). Shields et al.

(2016b) stated that settlement policies are furthermore of administrative decisions. Policies for settlement are also standard practices and programs that offer a wide-ranging image of what the society accepted should be the position of immigrants in their societies. Additionally, Government immigrant settlement policies are designed by the integration model that is working in the respective countries.

Furthermore, in the context of Australia, policies related to the settlement have noticeable influence are individuals concerning in a foreign country qualification: identification of qualifications is a crucial phase in re-joining an individual's occupation or profession (Shafiq, 2016). Findings have revealed this to be a key component in a settlement. Research in the context of settlement of migrants in Canada uncovered 'securing a good job' was 'overwhelmingly' considered as the extremely valuable adjustment job (Wilson-Forsberg, 2015).

Additionally, policies regarding migration entry have a great influence on the immigrant's settlement. An initial and visual pattern of the impact of different policies on migrants' lives and settlement is the intense discrepancy in assist of males in the post-war time. Doing the job in not developed regions and linguistic and cultural difficulties has suggested that most of the initial male migrants have not to get married or makes children and are currently old and alone (Yngvesson, 1988). In Australia, a key element in their of immigrants is the gathering of their extended families (Mohammad, 2013).

Moreover, report in 1997 about the issues of immigration in Asia Pacific, explored towards the migrant's labour are reserved in phases with the purpose of addressing one issue at a time. Though, this method is unclear as it is mostly erroneous with one

another. ILO Conventions and Recommendations measures some discrete phases vital for defending migrants' welfare such as before migrated from the country of origin and during the journey to hosting country, on their arrival, in getting job while exercising civil social and rights and during deportation (Navamukundan, 2002). Thus, these themes are commonly exercised in most of the countries towards the migrant labours. Though, certain other actions have been organized by the UK to monitor the flow of migrant labours in their state. The Worker Registration Scheme (WRS) entry was presented and executed between the A8 group especially from European states. Because of this scheme, any A8 inhabitants who want to do job with a manager with a minimum salary of £70 upon recordkeeping must register to the Home Office (Salt & Millar, 2006).

Likewise, the government of the UK has presented and executed the National Insurance Scheme according to that any person who wants to do job in the UK must apply for that and income tax deduction will be made from the account of workers (Elrick & Brinkmeier, 2016). This scheme is viewed as a decent outline to possess workers to track that either they are resident workers or labour migrated from another country. It is also known as a type of economic control where the administration can directly put tax on the workers. In addition, the government of Singapore has introduced some further circumstances about the work permit, containing the facility for no discrimination with the local persons with consent for the manager to deduct the cost of food (if provided), accommodations and transportation (Obeng-Ofori, Reichmuth, Bekele, & Hassanali, 1997). This illustration that any country government could make extra actions towards the migrant workforces still yet that it protects both immigrants and local (Balch & Geddes, 2003; Bust, Gibb, & Pink, 2008).

Additionally, UK government proposed several measures to contest illegal migrant in the host country such as they are not doing any work, follow non-legislative choices, present on the spot civil penalties, make a new crime of significantly engaging with illegal worker, make on-going responsibility for companies to find that workers do not do any type of job beyond the leave expiry and present on the commercial civil penalties, make the meaningful offense and make an on-going obligation (Drake & Simper, 2005). All these actions were planned to tackle various problems with migrant workforces.

2.6 Conclusion

Settlement of migrants is an extremely complex process, and a review of the literature showed its multidimensional nature. The sub-section of this chapter presents a brief overview of the change in the concept of settlement over time. Additionally, successful settlement is basically associated with economic, social, physical well-being, and economic well-being of migrants. The literature on settlement of migrants showed that they are facing difficulties in the host country, mostly in the employment sector. Lack of language proficiency, educational qualifications and unawareness of the labour market often becomes a hurdle in economic success. Literature explored that racism, feelings of isolation, and discrimination induced frustration and stress among the migrants. The above-described previous studies revealed the pre-migration expectation of migrants that are based on the reason for migration that involves in migration decision-making process. Housing issues are explored in the literature review. Moreover, social networks have a deep impact on settlement of immigrants as well as the finding of employment, accommodation and the facility of safety networks in hardship. The immigration department and policies also played a significant role in the settlement of immigrants. This chapter has shown settlement factors of migrants

such as employment, pre-migration expectations, social networks and housing are described. Based on these factors, researcher can determine the settlement experience of Pakistani migrants in Malaysia. Majority of the studies were focused on settlement of migrants in Canada, UK, US, and Australia. However, very few are examining the settlement of Pakistani immigrant labourers in Malaysia.



CHAPTER THREE

THEORETICAL CONTRIBUTION

3.1 Introduction

This chapter comprises of three pieces of knowledge that explain the theoretical foundation for this study. The first portion is devoted to an overview of the push-pull model of migration. Even though a suitable investigative method, the push and pull model cannot be deemed a theory- instead of a way of organizing various factors that are vital in a process of decision making about migration. Provided its exploratory nature, this study is based on it in the first finding chapter (chapter six of this dissertation) when examining the pre-migration expectation that initiated the migration decision among the Pakistani immigrant labourers in Malaysia. The second portion of this chapter explained an overview of social network theory. This study has depended on two specific flows of social network theory. Exclusively, the exploration of settlement experiences (involving pre-migration expectation, employment and housing) has been conducted by a particular type of social network theory, that is, network theory of migration as envisioned by D. S. Massey et al. (1993). Additionally, this study is based on the ideas of strong and weak ties as proposed by M. Granovetter (1983). The last portion of this theoretical contribution chapter includes an overview of neo-classical theory on which the study depends on in the examining of different factors of settlement experiences of Pakistani immigrant labourers in Malaysia.

3.2 Push-Pull Model of Migration

The foundations of the push-pull model can be drawn back from ‘laws of migration’ proposed by Ravenstein (1889). He studied migration to be an essential portion of development and considered economic as a key motivation behind migration. His migration laws are related to international migration and are highly pragmatic overviews drawn from his study of the British and other surveys with the passage of time (King, 2012). Ravenstein (1889) argued that individuals are mainly migrating from low income to high-income countries, and from high to lowly populated areas show fundamental assumptions of push and pull model of migration (Jung, Han, & Oh, 2017).

The push-pull model is a simple, definitely one-dimensional model that considers migration as determined by a number of push factors found in the home country (political repression, poverty, landlessness, low social status, poor marriage prospects, rapid population growth, unemployment, etc.), and pull factors found in the place of destination (better welfare and education systems, better job and income prospects, political freedom, good living conditions and environmental, land to farm and settle etc.) (King (2012) , p.13). Further E. S. Lee (1966) proposed that in addition to such factors, there are different ‘prevailing problems’ which migrants must overwhelm such as, travel costs, physical distance culture-related hurdles such as different living styles, linguistic challenges as well as political problems namely immigration restrictions and international borders (as cited in King, 2012).

Lee additionally stated that the process of migration is discerning in terms of the person features of migrants since different individuals reply differently to numerous combinations of push and pull factors reliant on their personality, life stage and economic status (as cited in King, 2012). Despite this, an adolescent with no job will be more fascinated by work and factors of income and be less concerned about the system of education in a destination. The system of education at the destination will be a highly significant factor in the migration decision-making process for those who have children (King, 2012).

Moreover, deep-rooted ‘push/pull’ theory proposed by Lee (1966) detailed the reasons for attracting and pushing individuals to migrate to other countries. Although economic growth has always been a solid feature of this theory. The push and pull theory include aspects other than simply economic. These aspects contain cultural issues, personal factors and language proficiency that identify that different individuals will respond differently to several groupings of pushes and pulls, because of their social networks, personal resilience, life-stage and human capital attributes (Wickramasinghe & Wimalaratana, 2016).

Furthermore, De Haas (2010) defined the push-pull theory as a fundamentally equilibrium and individual selected model that is mainly related to neoclassical micro models” which are founded on the philosophies of utility maximization, labor mobility, factor-price disparities among countries and regions, and rational choice. This model gain importance in the previous studies of migration and is a major model of migration in universities and secondary education undoubtedly due to its feature to involve all the characteristics that involve in the decision-making process of migration. Regardless of its apparent popularity, this migration model has been criticized on

several grounds. De Haas (2010) made critiques of the push-pull framework in his study on migration and development from the theoretical point of view.

“It is doubtful whether the push-pull framework is of much analytical use, and whether it can be called a theory at all. It is rather a descriptive model in which the different factors playing a role in migration decisions are enumerated in a relatively arbitrary manner. As they are applied in practice, push-pull models tend to have the character of ad-hoc explanations forming a rather ambiguous depository of migration determinants. More problematic is the tendency of push-pull models to confuse different scales of analysis (ranging from individual to global). Neither do they allow for empirical tests on the role and importance of factors that have been included or excluded. Analyses concluding that low wages, high population pressure or environmental degradation as opposed to better conditions at the destination ‘cause’ migration tend to be so general as to be more or less stating the obvious. Push-pull models also tend to ignore the heterogeneity and internal stratification of societies... the argument that migrants are lured to big cities or to foreign countries because of the high wage ‘pull’, is implicitly or explicitly made in relation to an apparent low wage ‘push’ at the sending end. It then becomes arbitrary and open to subjective judgment to establish whether the push or the pull is dominant. In fact, the differences in the relative scarcity of labour can be aptly expressed in one single variable, that is, wage differentials”.
(p.18)

Thus, the push/pull framework made possible for researcher to determine the various economic and non-economic motives for which Pakistani immigrant labours decided to migrate to Malaysia. However, this push/pull model is not enough to completely explain settlement experiences of Pakistani immigrant labours in Malaysia as it pointed only on distinct features of migration process, intervening difficulties and push/pull factors. Social networks are another vital factor of migration process to which social network theory and the intersectionality view presents certain significant understandings.

3.3 Social Networks Theory

3.3.1 Network Theory of Migration

Social networks assist immigrants by providing the sponsoring of the journey, knowledge to search for a job or suitable accommodation, by delivering data about education opportunities and access to social safety (Arango, 2017). If in this study, researcher included network theory that focusing on the settlement of migrant labours than researchers may determine that networks play a significant part in the satisfaction level of the migrant labours towards settlement and raise the opportunity of employment and decline the possibility of deportation. Basically, the network theory is constructed on the theory of social capital (Massey, 1993). Therefore, the existence of this sort of social capital expands the expectation to have a settled life in the country where they are migrated.

Moreover, networks have a high effect in decision making process about migration (Klabunde & Willekens, 2016; Light, Bhachu, & Karageorgis, 2017). Networks which are informal in nature based on friends, ethnic community and family relations to recognized as having a significant part in 'chain migration' and helping new migrants in their starting phases of settlement (Arango 2017). Massey et al. (1993) stated that these networks:

"can be measured a form of social capital stretched across migrant space, and thus facilitate the likelihood of international movement because they provide information which lowers the costs and risks of migration." (Massey et al 1993, p.42)

Although these networks are identified as being significant for new migrants, recently a growing number of academic scholars have increased their attention about migrants specifically to these networks (Arango, 2017; Bhachu, 2017; Spiegel & Harrison,

2018). Massey et al. (1993, 2005) discussed the network theory of migration and support it in the idea of social capital. Initially, the social capital concept has been founded by Glenn Loury to describe a set of imperceptible assets in communities and families that support to foster social advancement amongst youngsters.

However, the broader importance of social capital in human society has first been articulated by Bourdieu. According to Bourdieu's, "social capital is the combination of assets, virtual or actual that accumulate to a person or a group plus having a long-lasting network of a less or more institutionalized association of mutual recognition and acquaintance" (Bourdieu & Wacquant, 1992). The specific group provides its followers with mutually owned capital that permits them an acknowledgment. For that reason, capital is established by the capital volume (symbolic, cultural or economic) and the size of the network influenced by individuals to whom a person is linked. Although, social capital is subjected on the quantity of capital or the extent of individual networks in these links are controlled, it is "a mutual asset, shared by adherents of a distinct set, with strong restrictions, mutual recognition, and obligations of exchange" Bourdieu and Wacquant (1992) as cited in Konyali and Crul (2017).

Social capital has the main aspect of its convertibility because it can be changed into new types of capital. Individuals get social capital through social institutions and associations in networks and then converted it into substantial resources to keep or advance their position in society. Scholars applied the migration concept and recognized the significance of migrant networks in promoting international migration to a destination. Migrant networks are "collections of social ties that link migrants, non-migrants and former migrants, in destination and origin regions through ties of friendship, communal origin and kinship" (Massey et al., 1993, p.448). Depend on

social ties to friends and relatives who already migrated, individuals gain access to support, knowledge and other means that ease their migration flows. Initially, migrants who move to the destination have no social ties in the host country on which he/she relied. Hence, in the case of initial migrants migration is costly, particularly for those who travel without authorized documents (Light et al., 2017).

The social ties transformed into means after the migration of someone from close relatives. This may further be employed to access overseas work and all other advantages such as better salaries, and the opportunity of accumulating money and sending remittances. In that case, network associations symbolized a type of social capital that individuals can access to get numerous forms of financial capital. Consequently, the cost and risk for newcomers are minimized by getting benefits from already to settle a person abroad. Every new migrant extends their network and reduces migration risks for all those individuals who are associated, ultimately providing it “costless and risk- free to expand family labour distributions by emigration” (Massey et al., 1993, p.43). This moves to the development of such networks in destination and origin and makes further potential toward migration errors.

The network theory directed towards a set of highly conclusive propositions. Corresponding to network theory, the possibility that person will migrate is higher if: 1) person has someone who already settles abroad; that chance rises with closeness of affiliation (e.g. close family member like mother, sister or brother; 2) if person himself has previously migrated to some other place; and 3) if the process of migration is highly common in his society and beliefs regarding migration turn into portion of societal values (Bilecen, Gamper, & Lubbers, 2018).

Network theory of migration further claims that migration organizations act as a basic part of networks of migrants, indicating that social ties are not merely initiated migration. With the passage of time, migrants aware about profit gaining organizations and firms which offer number of facilities to immigrants in conversation for fees, symbolizing a new type of social capital on which they can depend on while securing entry to a foreign labour market (Braun, Clarke, Hayfield, & Terry, 2019; Light et al., 2017). The facilities provided by private organizations and profit gaining groups often involve visas and fake documents, concealed transportation to core destinations, providing accommodation, agreement on transnational marriages and credit or additional modes of support in home countries.

Groups of humanitarian help migrants by providing legal advice, counselling, shelter, social services about the ways to get legal papers, and even protection from law enforcement authorities of immigration (Massey et al., 2005). Agents for recruiting can at moments be the enthusiastic planner of new migration flows from regions of labour supply to the regions of labour shortage (Garip & Asad, 2016). Signifying on the essential part of migrant institutions in migration, Fokkema and De Haas (2015) mentioned that: International migration is pre-eminent studied for both structural determinations and personal motivations, while these must show a role in any justification, but as the enunciation of agents with specific benefits and performing detailed parts in an institutional environment, representation knowledgably upon set of guidelines to enhance the access to assets.

There are numerous previous studies that have shown the influential migrant network's role in shaping a person's and families' decisions to migration as anticipated by network theory (Fanjoy et al., 2005; Knight & Gunatilaka, 2010; Mähönen, Leinonen,

& Jasinskaja-Lahti, 2013; Rowe, 2007). The majority of literature exploring the fundamental role of social networks in decisions about migration and has confirmed the above-mentioned statements concerning the network theory of migration. Especially, most of the researches have proved that availability of social tie to someone residing in a foreign country considerably boosts the possibility of emigration and that opportunities increase with the closeness of relationship (Chaney, 2015; Damstra & Tillie, 2016; Gambaro, Kreyenfeld, Schacht, & Spieß, 2018; Light et al., 2017; Silva & Massey, 2015). Justifying this statement strong, Palloni, Massey, Ceballos, Espinosa, and Spittel (2001) employed data of siblings from the Mexican Migration Project to explore the basic role of social capital in the chances of migration. They found that already settled siblings abroad considerably raises the probability of the other family member' migration.

Additionally, literature found that continuity of migration based on the persons flows towards migration that represented the self-perpetuating nature of the immigration process (Garip & Asad, 2016; D. S. Massey & Espinosa, 1997; Sime & Fox, 2015; Wen & Hanley, 2015). For an instant, Massey & Espinosa (1997) employed data from twenty-five Mexican areas and noticed that the probability of repeat movement for migrants from Mexican gradually raises the number of United States visits increases both for documented and illegal migrants. Furthermore, literature revealed that the likelihood of people towards migration increases if they belong to those areas where migration trends are high (Garip & Asad, 2016; Schapendonk, 2018). In addition, past studies also proved the significant role of migrant institutions in shaping the decisions towards migration in the whole world (Briones, 2017; Cranston et al., 2018; Ullah, 2016). For instance, Massey et al. (2005) stated that social networks have an influential

role in migration within the “migration industry “in Asia, either by intermediaries or migration organization

3.3.2 Granovetter’s Strong and Weak Ties

In 1977, the paper “The Strength of Weak Ties” transcribed by one of the well-known sociologist Mark Granovetter published in the American Journal of Sociology revealed a critical piece of knowledge in the field of social network analysis. Granovetter (1977) fostered his renowned Strength of Weak Ties argument. Started by claiming that “the strength of a tie is a (maybe linear) arrangement of the intimacy (shared confessing), amount of time, the reciprocal services, and the emotional intensity which depict the tie” (p.1361). He argued that even though combinations of these factors are apparently very interconnected, each one has some degree of self-determining of the previous one.

Founded on such description about strength, Granovetter argued that interpersonal ties are of three forms of strong, absent and weak ties. As per his point of view, friends and family member (strong ties) are linked to higher rate of collaboration, broader reciprocal service, more intimate, and more emotional concerning, while acquaintances (weak ties) are considered by lower rate of interaction, narrower reciprocal service, less intimate, and less emotional connecting. With respects to the absent ties, he mentioned that comprised in the "absent" are both the absence of any association and ties deprived of considerable consequence, such as a the "tie" to the retailer from whom one usually purchases a morning newspaper, or "nodding" association among individuals living on the same road” (p.1361).

Granovetter’s highlighted on linking weak ties are fundamental to his strength of weak ties assumption. He claimed that weak ties are further possible to associate adherents

of various small groups which are highly strong ones that lean to be focussed in specific groups. Therefore, as he claimed, “weak ties are further probable to relocate in circle dissimilar from our own and will, therefore, have the facility to data divergent from that which we obtain” (Granovetter, 1977, p.1371). Based on his argument, he pointed out the findings of his research of managerial, technical, and professional job changers found in a Boston suburb. He mentioned that in some scenario, the contact who communicated the related information about the employment “was those who slightly involved in the existing network of interactions, such as a former workmate or an old college friend or employer, with whom irregular contact had been continued” (p. 1371).

Mentioning on such research findings, Granovetter maintained that “weak ties are a significant source in building potential migration chance” (p.1373). He concluded that “there are two mutual sources of weak ties such as work settings and formal organizations” (p.1375). He concluded his research by stating that “weak ties, every so often criticized as procreative of estrangement and are here observed as crucial to persons' chances and to their integration into groups; refinement of local interconnection, strong ties, lead to general disintegration” (p.1378).

Although in his original argument, Granovetter’s focused mainly on weak ties. After six years, he gave more consideration to the strong ties in his modified edition of this argument found in paper named “The Strength of Weak Ties: A Network Theory Revisited”. Commencing the debate on the importance of strong ties, he stated that:

“Lest readers of SWT and the current research channel all their close friends and set out to build large networks of acquaintances, I had better say that strong ties can also have value. Weak ties offer persons with access to resources and information outside those available in their own social circle, but strong ties have

a greater inspiration to be of support and are usually more easily accessible. I consider that these two facts do much to clarify when strong ties show their exclusive part". (Granovetter, 1983, p.209)

Granovetter (1983) depicted from the literature that individuals who have high insecurity in the form of employment problems, poverty and disasters tend to depend on strong ties. He argued in his research about finding employment that "individuals whose work was initiate from strong ties were extreme to have had a duration of unemployment among jobs than those individuals who were referred to weak ties" (Granovetter 1977, as cited in Granovetter 1983, p.211). Additionally, based on the finding on his study, he recommended, "furthermore, that individuals who are in crucial need of a work-focused to strong ties as they found it without difficulty and they were easily assessable and ready to assist, though inadequate information they could offer" (Granovetter, 1977, as cited in Granovetter 1983, p. 211).

Furthermore, Granovetter (1983) exposed in his review of the outcomes of assisting networks in a district Toronto, Wellman reveals that 56 per- cent of the first closest classified peoples are depended on in difficulties. He claimed that literature explained that poor individuals depend more on strong ties as compare to others. While justifying his argument, Granovetter (1983, p.212) stated a conclusion made by Yancey and Ericksen (1977) in their research of Philadelphia:

"Strong networks are related both to an absence of social services and economic insecurity. As long as the rate of unemployment is high the danger of living in poverty is real, and as long as enormous units of the population find access to daycare, medical services, and social welfare services difficult, we supposed to find confidence in strong networks to endure among them". (p. 28)

While Granovetter (1983) did argue that provided the higher accessibility of strong ties are often employed by people in positions of high insecurity, as mentioned that:

“The heavy concentration of social energy in strong ties has the influence of fragmenting groups of the poor into summarised networks with poor links among these components; persons so compressed may then misplace some of the benefits related to the outreach of weak ties. This may be one more aim for why poverty is self-perpetuating. Undoubtedly programs meant to offer social services to the poor have commonly had distress in their outreach efforts. From the network point of view advanced here, one can understand that the concern is to be expected”.
(p.213)

The assumption ‘strength of weak ties’ and concepts of strong and weak ties proposed by Granovetter (1977, 1983) became enormously notorious and had been considerably discussed and explored not only by sociologists, nevertheless by researchers from many other fields. Though some researchers have explored such assumption and concepts specifically with refers to the finding of employment (Gee, Jones, & Burke, 2017; Goel & Lang, 2019; Hanley, Larios, & Koo, 2017; Moroşanu, 2016; Zenou, 2015) others (Giulietti, Wahba, & Zenou, 2018; Kohlbacher, Reeger, & Schnell, 2015; Marsh, Milofsky, Kissam, & Arcury, 2015; Z. Wang, Zhang, & Wu, 2016) have used it to various more domains such as migrant entrance to the housing market and in the general view of integration.

In accord with Granovetter (1983) argument on the significant involvement of strong ties among individuals in high insecurity (with downgraded populations like poor), many researches focused on migrant populations and revealed that newcomers mostly use their strong ties with friends and family in order to get job, better housing, and healthcare in destination (Chaumba, 2016; Giulietti et al., 2018; M. Granovetter, 2018; Marsh et al., 2015; Moroşanu, 2016; Myhrvold & Småstuen, 2017). For example, a study of migrants and homelessness in Ontario noticed that because of language

difficulty, mostly migrants depended on relatives and friends in discussions with owners (Preston et al., 2009).

Also, Granovetter (1983) claimed that side-lined populations tend to depend more on strong ties as compared to others do, “which makes them lose the benefits linked with the outreach of weak ties” (Granovetter, 1983, p.213). These arguments further indicated that by depend more on strong ties, there is less likelihood of accessing better job opportunities. Actually, mostly researches indicated that dependences on strong ties lead migrants towards low-salary employments (Del Rey, Rivera-Navarro, & Paniagua de la Iglesia, 2019). Correspondingly, Goel and Lang (2019) revealed that “migrants who are linked with strong social ties in their areas enjoy a more rapidly coming rate of works, at least at the inferior end of their salary dissemination”.

In contrast with the Granovetter (1983) point of view that weak ties are only intermediaries of useful and new information, Moriah, Rodriguez, and Sotomayor (2004) concluded that strong ties can be equally valuable in that sense. They examined the experiences of new enterers in Colombia whose migration objective is to gain access to the housing market and strong ties contribute highly when it goes to integration into the housing market. Based on the findings, they mentioned that acquaintances and friends existing in Canada were the pre-eminent networks for accessing information before their arrival and during the initial finding. While they acquire information of, and housing market experience, these strong ties suggested valuable support that helps new arrival to avoid personal and financial losses.

Furthermore, a study on psychological difficulties to integration and settlement of newly migrated in Canada conducted by Atanackovic (2014) stated that strong ties are linked with local ethnic group which give assistance and support throughout the first days in a numerous methods and simplicity adaptation, though, in an extended duration these strong ties create a problem for social mobility and adaptation. Author described this situation because in many cases the consultants they depend on did not effectively integrate themselves and therefore, give to the new arrival their own adverse frustration and attitudes as an alternative of assisting them. Additionally, some migrants trusted more on each other as compared to official staff and they attempted to alter driver's licenses by grouping in a big grouping and intimidating officials as a substitute for requesting for proficient advice and only fulfilling with the regulations.

As a result of the literature review, both Granovetter's assumptions about the strength of strong and weak ties and network theory of migration have supported this study of settlement experiences of Pakistani immigrant labours in Malaysia. However, as findings of this research will reveal, both demonstrated to be not enough to lead researcher to make a full understanding of settlement experiences of Pakistani immigrant labor in Malaysia. Thus, researcher founded this study on other theories too to make a better foundation as a theoretical point of view.

3.4 Neoclassical Migration Theory

The prevailing theory while explaining the migration and settlement of immigrants is the neoclassical theory with its fundamental statement that migration is done largely by rational deliberations of economic such as relative costs and benefits (Kurekova, 2011). The basic model of neoclassical theory was formerly constructed to describe migration in the economic development process in the works of Hicks (1963) and

Harris and Todaro (1970) stated that migration is actually done because of actual differences in wage rate across countries or markets that develop from diverse degrees of labour market stiffness. This theory also explained that migration is resulted by differences in wages among capital-rich against labour-rich countries and the subsequent differences in geographic in labour demand and supply. The principal concept of the neoclassical approach is based on wages rates. With this statement of full employment, it expected a direct association among flows of migration and wage differentials (Dustmann, Schönberg, & Stuhler, 2017; Nguyen, Raabe, & Grote, 2015; Tomaskovic-Devey, Hällsten, & Avent-Holt, 2015).

The macro-level of neoclassical explanation can be converted to the micro-level individual choice model and has been stated as the human capital theory of migration (Taylor & Martin, 2001). Arango (2017) presented that human capital theory improves the framework of neoclassical theory by integrating the socio-demographic features of the people as a significant factor of migration at the micro-level. The main point of this analysis is that a rational person is intended to migrate with the aim of exploiting his or her gains and benefits. Human skills, gender, capital endowments, marital status, age, occupation, and labour market status also the expectations and preferences intensely influence the person. Heterogeneity among people is a significant aspect and different persons in the similar sending country reveal various tendencies to migrate and would also select various receiving countries.

Thus, the most productive concept is classic migration based on the theory of neoclassical economics, which suggests that every rational person migrates by selecting the best combination of job security and wage rates (King, 2012). The core of this theory is differences in wages rates and opportunities for employment among

the countries from where the migrants come to that of other host countries. Migrants are ensuing greater incomes which becomes the main migration influencers. A distinction on the theory of neoclassical economics is the migration theory of new economic theory which opposes that decisions for migration are not taken by isolated persons, but by superior units like households and families, where individuals act jointly to expand expected income. New economic theory describes that through labour market distribution beyond their home country, households and families can depend on migrant remittances for funding (Massey et al., 1993). This theory can clarify the different forms of immigration-related to Pakistani migrant labours, where Pakistani migrates to do work as labour in different sectors.

3.5 Conclusion

This chapter has reviewed the push/pull model, social network theory and neoclassical to make the foundation of this study. Literature review discussed in the previous chapter has presented some knowledge gaps in the literature that refers to the settlement experiences of Pakistani immigrant labourers that this thesis seeks to fill. Though by revealing these unexplored problems concerning settlement experiences this study constitutes an important contribution to the past literature, this research gives some theoretical understandings as well. As explained in this chapter, some studies on immigrant are theoretical and not clearly convey their theoretical assumptions. Accorded its importance of pre-migration expectations, employment, housing and role of social networks in immigrants' settlement, push/pull, social network and neoclassical theory provide very satisfactorily to this research objectives. This study is theoretically founded on two main concepts of social network theory- namely, the concepts of strong and weak ties as envisioned by Granovetter (1977, 1983) and network theory of migration by Massey et al. (1993, 2005). In addition to bringing new

understandings to the previously body of literature on immigrant labours and resulted with some suggestions about policies, this research will also theoretical contribution to past studies, mainly literature relating specifically to the settlement experiences of immigrant in Malaysia, and more broadly to the literature pertaining to Pakistani labour groups in an international migration context.



CHAPTER FOUR

RESEARCH METHODOLOGY

4.1 Introduction

This chapter elaborates the selection of qualitative research methodology for this study in light of the two research philosophies: ontological and epistemological. The chapter also justifies the interpretivist and phenomenological approaches in acknowledging the research philosophical assumptions that underpin this study. This is followed by the explanation of research methodology, data collection methods, and data analyses.

4.2 Research Philosophy

The section starts by addressing the research process based on the reasoning behind the selection of qualitative approach. Strong justification behind the adoption of interpretivist and phenomenology approaches in this study is presented. These selected approaches offer reasoning to the adoption of qualitative research methodology. Bowen (2009) defined research philosophy based on four elements: ontology, epistemology, methodology and methods. Ontology refers to the notion that our actions portray our belief. This involves the central beliefs that someone grips the social world nature and its association with specific social actors. Meanwhile, epistemology refers to the evidence of the reliability and validity of the presented knowledge. This evidence level tells about one's belief, as well as the way to study this belief validly and reliably. Meanwhile, methodology refers to the processes involved in driving about the mission of constructing valid and reliable knowledge.

This notion explains the methods applied to generate the theoretical knowledge related to the social world. The last one is method, which is related to the process of collecting data (interviews, observations, questionnaires, etc.) in order to examine the underpinning theories.

Both ontological and epistemological aspects are linked with the philosophic posture about the nature of realism and about gaining knowledge to study the world. Crotty (1998) asserted that these choices must be identical. Collis and Hussey (2013) described that the assumptions in each of the residual parts are interlinked and are balanced to certify resemblance in the applied approach. They added that scholars who applied qualitative study attempt to understand the participatory setting by investigating this very context and gathering information personally. The next section described the ontological and epistemological elements, as well as the interpretivist approach adopted in this study.

4.2.1 Ontological and Epistemological Elements

Collis and Hussey (2013) asserted that the ontological and epistemological principles notify the assortment of research methodology, which describes the philosophical position about the research problem. Scholars must first response to ontological queries: ‘What is the nature and structure of reality?’, and ‘What is present that can be identified about it?’ (Denzin & Lincoln, 2011; Guba & Lincoln, 1994). Upon addressing these queries, the norms and meanings are bound to reflect great importance, as a researcher can observe that several behaviourally identical movements may be taken very differently depending on conditions (Creswell & Poth, 2017). Corbin, Strauss, and Strauss (2015) stated that for the issues of epistemology, the research should reply to the query: ‘What is the nature of relationship among the

recogniser or would-be recogniser and what can be recognised?’ Meanwhile, Scotland (2012) explained that epistemology is linked with what can be viewed as acceptable knowledge. Issues of this type must be discussed in a similar fashion and reliable with the earlier stated ontological perspective. This helps in address the question; ‘How do I recognise what is accurate?’ Scotland (2012) also developed an approach to observe how people recognise the surrounding world. Collis and Hussey (2013) defined epistemology as knowledge theory with detailed reference to both the validity and the limits of knowledge.

In this study, migrant workers in varying sectors have different settlement experiences. Hence, it is crucial to determine both the administration and social principles that direct one’s comprehension about the settlement experiences of Pakistani migrant labourers in Malaysia. Patton (2005) emphasised that the base of social reality is based on one’s description of it. Therefore, this study falls into the interpretivist approach based on the perspectives of ontology and epistemology, as defined by (Collis & Hussey, 2013).

4.2.2 Interpretivist Approach

This study adopted the interpretivist approach as it revolved around a social phenomenon. As such, it is vital to determine the administration and social principles that direct the researcher’s interpretations of the settlement experiences of Pakistani migrant labourers in Malaysia. Interpretivism needs a changed approach for the research in social world, when compared to natural world. Social world and human behaviour can be determined from the interpretivist approach (Bryman, 2016).

The members of a society are viewed as significant actors who can transform social structures. Therefore, examining the structures alone can be detached from

interpretations of human or appropriate meanings might be missed. Instead, human interpretations as to what meanings they assign to social structures are vital in the study process. Lincoln (2007) asserted that efforts by the interpretivist scholars to determine social reality should be grounded in one's observations of social reality. The interpretivist approach was employed in this study to identify the settlement experiences regarding pre-migration expectations, employment, housing, and social network of Pakistani migrant labourers residing in Malaysia. This approach adopted the philosophy to the examination of social phenomena that attempts to define and examine both social and administration patterns. Nonetheless, this approach includes an array of intellectual suggestions. Its key drive refers to the application of qualitative methods to examine the social phenomenon.

It has been noted that researchers who applied the interpretive approach tend to dismiss detailed definitions. They assume meanings are determined and emergent by the situation, thus demanding clarification (Myers, 2013). From the methodological stance, interpretivism employs qualitative methods to study social phenomena (Wahyuni, 2012). In this study, the interpretivist philosophy was adopted to examine one's experience towards settle life in host country, as well as how social networks were perceived, engaged, and evaluated by migrants.

4.2.3 Phenomenology Approaches

Sarantakos (2012) asserted that interpretivism is linked with the theoretical condition of idealism with a range of methods comprising of hermeneutics, social constructivism, and phenomenology approaches that discard the objectivist view with notion that exists in the world autonomously of consciousness. Burrell and

Morgan (2017) stated that the phenomenology approach is the traditional philosophy that seeks to recognise the world by directly facing the phenomena.

Mohanty (1970) stated that in phenomenology approach, “the reality underlying a certain phenomenon is often perceived in the form of things experienced and revealed through the interpretations of the conscious subject; neither being perceived in a purely objective way nor constructed by consciousness”. This reflects an important facet of the phenomenon that might be repeated in many people, especially those experiencing analogous traits (Wojnar & Swanson, 2007). The phenomenological concept is inconsistent and involves certain conditions within various circumstances and can also lead to plenty of outcomes (Creswell & Poth, 2017). Possibly, this idea can be described by multiple realities.

Based on this view, this study upholds that the migrant workers’ phenomenon is the set of what is intentionally understood and experienced by different migrant workers each in their specific situation. The focus, hence, should be made on different situations of each migrant worker about their own feelings and stories, whereby their experiences represent the phenomena of the migrant worker. Hence, this study assumed that the Pakistani migrant workers might have varying settlement experiences. The understanding required here is principally founded on pre-migration expectations, employment, housing, and social network of the Pakistani migrant workers, as well as the meaning underlying such experiences described in their own words, as consistent with the past studies deliberated in Chapter Two.

4.3 Qualitative Research methodology

This choice of research methodology was dictated by research philosophy, research questions and objectives, as well as the worldview of settlement experiences of migrants across various countries. This methodology reflected more relevance as it permitted high capacity to arrive at more meaning and depth based on the perception of labourers regarding their settlement experiences, especially those related to pre-migration expectations, employment, housing, and social networks. To decide on the most appropriate methodology, the literature was combed through (Connelly et al., 2011; Drolet & Teixeira, 2019; Henderson, 2004; Hugo, 2008; Iqbal, 2014; Junankar & Mahuteau, 2005; Kanwal, 2018; Kassim, 2000; Maré et al., 2007; Rahim, 2014; Rahman et al., 2014; Shafiq, 2016; Tasleem et al., 2019a; Teixeira & Drolet, 2018; Thompson, 2016; Westin, 2000; Yasmeen, 2002). As a result, it was found that the qualitative approach best suits this study.

The qualitative approach was adopted as it seemed to be the best appeal to examine a phenomenon in its real-life perspective. This approach enabled the researcher to gain deep understanding and insights regarding the settlement experiences of Pakistani migrant workers in Malaysia. Creswell and Poth (2017) also indicated that the qualitative methodology enables one to explore deeper insight instead of investigating the external traits of the issue. This approach offers the opportunity to collect richer and more informative data, so as to enhance the knowledge of the subject matter, as opposed to the quantitative approach (Myers, 2013).

In a qualitative study, the phenomena under study, its causes, implementations, conditions, and related concerns are investigated in an in-depth manner (Dörnyei, MacIntyre, & Henry, 2015). Hence, the qualitative approach provides more

explanation regarding the settlement experience of Pakistani migrant workers in Malaysia. Additionally, this approach delivers valuable data design and the reason behind the social phenomena (Creswell and Poth (2017)).

The qualitative research methodology enabled this study to evaluate the reality behind the migration of Pakistanis into Malaysia. It assisted in analysing their settlement experiences pertaining to employment, housing, and social networks. This approach provides support in examining the role of the immigration department in light of settlement of Pakistani migrant workers in Malaysia. This allowed the in-depth assessment of the phenomena of settlement, the reasons for migration, their current conditions, policies implementation, and related concerns. No doubt, the qualitative approach is more concerned with the real picture of a story and offers a more comprehensive view on each point, whereby one can examine the root causes in detail (Flick, 2018). Based on this view, it is crucial to comprehend the behaviour of migrant labourers at each point of settlement. Hence, the qualitative approach was selected to examine the experiences of Pakistani migrant workers regarding settlement in Malaysia.

4.4 Data Collection Method

The data collection method was selected with the rationale of validating and enhancing the knowledge gathered from academic journals. In this study, semi-structured interviews were carried out with 21 Pakistani migrant labourers and three officers each from the Ministry of Human Resource of Malaysia, Immigration Department of Malaysia (Kedah Branch) and the High Commission of Pakistan in Malaysia. To answer the research objectives of this study, the researcher decided to interview two categories of respondents namely, Pakistani migrant labourers and officers from

Malaysian Immigration Departments and High Commission of Pakistan in Malaysia. The researcher aimed to interview Pakistani migrant workers who were legally entering with a temporary valid work visa (TEVP) issued by the DOIM. This type of migrants is known as documented migrant labourers and are mostly involved in construction, manufacturing, plantation, agricultural, and services (Balakrishnan, 2013). Hence, in the researchers' opinion, this category of respondents could provide detailed information regarding settlement experiences of Pakistani migrant labourers in Malaysia. The researcher also believed that those who had gone through settlement phases after migration could share their opinion, experiences, and views about their challenges in settling the lives in Malaysia.

Although, Pakistani migrant labourers provided a clear picture of settlement in Malaysia, the researcher found that it is necessary to gather information from the international migration departments, including Ministry of Human Resource of Malaysia, Immigration Department of Malaysia (Kedah Branch) and the High Commission of Pakistan in Malaysia. These departments are responsible for managing, monitoring, and controlling the migrant workers in Malaysia. The Ministry of Human Resource of Malaysia are accountable for handling immigration and imposing immigration laws and regulations in the country. It updates and implements migrant labour policies and laws to create an efficient, productive and discipline workforce with positive values and good work ethics. The Immigration Department of Malaysia (Kedah Branch) manages and approves the intakes of immigrant workers at the early stage of immigration workers' employment. Further, the High Commission of Pakistan in Malaysia helps the Pakistani migrants in Malaysia. It makes close

coordination with Malaysian Immigration Departments to solve issues regarding immigration and settlement of Pakistani migrants in Malaysia.

The researcher limited this study to these three International Migration Departments and did not include the Malaysian Police Department, Foreign Ministry of Malaysia and so on other agencies because these departments are involved directly in managing immigrants in Malaysia and provide information regarding employment issues, rights of migrant workers and the role of migrant workers within related sectors. Therefore, the researcher believed that officers from these departments will be able to share their valuable knowledge and experience in dealing with immigrants' issues and provide a clear understanding of the research context. Table 4.1 sums up the types of data sought, and the corresponding methods used to gather the data.

Table 4. 1
Research Design

Research Methodology	Research Techniques	Respondents	Information Sought
Qualitative	Interview	Pakistani migrant labourers	Settlement experiences of Pakistani migrant labourers in Malaysia
		Authorities in charge of managing Pakistani migrant labourers in Peninsular Malaysia - Ministry of Human Resource of Malaysia - Immigration Department of Malaysia (Kedah Branch) - High Commission of Pakistan in Malaysia	Management of Pakistani migrant labourers in Peninsular Malaysia in terms of rules and regulations, process, role and responsibilities imposed.

Source: Author

4.4.1 Interview

Interview is a viable data collection method commonly used in qualitative studies (Doody & Noonan, 2013; Rowley, 2012). Maykut and Morehouse (1994) described an interview as a “conversation with a purpose”, while Kvale (1996) defined an interview as the “construction site of knowledge that must be understood in terms of five features of information, including conversation, narrative, language, context, as well as the inter-relationship between interviewer and interviewee”. Since this study sought information regarding settlement experiences of Pakistani migrant workers in Malaysia, the interview was found as the most appropriate data collection method. The interview methods aided the researcher to comprehend migration, employment, housing, and social network experiences based on the responses provided by the selected participants. This data collection method offers opportunities for migrant labourers to voice their settlement experiences in their own words (Kvale, 1996). Data collected from interview can enhance one’s understanding on how migrant labourers perceived their settlement experiences in Malaysia.

According to Kallio, Pietilä, Johnson, and Kangasniemi (2016), interview is a suitable research method that allows informants to give detailed replies about intricate issues. In this study, the semi-structured interview method was adopted as this technique provided flexibility for the researcher to design the questions based on participants’ knowledge and experiences. The semi-structured interview is a type of interview with flexibility, thus enabling interviewees to give their viewpoints openly (Daae & Boks, 2015).

Hence, several sets of interview questions were prepared to gather different information from various respondents. For instance, Pakistani migrant labourers were

asked about their settlement experiences, especially those related to pre-migration expectations, employment, housing, and social networks. Similarly, the officers of international migration departments were asked about the most promising settlement measures adopted for Pakistani migrant labourers. The questions were based on the settlement and migration measures either on the means to manage migrants and means to promote migration. The most preferred answers were used in the data analysis while the least preferred were discarded or adjusted to improve the current practice in Peninsular Malaysia. A summary of the interview questions and the corresponding interviewees can be found in Appendix 1 and 7.

4.4.2 Sampling and Selection of Informants

Sampling technique refers to “the process of selecting participants for research” (Fontana & Prokos, 2007). Selecting eligible informants is challenging and the researcher should confirm if the potential informant can indeed give information, experience, and knowledge on the studied phenomenon. Their experiences must assist the researcher to formulate accurate insights of the research inquiry (Minichiello, Aroni, & Hays, 2008). It is also crucial to confirm that data collection has explicit relevance to the research objective. Through the application of phenomenological principles, this study adopted the convenience sampling technique. Dörnyei et al. (2015) claimed that convenience sampling is a form of non-random or non-probability sampling that describes selection of participants on the basis of geographical proximity, easy accessibility, availability at a specific time, or their willingness.

This study combined convenience with snowball sampling techniques to select informants who satisfied the research criteria. According to Mauk (2017), snowball sampling technique enables investigators to use participants to make contact with other

participants. Hence, the snowball sampling technique was employed to select informants via referral. Here, an informant introduced his friend working in the same or other locations. This snowball sampling method helped the researcher to identify the required informants.

The researchers' supervisors had assisted in liaising with the Department of Immigration Malaysia (DOIM). On behalf of the supervisors, the researcher emailed a data collection letter and a brief introduction about herself and her study. Follow up contacts via phone calls and emails were made as it is rather difficult to get immediate response from the DOIM. The researcher waited for almost one and a half month prior to the interview that was held with officers from the DOIM. Although the researcher's request for interview was accepted by the Ministry of Human Resource and Immigration Department of Malaysia (Kedah Branch), along with an interview schedule; the High Commission of Pakistan in Kuala Lumpur did not give any response to the phone calls and emails. One day, the researcher had visited the office of High Commission of Pakistan in Kuala Lumpur and requested for an interview session. The department scheduled an interview and apologised for failing to respond earlier.

The targeted participants in this study were mainly Pakistani migrant labourers. The researcher had contacted her uncle who worked in a restaurant that employed Pakistani employees. He further referred the details of other Pakistani migrant labourers (participants) employed in Malaysia. They were approached by the researcher in shopping malls, restaurants, carpet shops, manufacturing companies, and construction areas; hence amounting to 21 interview sessions with Pakistani migrant labourers between September 2018 and March 2019. The participants were selected from Kuala

Lumpur, Putrajaya, Jitra, Penang, Selangor, Alor Setar, and Changlun, as these areas recorded employment of a high number of Pakistani migrant labourers.

The interviews were carried out until the information gathered reached the point of saturation. It is a point where additional interview results gave little new information (Guest, Namey, & McKenna, 2017). The same interview guide was employed for all interview sessions. This verified the saturation point, confirmed the consistency, and ascertained the data. The saturation concept prescribed by Ness (2015) was adhered in this study, whereby interviews were conducted until no new theme was identified in three or more repeated interviews. Therefore, a total of 24 participants were selected as informants (including 21 Pakistani migrant labourers, and one officer each from the Ministry of Human Resource, Immigration Department of Malaysia (Kedah Branch) and the High Commission of Pakistan in Malaysia). In order to ensure the anonymity of the informants, pseudonyms, such as P1 and P2, were used while reporting the findings.

4.4.3 Background of Respondents

This background will give some idea of respondent's background in terms of sector, age, gender, area, position and working experience in Malaysia. In total, 21 Pakistani migrant labourers were interviewed during the data collection period between September 2018 and March 2019. These respondents were employed in different employment sectors. Five respondents were interviewed from the construction sector, six were from services sector, two each were from plantation and agriculture domains, and four were from the manufacturing sector. The researcher selected these specific sectors because documented migrant labourers are legally hired in six main sectors in Malaysia: construction, manufacturing, agriculture, plantation, services, and domestic

work. Additionally, 3 officers in charge of managing the Pakistani migrant labourers each from Ministry of Human Resource of Malaysia, Immigration Department of Malaysia (Kedah Branch) and the High Commission of Pakistan in Malaysia were also interviewed to gain an understanding of the current system for managing Pakistani migrant labourers and the rules and regulations levied on them. Moreover, these respondents were also questioned about the statistics, unpublished reports, and policies pertaining to immigration and settlement of migrant in labours in Malaysia. The details of the respondents as per the sectors are depicted in table 4.2 below.

Table 4. 2
Details of the respondents as per the sectors

Sector (s)	Informant (s)
Construction	P3, P4, P8, P10, P16
Services	P2, P6, P9, P11, P12, P14, P17, P18
Manufacturing	P1, P5, P7, P15
Agriculture	P19, P21
Plantation	P13, P20
Ministry of Human Resource	P22
Higher Commission of Pakistan, Malaysia	P23
Immigration Department of Malaysia (Kedah Branch)	P24

Source: Author

Further, the details of respondents by age and gender showed that all the respondents were males and were above 25 years old. Surprisingly, the officers from aforementioned international migration departments were males. Also, the DOIM revealed that there were only 53 female Pakistani migrant labourers in Malaysia. Due to the minor ratio of female labour, they were excluded from this study. Table 4.3 presents the respondents' categorization as per gender and age.

Table 4. 3

Categorization of the respondents as per gender and age

Category	Respondents	Frequency	Percent (%)
Gender	Male	24	100
	Female	0	0
Age	25-30	3	12.6
	31-35	10	41.6
	36-above	11	45.8

Source: Author

Table 4.4 depicts the job position of respondents for this study. Respondents especially the Pakistani migrant labourers regarded themselves as semi and low skilled employees along with different skills to work in various job positions. Therefore, most of the respondents work as mechanical technician, cook, crane operator, farm supervisor etc. Additionally, the respondents from international migration departments included Director of Foreign Workers from the Ministry of Human Resource, Director of Immigration Department of Malaysia (Kedah Branch) and an officer of High Commissioner from the High Commission of Pakistan in Malaysia.

Table 4. 4

Details of the respondents as per Job position

Respondents	Job Position	Frequency
Pakistani migrant labourers	Mechanical technician	2
	Cook	2
	Crane operator	2
	Driver	1
	Pantry aide	2
	Production Technician	1
	Storekeeper	1
	Craft man	2
	Farm supervisor	2
	Worker at carpet shop	2
	Electrician	1
	Whole seller worker	1
	Operational supervisor	2

International migration departments	Ministry of Human Resource	Director of foreign worker	1
	High commission of Pakistan in Malaysia	High Commissioner	1
	Immigration Department of Malaysia (Kedah Branch)	Director of Immigration Department	1

Source: Author

In this study, the samples of the respondents especially the Pakistani migrant labourers were taken from several different areas in Malaysia to ensure the quality and wide-ranging representation of the sample study as described in Table 4.5 below. Majority of the respondents were from Federal Territory of Kuala Lumpur and Selangor (geographically close), two of the three most important migrant-recipient states within Malaysia. These areas refer to industrial areas that offered plenty of opportunities to approach potential participants (Balakrishnan, 2013). The state of Johor, which ranks as the second-highest receiver of Pakistani migrants into Malaysia, had been excluded due to time and budget constriction.

Table 4. 5
Distribution of respondents by area

Respondents	Selangor	Kuala Lumpur	Penang	Alor Setar	Jitra	Changlun
Pakistani migrant labourers	4	9	3	3	1	1

Source: Author

Moreover, the working experience of respondents especially the Pakistani migrant labourers in Malaysia revealed that all the respondents had worked in Malaysia for less than five years. Surprisingly, the DOIM revealed that a documented migrant labour needed a Visit Pass for Temporary Employment (VPTE) for an initial period of three years and extendable for 2 more years. Hence, Pakistani migrant labourers can reside for the duration of the contract that is five years. Further, the respondents group includes officers from international migration departments did not mention their work

experiences in Malaysia. Table 4.6 presents the categorization of respondents by working experience.

Table 4. 6
Categorization of Respondents by Working Experience

Categorization of Respondents		Frequency
Work Experience in Malaysia	0- 3 years	16
	4 years or more	3
	Not mentioned	5

Source: Author

4.4.4 Conducting Interviews

Early communication between the researcher and the targeted informants was established via phone calls and emails. Two documents were prepared; consent form for participants, and interview protocol (see Appendices 5 and 6). These documents facilitated the informants to understand the research topic and their role in this study. In the consent form, the researcher informed the participants about their rights (to raise any question, not to respond on any question, and withdraw from the interview process) during the interview. In the interview protocol, the participants were thanked for their participation in the study, provided assurance on data confidentiality, and had a list of open-ended questions posed during the interview.

All interview sessions with the participants had been performed in an informal manner at their workplace. These interviews took about 40 to 50 minutes and were recorded. The Urdu (native language) language was used with the Pakistani migrant labourers, while the English language was applied with the official persons. At the start of the interview, the research read the opening statement, acknowledged the participants for their responses, and repeated their rights of participation and confidentiality in this study. The participants were given a short briefing about the study and later, were

offered a consent form to sign. The background of the participants was identified to further understand their migration context.

Despite the semi-structured interview approach, a set of pre-planned questions was developed to gather views about their settlement in Malaysia. These pre-planned questions served as a guideline for the researcher. The interview questions were assessed with reference to two proportions. The thematic questions were linked to the study theme, while the dynamic questions were designed to rely on the interpersonal association in the interview. Charmaz and Belgrave (2012) asserted that thematic interview questions should rely on theoretical conceptions, root, and research analysis, whereas dynamic questions should be linked to the informants' feelings and their experiences. As prescribed by Savin-Baden & Major (2013), both dynamic and thematic interview questions were employed in this study. This is in line with the study objective that seeks to determine the settlement experiences of Pakistani migrant labourers in Malaysia.

In case of facing some hiccups in understanding the responses provided by the participants, the question was immediately rephrased and a comfortable environment was ensured during the interview sessions. Although all the interview sessions were recorded, short notes were made by the researcher to include key points and to draw a simple framework, so as to assist the researcher while reporting. Data transcription was performed after the interview sessions. This transcript included key points, background of participants, and clarification table that assisted the researcher in tracking previous conversations with the informant.

4.5 Data Analysis

The data analysis process was performed by studying the field notes and the interview transcripts. These two documents were examined progressively. The data analysis began by reviewing, reading, and re-reading the transcripts to arrive at complete understanding of the recalled experiences mentioned by the participants. Next, the thematic analysis was performed to analyse the data. Braun, Clarke, Hayfield, and Terry (2018) claimed that the thematic analysis is a relatively straightforward method of qualitative data analysis that excludes the similar inclusive of theoretical and practical knowledge, as performed in Content Analysis. The thematic analysis process began when the researcher started to observe and see forms of meaning, as well as problems, emerging from the data. The final phase refers to content reporting based on the themes developed from the data (Javadi & Zarea, 2016).

Thematic analysis is a method by which data are analysed by themes. This analysis is very inductive as the themes are not forced by the researcher but developed from the data. The data collection and analysis are in sequential form. Background reading describes a developing theme. The thematic analysis is a method employed with qualitative data (Mihas, 2019). According to Braun et al. (2019), the learning phases of thematic analysis are similar to learning a new language. Some qualitative scholars suggested that the thematic analysis is easy to conduct on qualitative data, despite being novice at qualitative methods (Castleberry & Nolen, 2018; Herzog, Handke, & Hitters, 2018). Myers (2013) proposed that the thematic analysis interrogates the usual systematic data classification into themes and releases up the order of arrangement to understand what changes to leave out.

Hence, thematic analysis was employed for recognising, investigating, and reporting themes from the data. This includes exploring the repeated forms of meaning (Nowell, Norris, White, & Moules, 2017). Through the process, the researcher continuously linked and investigated the data so that repeated information can be identified. In the data analysis method, the researcher shaped and summarised the data into themes via data coding, and lastly, reported the findings in the forms of discussion, figures, and tables (Creswell & Poth, 2017).

The thematic analysis refers to the qualitative approach that performs coding of information. By constructing the practice of coding, meaningful qualitative data can be studied while maintaining links among the concepts. Settlement experiences of migrants were analysed by Teixeira and Drolet (2018), Shafiq (2016), and Thompson (2016) using thematic analysis. The researcher asked the informants about their perceptions, ideas, and interpretations during the interviews. Thematic analytic was employed in this study to determine lines of thoughts and understanding of social practices that the informants classified as settlement. Four stages of thematic analysis were applied. In the first two phases, discipline and openness to data are significant for the emerging codes, followed by identifying a central moment and encoding it preceding to a method of interpretation (Vaismoradi, Jones, Turunen, & Snelgrove, 2016).

The skill of coding can be mostly developed and polished through practice. Upon developing some codes for various themes, one will naturally become skilful to develop codes. Information and themes must be interpreted in the last phase of the thematic analysis, which contribute to the development of theory and knowledge (Crowe, Inder, & Porter, 2015). Braun et al. (2018) recommended that the few stages

of thematic analysis are similar to the stages of another qualitative study; hence the phases are not basically all exclusive to thematic analysis.

Maguire and Delahunt (2017) recommended that the framework of thematic analysis is over-all built from the literature, practical to a phenomenon, and lastly, presented frequently with some reviews after its claim, as a theory construction contribution. When data are assembled into sub-themes to gain an informational and comprehensive view, it is feasible to get emerging patterns. Descriptions Codes can be applied as labels or tags, and a researcher may allocate meaning to the qualitative data. The coding level is dictated by the researcher. Codes can be assigned to words, sayings, sentences, or entire paragraphs. Typically, the four forms of codes are pattern, open, theoretical, and selective codes. From the start until the end, the inference degree is bound to rise. In this study, mostly interpretive codes were used to assess the raw data. Sentences and phrases were mostly assigned by these codes. The objective is to classify and sort the information conferring to the system, so as to link the clusters to the research questions, concepts, propositions, and themes (Guest, MacQueen, & Namey, 2011).

Braun et al. (2018) described that coding can be performed based on two approaches; bottom-up and top-down. A researcher can construct a thematic outline from themes emerged from the data. Next, a thematic outline can be constructed from the literature and be practical to the data. Noticeably, this repeats the top-down coding approach, but at an advanced level. Therefore, a thematic outline can be developed from themes and literature. In this study, the thematic analysis was employed to examine the qualitative data gathered from the interviews.

For this study, four key themes (pre-migration expectation, employment, housing, and role of social network) were developed. Based on these four themes, keywords and specific codes were used for data classification and structuring of themes. Relevant data were captured through this process, which further helped in formulating the main flow of the research themes. The key themes were synchronised with their supporting keywords and specific codes, parallel with the research questions. This step verified that these formulated themes are in line with the research objectives.

The researcher adhered to the six-step thematic process proposed by Braun et al. (2019). First, the collected primary and secondary data were familiarised. Second, keywords and initial codes were generated from the collected data. Third, the four key themes were sought and formulated. Fourth, these themes were identified and reviewed, so as to clarify their overlaps and interconnection. Fifth, the names of these themes were identified. Finally, an elaborated report was prepared. The most important point during data analysing and classifying was that the analysis should be mainly focused on the research questions and objectives. The step-by-step analysis process adhered by the researcher is described below.

1. *Becoming familiar with the gathered data*: All data of interview, notes, as well as researcher's conversations and observation with the informants, were converted into transcript form after each interview session. Next, the researcher went through the collected records and transcripts, in order to become familiar with the data described in text form.
2. *Generating initial code and themes*: In this step, initial codes were generated through a process of inductive analysis (a rule: general to specific). The process of coding is an interactive process that is continued from front to back or vice versa, as

required. The researcher used written footnotes and notes with specific colours for comments and ideas to structure and combine with research themes or ideas.

3. *Searching for themes*: Relevant ideas and themes were collected and compiled based on colour and codeword analysis method. The researcher commenced notions and ideas by introducing how to recognise each relevant colour and code in formulating appropriate themes. Next, the researcher viewed the association among these codes and themes to formulate and exact ideas and themes. A group of same and related notes and themes were made using a suitable tabling format. These tables served as base of each theme and were designed for further filtration and analysis. All themes were arranged and grouped based on the design of this study. Each extracted theme was lined up with the study objective. Finally, all related themes were integrated with the research questions, while omitting irrelevant ones.

4. *Reviewing the themes*: The researcher went through all the formulated themes numerous times to detect any contradiction and inconsistency within each generated theme. This step was helpful in refining the themes with the research objectives. This process of refining helped in developing similar themes and in formulating new themes. It also enhanced the quality of research and increased the validity of the collected data.

5. *Tagging and defining of themes*: All the existing main themes were well-defined and explained to minimise overlapping and ambiguity issues between the themes. In this step, the detailed themes were analysed, while their consequences were described. An outline of each theme was developed at this very stage.

6. *Report Writing*: Finally, a report is prepared after a complete review of each theme. The three research questions (discussed in analysis chapters) were addressed.

Lastly, the report was verified by the researcher's supervisor. Figure 4.2 shows the step performed in this study.

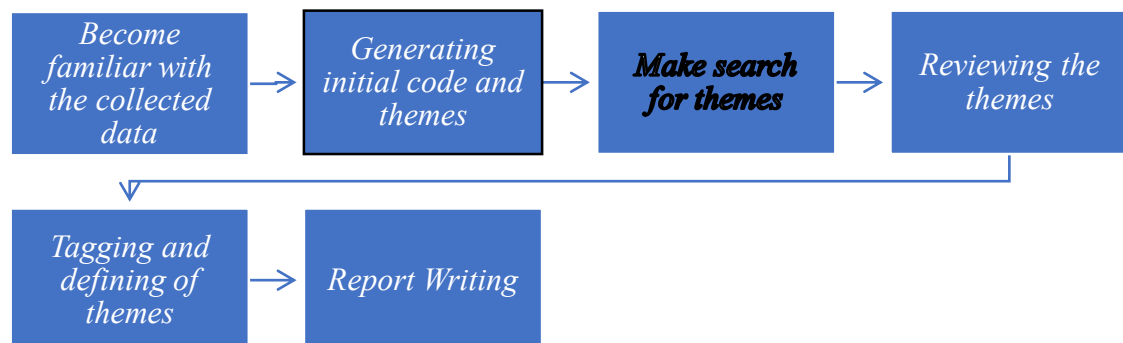


Figure 4. 1: Thematic Process
Source: Braun et al. (2019)



CHAPTER FIVE

OVERVIEW AND MANAGEMENT OF PAKISTANI MIGRANT LABOURERS IN MALAYSIA

5.1 Historical background of Pakistan

On 14th August 1947, Pakistan turned into a sovereign country with two wings; East and West Pakistan. Pakistan is officially known as the Islamic Republic of Pakistan, sparked by the conception of its forefather, Mohammad Ali Jinnah and other Muslim leaders. A day later, on 15th of August, India became an independent secular state of South Asia (Talbot, 2009). The four provinces in Pakistan



are Punjab, Sindh, Pukhtunkhwa, and Balochistan, along with other regional territories: Federally Administered Tribal Areas (FATA) and Gilgit-Baltistan (Earlier known as Federally Administered Northern Areas, FANA). The federal territory of Pakistan is Islamabad, which is also the capital of the country (Snead, 1969).

All areas confining Pakistan portray traditional, cultural, and linguistic variations, which make each distinguishable. Despite their variances, they are all bound with one religion, which is Islam; the background of the foundation of Pakistan and Urdu being

its official language. This Islam religion has motivated Pakistani migrant workers to migrate to Malaysia (Tasleem et al., 2019a). Pakistan is constituted in the heart of the Indus valley, reckoned in the past for well-disciplined, agriculture, education, political, social, and teaching systems. The Aryans introduced Hinduism between 1500 and 2000 BC in that region. The Indo-Pak subcontinent also witnessed the spread of Christianity with the arrival of East India Company (Aitzaz Ahsan, 2005). The sufies and conquerors brought Islam into the indo-Pak subcontinent. Muhammad bin Qasim was the first Muslim invader who arrived at Sindh in 712 AD, where Islam surged during the seventh and eighth centuries (Ali, 1967; Esposito, 1998). That was the time when Islamic culture cultivated tolerance and melded environment, where Sufism and similar esoteric literature by Bhagats and Sikh Gurus flourished conjointly. Since Pakistan was pinned on the map of South Asia in August 14, 1947, it has faced speckled political turbulence and “has pitched into half dozen diverse governmental systems and four official constitutions, enunciated in 1946, 1956, 1962, and 1973, correspondingly” (A. Muhammad & Kaleem, 2012). In its ‘political and constitutional struggles’, Pakistan has faced four military coups since 1958 that had wound up democratic governments.

The main concept of separation between the two countries of the subcontinent was based on religion, instead of culture and language. Pakistan has arisen on the map; comprising of the Muslim-dominated provinces of British India. Pakistan is composed of the majority Muslims (95%), followed by Christians (3.2%), as well as Hindus and others (1.8%). Islam is its established religion. The house of Islam is segregated into two sects and jurisprudential schools. Where Sunni constitutes 80% and Shias represent the other 20% (Pakistan Census, 2017), both sects are agreed-on basic beliefs

and practices of Islam. They only differ in the early history of Islam and some religious interpretations (Jacobson, 1997). Islam plays a very significant role in lives of Muslims. From early life, Muslims are taught about religious obligations. Families, as well as other religious and social institutions, including mosques, home, and schools, have placed emphasis on religious responsibilities (Rasool, 2007).

Pakistan is located between India, China, Iran, and Afghanistan, hence suggesting a crucial geographic location on the World map. Since 1947, Pakistan has been challenged with regional political uncertainty and threats. Kashmir (a Muslim populated state) has become a permanent disputed issue between India and Pakistan. Due to Kashmir dispute, Pakistan and India had fought three wars (1948, 1965, and 1999) (Fayaz, 2016). December 16, 1971, Pakistan (then West Pakistan) faced separation from East Pakistan, which is now Bangladesh. The second reason for political instability is due to its military coups that had wound up the democratic government as many as four times since 1958 (A. Muhammad & Kaleem, 2012). After a brief period of elected government (1989-98), the military staged the fourth coup in October 12, 1999, when General Musharraf clutched power in a bloodless coup, which dissolved the elected government and ruled until 2008 in the presence of an elected government (BBC: Country Profile, 2012). Pakistan is also the first nation to select a female Prime Minister, Benazir Bhutto, in the history of Muslim nations. Beanzir Bhutto had worked very hard for the freedom of women in her two elected tenures of government.

The history of Pakistan emigration can be traced back as far as in the 1940s when it announced as an independent state. Its separation from the Indian sub-continent in 1947 resulted in an enormous movement of six million people from Pakistan and India

based on their religion and political affiliations (Brown & Foot, 2016; Raghavan, 2013; Visaria, 1969). The era of 1950s and 1970s witnessed a noteworthy influx of economically-oriented migrants into the Middle East and Europe. At present, millions of migrants from Pakistan are living in different parts of the globe on a temporary or permanent basis.

While the exact data of Pakistani origin migrants are not to avail, it is anticipated that most are dwelling in the Middle East states employed as short-term contract workers. Other major categories include migrants on a permanent position in their host country in developed regions, such as North America and Europe, as well as students, refugees, and a small number of asylum seekers (Castles, De Haas, & Miller, 2013). These migrants had sent home around US 130 billion between 1970 and 2018 (State bank Pakistan, 2018). Pakistan remittances had hit \$22 billion in 2018-19 (Hussain & Yan, 2019). Massive improvements have been noted in the legal and institutional infrastructure development in Pakistan. The reforms initiated by the country are always demonstrated by the policy of allocating labour supply networks in accordance to the World Labour Market Dynamics.

Pakistan, to date, confronts a massive crisis in its economic, social, and political drawbacks. Recently, Pakistan has been facing a chain of painful and critical problems, including socioeconomic, political, security, energy crises, day-by-day suicide bombing, uncertainty in Baluchistan, as well as the nastiest possible law and order implemented in NWFP and FATA regions. Such events are indeed heart-wrenching and brain-blasting for all patriotic Pakistanis. The state of economy in Pakistan appears to be severely imbalanced stemming from payment hitches in its current account

deficit, which is vividly declining in foreign exchange reserves and escalating pressure on the government (S. A. Muhammad et al., 2015).

Poverty and income inequalities have become the main reasons for global migration. The persons breathing in one slice of the globe essentially migrate to other parts for their livelihood, and Pakistan is not an exception. There are numerous motives for migration, including war and decline in law, as well as order situations in the home country. The Pakistani labour force is spread across the globe. Approximately seven million Pakistani nationals are living on permanent, temporary or illegal basis worldwide (Sassen, 2018).

The outflow of economic workers had differed from 1973 through 2015. This fluctuation of Pakistani migrants in the international market is primarily endorsed due to the economic condition of Pakistan and host countries (Sheikh, Naqvi, Sheikh, Naqvi, & Bandukda, 2012). Pakistan is the sixth overcrowded Republic on the globe tainted with poverty, drastic inflation, lack of family planning, low labour wages, currency devaluation, and massive unemployment. The degree of unemployment was recorded to be close to 9%, and about one-third of the population had been surviving below the poverty line, along with 10-12% of inflation in its food items (Pakistani Department of Statistics, 2019).

In the early 1970s, many inexpert labourers had migrated from the home kingdom to other Asian regions (Wickramasekara, 2002), including Malaysia, South Korea, Hong Kong, Singapore, and Japan. Among these countries, Malaysia is the most notable for its increasing demand for migrant labour. Malaysia is a popular destination for migrant labourers due to its modernisation feature, and deficiency of labour in its employment

sector (Kassim, 2005). This is the rationale behind this study for selecting Pakistani migrant workers to Malaysia. Besides, since no study has examined settlement experiences of Pakistani migrant workers in Malaysia, this this had looked into this subject matter in terms of pre-migration expectations, employment, housing, and social networks.

5.2 Migrant Workers in Malaysia: Types and Visa Procedures

In Malaysia, migrant labour can be categorised into documented and undocumented workers. Visa type, card or pass of migrant worker reflects their right to live and/or to work in Malaysia. Documented workers and permanent citizens have documentation representing their right to live and/or work. However, undocumented workers may have travelled without any document or have defaulted visa. According to the statistics published in 2017, the total documented Pakistani migrant workers were 58,510, while those undocumented were approximately 7,000 dwelling in Malaysia. The different forms of labour migrants in Malaysia (as mentioned in the interview) are presented in Table 5.1 below.

Table 5. 1

Labour Migrants in Malaysia (Documented and Undocumented)

Status / Visa	Characteristics of Visa applicant and Nature of Visa	Right to Reside and Work in Malaysia
Permanent Residents Expatriates	- Issued with permanent residency cards (MyPR Kad) - Earn at least MYR 3000 per month - Has an employment contract for a minimum period of 2 years	- Reside indefinitely - Work indefinitely. - Reside for the duration of the contract - Work in the designated sector for the given duration.
Foreign Skilled Workers	- Contract for less than 12 months (mostly for those who are in the entertainment industry) - Issued with Visit Pass for Professional	- Reside for the duration of the contract - Work in the designated sector for the given duration.

Unskilled / Low-skilled and semi-skilled workers	Issued with a Visit Pass for Temporary Employment (VPTE) for an initial period of 3 years and extendable for 2 more years	Reside for the duration of the contract Work in the designated sector for the given duration. Need to renew work permits annually
Dependent Pass	Visa for children and spouses of expatriates.	Reside until the expiry of the employment pass of the main applicant A work permit is required to work
Spouse Visa	The spouses of Malaysian citizens Issued with a spouse permit for 6 - 24 months. Permits are renewable	Eligible to reside in Malaysia Require a work permit to work in Malaysia
Social Pass	Issued to close family members such as parents or in-laws of those who hold employment passes	Eligible to reside for the duration of the visa Not eligible to work
Student	Enrolled full-time students at recognised institutions in Malaysia	Eligible to reside for the duration of their visas Require a work permit to work in Malaysia
Tourist	- Those who travel to Malaysia on tourist visa. - They are allowed to travel to Malaysia visa-free for a period of 30 days.	Not eligible to reside or work.
Foreigners Under “Malaysia My Second Home” Programme (MMH)	Issued with a 10-year renewable visa Issued with a Social Visit Pass with multiple entry	Eligible to reside for the duration of the visa Restricted hours of work
Refugees	Issued with UNHCR refugee cards	- Not allowed to work - Eligible to reside until resettlement depending on the conditions set by UNHCR

Source: In-depth interview

Contract migrant workers (documented workers) are those who have been issued with a work permit, known as IMM13 visa and a Visit Pass for Temporary Employment (VPTE). The IMM13 visa is affixed to their passports after meeting all eligibility standards by the DOIM. The work permit comprises of data on six main conditions or

criteria (see Figure 5.1) of a migrant's job: (2) permit expiry date, (1) geographical boundary, (3) job title, (5) location of employment, (6) employment sector, and (4) name of employer.

Name: XXXX	
Gender: Male	
Nationality: Pakistani	
Condition: Pass extended on the condition that the holder does not remain in West Malaysia ¹ longer than 14 February 2020 ²	
Employed As	: Maid ³ in Sector: Service ⁴
With	: Balambigai ⁵
At	: xxxxxxxxxxxx, xxxxxxxxxxxxxxxxxxxx ⁶

Figure 5. 1: Sample IMM13 visa issued to a migrant worker in the Malaysian sector
Source: In-depth Interview

The expiry date (2) indicates to the date as per migrant worker is required to return home. The limitations as per geographic restrict the migration and employment of the migrant employees to the geographical area (1) stipulated in the work permit. The potential geographic frontiers are Sarawak, Sabah, and Peninsular Malaysia. The job title (3) and the employment sector (6) limit the migrant to a specific job and sector, respectively. The name of employer (4) and the location of employment (5) represent the address of the work and link the migrant to the employer. These main conditions on a work permit are non-convertible. The work permit intends to prompt employers about the short-term description of any worker from other countries and to protect migrant employees from residing on a permanent basis (Garcés-Mascareñas, 2016; Kanapathy, 2004).

Interview with P21 revealed that if inspections were conducted based on the six attributes of the IMM13 visa or work permit (see Figure 5.1); a considerable number of migrants working in Malaysia would be pointed out as undocumented migrant workers. The violations are commonly linked with the date by which the migrant workers must return home and location as per geographic. The employer is responsible to ensure that all migrant employees are employed with valid work permits. The method of acquiring and certifying its validity, for both the migrant and the employer, is costly, tedious, and time consuming. The process of hiring and approving migrant workers is portrayed in Figure 5.2, which starts with the approval to hire migrant labourers who are acquired from the Home Ministry by employers, after proving a shortage of local employees to fill up the sought work.

Employers are the main persons with the choice of either hiring personally or with the help of a mediator (agent) in Malaysia. As soon as the organisation accepts the application for recruiting migrant workers, they will contact the local agent from the host country and ascertain the number of workers needed, as well as the job terms and conditions. Agents from the host country would take approximately 15 days to convey the individual details of prospective workers to Malaysia. These details about a specific person are subsequently dispatched to employers who perform shortlisting. The carefully chosen workers go through a medical check-up in the country of origin and complete all procedures required by Malaysia, namely valid passport, job training, and clearance fee. After that, eligible migrant workers are issued with a calling visa. This visa serves as an entry permit that allows a migrant to travel and enter Malaysia without interruption at the airports. Within the duration of this one-month calling visa, a migrant must get a valid work permit (Ministry of Human Resource, 2019).

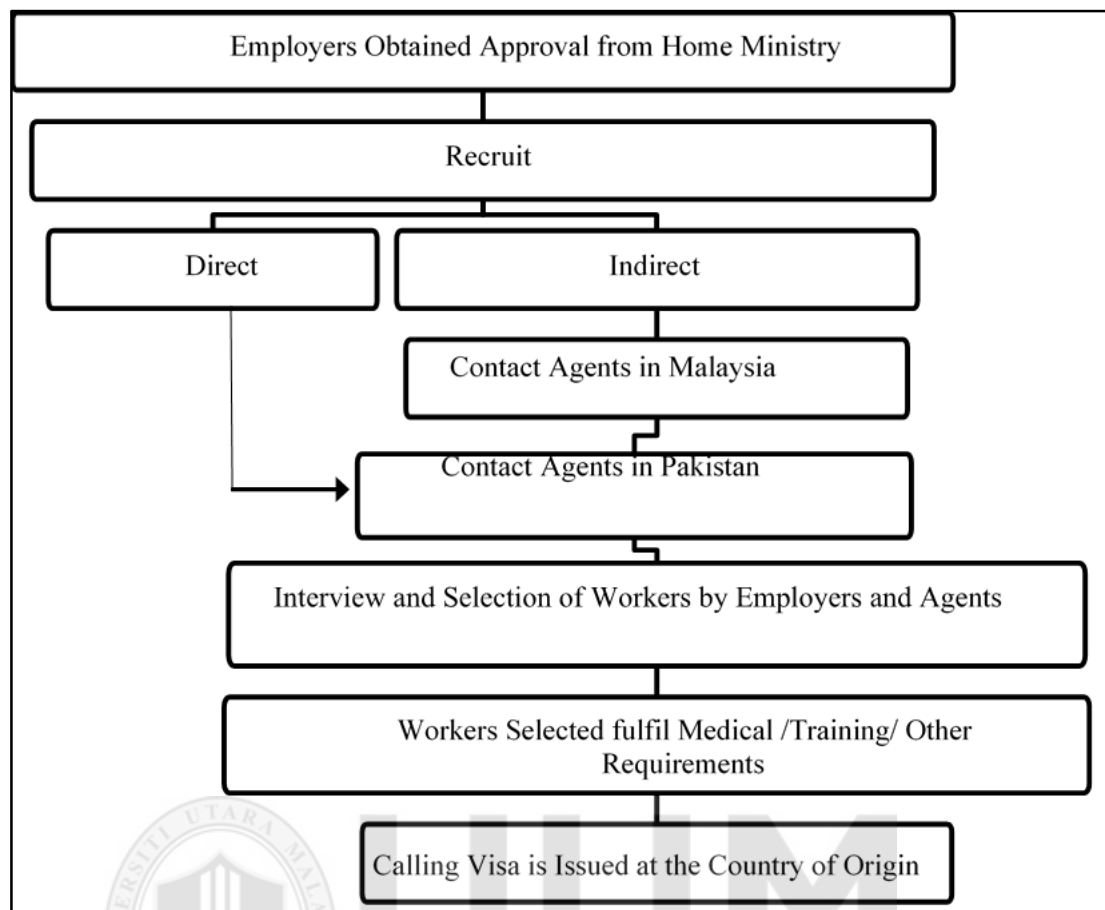


Figure 5. 2: Major stages in the process of recruiting international workers prior to arriving in Malaysia

Source: In-depth Interview

Interview with the P21 mentioned that it is vital for migrant workers to go through medical examination within a month from the official Malaysian medical centre, where one is examined for chronic diseases. If a migrant worker is found pregnant or HIV positive, she/he is deported within 24 hours. Those who successfully clear their medical examinations are subjected to issue the IMM13 visa or work permit (as per Immigration Act 8(1)(c) and act 11(6)) for a period of not more than 12 months). This work permit is renewable for up to five years. After a maximum time duration of employment for five years, these migrants would need to return home for at least six months prior to continuing work in Malaysia, if eligible (Kassim, 2005). This time

limit was later decreased to three months, and then renounced, as this time limit is unfeasible for employer and worker.

The interview with the P24 indicated that in order to stay as documented workers, both employer and migrant must go over the recruitment process (valid passport, application for work permit, visa fees, medical exam, and levy) per annum. Documented workers can simply become undocumented, as shown in Figure 5.3 (see filled box), due to failing to comply with the requirements stipulated or after being dismissed by their employer.

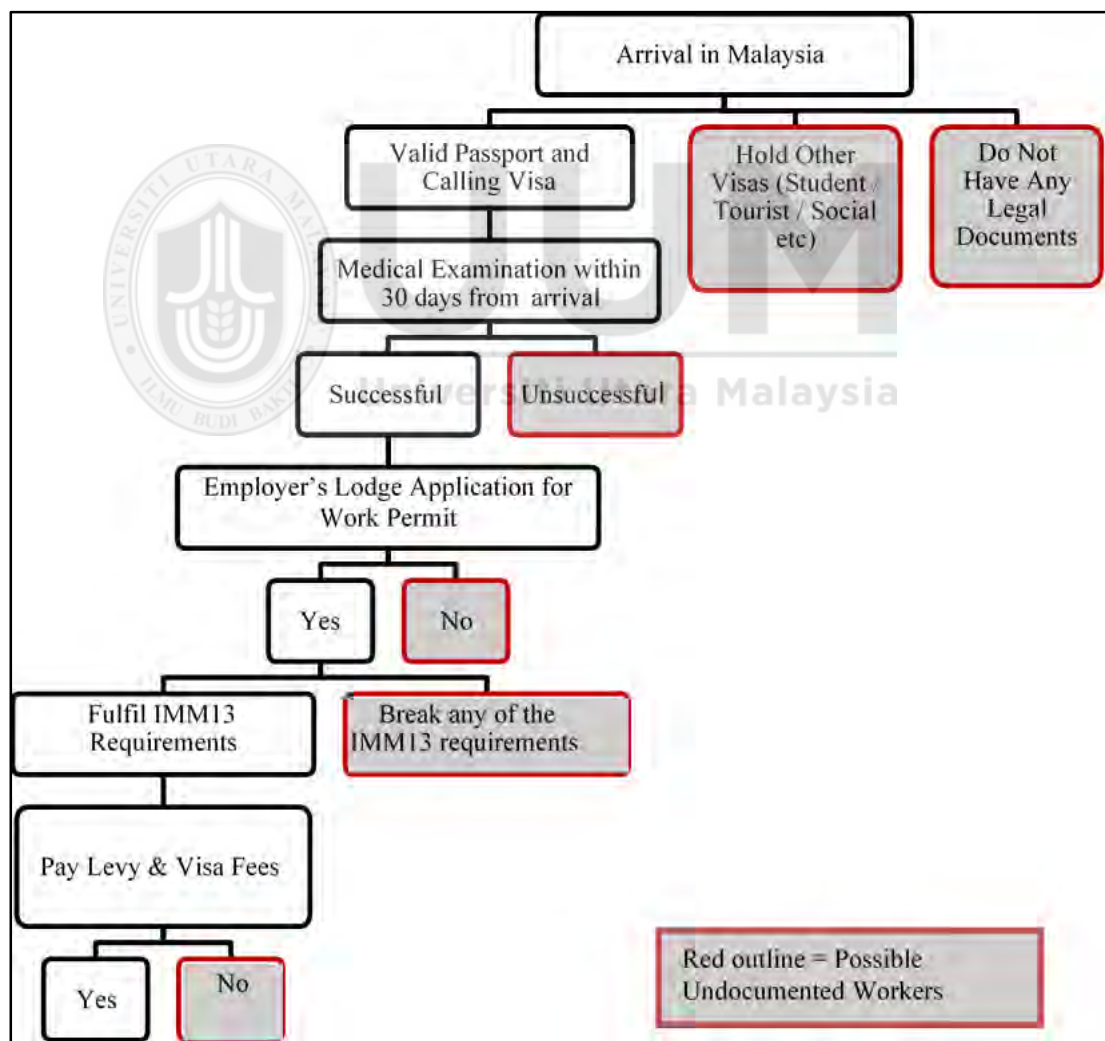


Figure 5. 3: Stages to obtain a valid work permit in Malaysia

Source: In-depth Interview

5.3 Pakistani migrant labourers in Malaysia

The import of migrant labours has begun since 1970. The Malaysian government had introduced the New Economic Policy that welcomed labour from India to serve in the plantation sector (Mohd Na'eim Ajis et al., 2010). The migrant labour inflow during this duration was mainly due to pull reasons, especially when critical labour shortages were determined by the Malaysian government. As stated, Malaysia served as both migrant labour source and the recipient (Martin, 2009). In Malaysia, the proportion of migrant labour in terms of total workers escalated from 1:10 in 1995 to 1:8 in 1997. After that, it improved to 1:13 in 2000 due to the 8th Malaysian Plan launched in 2001. Kassim (2005) found that migrant labourers were at a staggering 1.38 million in 2000 in Malaysia, with only 820,000 documented workers. In 2005, the migrant workforce with a total of 63,538 had been listed in Malaysia, while another 244,242 migrants were waiting for job permits (Construction Industry Development Board [CIDB], 2006). Despite rigorous rules and policies, the ratio of migrant workers in the Malaysian workforce has been increasing progressively in the past years, especially since 2005 that had recorded between 16 and 19% of increment (Balakrishnan, 2013). This increase in the number of migrant workers is on annual basis. Table 5.2 presents the statistics of migrant workers by nationality from 2011 to 2016 in Malaysia, and Figure 5.4 illustrates the trends displayed by migrant workers.

Table 5. 2

Statistic of immigrant labours by nationality from the year 2011 until 2016

Nationalities	2011	2012	2013	2014	2015	2016
Indonesia	785,236	746,063	1,021,655	817,300	835,965	758,487
Bangladesh	116,663	132,350	322,750	296,930	282,437	252,365
Nepal	258,497	304,717	385,466	490,297	502,596	405,336
Philippines	44,359	44,919	69,126	63,711	65,095	58,366

Pakistan	26,229	31,249	50,662	51,563	72,931	62,745
Myanmar	146,126	129,506	161,447	143,334	145,652	138,492
Thailand	5,838	7,251	17,044	12,467	13,547	12,374
Others	190,113	175,534	222,172	197,812	216,812	178,204
Total	1,573,061	1,571,589	2,250,322	2,073,414	2,135,035	1,866,369

Source: Author compilation from Ministry of Human Resource (2019)

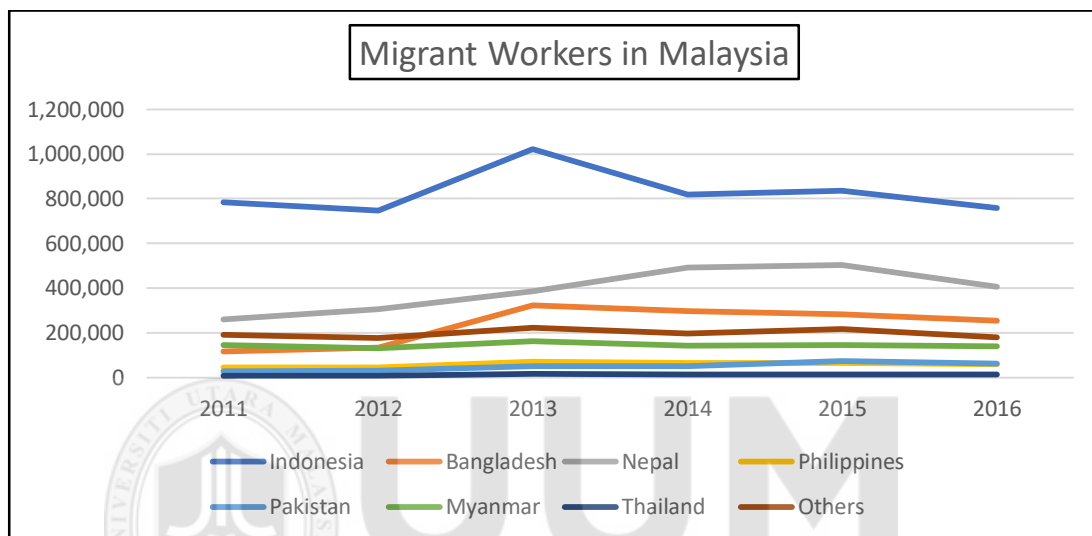


Figure 5. 4: Immigrant Labours by Nationality from The Year 2011 Until 2016
Source: Author compilation from Ministry of Human Resource (2019)

A growing trend of migrant labour has been noted, mainly from the bordering nations that share similar culture and language. Indonesia has been the greatest supplier for migrant workers and followed by Bangladesh. The majority of these migrant labourers are found in construction, manufacturing, plantation, services, and agriculture sectors (Abdul-Rahman et al., 2012). Migrant workers from Bangladesh are also found in many other sectors. Malaysia had signed an MoU with Bangladesh that gives mutual agreement on the outflow and inflow of Bangladeshis to Malaysia to fill the shortages of labour (Rahman et al., 2014). The figure indicates that Pakistani labour has been fast-growing in Malaysia. The United Nations report (2017) showed that Pakistan has been the second-largest supplier of low-skilled workers to Southeast Asian countries,

among which Malaysia is the most prominent one. For the statistical data of 2005, Malaysia was among the top three destinations for Pakistani migrant labourers. The data derived from the High Commission of Pakistan in Kuala Lumpur revealed that the number of Pakistani migrant labourers to Malaysia had been 21,278 in 2008, which rose to 22,989 in 2010, and 72,931 in 2015.

Table 5. 3

Pakistani documented migrant workers in Malaysia, 2011-2019

Years	2011	2012	2013	2014	2015	2016	2017	2018	Jan 2019
Pakistani migrant labour	26,229	31,249	50,662	51,563	72,931	62,745	58,957	57,765	63,358

Source: High Commission of Pakistan in Kuala Lumpur (2019)

Interview with P21 mentioned that generally, low-skilled migrant workers, particularly Pakistanis, are legally hired in six main sectors in Malaysia: construction, manufacturing, agriculture, plantation, services, and domestic work. The Department of Labour Peninsular Malaysia (DLPM) under the Ministry of Human Resource has published a handbook that summarises job type, required migrants, and their employment responsibilities based on sector. The agriculture sector includes fisheries, poultry, rice, vegetable, and fruit cultivation. The plantation sector covers the big-proportion farming of coconut, rubber, cocoa, and palm. There are two groups of workers in the plantation sector: one who does agricultural work (weeding, harvesting, planting, and overall land maintenance) and non-agricultural work (maintenance and repair, transportation, activities in production, and managing the oil palm mills). The services sector includes a group of workers working as whole seller and retailer, whereas the manufacturing sector comprises of manufacturing companies revolving around rubber, petroleum, plastic, transport equipment, and electronics. The construction sector includes constructing bridges, highways, building, landscaping,

underground cable pooling, overhead transmission power lines, and other construction projects. In the 1980s, the development and modification in the construction sector enticed a substantial number of migrant low-skilled workers (Narayanan & Lai, 2005). In 2001, Indonesian, Philippines, Bangladeshi, Pakistani, and Thai migrants were restricted to the construction sector (Abdul-Aziz, 2001b). According to the Malaysian Department of Statistics, Pakistani migrant labourers dominated the construction sector (see Table 5.4). Figure 4.5 shows the ratios of Pakistani migrant labourers per year employed in various sectors.

Table 5. 4

Number of Pakistani documented Migrant labourers in Malaysia by sector

Year	Manufacturing	Construction	Plantation	Services	Agriculture	Domestic	Total
2015	3,606	31,988	8,032	6,486	22,784	35	72,931
2016	4,005	26,734	6,155	6,274	19,545	32	62,745
2017	3,893	24,761	5,897	6,340	18,027	39	58,957
2018	3,558	24,328	5,769	6,229	17,842	39	57,765
2019	3,328	27,885	5,918	9,191	17,006	30	63,358

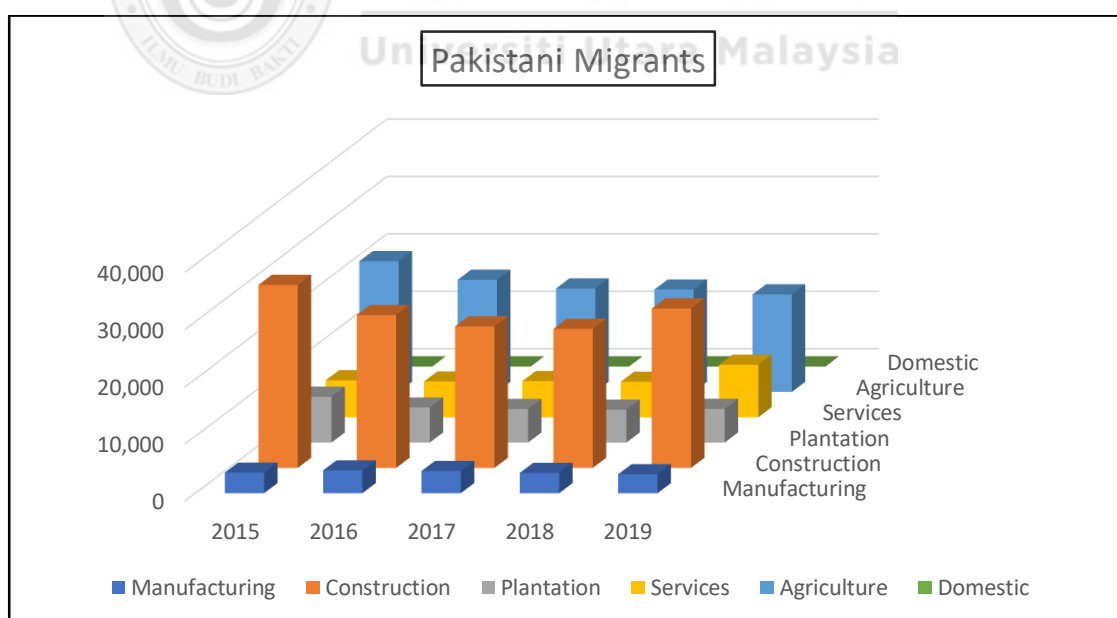


Figure 5. 5: Ratios of Pakistani migrant labourers per year in different sectors

Source: Author compilation from High Commission of Pakistan in Kuala Lumpur (2019)

The overall statistics of Pakistani labourers as per sector and state in Malaysia (December 2017) are tabulated in Table 5.5. Figure 5.6 illustrates the ratio of Pakistani migrants based on the states in Malaysia.

Table 5. 5

Pakistani labourers as per sector and state in Malaysia (December 2017)

States	Domestic workers	Construction	Manufacturing	Services	Plantation	Agriculture	Total
Johor	1	5,437	995	937	1,124	5,518	14,012
Kedah	0	19	240	295	156	41	751
Kelantan	0	1	7	9	112	33	162
Melaka	0	854	64	279	174	100	1,471
Negeri Sembilan	1	260	204	689	747	700	2,601
Pahang	1	140	90	80	284	263	856
Perak	1	119	247	271	604	771	2,013
Perlis	0	1	6	7	0	0	14
Pulau Pinang	0	614	311	248	16	172	1,361
Sabah	1	5	0	31	3	0	40
Sarawak	0	111	1	63	0	0	175
Selangor	7	10,411	1,305	2,137	1,489	6,826	22,175
Terengganu	0	47	1	29	10	4	91
Kuala Lumpur	24	6,504	294	1,236	1,134	3,545	12,737
Labuan	0	0	0	1	0	0	1
Putrajaya	2	22	0	16	12	0	52
Total	38	24,545	3765	6328	5,865	17,973	58,512

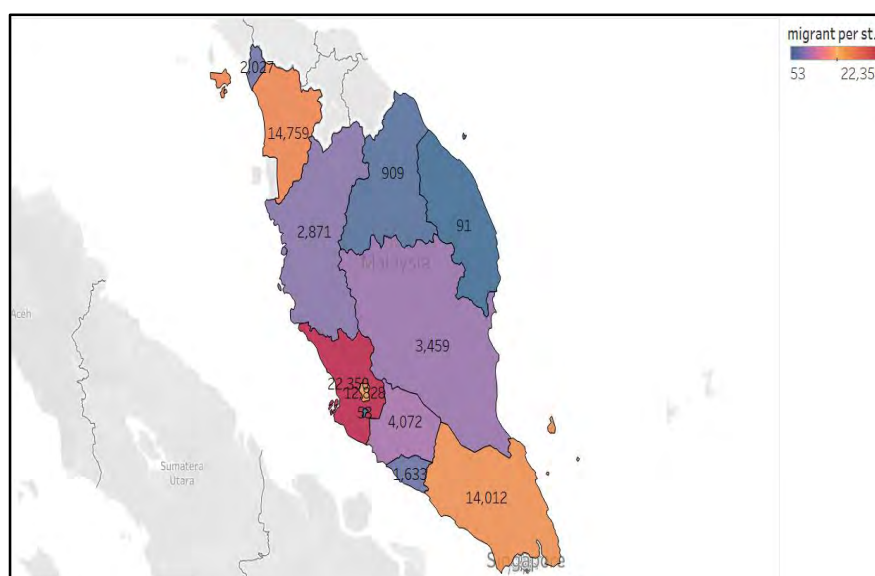


Figure 5. 6: Ratio of Pakistani migrants as per different states of Malaysia
Source: Author compilation from High Commission of Pakistan in Kuala Lumpur (2019)

5.4 Management of Pakistani Migrant Labourers in Malaysia

Several government agencies and officials are responsible for managing migrant workers in Malaysia. These ministries and organisations participate in various phases of the migrant workforce. The subsequent portion elucidates the management structure of Pakistani migrant labourers in Malaysia, including the present procedures implemented for them. The immigration policies and laws vary between West and East Malaysia (Asian Development Bank, 2006). West Malaysia, or the Peninsular Malaysia, consists of several states, namely Federal Territory of Kuala Lumpur, Perak, Pulau Pinang, Perlis, Terengganu, Selangor, Melaka, Negeri Sembilan, Johor, Kelantan, Pahang, and Kedah, whereas East Malaysia is composed of Sarawak and Sabah states (Hewison & Young, 2006; Kassim, 2005). East Malaysia has more sovereignty to develop its own policies regarding immigration stemming from the 20 agreement on the introduction of Sarawak and Sabah as part of Malaysia in 1963. In the agreement, Sarawak and Sabah have the authority to monitor, control, and maintain immigration concerns (Asian Development Bank, 2006). Additionally, Sarawak and Sabah have lenient entry and departure policy, when compared to West Malaysia (Spaan, Van Naerssen, & Kohl, 2002).

The two ministries that manage migrant workers in Malaysia are the Ministry of Home Affairs and the Ministry of Human Resource. Each ministry is further divided into several agencies; some are sponsored by divisions (Francis & Maguire, 2016). The High Commission of Pakistan in Kuala Lumpur manages the Pakistani migrant labourers in Malaysia. It is a legal body that represents the Pakistani government in Malaysia. The authority level of each ministry and the relationships among these agencies are displayed in Figure 5.7.

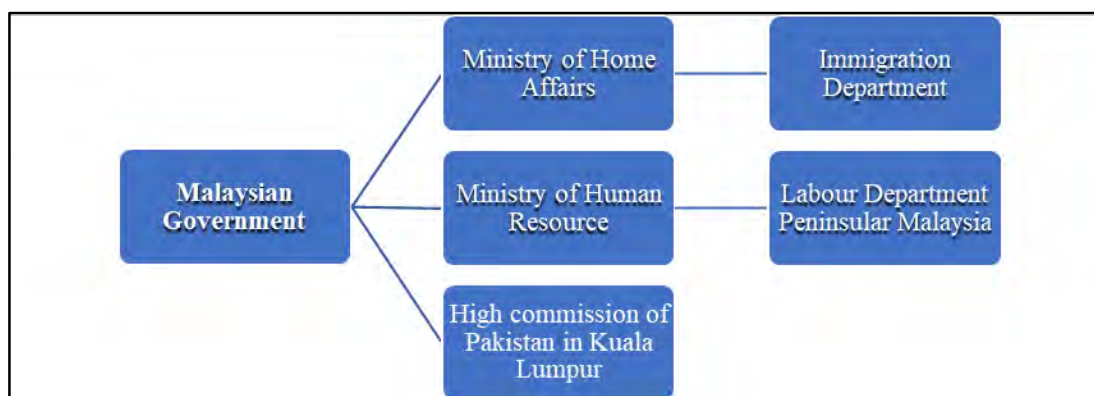


Figure 5. 7: Authorities managing Pakistani immigrant workers

Source: Author

Each ministry and agency have specific responsibilities and duties, as described in Table 5.6.

Table 5. 6

Responsibilities of authorities involved in managing immigrant workers

Ministry/Agencies/Division	Scope of work
Immigration Department	Managing and approving intakes of immigrant workers at the early stage of immigration worker's employment.
Ministry of Home Affairs	Responsible for managing immigrant workers. Act as a secretariat to the One Stop Centre in giving out advice to decide and approve the immigrant workers' application.
Ministry of Human Resource	Responsible for managing, monitoring and controlling labor and wages payments.
Labor Department Peninsular Malaysia	Act as a job center where all job vacancies are registered. All firms should refer to the center before proceeding to apply with the Ministry of Home Affairs under the process of the Immigration Department. Job securing should be given to the locals as the main priorities. This center collects information on the current demand and labor supply in Malaysia.
High Commission of Pakistan in Kuala Lumpur	Play an important role in conducting negotiations with host countries on a wide range of issues. Responsible for arranging and coordinating incoming and outgoing visits involving Heads of Government, Ministers and senior officials as well as other delegations.

Source: Author

The main purpose of these ministries is to find practical approaches to manage and control the migrants. Interview with P21 mentioned that the duty of immigration departments includes legislative rules, procedures, mechanisms, structures, and other approaches, such as hiring employment agencies and giving licenses to subcontracting firms, collecting fees, as well as devising viable methods to address complaints from

workers and employers. The guidelines and rules concerning terms and conditions, procedure, and policies for hiring migrant workers in Malaysia are stipulated in '*Buku Panduan Dasar, Prosedur dan Syarat-syarat Penggajian Pekerja Asing di Malaysia*' (Hwok-Aun & Leng, 2018).

Ishida and Shahid Hassan (2000) suggested that the Malaysian government should rigorously control the actions of brokers and agents, apart from proving accurate and useful information for those planning to migrate and work in Malaysia. The migrant workers ought to go through the specific program organised under the guidance of MOHR renowned as Induction Course for Foreign Workers Working in Malaysia (Abdul-Aziz, 2001a; Mohamed et al., 2012). Many immigration policies and departments in Malaysia play a significant role in managing migrant labour from different countries. The summary of distinct migration policies in Malaysia is described in Appendix 2. Theoretically, Kassim (2005) described that migrant workers in Malaysia are controlled by the Ministry of Home Affairs, which is accountable for handling immigration and nationality holder matters, apart from imposing immigration laws and regulations in the country. The Ministry of Human Resource applies labour policies, implements labour laws, supervises Malaysia's personnel, and arranges programs for skills training. Immigration Act of 1959/63 describes the immigration legalities, while the 1959/63 policy states the manner migrants can lawfully enter in Malaysia, their authorisation of legal entrants and prohibitions (Avila, 2015).

The 1984 Medan Agreement describes the immigration association between Indonesia and Malaysia (Devadason & Meng, 2014). The government of Malaysia contracted bilateral agreements with further countries after the Medan Agreement. For example, Malaysia established an immigration link with the Philippines for local workers and

procured the support of Bangladesh and Thailand for workers in the agriculture and construction sectors (Devadason & Meng, 2014). In 1987, the Malaysian government drew on the Indonesian legal labour in the plantation sector. More sectors, such as manufacturing, services, and construction, hired Indonesians. Many pro-immigration policies of immigration were introduced in the 1980s (Abdul-Aziz, 2001a).

The regularisation program about immigration in 1989 was the first law designed to control the entry of migrant workers. The immigration regularisation program detailed the necessities to take legal entrance into Malaysia (Abdul-Rahman et al., 2012). The government devised and implemented policies on entry, recruitment, repatriation, and employment (Mohd Na'eim Ajis et al., 2014). From 1991 to 1992, many new policies on immigration incurred tax on employment of migrant workers (Kanapathy, 2004). An absolution plan was passed during this duration to authorise irregular migrants in the construction, manufacturing, services, agriculture, and domestic sectors (Nah, 2012). The Asian financial crisis in 1997 led to the execution of strong nation-wide policies to control illegal entrance and employment that controlled the flow of migrants into Malaysia (Avila, 2015; Kanapathy, 2004). However, Avila (2015) described that policies of immigration were very generous, mostly unregulated and highly privatised. The government of Malaysia has imposed rigorous measures to grant licenses to sub-contracting agencies. This ensured that proper procedures and documentations were passed out for hiring migrant workers in Malaysia (Kaur, 2008). Random spot-checks were conducted with the passage of time to certify that migrant workers were indeed secure and protected in the course of their employment in Malaysia. Almost 277 outsourcing groups were employed to manage the hiring of migrant workers after a decade of administering the people from other countries made directly by DOIM

(Lacity, Willcocks, & Rottman, 2008; Painter & Wong, 2005; Shu Hui, Othman, Hj Omar, Abdul Rahman, & Husna Haron, 2011).

The execution of hiring agencies started in 2006; all applications for employment in Malaysia should proceed through the selected employment agencies (Painter & Wong, 2005). This means; each employer applies for officially listed recruitment agencies, affirming their requirement of worker and job durations. Additionally, there are some requirements defined by the government department with respect to protecting the migrant workers in Malaysia. In precise, there is minimum conditions placed by the Labour Department and the Malaysian Building by Law 1984 on the minimum standard for migrant workers' accommodation and facilities in Malaysia (Ford, 2013; Garcés-Mascreñas, 2016).

In this study, informant P21 interviewed mentioned about the accommodation facilities provided for migrant workers. The migrant workers should be provided the following accommodation facilities: single or double-storey link house, toilets, a laundry, kitchen, storage, shower and a place to hang clothes, electrical supply, sanitary system water supply, and waste dumping system. The Department of Labour in Peninsular Malaysia is accountable for visiting the migrant workers during their work on a random basis. Malaysia has no rigid procedure about remittance and money transfer. The Asian Development Bank report (2006), most countries (e.g., Singapore, Japan, China, and Hong Kong) have no such rule. Thus, migrant workers can remit their salaries to their country of origin without any restriction.

CHAPTER SIX

PRE-MIGRATION EXPECTATIONS OF PAKISTANI MIGRANT LABORERS IN MALAYSIA

6.1 Introduction

This chapter reports on the pre-migration expectations of Pakistani migrant workers in Malaysia, which turned into the decision for migration. In doing so, the researcher relied on the push-pull model of migration. This chapter starts by reflecting on the positive and negative expectations identified by the participants as important in triggering their plan to migrate and settle their lives in Malaysia. The positive expectations described by the participants were better life, economic opportunities (employment and earning of money), safe and secure life, and less inflation. However, a few migrants spewed negative expectations for living in Malaysia. The frustration was linked with the visa type and no future. This chapter further described the responses given by the informants about their first experience in Malaysia. Most of the informants used the word ‘shock’ to depict their first experience. Some recalled their misperception about the life they had expected, especially the employment (they were imagining) and the accommodation (they were expected to be provided), and they were taken aback by the high expenditure.

6.2 Pre-Migration Expectations of Pakistani Migrant Labourers in Malaysia

This section presents the findings related to pre-migration expectations of Pakistani migrant workers in Malaysia. In doing so, the researcher relied on the push-pull model

of migration. The aspect of pre-migration expectations is linked with the first research question, and the researcher relied on the participants' answers to address this question. Preliminary, the researcher discussed the responses given by the informants in terms of positive expectations, than describing the negative ones. The findings of pre-migration expectations are illustrated in Figure 6.1.

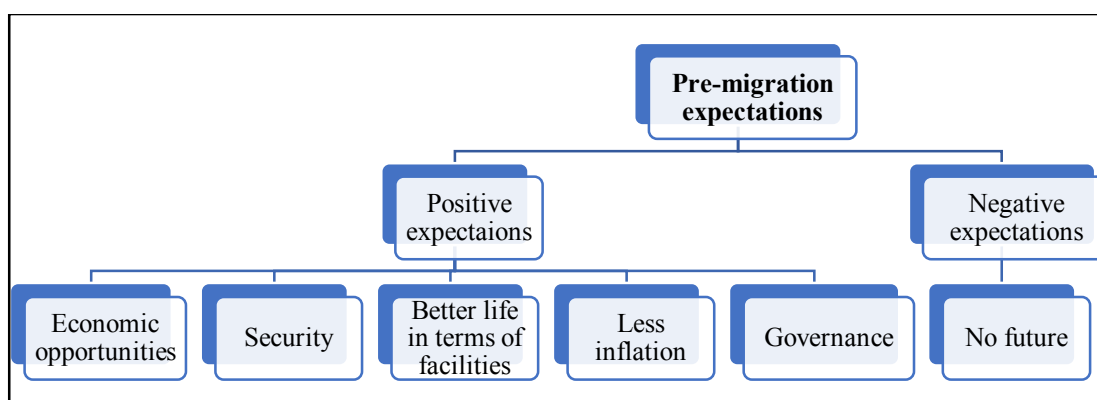


Figure 6. 1: *Pre-migration expectations of Informants*

Source: Author

6.2.1 Positive Expectations of Pakistani Migrant Labourers

During the interview, the informants were questioned about their pre-migration expectations about life in Malaysia. Such question was viewed as the most interesting to the participants and they took no time to answer this. In all cases, the informants felt comfortable describing their pre-migration expectations about life in Malaysia. They stated that economic opportunities, such as employment and potential to earn more money, as their positive expectation towards life in Malaysia. It also covered the responses of informants about the better life sought in Malaysia, as well as the reasons behind their decision and expectations to migrate to Malaysia. The expectation of informants was also linked with a secure and safe life after migration. High inflation rate back at home also led them to migrate.

Economic opportunities: Most of the participants recalled that they expected a better standard of living in terms of economic opportunities in Malaysia. Their foremost reason or push factor for migrating was due to fewer employment opportunities in their country that made their expectations for better opportunities for a job in Malaysia. The informants expected that they would earn more money after migration. The starting question from the informants is linked with the main reason or push factor behind the decision to migrate. Their reason is associated with the expectations about migration. The main reason for these expectations was the mutually agreed opinion of informants that there was no future for them in Pakistan due to the high-poverty rate, fewer opportunities for employment, and economic instability, which are translated as push factors for them to migrate to Malaysia. Comment provided by P13 (2018) illustrates bleak future in Pakistan. Before migration, he worked in the construction sector on daily salary basis and had hoped for increased salary and permanent job. But nothing happened. Thus, he planned for migration with a positive expectation that he will get a better job in Malaysia.

“Well in Pakistan, there is no future.... I work hard for almost eight years, but the owner did not increase my salary and job status. It was really very tough for me to afford my family, even my own expenses. I expected that I will get better opportunities for a job abroad. Thus, I decided I must go aboard” (P13, 2018).

Similarly, the expectations of P11(2018) were associated with better employment opportunities. He described that he earned very low salary in Pakistan. He could not even afford his own expenses with that salary. He believed that unemployment rate is very high in Pakistan. Therefore, low salary and high unemployment rate created a pre-migration expectation in P11(2018) for better job in Malaysia.

“Wages given to me in Pakistan was very low. I tried to find another job but there In Pakistan, the unemployment rate is high... I always dream of a better job. So, I decided I will go to other countries to get a better job” (P11, 2018).

P10 (2018) also had positive expectation about a life in Malaysia. In Pakistan, he had his own small grocery store in village. He described that his earning was low to save money for future and marriage. He could not afford his daily expenses. P10 (2018) mentioned to his friend that he had decided to migrate to Malaysia and developed a hope that he will get better work in Malaysia.

“In my village, I had a small grocery store. The income earned from that is very low.... I was 25-years-old. I had to earn and save money for my marriage and future. However, with that income, I cannot do all. I cannot even afford my daily expenses.... My friend He suggested me to go abroad and earn money. And told that in Malaysia, there are more opportunities for a job. His word influenced me to decide and made a positive expectation about getting a better job abroad”
(P10, 2018).

In this study, the major reason to migrate to Malaysia was to improve their careers. The informants were frustrated with the job opportunities in Pakistan and decided to migrate to Malaysia to gain economic benefits. This was well-explained by informant P21 (2019):

“I am a bachelor degree holder... I tried for a good salary job but all was in vain. Sometimes they called me for an interview but after that they never responded. I wasted four years without a job.... Just applying and searching for a job.... Then I got fed up with this situation.... During that time, I discussed this with my friend. He gave me confidence that I will get a job in Malaysia. Thus, I made up my mind to migrate to Malaysia” (P21, 2019).

P21 (2019) described that he had a bachelor’s degree and had applied for many jobs in Pakistan, but not to avail. He was frustrated and lost hope. Then, his friend gave confidence and suggested him for migration. From his friend’s suggestion, he planned for migration with pre-migration expectation that he would secure a job in Malaysia.

The findings revealed that economic opportunities had been the prominent pre-migration expectation amidst the Pakistani migrant workers in Malaysia. This is in line with the findings reported by Shafiq (2016) about Bangladeshi migrants who migrated and settled down in Australia. Bangladeshi migrants had expectations about more employment opportunities and a better future in Australia, hence the reason for their migration and settlement in Australia.

A trend was noted, whereby Pakistani labourers migrated to other countries to secure a good job. In this study, most of the informants were motivated for economical reason. Their decisions and expectations were based on economic deliberations. Some of them had wanted better jobs, while many had wanted to afford their families. Similarly, Jirovsky, Hoffmann, Maier, and Kutalek (2015) found that migrants moved from their country with the aim to get better jobs with better salary scales. Migrants with low salary jobs in their home countries were influenced to have a better future in other countries. The findings of this study indicated that the same economic/work-related reasons for migration. Van Mol and De Valk (2016), Grindle (2019), Hunter (2012), and Dustmann, Fasani, Frattini, Minale, and Schönberg (2017) opined the same. They found that economic opportunities are the basic reason for migrants to migrate. Migrants had expectations to improve their economic standing by migrating and settling abroad. The individuals viewed their home country so negatively that influenced them to expect higher and to take decision about migration to the host country with a hope of better cultural, economic, and environmental opportunities. Additionally, the data suggested that the expectations of most informants were based on economic benefits. The informants had in their mind that they would get better job and earn more money in the host country. They claimed that the job they had in

Pakistan was not good, especially in terms of salary. Thus, their motivation was to earn more money in Malaysia, as the Malaysian currency is higher than that of Pakistani Rupee. The informants had intentions that they can easily afford their families with the salary they earn in Malaysia.

Moreover, P1 (2018) told his father's story that he borrowed money to fulfil their needs. Now, he must return his father's debt. He expected that he would return this debt with the salary in Malaysian currency. The following responses from informants described the economic considerations that underpinned their expectations.

“I come from a poor family.... My father was a farmer and died when I was 15 years old. He borrowed money from many people to fulfil our needs..... I am the eldest in my family.... After his death, I had to run the house and paid my father's debt. I stopped my studies and started working as labourer at a young age... the money I earned was insufficient to afford the whole family and to repay my father's debt. Thus, one day I decided to go abroad with the hope that I can earn more money and send some money back home” (P1, 2018).

P1 (2018) narrated his poor condition in Pakistan. He mentioned that he came from a poor family where his father was a farmer. His father borrowed money during his childhood and he was obligated to repay that debt. He struggled hard to repay the debt and stopped his studies. However, the money he earned was insufficient to repay the debt or even to afford his whole family. This poor situation of P1 (2018) became the reason for migration with a positive expectation to earn more money and repay his father's debt.

P8 sought better salary and to earn more. He had a situation in Pakistan where he was offered low-income job. He made comparison of salaries offered in Pakistan and Malaysia and believed that he can earn more money in Malaysia.

“In Pakistan, I tried to find a good job, but I was offered low income. It was my hope that I will get a good job after migrating to Malaysia. I believe; I can earn more money as compared to my job in Pakistan” (P8, 2018).

P17 (2018) mentioned the higher exchange rate of Malaysia led to his positive expectation about living in Malaysia.

“My expectation before coming to Malaysia was that I will earn more money from my job... because of the high exchange rate” (P17, 2018).

Additionally, P20 (2019) expressed his views about more opportunities and better paid salaries in Malaysia. He made analysis of his surrounding and observed that individuals who migrated to other countries had found jobs easily with good salaries. Based on his observation, he made his positive pre-migration expectation about a better job in Malaysia.

“At that time, many individuals from my city were settled in different countries, and some of them were in Malaysia. They found jobs easily in Malaysia and had more salaries. Thus, I made my expectations that it would be easier for me to get a job and earn more money in Malaysia”. (P20, 2019)

The experiences narrated by the participants highlight that they had positive expectations that they will earn more money in Malaysia. Some of them already had a job in Pakistan, but they responded that their salaries were very low and could not even afford their families. Their low salary served as a push factor that influenced them to migrate and settle their lives in Malaysia. One of the informants (P20, 2019) was impressed by the other individuals from his city who had settled down in different countries, some in Malaysia. Observing those individuals, P20 (2019) also developed

his desire to get a job and better salary in Malaysia. The results are in line with Bartram (2013), who has investigated the happiness of migrants from eastern European countries who had migrated to wealthier countries, such as western Europe, with the expectation of improving their financial position. He found that the expectation of the migrants had been based on a better future in terms of economic success. Migrants expected that an increase in income right after migration.

Some participants explained that in addition to economic/work-related reasons, the other pull factor for migrating to Malaysia was to enjoy a safe and secure life, as Malaysia is a peaceful country with friendly people. For instance, noting that the opportunity to improve their financial situation was not the only reason for their decision to migrate and settle their lives in Malaysia, security is another strong reason for migrating decision.

Security: This section describes the informants' concerns about life insecurity in Pakistan. They expressed that they were haunted by uncertainty and insecurity due to the strike by opposition political parties. Their expectations were 'at least they will enjoy a secure life'. They added that their lives were insecure in terms of road accidents and traffic congestions. P4 (2018) stated that he always arrived late from work due to heavy traffic on the road. This situation had enforced him to feel unsafe in Pakistan and made his mind to migrate. They felt that their lives were insecure due to road accidents, thus their expectations to find a safe and secure life upon migrating to Malaysia. Informants pointed out that:

"I expected a secure life.... There are road accidents and insecure life in Pakistan. This is because of traffic jam, the crowd, and the strikes. It needs one hour to cover a distance of 10 or 15 minutes. Vehicles remained stopped for about one to two hours on the road. Many times, this becomes the cause of accidents" (P6, 2018).

“Strikes and road accidents are common in Pakistan. Every day, I arrived late at my workplace because of traffic jam and road accidents. Road accident in front of you is a situation that you feel insecure in life” (P4, 2018).

The informants felt insecure living in Pakistan, hence the decision to migrate to Malaysia with an expectation of secure life in Malaysia. P3 (2018) mentioned that the rule and regulations were failing day by day in Pakistan. There was no check and balance in Pakistan. This situation is described below.

“There is an issue of lack of security in Pakistan. Rules and regulation conditions are failing day by day. I expected the safety and security of my life in Malaysia” (P3, 2018).

The informants also told about the strikes that were triggered by the opposition political parties in Pakistan. Strikes are the main escalation of tension among Pakistanis. They were frustrated by the strikes and governmental situation in Pakistan. Thus, the bad political situation or instability led them to opt for migration and settlement in Malaysia. Their responses about strikes and the bad political situation of Pakistan are given below:

“I had a job in the packing department of a medicine company. The bad thing is strikes on almost daily basis. These strikes were conducted by the opposition political parties. They made our working life miserable. I expected that I will get rid of this political culture and enjoy a secure life” (P5, 2018).

“Strikes were held by opposition political parties in my area. This influenced us.... We, poor people... so, I expected that at least I will not face this issue after migration. I will enjoy a secure life in Malaysia” (P9, 2018).

Moreover, Pakistan has been enormously colliding with huge bomb blasts (car and suicide bombs). Mostly, these actions happened in dense population areas in order to increase mortality and morbidity (M. S. Khan, Shahan Waheed, Mumtaz, Feroze, & Noordin, 2015). P2 (2018) claimed that bomb blasting is a tremendous challenge that

affected his whole life. This incident enforced him to migrate and leave his homeland. He told about a suicide bomb attack that altered his whole life and became the reason for migrating to Malaysia. He reported that he found his life insecure in Pakistan due to bomb blasting. He claimed the following:

“It was a suicide bomb attack that changed my whole life, and I decided to migrate to Malaysia. I expected a safe and secure life in Malaysia.... I can remember the day when I was returning from my job. Suddenly, I heard a loud sound. My surrounding turned extraordinarily white and then, pitch black. Thankfully, I was buried alive under the pillar of a shop. I was unconscious when a rescue officer pulled me up and took me to the hospital” (P2, 2018).

This finding is reasonable in light of the fact that most of the participants came from Pakistan where security is lacking. They performed strikes on the road and caused road accidents and traffic congestion. They were frustrated by the strikes and the bad political situation in Pakistan. One of the informants escaped a suicide bomb attack that happened in front of him. Although he was safe, that terrible incident made his mind to migrate and settle in Malaysia. Shafiq (2016) reported similar findings on the settlement experiences of Bangladeshis in Australia. Bangladeshi migrants also responded that high population, air pollution, road accidents, and traffic congestion were the reasons behind their migration to Australia.

Better facilities: The decision of informants about migration was associated with both positive and negative expectations about life in Malaysia. The most common phrase used by the informants was ‘better life’, in which they expected better facilities than those available in Pakistan. This recurring theme is primarily linked with the expectation of Pakistani migrant workers in Malaysia. This was nicely defined by the informants:

“Better life is my expectation of migration to Malaysia....” (P19, 2019).

“Poor facilities.... Load shedding... just thinking that at least me and my family are living a better life than before” (P16, 2018).

“I expected a better life in Malaysia... In Pakistan, there is an issue with electricity... mostly in my area; there was no electricity for about 10 to 12 hours. However, I expected that I will not face this issue after migration” (P18, 2018).

“Prior to migration here I expected that life will be better in Malaysia” (P12, 2018).

“I had the expectation that I will enjoy basic facilities for a healthy life in Malaysia” (P8, 2018).

“I belong to a village area where there are very few basic facilities. Transportation is very bad. There is an issue with electricity..... I expect that I will enjoy a better life in Malaysia” (P10, 2018).

These results showed positive expectations about a better life in Malaysia associated with the push factor of migration (poor basic facilities). The results also revealed that Pakistani migrant workers faced problems in terms of load shedding in their home country, as responded by P16 (2018), P18 (2018), and P10 (2018). Additionally, these informants responded to their bad situation in Pakistan were the primary reasons that triggered their decision to migrate to Malaysia. This finding is reasonable in the light of the fact that all the participants came from Pakistan where basic facilities were poor. These findings are affirmed by Thompson (2016), who found positive views of informants about pre-migration expectations. The informants in that research responded that they expected a better life as they could access good basic facilities, such as food, education, health, and environment.

Less Inflation: Among the troublesome factors that led to migration and settlement in Malaysia refers to inflation. The Pakistanis are constantly stressed about the escalation of inflation rate, hence influencing people to migrate. This intention to migrate was caused by the skyrocketing inflation rate in Pakistan. According to the world Economic outlook report, the annual inflation rate of Pakistan has been increasing rapidly. It escalated from 2.9% in 2017 to 4.1% in 2019. Meanwhile, the inflation rate in Malaysia was 1.9% in 2019. They faced difficulties to afford basic goods, as depicted in the following:

“The inflation rate is always increasing. The goods.... are very expensive. This becomes the base of my expectation to migrate” (P16, 2018).

“At that time... it is very difficult to enjoy a good life in Pakistan. The inflation rate is increasing continuously. This influences the poor people like us..... but no one bothers. We faced that situation and decided to work abroad. However, it was very tough to live without your family..... I am living.....” (P19, 2018).

“Pakistan is no longer a country to live because of inflation. Prices are increasing continuously. I was very worried about my future and expected that I will not face these problems abroad” (P15, 2018).

It is noteworthy to report that most informants were affected by the economic turmoil, thus their decision to migrate out from Pakistan. All informants were influenced either directly or indirectly with economic difficulties that affected them to expect a better life in Malaysia. These informants migrated, no doubt that they had selected Malaysia as one of the better countries, when compared to Pakistan with terrible inflation.

The informants responded that increase in item prices due to inflation affected the poor. Q. M. Ahmed, Muhammad, Noman, and Lakhan (2014) reported the same. They claimed that increase in item prices due to inflation targeted the poor more to suffer.

This is because; more than half of their income is spent on provision. This portrays the adverse impact of inflation in Pakistan. This study confirms that high inflation rate as a reason for migration for Pakistani migrant workers, and they developed their expectation about less inflation in Malaysia.

Governance: The informants responded that the corrupt environment of Pakistan as the reason that triggered their decision to migrate to Malaysia. The Transparency International 2018 reported that Pakistan is one of the countries where corruption is at its highest level with average corruption ranked at 109.04 from 1995 to 2018, which hit a high record of 144 in 2005 and the lowest at 39 in 1995. Lack of accountability, nepotism, and disregard of merit in the administrative system of Pakistan led to corruption. It tends to be heavily corrupted than N. Islam (2004) the era during their colonial past. He added that the absence of devotion to universal laws or rules rooted in the Pakistani customs and traditions of extremely skewed dispersal of power and patience of inequality led to this problem. Such system obviously favours the elite class and neglects the lower one. The consciousness about corruption is high amidst the middle class in Pakistan, and it is not a shocking point that the “National Anticorruption Strategy” of Pakistan focused on the middle class from cities with the aim to change the situation. Thus, frustration with the present corrupt system in Pakistan was a push factor for migration. This is well-explained by informants P12 (2018) and P21 (2019):

“Really, I get frustrated with the corrupted system, and it is everywhere in Pakistan. My point of view is that poor people like us labourers are mostly affected by this type of system. If you are struggling to get a halal salary, then there is so much you have to go through. You have to face many difficulties whenever you have to deal with government officers. There are inequalities. Thus, at every step, you just think to migrate from such a corrupt country” (P12, 2018).

“Searching and doing a good job in Pakistan is really tough as nothing can be done without bribe and influence. I wasted my four years in this system... I really get upset from this system and did not want to become a part of this system” (P21, 2019).

The above comments of informants were totally represented the corrupt system of Pakistan. They believed that nothing can be done without bribe and influence. They were poor and had no powerful or influential contact. P21 (2019) had tried, but he did not get a job as he had no influential contact. P12 (2018) also faced the same situation. He believed that one must face many difficulties when dealing with the government officers. The comments given by the informants are similar to those reported by Horvat (2004), who studied migrants from Balkans to Western countries. He claimed that the reason for migration is their perception of governance that is founded on meritocracy, which contradicts the governing elite that is overly involved by unrestrained capitalism and corruption.

Merkle, Reinold, and Siegel (2017) identified that corruption was a push factor for migration. Corruption is a solid indicator that the whole government system is not working properly. Hence, individuals opted for migration as they get tired from the corrupt system. Their dissatisfaction with life in the home country increased continuously, and motivated them to migrate and settle in other countries. Moreover, corruption directly affected the absence of (good) employment opportunities, which led people to migration. The results are also in line with Rahim (2014), who investigated the different migration patterns of Pakistani migrants in London. He found that Pakistanis were frustrated with the corrupt system in their country. Corruption is a strong driver for one to migrate. Migrants viewed that corruption remains a

considerable problem in Pakistan. Hence, corruption acted as a push factor that turned into a reason for migration and settlement in Malaysia.

6.2.2 Negative Expectations of Pakistani Migrant Labourers

This section describes the negative expectations of Pakistani migrant workers in Malaysia. The negative expectations of informants were related to their visa type, which set their mind towards no future in Malaysia. The frustration linked with the visa type, and no future is explained below.

No future: Apart from the positive expectations, a few informants had negative expectations about life in Malaysia. They voiced that there is no future in Malaysia. In this study, most informants were scammed by agents. Agents made agreement for gaining the work permit, but the visa was just visiting visa. However, the agent charged a high cost. This was expressed by a few of the informants.

“My expectation... no future in Malaysia... When I saw my visa type, I got stressed. It only came to my mind that there was no future in Malaysia” (P12, 2018).

“I had an expectation why I was migrating..... I had dreams of better future but.... with a visit visa, I did not do anything... It all because of my agent.... I asked and gave money for work permit visa However, when the visa was handed over to me.... it was visit visa. My dreams just shattered after listening to this... I had in my mind..... No future no future in Malaysia” (P14, 2018).

The participants had negative expectations because they were unaware about the visa type and the immigration policies in Malaysia. It was also difficult to get Malaysian citizenship.

“When I arranged and submitted my document for the visa, I came to know about my visa type and the immigration policies of Malaysia My visa is not a permanent one.... It is exactly for five years..... At that time, I had negative

expectations in my mind that I have no future in Malaysia. Even so, I already paid a lump sum amount to my agent” (P7, 2018).

The informants in this study claimed that the agents gave them false and incomplete information about the visa that caused negative expectation about life in Malaysia. Interestingly, Kiribati migrants also had negative expectations about their future after migration (Thompson, 2016). The negative expectation of Kiribati migrants was viewed as there was no future for their children in New Zealand. Many researches have highlighted the same issue of fraudulent agents (Kern & Müller-Böker, 2015; Warnier, Oey, Timmer, Brazier, & Overeinder, 2009; Wasem, 2008). They viewed that immigration fraud is prevalent; however, reliable approximations of its ubiquity are still not found. This kind of phenomenon is an ongoing process. They asserted that with the increasing trend of labour migration and assessing employment in other countries, agents become frauds.

In line with the finding of this research, Agunias (2013) described the abuse and exploitation made by private agents of migration. He found that fees charged from migrants were at the heart of irregularities. Migrants were overcharged and mostly were encouraged to take loan. However, private agents and agencies have a significant role in the process of labour migration. They facilitate the new arrival at different stages of migration. They provide logistical support, assistance, and information to migrants. Meanwhile, different cases are found where these agents are doing fraud with the migrants and charged them very high. Agents do many irregularities, such as early collection, overcharge, and failure to issue payment receipt.

6.3 First Experience After Arrival in Malaysia

This research describes that Pakistani migrant workers in Malaysia faced many challenges after their arrival. Most of the informants used the word ‘shock’ to explain their first experience. They described their experiences in the development of their expectations in Malaysia. Some informants recalled their misperception about the life they had expected, the employment (they were imagining) and the accommodation (they were expected to be provided). They were surprised to pay a large expenditure at the start of the settlement phase. The informants claimed that they had to work hard for their survival in Malaysia. Some, however, were happy to see the Islamic culture in Malaysia.

Shock: The first experience of informants was associated with the ‘shocking’ situation. They described their misperception about the life they were expecting with respect to reality. They were shocked to see their workplace, the accommodation, also when they came to know that they had to pay house rent. One of the informants had an awful experience of spending his whole night at the bus stop. It was really a terrible situation as he did not know anyone at the airport. He did not know where he had to go. He totally depended on his agent to pick him up. However, the agent did not come. This is demonstrated in the following quote:

“Really, it was a shocking situation. I reached Malaysia by plane, but I did not know where I had to go. I was totally relying on my agent but at the airport, I waited for about 12 hours... perhaps he might come. perhaps... but he did not come. I was shocked... how can an agent do this to me?.....” (P15, 2018).

The informants referred their bad initial experience related to the place where they stayed on the first night. This was expressed very strongly by an informant who did not sleep the whole night because of mosquitoes.

“You know the house where I had to live on my first night.... Really, it was in a bad condition. Small, mosquitoes... the whole night I cannot sleep” (P8, 2018).

One of the informants was shocked to know about the search for jobs and accommodation. He had an expectation that his agent already found a job for him, but this did not happen. This is well-explained by informant P14 (2018).

“First time, I was shocked to hear from my agent that I have to find a job here too. The same situation.... I have in Pakistan.... Furthermore, my agent allowed me to live with him for a few days. I had to find my accommodation too” (P14, 2018).

Some informants indicated that they had less pre-migration information, which formed their expectations about life after migration. They were shocked to get the complete information as they must pay their own rent. The agent and employer were not responsible for that. The participants had viewed that if they had full information about such constraints, they would have properly managed this prior to arrival.

“I was surprised to know that I had to pay off the rent of my house. The agent did not inform me” (P15, 2018).

Similarly, S. Khan and Watson (2005) reported similar findings upon assessing expectations and shocking situations amongst women Pakistani migrants in Canada. The Pakistani women were shocked by the life in Canada and got stressed. Derwing and Krahn (2008), and Cook and Pruegger (2003) also confirmed these results. They described different challenges and barriers were faced by any newcomer in Canada. These are false expectations and lack of awareness of the Canadian rules and laws, lack of network, hazardous working conditions, cultural differences, accessibility of services, and lack of housing (affordability & availability). Besides, their research concluded that employment opportunities, housing, access to social services, and

quality of life as some factors that attracted and retained the migrants in the host country.

Expenses: Another surprising factor revealed by a few informants was the large expenses. They viewed that money is significant in their lives. In the initial settlement, large expenditure incurred that influenced them to work hard to enjoy a healthy life.

This scenario was described by the following informants:

“My first experience was that Malaysia is an expensive place to live in. There you have to work hard to enjoy a happy life” (P10, 2018).

The informants told about lack of knowledge about the shops from where they can get cheap products for their daily use. This lack of knowledge turned into a serious cause of high expenditure for Pakistani migrant workers. Their responses about lack of knowledge about shops are described below:

“In the start, I had no idea about grocery stuff. I was not sure which grocery stores offered good prices. I simply bought from any store around my living and working areas. I noticed that groceries are quite expensive in Malaysia” (P17, 2018).

Some informants indicated that their few pre-migration expectations were met, however, they were disappointed. Their dissatisfaction is linked with the expenses that were made at the start of settlement in Malaysia. Thus, they had a point of view that they had to work hard for survival in Malaysia. This is well quoted by P16:

“When I first came, some of my expectations were met, but I was disappointed with some of them. Oh, it was the expenses. A large expenditure was made at the start. I found that money played an important role in our life. I have been thinking that I must work hard. It is a challenge for me to earn money and work hard” (P16, 2018).

In line with the finding, Weishaar (2008) reported the financial hardship of migrants in Scotland, which appeared to be the source of stress after migration. He examined the initial experiences of migrants through qualitative research and found that the informants had high living expenses, such as expensive accommodations, difficulties in searching employment, and expensive goods. They mostly were unable to afford their basic needs due to the high cost of products. Responses of participants indicated that they faced double burden of integration process and problems of daily life. Therefore, international migration directed migrants towards difficulties, stress, as well as a change in physical, psychological, and social well-being.

Islamic culture: Two informants opined the similar Muslim culture in Malaysia. Their first experience was happy to hear the Azan, to see beautiful mosques, as well as Muslim rules and regulations.

“Really, it was my pleasant first experience when I reach the place where I had to stay. I hear the Azan in the nearby mosque. I see the mosque. I go and offer prayers. I enjoy similar Islamic culture in Malaysia” (P9, 2018).

Similarly, Martikainen (2013) asserted that religion played an important role in the settlement of migrants. Migrants are expected to take their traditions, customs, and values with them wherever they go. Khanum (2001) found the fact that Muslim migrants were more committed to their religious and cultural customs the longer they settle abroad. However, Colic-Peisker and Tilbury (2007) found that Muslims faced discrimination in the job due to dress code and names in Australia. Brűß (2008) studied discrimination against Muslims who migrated from Bangladesh to the UK. The research made a comparison of Bangladeshi Muslims in the UK with the settlement experiences of Moroccan Muslims in Madrid and Turkish Muslims in Berlin. As a

result, Bangladeshi Muslims had to bear numerous acts of discrimination and racism, but the frequency for them was less, when compared to the other two groups.

6.4 Conclusion

This chapter presents the pre-migration expectations and the first experience of Pakistani migrant workers in Malaysia. Most of the participants indicate positive pre-migration expectations with life in Malaysia. They imagined a 'better life' and made expectations about more facilities than Pakistan could offer. The foremost expectation of informants was based on economic benefits as they expected better employment opportunities in Malaysia to earn more money. Some informants were concerned about life insecurity in Pakistan and expressed that they were haunted by uncertainty and insecurity due to the strikes organised by the opposition political parties. Their expectations were 'at least they will enjoy a secure life'. Some informants faced difficulties to afford basic goods due to the high inflation rate and had an expectation of less inflation in Malaysia. Additionally, the informants were frustrated by the corrupt system in Pakistan that triggered their decision to migrate to Malaysia. Besides positive expectations, the informants experienced some negative pre-migration expectations about life in Malaysia linked with their visa type, which set their mind towards no future in Malaysia. They used the word 'shock' to explain their first experience.

CHAPTER SEVEN

EMPLOYMENT AND HOUSING EXPERIENCES OF PAKISTANI MIGRANT LABOURERS IN MALAYSIA

7.1 Introduction

This chapter presents the employment and housing experiences of Pakistani migrant workers in Malaysia. The literature has identified that employment and housing are the key factors and indicators of settlement among migrants. In doing so, the researcher relied on the neoclassical theory of migration. This chapter explains the findings with respect to Pakistani employment, including employment scenarios in Malaysia, workplace experiences, language barrier, remittances, and on-the-job training, as aspects of participants' settlement experiences. This chapter unravels the housing experiences of Pakistani labourers in Malaysia, which is the main aspect of successful settlement. The chapter discusses some considerable areas of studies in light of their experiences with unsuitable accommodation and their penetration into the rental housing market. Before describing housing challenges and issues, the researcher discusses briefly the housing according to the different sectors. Lastly, the researcher describes distinct views of migrants pertaining to their satisfaction towards settlement and feeling of belonging in Malaysia.

7.2 Employment Experiences of Pakistani Migrant Labourers in Malaysia

This section discusses findings related to the employment experiences of Pakistani migrant workers in Malaysia. To understand the employment experiences of Pakistani migrants, the neo-classical theory of migration was adopted. The discussion of this

section is supported with the findings aligned with prior studies on settlement and the contributing factors that employment is the main factor to successfully settle down in the host country (Beckhusen et al., 2012; Colic-Peisker & Tilbury, 2007; Henderson, 2004; Maré et al., 2007; North, 2007; Shields et al., 2016a; Teixeira & Drolet, 2018). The literature posits that securing a full-time job with good wage is further related with accessing pleasant accommodation, which is essential to successful settlement amidst migrants. The literature (see Section 2.4.2) has listed various issues pertaining to employment, such as job experience, language barrier, and discrimination at workplace (Allan & Westwood, 2016; Dunman, 2006; Imai, Stacey, & Warman, 2018; Kosny, Santos, & Reid, 2017; Vasta, 2004; Weichselbaumer, 2016). These challenges were overcome by the informants as they gained support from their social network. The significant rationale here is that social networks had already figured out these issues and challenges when helping the informants to secure good jobs through supplication to shortages in the labour market stemming from personal experiences and knowledge of labour demands. In fact, some labour market outcomes, such as workplace experiences, language barrier, and training, have been considered as key factors of successful settlement. Before probing further into the factors, a brief employment scenario in Malaysia is presented. In this research, the employment experiences of Pakistani migrant workers, as illustrated in Figure 7.1, are linked with the second research question of this study; ‘what are the employment and housing experiences of Pakistani migrant labourers in Malaysia?’

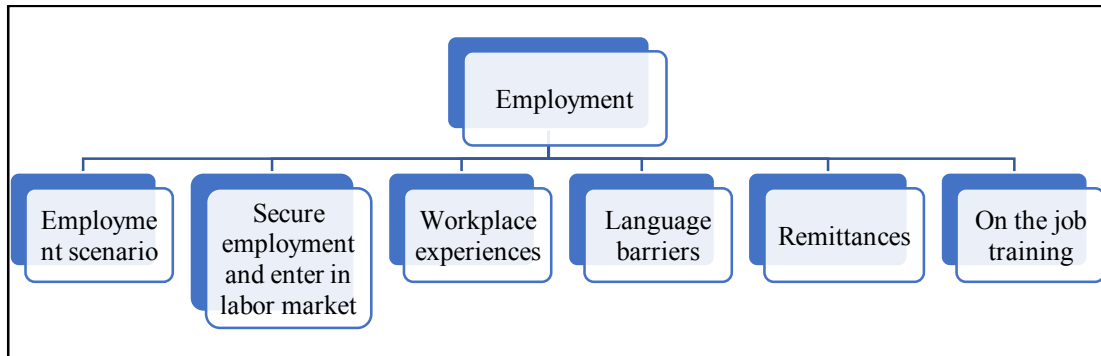


Figure 7. 1: *Employment experiences of informants*
Source: Author

Employment scenario in Malaysia: Most of the informants had expected a better standard of living in terms of economic opportunities in Malaysia (see Chapter 6). They focused on employment, which could allow them to accomplish their migration goal. The neoclassical economic theory also stated that the most important determinant of migration is economic opportunities, and this migration movement occurs when there is a nominal wage variance found between home country and host country (Massey et al., 1998).

Nonetheless, the work permit for Malaysia tends to restrict migrants to work in specific sectors, such as services, construction, plantation, manufacturing, and agriculture. This restriction places limitations on the migrants to work in other lucrative sectors. This was opined by most of the informants. However, most of the undocumented migrant workers worked in the construction and services sectors (Mustapa, 2014). This shows a change in the sectors that most probably hire undocumented workers. Malaysian policies since the past years may have been effective in controlling the flow of undocumented workers in several sectors (Balakrishnan, 2013).

Some migrants have a spouse visa to attain better economic opportunities via transnational marriage systems (Leng, 2011). In Malaysia, low-skilled migrant

workers are not allowed to marry with permanent residents and citizens during their contract period (Rahman et al., 2014). Migrants on spouse visas are those who enter Malaysia through visit or student visa, and later get married with a Malaysian. The marriage enables the migrants to apply for spouse visa. News articles stated that marriage with locals has been found in many cases amidst Pakistani migrants. They get marry to a Malaysian citizen to get a spouse visa and later, the ease to apply for business license. The scenario of getting married to a local was expressed by some informants.

P9 (2018) commented about the transnational marriage system. He gave his views that most of his friends migrated with the intention to get married with Malaysian ladies, in order to get a spouse visa. This shows that spouse visa is a brilliant way to start business in Malaysia. This visa type enables Pakistani migrant workers to further pursue the labour market and start their own business, such as carpet selling, operating retail shops, and setting up restaurants.

“Pakistani migrants....my friends are there in Malaysia. They came with the intention to get married to local ladies and be able to get spouse visa. They are mostly doing their own business, have carpet shops, retailer shop, and restaurants. Their main route to secure employment is to first get a spouse visa, and then, a license for business” (P9, 2018).

On the contrary, when the question was posed to another informant about transnational marriage with Malaysian citizens, either for spouse visa or to pursue the labour market, the informant replied as follows:

“Ohh... yes! Some have married to get spouse visa. These Pakistanis are not involved in illegal relationship. They do Nikkah and give respect and protection to their wives. The government should support them. If they want to pursue the labour market, it is not a big deal. The Malaysian wife is a family member now,

and he can earn for his family by operating shops and restaurants. The Malaysian wife can support her husband” (P17, 2018).

The statement given by P17 (2018) implies that he is in the favour of transnational marriages with Malaysian ladies. He argued his point by relating official marriage (Nikkah) with illegal relationship. He opined that Nikkah is far better than maintaining an illegal relationship. He also supported his argument with the family system, as the Malaysian lady becomes his wife after marriage and therefore, becomes his responsibility. If he pursues the labour market and starts a business, it is still acceptable. The same point was forwarded by P23 (2019):

“Pakistani migrants want to marry local girls, but this is not the concern of the immigration department. Either they are doing for employment purpose or for spouse visa. Marriage is a commitment of two persons, not a one-sided act. It is necessary for both male and female to agree... they are adults and marriage is not a play. It is an official contract. Thus, if Pakistani migrants want to marry Malaysian ladies, we have no objection. It’s their personal life. However, if a Pakistani migrant on work permit goes for that, we will be punished as per law” (P23, 2019).

In line with the findings mentioned above, past studies have described both the positive and negative impacts of transnational marriage. Although the most noticeable reason for migration is economic opportunities, the social life of migrants is equally significant (Yeung & Mu, 2019). Huang, Yeoh, & Lam (2008) reported on the positive effect of international marriage. They added that this type of marriage system enhances both the economic and the social status of ladies, apart from strengthening their autonomy in decision making. Varying cultures, policies, and institutional contexts are involved in shaping multinational marriages, but these variances may, at times, cause trouble for foreign spouses (Quah, 2019).

The employment scenario in Malaysia portrayed that Pakistanis who had migrated to Malaysia with work permit could only work in specific allocated sectors, such as construction, manufacturing, services, plantation, and agriculture domains, as well as restricted from getting married to Malaysian ladies. On the other hand, those with student or visit visa may opt for transnational marriage.

Secure employment and penetration into labour market: Securing a job emerged as a significant event that shaped settlement of most Pakistani migrant workers. In this study, some participants did have work permit visa. Hence, their point of views revealed the situation on how they came to know about employment, obtained work permit, and penetrated into the labour market.

The informants recalled their positive views about the social network that played a vital role in assisting them to secure a job in Malaysia. They claimed that having a strong social network equipped them with relevant job information, including job vacancies, salary offered, types of jobs, and job recommendations. Social networks assisted them in searching and securing job, hence ultimately reducing the stress of seeking employment. This reasoning from the stance of informants proposed a primary role of social networks in employment experiences of Pakistani migrant workers, which could lead to better economic opportunities for them in shaping successful settlement in Malaysia. The informants expressed their happiness in search of employment and willingness of Malaysian employers on assigned jobs.

“...I was planning for migration and I discussed with my friend regarding migration procedures, securing a job, and so on. He was working in a restaurant at that time. He told me about a job position vacant in his workplace and arranged my entire document and sent them to me” (P6, 2018).

Similarly, prior studies had also placed their attention towards understanding social networks support during employment and settlement experiences. These studies have been devoted to look into social network from various perspectives. In line with this study, their findings hinged with the assistance of social networks in migrants' experiences to settle in host country. Social networks are the main predictor in the process of securing employment, attaining job satisfaction, and gaining security, which all together leads to better employment experiences for migrants (Jiang, Wang, Guo, & Gollan, 2018). More importantly, sustaining network is vital to undergo smooth settlement.

The findings showed that one's skills highly contributed towards securing a job, in which one informant expressed the following:

"That time... I wish to work abroad. I browsed job advertisements via Internet almost every day. One day, I submitted my application and hoped to be called for interview" (P8, 2018).

This is linked with initial employment experiences. This study exhibited high levels of similarities with studies concerning employment experiences of international migrants. The findings indicated the most significant role of human capital involved in employment and labour market experiences of informants. In line with rich data reported by Charsley and Ersanilli (2019); Diaz-Serrano and Cabral Vieira (2005); Hagan, Lowe, and Quingla (2011); B. Liu (2017); (Lloyd & Mayhew, 2010), informants with limited human capital (job skills and abilities) and poor language proficiency are bound to be stuck with low-income jobs in host countries. This was claimed by an informant who was trapped in an extremely low-wage job in the service sector due to low human capital. Upon getting a work permit, it was difficult for him to move to another sector or to secure another job with better pay.

Similarly, Burnett (1998) discussed on the dilemma of women migrants from the labour group being over-signified in low-income, exploitative, and vulnerable sector. The migrants were satisfied with any job (Fanjoy et al., 2005) and employment indicated vast advantages, instead of being unemployed and not earning a dime.

Workplace experiences: The comments provided by the informants pertaining to experiences at workplace offered much knowledge towards enhancing comprehension on this subject matter. Experiences related to the working environment tend to cover a wide range of responses, varying from positive opinions about the support and professional environment in their organisation to negative viewpoints about management discrimination and incompetence. Among these two types of viewpoints, some informants did not offer any opinion about their organisational experiences, while some claimed to have serious problems at their workplace.

Most of the informants described the common strategy used by workers (first few days of the job), which is to just do as other workers do; work hard, observe, and not to question anything. However, these views seemed to contradict with those employed in the service sector in particular. The informants used their abilities and skills in the service sector, which led to high levels of satisfaction in light of workplace experience.

“When I just started my job, I had a routine to follow and I did my work. I knew I am in the host country with different norms, values, and traditions. Thus, I just did my work as others did and went with the flow” (P8, 2018).

Some informants expressed their experiences about workplaces in Malaysia as ‘high-skilled, professional, and trained standard’, which described good quality workplace management, as well as practices and chances for career development. These informants mentioned the existence of a union that looked into their concerns and

interests, apart from providing protection to their rights. The informants viewed that it would take some months to get familiarised with the new workplace, its environment, and working conditions. It was notable that they presented positive viewpoints about their work experiences.

“Management is highly professional, very efficient, and capable. In Malaysia, all the work of the organisation is done professionally” (P1, 2018).

“Unions are there in my workplace. They fight for migrants’ rights. When something goes wrong, they fight... it’s a good practice...how they always stand with us” (P4, 2018).

In contrast to these positive viewpoints about their workplace, those employed in the construction and plantation sectors responded that they faced the issue of discrimination. These informants commented that they experienced prejudice and discriminatory attitudes from high authority personnel, especially from their supervisors and managers. The most remarkable points among their negative responses were experiences of being inferior in the way they were communicated to and assignment of shift job that was always not in their favour.

The informants also mentioned that any suggestion they gave about improving services to their higher authorities were mostly rejected, declaring that they had no right to offer suggestions. When the researcher asked the participants more about their responses towards their supervisors and managers, they revealed that it is not a culture in the Malaysian workplace to question those at higher authority. This left them with no choice, but to adhere to instructions.

“They just give their own decisions and want you to have to do that thing which they like... you have no choice but to follow and obey their orders. I think of myself as a pile of rubbish there. I am not happy. I want to fight for my rights..... but... nothing can be done as they are the bosses with higher authorities. So, I just keep

quiet and always obey them and work accordingly. Really, I... I am not satisfied with such workplace environment” (P10, 2018).

Informants who responded to the issue of discrimination viewed that discriminatory behaviour towards them was mainly because they were from a different ethnic group.

“.... We are prejudiced at our workplace... I mostly observe that... their way of talking and treating us showed their discriminatory attitude... in my opinion..... I am not satisfied” (P7, 2018).

“Discriminatory attitude.... that’s the main issue... we can observe from their talking style... from the people who are working with us... now somehow the situation has changed to be better” (P3, 2018).

Another factor of discriminatory attitude at the workplace, as mentioned by the informant, was discrimination from colleagues. Most of the informants noted that their experiences of discrimination against them were from Malaysians and Chinese co-employees.

“Mostly, I come up with an issue of discrimination, and sometimes I am ok ... mostly, this attitude comes from my workmates and co-workers” (P12, 2018).

In probing further into this issue, informants who gave their views about discrimination at their workplace, especially from upper-level management, claimed that nothing could be done about such prejudice and discriminative attitude. This has become part and parcel of their workplace experiences. These informants raised their frustration and found themselves being critically discriminated by the administration in addressing the issue, thus heavily impacting their routine work activities.

“The problem of discrimination is felt in daily working, especially in assigning the night shift. I have already discussed this with my manager, but they have not solved the issue for nearly one and a half years” (P5, 2018).

Apart from the discrimination issue, other problems were also highlighted. One informant told how his manager simply replied “no” to his request to take time off in order to take his ill friend to visit the doctor. This obvious negative response to his appeal reflected contempt and the fact that the manager could not care less about him. Such response was mostly considered by the participants as discriminatory attitude. One informant claimed that he was blessed to have a good manager who always addressed discrimination issue at the workplace.

“The most important point is the good behaviour of my boss; he always takes care of me. He discusses with me, and tries to know my needs and wants. He shows concern about my working life... he is the only one doing a great job with good attitude towards us. Whenever I face any issue, I will just directly go to him and discuss my worries about the workplace. He always cooperates with me” (P13, 2018).

Despite the satisfactory comment about the good behaviour displayed by his manager, the participant mentioned that if his supervisor changed his shift, his point of view about workplace discrimination would remain the same. Apart from the detailed problems mentioned, the other generated responses were related to the Malaysian culture at their workplace. One informant responded that he faced a considerable degree of conflict at his workplace, in which he eventually understood the situation and tried to manage himself.

“The workplace environment... oh shit ... it is full of conflicting situations among employees.” (P16, 2018).

The informants commented about their workplace experiences and poor working environment, where their managers and co-workers discriminated against them. In contrast to these views, some informants did not raise any problem regarding their working environment or any discriminatory practice at their workplace. Although the informants could deal with their challenging workplace, especially with the prejudice

and discrimination issues, these problems were linked with anxiety and stress (Finch, Kolody, & Vega, 2000; Mann-Jackson et al., 2018; Sawyer, Major, Casad, Townsend, & Mendes, 2012; J.-L. Wang, Hsieh, Assari, Gaskin, & Rost, 2018).

Findings concerning discrimination issues at workplace revealed the identification of xenophobic attitudes of managers and co-workers towards the informants. Although it was rather difficult to collect from the informants on the reason for such discriminative attitude, some participants claimed that their behaviour reflected the behaviour that those employees and managers themselves faced. L. Ryan (2011); Singh et al. (2017); Syed and Murray (2009) asserted that discrimination from managers normally stems from fear, religion, cultural fit, accent, and race, which are particularly in line with the workplace experiences of Pakistani migrant workers in Malaysia. Previous studies regarding discrimination from managers against migrants reported that this is common across many countries. Aligned with the findings of this study, Strabac and Listhaug (2008) explored the wide-ranging employer discrimination towards Muslim employment in the Europe. Indications of prejudice at workplace were linked with some deleterious effects on the health of the migrants, such as depression and anxiety.

Moreover, the concerns raised by the informants about their employment experience were linked to several workplace issues, such as lack of benefits and poor working conditions, especially those working in restaurants. They were frustrated due to the lack of benefits as most of them were not eligible to enjoy company benefits. Within the settlement period, they were rather shocked when they had come to know about their company policies, particularly regarding breaks, overtime, and sick leave policies for migrant workers. Migrants employed in the plantation sector viewed that they were

subjected to tough conditions of work, such as working in extremely hot weather for a long time without any break.

The finding of this study appears to be inconsistent with the identification made by the World Health Organisation (WHO) on Social Determinants of Health (WHO, 2015), which claimed that employment offers more advantages than being unemployed. However, social work, social affairs, and management styles at workplace are also essential for one's health. Similar to the results retrieved from WHO (2015), this study revealed that the psychosocial situation at one's workplace was a key determining factor of a healthy life.

A thought-provoking comment related to workplace experiences of informants was the result of different employment and social opportunities for Pakistani migrant workers to connect at a social level with other Malaysians, which adds to the significance of employment in the form of social capital and economic development. For the informants, the social features of employment presented distinctive opportunities to seek more about the latest opportunities in their sectors and gather valuable knowledge about the opportunity to get high-income jobs. On the other hand, social features of job provided different other opportunities to Pakistani migrant workers about how to learn new norms, traditions, and cultural values, particularly the values of Malaysian society and its culture.

Language barrier: Another noticeable point derived from the informants was language barrier at workplace. The participants revealed language problems that hindered them from understanding their work. Across all sectors, most of the informants responded that Malaysian employers and supervisors did not make any serious attempt to confirm

that the labourers understood what was being instructed to them. A key issue noted by most of the informants was the speed of the language being communicated and the Malaysian accent, which most Pakistani migrant workers noticed hard to understand.

The informants acknowledged that they faced language issues while communicating with their colleagues. It was difficult for them to understand whatever they were communicating, relating this to their accent. These informants recalled being continually questioned on the same matter by managers and co-workers in order to know what they were attempting to say.

“...even my English is poor. They mostly did not understand my conversations... on the other hand, I got lost with their accent and style of speaking.... It is hard to understand.” (P4, 2018).

“Oh, it looks as we do not understand Malay and English because of the language style and accent. It is totally new for us. It takes time and effort to learn and understand their language” (P15, 2018).

“...I have some complex options. I think sometimes I understand what they are saying. Even so, sometimes I am blank. It may be because of their speed and accent. They speak too fast” (P11, 2018).

On the other hand, some informants did not find any language barrier mentioned the advantages of being proficient in speaking both Malay and English languages with their colleagues. The main advantage here is to engage in a two-way conversation with a co-worker and to precisely understand their communication. These informants admitted that having language abilities eased their employment.

“Things become easy... knowing their language makes it easy for us to communicate, discuss, and catch their points” (P1, 2018).

The informants admitted that it was essential for them to make every attempt to learn and speak in both Malay and English if they want to succeed in both employment and settlement. They claimed that they worked hard, working all the way through nervousness, to speak in Malay and English at the job. They also told about being frustrated at being non-proficient, as they faced problem in replying.

“I faced difficulty in speaking Malay and English at the start of my job as I felt a little shy to communicate with co-workers using other languages. However, I made an effort to learn Malay. Learning the Malay language helped me to reduce the problem in communicating at workplace” (P9, 2018).

“We were shy to talk...” (P14, 2018).

“The Malay language is the main language of Malaysian, and I believe that we have to learn this...” (P 2, 2018).

This study congregated with the findings of previous studies on the significance of language proficiency, which is vital in ensuring successful employment and settlement (Allan & Westwood, 2016; Imai et al., 2018; Teariki, 2017). The finding of this study converged with the studies of International Labour Organisations in the interest of giving language training to migrants working in Malaysia, which found low-skilled migrants had the least comprehension of the Malay language among other migrant groups.

This study reveals the problem of low language proficiency and lack of satisfaction towards employment, which had an impact on settlement. Although this is certainly a multifaceted area, this study justifies the low language proficiency affected the informants. Regardless of the rationales provided regarding the insufficiency of understanding Malay and English languages by the informants, this study proved the concerns highlighted by Carl et al. (2019); Chiswick (2016); Geurts and Lubbers

(2017); Machetti, Barni, and Bagna (2018) that partial language proficiency, after some time, represented a foremost hurdle to informants' hopes to attain full economic contribution. These scholars asserted that partial language proficiency had an adverse effect on the social contribution of migrants.

Overall, this study proved the claims described by most of the scholars in the field of international migration (Allan & Westwood, 2016; Carl et al., 2019; Chiswick, 2016; Geurts & Lubbers, 2017; Imai et al., 2018; Machetti et al., 2018) that language proficiency is associated with migrants being involve and contributing to the labour market, thus ultimately dictating their settlement experiences.

On-the-job Training: When the informants were interviewed about their training skills, most of them did undergo some training sessions, including safety instruction, leadership course, machine operation, driving, plastering and cutting plywood, computer skills, net making, as well as health and safety courses (arranged by CIDB Malaysia). These training sessions were organised to assist them in their work, instead of upgrading their skills. Most of the documented labourers from the construction sector received this training during the beginning and the induction period of their employment.

Informants from the service sector received basic training, such as using electrical appliances like electric stove, vacuum cleaner, and iron from various agencies. They viewed that their working skill can be enhanced via training. Those who had learnt Malay and English during their employment sought "step migration." According to Paul (2011), step migration is a method where migrants migrate from lower entry constraint country to a country with greater requirements. Paul (2011) stated that

Filipino labourers in Singapore spent their extra time accumulating skills and training through the Philippines Overseas Employment Agency (POEA). This assisted them to migrate into more financially rewarding and selective countries of destination.

Informants from the manufacturing sector viewed that initially, they were shifted to different work in distinct departments, and finally they were shifted to a department where the productivity per hour was the highest. Here, the Pakistani migrant workers received on-the-job training from senior workers or supervisors. The informants from the plantation sector were also trained to do their jobs, such as cutting palm fruits or trimming palm leaves, generally by their more experienced colleagues. Despite the limited job training received, they claimed that the little training they had was indeed useful for them.

“The work experience... I get from Malaysia; it's really useful for me if I plan to go back to Pakistan or try to get a job in another country or maybe again in Malaysia. This work experience and training matter a lot for me” (P17, 2018).

Most of the positive responses to work experience derived from the informants employed in the construction and manufacturing sectors. These sectors deliver some technical expertise to the migrants and even acknowledgment certificates. Moreover, informants from the plantation sector also gave similar positive views about their training skills and work experiences.

In Malaysia, if any migrant wish to extend his work permit into the sixth year (basic work permit is only five years), he has to obtain foreign worker skill certification from the Ministry of Human Resource (Kanapathy, 2004). However, the Certificate of National Vocational Training (*Majilis Latihan Vokasional Kebangsaan*) is valid for three years with a cost of MYR500 borne by employers. This certificate includes

modules related to Malaysian culture, communication skills, health, and workplace safety.

Moreover, it is the responsibility of employers to give the details of the total number of local and migrant workers, their basic salary, type of machinery functioned by the migrants, and job function in the application form. Nevertheless, this extension is not given to all contract workers. Only migrants who are shortlisted by the requirement of Ministry at the time of the application can get this extension. The official also described that this certificate does not support the migrant promotion, as the policy of Malaysia declares more skilled positions are reserved for the citizens. Most organisations do not renew the permits of migrants beyond the specified five years.

Remittances: Migrant intentions, when not based on seeking asylum, highly result in economic gain, with the difference between host and home country economies (Balakrishnan, 2013). Focusing on the above statement, the researcher found that Malaysia, as a host country in this study, benefitted from low-skilled labour that filled the shortage of labour and mostly doing jobs that the locals do not want to do. On the other hand, Pakistani migrant workers, and their family members get the advantage through economic opportunities, the wage rates they earned, and remittances. Remittances showed a considerable economic impact on the migrant families, increased investment, savings, and consumption (Arif, Raza, Friemann, & Suleman, 2019). The finding revealed that different economic activities, wages, and savings developed the Pakistani migrant workers' intention of money remitted. Pakistani migrant workers who come on temporary work permits have already defined wage rates as per Minimum Wage Law. They have the aim to improve their family livings. Most of the Pakistani migrant workers must send money back to their families so that

they will fulfil their basic needs. One of the informants recalled that he must send money to settle his father's debt.

“A maximum portion of my salary is sent back to Pakistan because I have to cover my father's debt. I am trying to settle this liability as soon as possible” (P1, 2018).

“I have a family back in Pakistan where my children are going to school. I am the only earning hand of my family. I send money to my family members every month for their better living conditions” (P13, 2018).

Most of the informants sent remittances back to Pakistan because they had economic reasons for migration - the main factor for coming to Malaysia. Those who migrated to Malaysia with other social and political reasons also remitted money back, but there is a difference in the flow of sending remittances. Informants with economic reasons for migration sent remittances on a monthly basis and made proper measure of their saving and consumption. They did not make any delay in sending remittances. They expressed that their families are waiting for their earning because their family members must cover their necessities using that money. Some informants intended to send remittances based on their family needs. These responses of migrants about remittance patterns showed minimum fluctuation. Some viewed remittances regularly, while a few of them at different frequencies. Most of the Pakistani migrant workers sent money every month. Hence, the flow of remittances indicated a migrant's commitment to remitting. The responses of informants were also varied as per how much proportion of their salaries they remitted. Some viewed that almost 50%; while others answered that they first separated the money for their own use, and then, remitted the remaining money.

Similar to the results about the remittance of Pakistani migrant workers, previous researches, including Brownell (2010) and Dustmann and Mestres (2010), had

examined the behaviour related to migrants remitting, such as aims, purposes, means, and forms of beneficiaries. These researches are of quantitative in nature and compared the economic impact of remittance based on the status of migration, gender, and type of visa. Eversole and Shaw (2010) studied on remittance flows and the use of remittance for family members. In line with the study outcomes, their examination found different factors, such as employment nature, use of remittance at home country, and remitting behaviour, which assisted in identifying the variances in the flows of remittances and the economic maintenance of their families.

7.3 Housing Experiences of Pakistani Migrant Labour in Malaysia

Informant responses identified that housing is an important factor for their settlement in Malaysia. The analysis of housing experiences (shown in figure 7.2) revealed considerable sections of convergence concerning housing according to different sectors, housing barriers and challenges, the role of social network and the satisfaction with the accommodation. This study showed the absence of knowledge on which factors affected informants to enter the rental labour market where they faced the issue of affordability. During their housing, social networks contribute highly in assisting and supporting migrants for affordable, adequate and suitable accommodation.

Furthermore, in Malaysia, there is a Minimum Standard Act for Housing Facilities (1990) for workers which stated that the employer is responsible for the housing/accommodation of immigrant workers. An employer is a person who is responsible to provide adequate and suitable housing to all workers. An employer should ensure that the place where workers are living is in good condition, painted and satisfactory appearance. There is proper water and electricity supply. Moreover, no charges should be paid by workers for accommodation, sanitation, and recreational activities.

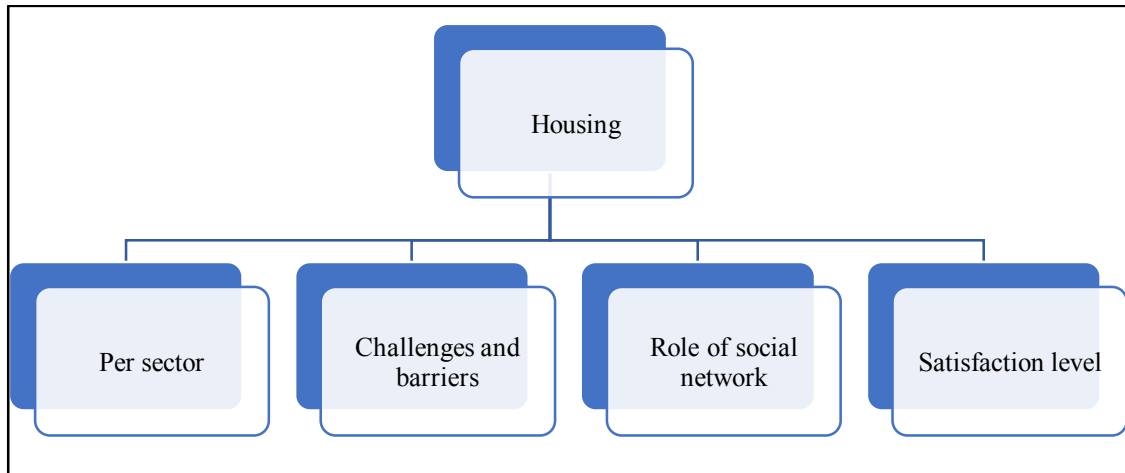


Figure 7. 2: Housing experiences of informants
Source: Author

Housing as per different Sector: The housing of Pakistani immigrant labours is also depending on their sectors where they are employed. Informants who are working in service sectors described that they stay with their employers in a house where there are three bedrooms. These informants have their own small room and sometimes shared with others. This shows the Malaysians lifestyle with an adequate salary to hire labours. Moreover, informants who are working in the construction sector lived in the construction area where they worked on, in temporary huts called “kongsi” (literally means “sharing”). These houses were constructed from scrap things found in the construction areas and required basic facilities of sewage and water. The purposes of these huts are for sleeping and storing stuffs; however, cooking is being done outdoor. Other amenities are common among a few huts. These huts of almost 100 square feet house where five to eight migrant labours lived and, subsequently, lived in better situations as compared to another immigrant labours.

The informants from manufacturing sector are living in hostels and flats. Flats are considered as the living area with low-cost and have an area of about 600 and 750 sq feet that included two or three bedrooms and other basic housing amenities (Omar,

2008). Almost six or more immigrant labours are living in the flats which are appropriate for a family of four. Immigrant labour that received no housing facility from employers is mostly live in these flats. Some of them lived in kongsi. These kongsi were constructed from manufacturing timber products and mostly found in the forests where they worked and lived. Moreover, informants from the plantation sector lived in housing quarters or estates given by their employers. These houses contain one bedroom, a bathroom, and a kitchen and almost three to five immigrant labours are living there. These migrant labours usually shared housing with another labours, and these houses were situated far from that of the settlements and locals. These migrant labours faced trouble in getting access to resources that would be helpful in improving their standard of life. Some informants recalled that they have the intention to minimize their expenses that's why they live in cheap houses and mostly share accommodation with others.

"I always try to keep my living expenses to a minimum. That's a reason I shared accommodation with four other immigrant labours from different countries" (P1, 2018).

Housing Challenges and barriers: The responses of Pakistani immigrant labour regarding housing were split into many dimensions. Some are satisfied with the housing provided by the employer. However, some raised their issues with the quality of the house. Some prefer to move to rental housing because of inadequate houses. Meanwhile, researchers when enquiring about barriers and challenges of housing that informants faced in Malaysia than Pakistani immigrant labours especially from construction and manufacturing sectors raised the issue of inadequate and unsuitable housing. The raised a voice on the quality of houses provided by employers and the problem of pest infiltration and over-crowding. This was clearly stated in the interviews with informants.

“The hot weather and overcrowding very difficult to stay” (P2, 2018)

“I live in a quarter with five other workers. Really it is overcrowded. I feel unsatisfactory in living. However, what to do... I have to live” (P20, 2019).

“I live in a kongsi near the construction area where I worked. This is our house given by the employer. Truly speaking, sometimes I was desperate for my life in Malaysia that I live in such a place with no sewage system. A place made of scrap materials. I am helpless. I just have to live at that place. No other solution” (P3, 2018).

“The house where I live is made of wood and near the forest. I usually face the issue of mosquitoes, snakes, small worms” (P7, 2018).

“Oh the house is too small and eight people are living together in one house with two-room, one living, and one bathroom” (P9, 2018).

“The issue inside there is the condition of the house that is too bad... the flow of water in washrooms, and the kitchen is very slow. Many times, we asked the landlord to resolve this. Nevertheless, until yet, he didn't arrange a plumber. This is the reason I always search for a house” (P4, 2018).

“I am planning to shift to another house... this house is too hot” (P14, 2018).

“There are mosquitos and small worms in my home” (P8, 2018).

Most of the Pakistani immigrant labours were also found who did not receive any accommodation from the employer. Thus, these informants and immigrants who received inadequate and unsuitable housing prefer to move to the rental housing market. Here, there is also the issue of affordability. They have an expectation about cheap housing, but the high cost of the rent house becomes a great challenge for them. This issue was identified from the responses of informants. At the first moment, they just feel like a shock to hear the rent. As it is generally tough to bear the rental expense

with their salaries. The minimum wage law for immigrant labours suggested a salary of not less than US\$210 (MYR900) per month in Malaysia. This was also identified from the experience of informants who have the intention to move to rental housing. They stated that they were shocked to listen to the rent from the landlord. However, some of them manage to pay the high cost and minimize this cost through shared accommodation. These issues were well stated below in the wording of different informants.

“It’s very tough to move to rental housing. Once I planned for it but to listen to the high rental cost, I just get shocked” (P6, 2018).

“I live in rental housing with other nationalities and bear high rent. That is very difficult for me to manage my monthly salary” (P10, 2018).

“I always try to keep my living expenses to a minimum. That’s a reason I shared accommodation with four other immigrant labours from different countries” (P1, 2018).

“.... When I first time talk about the rent that how much I have to pay? They replied, and I get shocked. Eight hundred something to One thousand. Oh brother... how would I pay this? In your home country, \$300 to 400 rent is common... then as I started my work and job, I met many Pakistani. We decided to live together and share the rent. In this way, we manage the rent of the house...”(P14, 2018).

Consistent with the results by Robinson et al. (2007) that affordability is the prominent factor that affected migrants with economic shortages to get good housing. Affordability was determined as a foremost factor in the housing experiences of migrants. Similar to this research, Netto (2011) and Thompson (2016) also examined the inadequate housing issue of immigrants. They have the point of view that inadequate and unsuitable houses influence badly on the health of immigrants. Thus,

it is necessary to improve the condition of the house for Pakistani immigrant labour in Malaysia.

Furthermore, some Pakistani immigrant labours responded that inadequate and unsuitable housing becomes the reason to prefer a house in the rental market. Here, the high cost of rent did not allow them to live in a good condition house. They get shocked to hear the rent. However, they predict cheap rental house in the rental housing market. Hence, Pakistani immigrant labours faced the issue of affordability in line with findings of different researchers (Flatau et al., 2015; Fozdar & Hartley 2014).

Role of the social network: The responses of Pakistani immigrant labour indicated that social network support and help during these housing issues and challenges. Some viewed that their friends assist them in finding a rental house. Sometimes their friends and relatives used their references and find a house available for rent. Moreover, one informant described his experience that how his Pakistani friend guides him about the policy regarding housing in Malaysia. He mentioned that at the start, he had no idea of the housing policy that the employer is responsible for the accommodation. He went here and there, met with different landlords in the search of the rental house, but the high rental cost is the obstacle. This high cost always puts him in intension that how I will manage the housing expense. One day, he discussed this situation with his friend than he comes to know about housing policy in Malaysia. His friend guided him that the accommodation responsibility is from the employer as per rule. If the employer is not arranging the home to live, then he can put his complained to the immigration office.

“My cousin... he arranged my accommodation in his home” (P11, 2018).

"My agent... arranged a house where I live with another Pakistani labour" (P19, 2019).

"At the start, I lived in an agent rented house. However, it was overcrowded and dusty. With the passage of time, I contact other Pakistani immigrants. I asked him about a rented house... one of them helped me. We met many landlords, but they were demanding high rent almost five hundred to seven hundred. My salary was low as compared to rent. I must fulfil necessities, send money to my home.... I was worried than he asked me why you worried? I told him about my problem.... In his house, there was a free room... thus, he rented that room for me" (P15, 2018).

One important point that was examined from the responses of Pakistani immigrant labours was the role of the social network. It was the social network such as friends and families who assist and guide the Pakistani immigrant labours to manage these different housing/accommodation barriers and challenges in Malaysia. The social network assists them in searching for the house in the rental market. In some cases, friends play an influential role in providing guidelines regarding Malaysian housing policies. Corresponding with this research, Teixeira (2014), Pendakur (2017) and Wayland (2010) explored the significant role of social networks in the settlement, integration and housing activities of immigrants in the host countries.

Satisfaction with housing: Informants from the service sector raised their satisfaction with the housing. They are happy with the company of their colleagues and employer at home. Among these, few shared their room with another Pakistani immigrant labours that are their friends. They responded that the employer takes care of them and provided all the basic facilities regarding housing. Whenever, they faced any problem regarding water supply, sanitation, and others. It was the employer who manages all these issues and clear all the renovation costs. The satisfaction of Pakistani immigrants is mentioned in the following quotes described by informants.

“I am satisfied with the accommodation provided by the employer. He takes care of basic housing facilities” (P12, 2018).

“Once we faced the issue of water leakage in our kitchen. We informed our employer. He makes arrangements of plumber and repairs this within a few hours. Also, he did not charge single money from us” (P17, 2018).

In general, informants from different areas raised almost the same problems and challenges, however, there were some changes. Most informants were living in a big apartment, few of them raised their concerns about crowded houses. More of the informants were satisfied with the help of already living Pakistani immigrants. The researcher noted that more informants told about the condition of the house that had to be improved with the passage of time. The results cannot illuminate whether these differences in views are linked with the relatively low housing cost or any other factor. However, they recommend some instructions for future researches.

Regardless of the high cost of housing, current immigrants are engrossed in Malaysia for better quality of life, a peaceful and Islamic environment. Although there may not be engrained ethnic groups of nationals to assistance them settle, mostly immigrants have a link with someone (friends, relatives, agents or employers) before coming. These social networks played an influential part in helping the new immigrants in searching for a place to live. This pattern of settlement is corresponding with the results of different researches made in many countries which determines that new immigrants depend profoundly on their informal social networks while adjusting to the economic, cultural, and social environment of the host country (Pendakur, 2017; Preston et al., 2009; Teixeira, 2014; Wayland, 2010).

Moreover, most of the informants give the idea to have faced a culture shock when reaching in Malaysia regarding the search for affordable jobs or housing that harmonized with their qualifications and skills. They explained a gap between their expectations and reality as they expected adequate and cheap housing, more employment opportunities, good salary, support of the government on arrival. Thus, they suggested that more information should be presented to interested immigrants in Malaysia, along with linking to housing and settlement services. It is recognized that Malaysia can get an advantage of immigration. Thus, different immigration policies must amend accordingly by attracting and retaining immigrants. Policies should base on the accessibility of more affordable and sponsored housing; opportunities for the job that is related to qualifications of immigrants that offer a suitable income; and quality programs and services to assimilate new immigrants into the public.

7.4 Successful Settlement and sense of belonging of Pakistani Migrant Labourers in Malaysia

Most of the participants acknowledged that they were satisfied with the settlement and had a feeling of ‘belonging in Malaysia’. This migrant labour group consisted of those who had no as many responsibilities and commitments back in Pakistan, as mentioned by some of the informants that they had wanted to do something of their own accord. Overall, this labour group considered themselves as being progressively more stable in financial terms and successful in adjusting, aside from planning and saving for the forthcoming life.

“...in Malaysia, I am here since the last three years...It was somewhat tremendous; I am satisfied here as I can easily afford my own expenses and live with a good standard of living. I have a feeling that I belong to Malaysia” (P2, 2018).

“I feel settled and good in Malaysia.” (P5, 2018).

For some participants, satisfaction was linked with the peaceful environment in Malaysia. Their satisfaction was based on the secure life that they found in Malaysia.

“I am satisfied with the life in Malaysia... here I enjoy a peaceful and secure environment” (P9, 2018).

Some of the economic migrants were also satisfied with their lives. Despite issues in the employment sector, they appear to be happy with their lives.

“Although I have some issues at workplace, I am satisfied with my life in Malaysia. At least, I am earning here...” (P12, 2018).

Other informants voiced their experiences towards settlement and their feeling of being in the right place, ranging from uncertainty to a desire to return to Pakistan. These informants revealed that they considered that it was necessary to develop their economic means and from a clearer settlement base, they sensed that they ‘belong here in Malaysia’. A few informants expressed the requirement intended for them to earn more, while some others emphasised on the loss of network with their friends and families back in Pakistan (with the social mode of life) as upended in the means of them entirely obliging to their new lives in Malaysia. While employment was found as the main influential factor in settlement, greater income levels also affected if participants believed themselves as economically managing. The participants with better economic strength noticed their approach to an improved future by improving their Malay and English language proficiency. However, most of these informants could not find out in what manner, they could reach their objectives, which is to earn more money and a better living. This problem was revealed by those struggling for better living standard, but could not look at exactly how they could enhance their own skills and abilities.

Additionally, informants who voiced uncertainty in decisions or a desire to return to Pakistan explained that if things did not go well in Malaysia, they might eventually return to Pakistan. These informants revealed that they had not been fully adjusted to live in Malaysia due to the on-going responsibilities and worries about the well-being of their families. However, it was not conceivable to determine if these informants' 'returning' intentions to Pakistan remained in the manner of these participants entirely committing to Malaysia; these informants showed it was a means of stabilising their interests that they had someplace to return if unsuccessful. This reaction was in strong distinction to those informants, especially for who had found themselves as being satisfied with the life of Malaysia. Those informants, who had any suggested contradiction or yearning to return to Pakistan, were highly outspoken in voicing exactly how much they missed their families, home country, the Pakistani language, culture, and the social connections with friends.

Most of the informants acknowledged that they believed a more feeling of happiness in Pakistan with their families and friends. Although they enjoyed gathering with other Pakistanis in Malaysia, the type and level of social networking seemed to be insufficient. These informants further showed having less social networking with non-Pakistani Malaysian, linked to those who characterised themselves as being satisfied with the settled life and a feeling of belonging in Malaysia. The comments provided by the informants are parallel with those reported by Drolet and Teixeira (2019); E. Kim (2015); Shafiq (2016); Shields et al. (2016a); Teixeira and Drolet (2018); Thompson (2016) regarding settlement experiences of migrants in host country. Thompson (2016) concluded that migrant's settlement experiences can be split into a different dimension. Some with high satisfaction, well-settled, and a sense of

belonging with New Zealand, while some were missing their home and had plans to return. Shafiq's (2016) analysis of settlement experiences in the case of Bangladeshis confirmed their happiness with their life in Australia. The interviewees acknowledged freedom, leisure, privacy, comfort, entertainment, and beyond all, a stress-free and peaceful life that led to happiness.

7.5 Conclusion

The findings presented in this chapter about employment and housing issues disclose the complex and multifaceted nature of the settlement for Pakistani migrant workers. The thematic analysis of the data revealed that although the repetitive themes were the familiar set of factors in the settlement process of all informants, some considerable distinctions were noted as these themes concluded the experiences of Pakistani migrant workers towards settlement. Both employment and housing experiences of the informants turned to be the prominent factors in the settlement process and, ultimately, these influential factors reflected their feelings towards being settled in Malaysia and their sense of belonging.

CHAPTER EIGHT

ROLE OF SOCIAL NETWORK ON PRE-MIGRATION EXPECTATIONS, EMPLOYMENT AND HOUSING OF PAKISTANI MIGRANT LABOURERS IN MALAYSIA

8.1 Introduction

This chapter elaborates the role of social networks on pre-migration expectations, employment, and housing experiences of Pakistani migrant workers in Malaysia. The literature suggests that social networks are an influential factor in initiating migration flows. Thus, this chapter carefully examines the role of informal (family and friends) and formal networks (recruitment agencies) in the process of settlement. In doing so, the researcher relies on four propositions of network theory of migration, according to which the possibility that a person will migrate is higher if 1) the person has someone who has already settled abroad; that chance rises with closeness of affiliation (e.g. close family members, such as mother, sister or brother; 2) if the person himself has previously migrated to some other place; 3) if the process of migration is highly common in his society and beliefs that migration turns into a fraction of societal values; and 4) migration institutions, such as recruitment and government agencies, that act as a structural factor to migrant networks, suggesting that interpersonal ties are not only triggered of migration. All the above four propositions of network theory of migration are supported by the experiences shared by the informants.

8.2 Role of Social Networks on Pre-Migration Expectations

Social networks play a crucial role in the pre-migration expectations of Pakistani migrant workers in Malaysia. Whether a potential migrant thinks about migration due to their bad financial situation or just out of curiosity or desire for exploration, social networks to which he/she is connected prove to be of crucial importance in whether such a plan will become reality. In addition, there are some other ways in which social networks affect such pre-migration. In particular, all the four propositions of social network migration theory that the researcher explored in relation to the thesis goal of examining the role of social networks (both formal and informal) in migration decision and pre-migration expectations of Pakistani migrant workers in Malaysia have been based on the experiences shared by the informants.

8.2.1 Strong and Weak Ties

The interviews with participants lend support for the role of personal networks of family and friends who are already dwelling in Malaysia in structuring the pre-migration expectations of Pakistani migrant workers, in which the researcher had examined based on the first proposition of the network theory. As mentioned above, this proposition posits that the likelihood that someone will migrate is greater if he/she has somebody living abroad; that likelihood increases with the closeness of the relationship (if a person living abroad is brother, sister or mother) (Arango, 2017; D. S. Massey et al., 1993). Thus, this theory of migration implies that both weak and strong ties play a role in one's decision to migrate. Based on this theory, the greater the strength of the relationship of potential migrants with the person living abroad, the greater possibility that he/she will decide to migrate and expect positive life outcomes in Malaysia.

Interviews with the Pakistani migrant workers revealed that most of them did have someone (relatives or friends or both to whom they were strongly tied) who was/were already in Malaysia when they were thinking about migration. In many cases, these were very close relatives (parents, brothers, sisters) and very close friends from their home countries (people from their native towns/villages whom they knew since childhood). For some, these were people they met when working as domestic helpers in other countries, but became very good friends in short duration. The importance of being strongly connected to somebody who is already in Malaysia is illustrated by the following excerpts from the interviews:

“My friend. Very close friend... He had influenced me to take a decision to come and expect positive about life after migration. Actually, before that, I hesitated to come here. It's the same country. I have no friends here. Maybe I feel lonely. But after coming here, I say that's good” (P10, 2018).

One informant was contacted by a relative with direct job offer, while some had close or distant relatives and friends in Malaysia. The informants stated that these networks did not have any impact on their decision to move and expect about life in this country. In some cases, those who have already migrated to Malaysia and had an impact on the pre-migration expectations of Pakistani migrant workers, which involved in the decision to migrate, were not close to the participants. This is in accordance with the above proposition of network theory that indicates that even weaker ties to people abroad can impact one's decision to migrate and influence him to create expectations about the host country. This was well-explained by an informant:

“I was influenced by my friends who migrated to Malaysia before me. Because when they talk about it, they say it is a good place to work and when I see them back home, they have a good life, so it influences me to come here.” (P7, 2018).

Additionally, many informants responded that they had pre-migration information from family and friends that led to positive expectations about living a better life in Malaysia. Informants also viewed that already migrated friends, agents, and family members gave pre-migration information that helped them in formulating expectations about settlement.

Many informants responded that they had pre-migration information from family and friends, thus the positive expectations about a better life in Malaysia. Fanjoy et al. (2005) noted that pre-migration information is an influential feature in forming the expectations of migrants about settlement. In this research, the informants responded that they had family members and friends in Malaysia which told them about their successful life in Malaysia after migration. This inspired them and they made their positive expectations about Malaysia.

“My friend told me about the peaceful environment of Malaysia.....the safety, security..... I was impressed and decided to migrate to Malaysia” (P2, 2018).

“My friend was here two years before me. He told me that there were many employment opportunities. He said he will help me in settling my life in Malaysia..... his words made my positive expectation about the migration” (P6, 2018).

“Agent.... Who arranged my visa for Malaysia.....? gave me pre-migration information about Malaysia” (P15, 2018).

The responses suggested that expectations of most informants were based on discussion with friends and relatives. They suggested and gave information about migration and mostly arranged jobs, as explained by P21 (2019). The informants responded that already settled relatives gave them information about the peaceful life in Malaysia. They also gave information about the exchange rate that is higher than

Pakistan's Rupee. Hence, the following responses from informants described the pre-migration information that underpinned their expectations.

"I mostly discussed my economic situation and dream of a better life with my cousin who was living in Malaysia. One day, I was very depressed with my situation.... I told him... he suggested and give information about migration to Malaysia" (P11, 2018).

"One of my friends who were working with me in the construction sector informed me about the job opportunities in Malaysia" (P13, 2018).

"My friend suggested to me that the exchange rate of Malaysia is high as compare to Pakistan. I can return my father's debt easily if I work in Malaysia" (P1, 2018).

These findings affirmed the results reported by Rowe (2007), Mähönen et al. (2013), Knight & Gunatilaka, (2010), and Fanjoy et al. (2005) about the significance of the information that influences the expectations of migrants before migrating to host country. The informants were expected to collect their own pre-migration information from their families and friends. It is, therefore, found that a majority of the informants had expectations for a better life overall in the perspective of better economic opportunities, security, better environment, and happiness as the most important drivers to make the decision for migration. Information from family and friends is the best indicator for them to formulate their expectations and decide on migration.

Poor exchange of information was a hurdle for informants in developing truthful expectations. Poor information created improbable expectations linked to the situation of 'shock'. The interrelated point is that when it was questioned from the informants that why and how they had designed their expectations that had directed to a situation of shock, as these informants did not seek pre-migration information from friends and family who had already settled in Malaysia.

When the issue was further investigated, the informants could not reply as to why they had not endeavoured to gather information from their friends and families living in Malaysia, other than to reply that they did not want to disturb or burden their friends and families. A few informants who collected information from the friends and families recalled that information was 'light', just making my mind that Malaysia is a good place to migrate. In some cases, friends and families who were already living in Malaysia stressed the significance of employment and hard work, without a good job it is not possible to survive happily.

"One person from my neighbour was already living in Malaysia.... however, I did not attempt to gather any information about life after migration. I had in my mind that it will be easy, don't disturb anyone to get information" (P21, 2019).

"I do not want to burden my friend and questioned more about life in Malaysia" (P9, 2018).

"When my agent told me about the job, I did not ask him about the accommodation and other expenses" (P15, 2018).

"I had to get all information about my job, house, agent home, job..... the information I had was not sufficient that's why I faced trouble in reaching my place" (P17, 2018).

This study revealed that the poor exchange of information was based on understanding among the individuals who gathered information and those providing the information. In one case, the informant recalled that some friends and families who were already in Malaysia would not want to display the real struggling picture of their life after migration. They had their point of view that this struggling picture would get the wrong idea about migration. Those who had wanted to migrate clarified that they did not wish to disturb, and it was bad-manners to pump their friends and families for information. The informants also replied they had an idea that they had gathered sufficient

information from the conversations and stories of already migrated people. However, poor exchange of information was a hurdle in developing truthful expectations.

“My friend told me about job opportunities, but he did not tell me the real struggling picture” (P10, 2018).

“Really, I believed that it’s a bad manner to disturb your friend and gather information about life in Malaysia” (P12, 2018).

The real picture of life was noted by informants after making their own experience in the host country. As one informant recalled, he had expected an easy life in Malaysia. His belief was similar with other migrants in Malaysia. However, he realised that life is tough as he had started his job in Malaysia. He commented that Pakistanis in Malaysia were hiding their struggling life from me. The response of that migrant is quoted below:

“I first thought that life in Malaysia will be easy.... I reach Malaysia and meet with many Pakistani. You know, even I believe that life will be easy. Pakistani in Malaysia hide their struggling life from me.....hmmm... when I experienced my job, I found that real life is tough here. I have to work hard...” (P19, 2019).

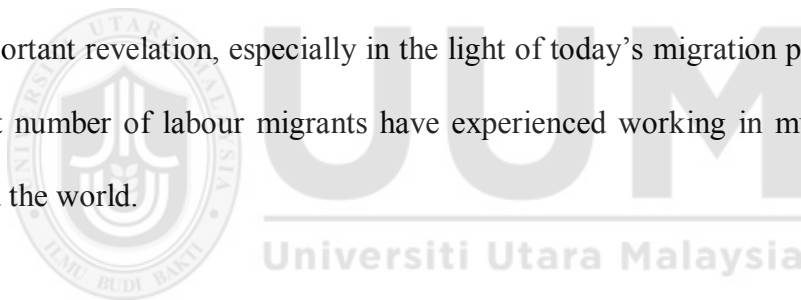
Similarly, Fanjoy et al. (2005), Thompson (2016), and Jadhav (2018) found that poor information led to improbable expectations that are linked to the situation of ‘shock’. Thompson (2016) revealed that the settlement of migrants in New Zealand was due to poor information provided by friends and family about their expectations for the settlement in the host country, which is a similar case in this present study. As such, this study recommends that the shock and negative initial settlement experienced by informants can be reduced if the informants had been able to get accurate information prior to migration. The delivery of accurate information would have been predominantly supportive of those informants, who were pointedly deprived.

Regardless of the strength of such relationships, having somebody abroad appears to be of great importance in pre-migration expectations and the decision to migrate by Pakistani migrant workers. As most of these people abroad were former and current Pakistani migrant workers, prospective Pakistani migrant workers would want to listen to their experiences with this immigration program and see for themselves whether and how much their lives could improve upon migration. Only a few participants did not have anybody already living in Malaysia or some other places abroad and were the first to migrate into this country. Some informants explained that they were the first in the migration chain – they were first to come and subsequently they brought their family members and friends. Given that they did not know anybody enrolled in a program, they learned from recruitment agencies that advertised their services either in their country of origin or another transitional country in which they worked prior to migrating to Malaysia.

8.2.2 Previous Migration Experience

The second proposition of network theory is that one is more likely to decide to migrate if he/she has already migrated before (Curran & Rivero-Fuentes, 2003; D. S. Massey & Espinosa, 1997; Wickramasinghe & Wimalaratana, 2016). Most of the participants have worked in different countries before they had decided to come to Malaysia. They reported working in one or more of the following places: Dubai, Oman, Bahrain, Thailand, and Saudi Arabia. One Pakistani reported having worked in five countries before migrating to Malaysia. Most of the Pakistani migrant workers interviewed had worked as domestic helpers before this. By focusing on the previous migration experiences in the migration decision of a prospective migrant, the second proposition of network theory emphasises that people who have already migrated draw on social ties created in their past migration endeavours (Massey & Espinosa, 1997).

And indeed, as already mentioned above, after working abroad in these various countries as domestic helpers, many of the participants met some people (mostly coming from their countries of origin) who soon became their friends and proved to be of crucial importance in encouraging them to migrate to Malaysia. Thus, Pakistani migrant labourers' decision to come to Malaysia was not only rooted in ties that they had people already in Malaysia, but also ties that they had established elsewhere, working abroad as a migrant. While some past researches demonstrated the role of previous migration experience from the same country in structuring one's decision to move again to the same country (Atanackovic & Bourgeault, 2014), this study revealed migration experiences from other countries as significant as well in structuring one's pre-migration expectations and the decision to move to a different destination. This is an important revelation, especially in the light of today's migration patterns, wherein a great number of labour migrants have experienced working in multiple locations around the world.



8.2.3 Community Values towards Migration

The experiences of participants reflected the role of attitudes within the home country of potential migrants in structuring pre-migration expectations and migration decisions of Pakistani migrant workers. As already mentioned, this third postulate of network theory asserts that somebody is more likely to migrate if migration is common in his place of origin where “migration becomes deeply ingrained into the repertoire of people's behaviours and values associated with migration become part of community's values” (Massey et al., 1993, p.452- 453). And indeed, all the participants came from Pakistan where migration is very common, and the culture of migration is greatly developed. The participants explained that people from Pakistan tend to migrate to other countries and settle temporarily or permanently there as given the bad financial

situation and lack of job opportunities in Pakistan. For example, asked whether it is common for people from their country to leave, two participants explained:

“Yes, it’s very common because of the problem in my country. it’s not easy to find a job and the salaries are low. So, if you have the chance to go abroad you can do it. They just do it and not many of them come back to Pakistan, just the people who suffer in another country and they say okay” (P8, 2018).

“Yes, it is. It is very, very common. Like it’s like a thousand lined up for an interview. It’s different country around the world. I could say maybe it’s because we are overly populated so the opportunities for a better future are very slim and the graduates, in one course the graduates are like hundreds of thousands a year. To put the young graduates into employment that’s the problem. So, unemployment is the number one problem there too. Like an economic, you know, collapse” (P21, 2019).

The interviewees revealed that attitude towards migrating to work abroad in their home country as very positive as they are mostly seen as courageous people. Some stated that although they endured many hardships working as labourers, often this is neglected by people from their home countries who tend to look up to them and see them as rich and happy people.

In line with the finding of this study, Castles and Miller (2017) mentioned Pakistan as a source country for international migration mainly in the Asian Pacific region. They found that Pakistan is the second-largest country for the import of labour in Asia. Pakistan is a populous nation with an increasing trend of international migration of the labour force, as depicted in a report from the United Nations (2017), which stated that Pakistan is among the top ten countries with six million people had migrated to other countries.

8.2.4 Migration Institutions

Recruitment agencies are a very important source of information about migration and settlement for prospective Pakistani migrant workers who do not know anybody already living in Malaysia or working under this immigration program. Recruitment agencies serve as an additional source of information about the program also for some Pakistani migrant workers who first learned about the program from personal connections. Explaining how he initially learned about the immigration from friends but wanted to be sure that such information is accurate, one participant recalled:

“Oh yeah, there are friends who are telling me about migration to Malaysia. For me, I am the kind of person I want everything is clear, you know. So, I went to the agency” (P13, 2018).

The role of agencies in shaping migration decisions is especially significant in the case of participants due to the high rate of labour institutionalisation in Asia. Still, recruitment agencies are a valuable source of information on migration not only for Pakistanis, but also for people from other countries. Given that the findings of this study revealed that recruitment agencies have an impact on pre-migration expectations and migration decisions of prospective Pakistani migrant workers, they reflected the role of migrant institutions in structuring their migration decision.

As already explained above, the fourth postulate highlights that informal networks are not only triggered by migration and those migrant institutions (defined as institutions that try to control the migration process for their own gain such as recruitment agencies) do play a great role in such a process as well (Cranston et al., 2018). Kern and Müller-Böker (2015) revealed that migrants have a good opinion towards recruitment agencies. Besides some fraud cases and bad practices, recruiters play a significant role in assisting international migration and representing the essential

infrastructure for the labour movement. Recruitment agencies are those who connect places and people, establish social networks, and can perform a vital part in making immigration secure and safe. They are valuable mediators in assisting alternative income approaches, as well as new living and employment opportunities. Similarly, these agencies are entrepreneurs in a risky and competitive economic area, threatened with multidimensional limitations.

Recruitment agencies for Pakistanis control the flow of information about migration to potential migrants, thus acting as another form of social capital on which they can draw in making their expectation decision. They complement their structural and individual motivations for migration, making their move more possible. Hence, the four propositions of the network theory of migration are reflected in the experiences of the participants in this study.

8.3 Role of Social Networks in Finding Employment

The first assumption of network theory of migration on which the researcher relied in this section of the role of social networks in the processes of migration and seeking job has been supported by the participants' experiences. In particular, the interview revealed that migration of Pakistani migrant labourers and their search for a job had been aided by formal networks (recruitment agencies) and informal networks (family and friends). The reliance on informal and formal networks in their migration to Malaysia appeared to be a characteristic of all participants.

8.3.1 Role of Informal Networks in the Employment of Pakistani migrant labourers

Some of the interviewed Pakistani migrant workers relied on informal ties to find employment in Malaysia. A few were contacted by their relatives or friends with job offer. The informants claimed:

“...I have actually my childhood friend or my best friend. Like we grew up together in the same province. We were friends since we were young like eight or nine years old. He got married in Malaysia and then had opened his own restaurant and that's when he decided to sponsor me.” (P2, 2018)

Some got employed by their relatives. While personal networks were used less for seeking employment, the participants relied extensively on their family and friends to help them cover the costs of migration (i.e., application, placement fees, airfare, and other required fees). The participants reported some good and bad sides of reliance on informal networks in finding employment in Malaysia.

In terms of advantages, many of them noted that by relying on family and friends, prospective participants could avoid paying relatively substantial fees required by recruiting agencies. This finding echoes the results reported by Hanley et al. (2017). Another advantage they highlighted is that unlike agencies, family and friends cared about them and thus, tend to find “a nice employer who pays well”. They also reported that since family and friends ensured that they really find an employer; they cannot be tricked as it is often the case with agencies. When they find an employer through friends, they get more respect. As one participant puts it:

“An advantage would be maybe because you've come through a friend the employer understands you. You get more respect. ...At least the employer knows you well. Like you get to meet them face to face before you actually join the work. And that was in the case of my employers. I met them many, many times before I actually joined them. So, I feel you just get a little more respect that way” (P4, 2018).

Despite these advantages of finding a job through family and friends, the interviewees revealed that this route of employment has certain disadvantages. First, they emphasised that when one relies on a friend or relative to find a job, it is hard to complain or leave a job if the job turns out to be unsatisfying. Reflecting on that, one participant warned:

“Just be very, very careful because I find it better to go through agency because sometimes when you go through friends then you realise it’s not what you were looking for and then it’s harder for you to say later on ‘No’ that you don’t agree with all of the agreements that you made” (P19, 2019).

The second disadvantage of this route of employment is that after relatives and friends help Pakistani migrant workers to find a job, there can be some expectations of something in return—either financially or in some other way. For instance, one participant revealed that he had to pay \$2500 to a relative after finding a job in Malaysia. Another informant explained how his uncle asked for money from him as payment for finding him an employer. When he refused to pay, his uncle called the employer and spread bad rumours about him. Another participant stated that he would rather pay 3000 dollars to come to Malaysia to avoid the feeling of owing somebody throughout the rest of his life:

“Nobody will tell me in the future ‘Oh you’re nowhere in Malaysia if not because of us. You’re not who you are right now if not because of us so you need to be under or whatever.’ Like they want to hold you. Like they want to direct your life here in Malaysia because they’re the ones who give you the favour, who like set up for you to come over. That’s the thing that I don’t like for a relative to have. [laughs] Most relatives do that” (P5, 2018).

Some who have been directly employed by friends and family reported that they have been taken advantage of by them. Commenting on that, one Pakistani migrant worker

who was brought by his distant relatives to work for them had to pay 100 dollar a month, states:

“Yeah. They gave me a proposition to work in Malaysia as a nanny for them. I would never come to Malaysia if I don’t know them and if I am alone and I have to come here with some program to strange people I don’t know. Even this is my relatives they lied to me and they take advantage of me. And I know especially family or relatives can take advantage of you” (P20, 2019).

In line with the findings of this research, Kern and Müller-Böcker (2015) put forward a split point of view of informants on the role of migrant networks in the labour market. They added that migrants get either gain benefits and have bad experience from their ties. In some cases, networks serve as a valuable source for gaining employment information, while other ties spread negative influences to trap the migrants with low-income jobs.

8.3.2 Role of Recruitment Agencies in the Employment of Pakistani Migrant Labourers

As suggested by the network theory of migration, migrant institutions, such as recruitment agencies for Pakistani migrant workers, do play an important role in their migration to Malaysia. Most of the participants claimed that they relied on recruitment agencies to enter Malaysia and find a job. Some of them reported that they had decided to use a specific agency based on the recommendation of a friend or relative.

“...That agency was being referred to me by a friend who went into the agency ahead of me and then he is a high school friend of mine” (P1, 2018).

Many informants explained that the agency on which they relied on their migration and finding a job had two branches – one in Malaysia who is responsible to find employers, and one in Pakistan from which they applied to help out with processing

the papers. The participants described recruitment agencies as beneficial in many ways.

“as you can find the employer more easily and faster than if you are going to find by yourself” (P8, 2018).

Not only an agency helped them find an employer, but also ensured a proper employer by doing background checks on prospective employers and selecting good ones. Reflecting on this advantage of finding an employer with the help of an agency, one participant stated:

“There are pros and cons in my opinion because what if, the employer who is sponsoring me doesn’t have a decent job or how would I know that these are genuine people? How would I know that they are not killer? How would I know that I am safe with them? If I have an agency or if I went through an agency, then at least the agency has taken care of knowing who the prospective employers would be. I feel safer that way with the agency” (P19, 2019).

Another advantage of using recruitment agencies over other routes of employment most commonly noted by informants interviewed is that they take care of the paperwork. As they know “migration policy”, they notify prospective informants about the required papers and process these, thus simplifying and fastening the process of processing the application for them. Taking care of paperwork was especially beneficial for those who have already worked as domestic helpers in other countries when they applied given that they worked long hours and could not afford to take time off to go to the embassy to submit the requested papers.

“Well, the advantages are I myself was very busy. I don’t have a time of processing my papers, right? The advantage to go with agency is that they will be the ones who do your papers and you just wait...” (P9, 2018).

The third advantage of relying on agencies noted by participants is the safety that they guarantee. Letting migrants know their rights as workers, as well as offering them

advice and help in case they stumble upon some problems in their work (e.g., abuse), was noted by participants as vital reasons for using recruiting agencies. One participant said the following:

“Agency fights for migrants and thus, employers are less likely to take advantage of migrant worker if they have an agency behind their back” (P13, 2018).

Agencies also function as safety valves for both employer and employee because they are responsible for ensuring that both parties are notified about conditions. A participant claimed,

“if the agencies are in the middle, they can scrutinise the applicant as well as they can scrutinise the employer” (P9, 2018).

Agencies are advantageous to those with poor English and Malay language proficiencies upon their arrival in Malaysia. As one participant who was matched by the agency with one family due to his language issues mentioned:

“This advantage [of coming through an agency] is that you can find a job sometimes faster than through the internet and if you have a problem with language because through the phone it’s very complicated to speak with somebody. It’s better through the agency. If you speak very good English or Malay, I think it’s better from the internet” (P13, 2018).

While the recruitment agencies have been described as advantageous in many ways, they were also seen as even more disadvantageous than informal networks by some of the participants. First, they revealed that some recruitment agencies as very expensive as they had to pay between \$500 and \$5000 for their services. For instance, one participant asserted, “the recruitment agencies charge you according to the features - if you are single if you are married if you have kids, how old you are if you have an international driver license”. He explained that he paid \$1500 as he was young and single, while his friend paid \$1300 as he was married with children. He concluded that

even though his friend had paid less, it was still a huge amount for someone who needs to support a family. This practice needs to be halted as it restricts the economically disadvantaged to migrate.

Some participants revealed that the recruitment agencies tend to forget about people once they take money from them and refuse to inform them of what they are supposed to do once they arrive in Malaysia. This can exacerbate the trauma of migration to a new country and homesickness endured by Pakistani migrant workers. Arguing that his agency did not provide any direction on how to arrive at the employer's place from the airport, he claimed:

"Well depending on the recruitment agency, if the recruitment agency is helpful, cooperative, or caring for the applicants that will minimise the trauma and the homesickness of the applicant. But, you know, there are a lot of agencies I heard that are not doing this kind of thing. Once the person arrives it's up to you. You go on your own" (P16, 2018).

Agencies often do not help individuals when they face problems with their employers. In fact, some of them reported that they did not stay in touch with agencies after securing a job. One participant claimed that he phoned his agency which brought him to Malaysia when he encountered a problem with an employer to ask them about his rights, but nobody answered his call since the agency was shut down. Another disadvantage of using recruitment agencies, as revealed by participants, is that agencies cared only about profit. This often happens as the agencies do not ensure that the working conditions stipulated in job contracts are respected by the employer or do not find an employer for them. A participant added that sometimes agencies are not truthful about the number of clients.

"But there are also agents that the agency who hired them from overseas really has the kind of employment but it is always as I knew from friends, close friends

of mine, what they say there, for example, the jobs are from this time of the day until like eight o'clock, until seven o'clock in the evening but it's actually like six o'clock or seven o'clock until nine o'clock at night. So those are the disadvantages" (P6, 2018).

One participant who was directly hired by the employer felt that this route of employment is advantageous compared to the agency.

"You're in more control if you're not with an agency as you negotiate with the employer before the employment and if you have any questions you don't have to go through the agency to know your answer" (P15, 2018).

In sum, this section sheds light on the previously relatively unexplored processes of migration and finding a job as a migrant worker in Malaysia with respect to the role of social networks (both informal and formal) in such processes. This study has shown that both formal networks (recruitment agencies) and informal networks (family and friends) aided the Pakistani migrant workers in their migration and employment. While recruitment agencies were used mostly for finding a job, some relied extensively on family and friends to help them cover the costs of migration (i.e., application, placement fees, airfare, and other required fees). This study discovered that sometimes, informants were directly sponsored by family and friends. Both recruitment agencies and informal networks were described as disadvantageous in certain ways when it came to using these channels for employment in Malaysia. The participants seemed to express more dissatisfaction with recruitment agencies as they were costly, failed to offer guidance in terms of initial settlement, refused to solve problems related to their job, and never ensured that the conditions stipulated in job contracts are respected. This research lends support for two assumptions based on the network theory of migration on which the researcher relied for the purpose of arriving at enhanced understanding regarding the role of social networks in the processes of migration and

employment. As demonstrated above, these processes were greatly influenced by both formal networks (recruitment agencies and migrant institutions) and informal networks (family and friends). Consistent with the finding of this research, previous researches have highlighted the essential part of migrant institutions in migration. Fokkema and De Haas (2015) mentioned that: International migration is pre-eminent studied for both structural determinations and personal motivations, while these must show a role in any justification, but as the enunciation of agents with specific benefits and performing detailed parts in an institutional environment, representation knowledgeable upon set of guidelines to enhance the access to assets. Groups of humanitarian help migrants by providing legal advice, counselling, shelter, social services about the ways to get legal papers, and even protection from law enforcement authorities of DOIM (Massey et al., 2005). Agents for recruiting can be enthusiastic planners of new migration flows from regions of labour supply to labour shortage (Garip & Asad, 2016).

8.4 Role of Social Networks in Accessing Housing

Literature review and informant responses identified that social network is one of the most important factors in the settlement experiences, especially in accessing housing amongst Pakistani migrant workers in Malaysia. Strong ties, as proposed by M. Granovetter (1983), had a significant role in supporting and assisting informants towards accommodation. Informants recalled the role of social networks by explaining their initial experiences in Malaysia. The informants described how their friends and relatives supported them when they had landed at the airport:

“When I reach Malaysia, my uncle was waiting at the airport. He fetches me from the airport” (P3, 2018).

“My friend was there at the airport and obviously he picked me because that’s my first travel in my whole life. Really everything is amazing and new for me. I was feeling like I was an Alice in Wonderland” (P10, 2018).

The informants responded that their relatives and friends were there at the airport and took them to their homes. They were willing to accommodate the informants until that latter found a home in the rental market. Relatives and friends played a significant role in supporting and accommodating the participants in the most critical time of their life when they were still new in Malaysia. They conveyed much gratitude to their friends and relatives for the efforts to bring them into their homes despite the small and overcrowded house.

“For almost three to four months, I lived with my cousin” (P11, 2018).

“I live with my friend for almost two months and meanwhile I was searching for my own place” (P4, 2018).

“I was thinking that my uncle had a big house... but when I reached his home, there is only one bedroom, one kid's room and a small T.V launch with an attached kitchen. That house is just sufficient for them, but they are very nice. They allow me to live with them for almost two months” (P3, 2018).

A few informants recalled about the living challenges in such tough situations. This pushed them to arrange a house for themselves. The informants viewed a number of benefits while living with their relatives as they could guide them about the environment and area, also assist them with the migrating process to obtain a visa. Some informants quoted how living with their friends and relatives eased them to collect first-hand information about how life should be sustained in Malaysia. One of the informants stated that he gathered information by focusing on the daily routines of their relatives:

“Living with my uncle and focusing on their daily routine, I come to know about where to go. From where I have to buy the grocery, so it’s really nice to live with any relatives” (P3, 2018).

“My friend told me about the immigration process for applying work permit. He allowed me to stay with him until I found a residence” (P6, 2018).

Some informants discussed the significant role of friends and relatives in seeking rental houses. Thus, strong ties had a vital role in supporting informants in the search of rental housing, although at the same interval, some informants required to get rental housing in nearby proximity to their friends and family. For some informants, the profundity of reliance on friends and family prolonged the duration of taking over the rental home freed by their relatives and friends. Thus, most of the informants stated the vital role of friends and families in supporting them to access the rental housing market. Some informants recognised this consequence to the local information held by their friends and families of housing in the location where they lived. Informants without friend and family in Malaysia often live in houses near their employment area.

These results about the role of social network on housing are converged with the studies by Carrillo, Pattillo, Hardy, and Acevedo-Garcia (2016), and Ayón (2015), and Vinokurov and Trickett (2015). Consistent with the results from these scholars, this study found that friends and family extended valuable support in terms of accommodation upon their arrival in Malaysia, and later, with the search for rental housing. Moreover, informants get support from their friends and families to penetrate the rental housing market in Malaysia especially in the early stage of their settlement after a year or two, when their income had a vital influencing role than friends and families did. These results suggest that the concerns promulgated by Westin (2000),

Robinson et al. (2007), and Light et al. (2017) that ethnic concentration in the location of housing derived from the pull of friends and families.

8.5 Role of Social Networks in The Process of Adaptation to Hard Conditions of Life in Malaysia

Based on the strength of weak ties argument developed by social network theorist, Granovetter (1977), weak ties have a special role in helping people gain novel information and resources. In particular, he added that those to whom people are weakly connected are more likely to be involved in the circles that differ from their own. Consequently, weak ties are more likely to lead the members of a network to new “information and resources beyond those available in their own social circle” (Granovetter, 1983, p. 209). In his original argument, he sees only weak ties as beneficial for an individual; in his subsequent revision he assigned some values to the strong ties as well. In particular, he argued that strong ties play a unique role as they have greater motivation to be of assistance and are typically more easily available (Granovetter, 1983, p. 209). He further asserted that strong ties are more likely to be seen as useful by the people in situations of high insecurity, such as employment difficulty, emergencies, and poverty. Based on previous research, he concluded that marginalised populations tend to rely more on strong ties than do others, “which makes them lose the advantages associated with an outreach of weak ties” (p. 213). Thus, his argument implies that while strong ties can be helpful to people in a state of high insecurity, they are not providing them with new information or resources.

Given their precarious migration status, as well as extremely challenging working and living conditions, Pakistani migrant workers in Malaysia could be classified as a marginalised population. Based on Granovetter’s conceptualisation of weak and strong

ties, one can assume that strong ties with family and friends play the most important role in the process of adaptation to hard conditions of life in Malaysia. This assumption based on Granovetter's argument was reflected in the experiences of the research participants. This study showed that strong ties with family and friends (informal networks) exerted the most significant role to play in helping Pakistani migrant workers to adapt to their challenging living conditions while in Malaysia. Put simply, strong ties with informal networks, characterised by a high level of emotional attachment and intimacy, were more frequent among Pakistani migrant workers than weak ties with people outside their closed circles. The informants maintained strong ties mostly with co-ethnics (many of whom are current or former) whom they have known for a long time – either they met them in their home countries or other countries where they temporarily worked prior to Malaysia.

Some of the informants' friends referred to other Pakistanis whom they had met more recently, upon coming to Malaysia, as they establish strong emotional linkage as they face the same challenges with regard to their working and living conditions. In accordance with Granovetter's argument on the role of strong ties among marginalised populations, Pakistani migrant workers tend to rely mostly on these strong ties (family and friends) because "they are more easily called on and willing to help" in situations of high insecurity (Granovetter, 1983, p. 211). As they face complex realities of life in a new country (complicated by their precarious migration status), having somebody close enough to whom they can confide and complain about their conditions of life in Malaysia (including their relationship with employers) is crucial for them. Upon asked whom would they call in times of problem?,

“I have one friend that’s really close to me. I call him. I sometimes called him because I just want to talk. Family problems sometimes. Sometimes financial. Sometimes work. We talk about it. He and I talk about our problems. We call each other” (P20, 2019).

Granovetter (1977) asserted that when left unbalanced by weak ties, strong ties tend to lead to the isolation of the network from broader segments of the society. Indeed, the interview outcomes of this present study indicated that by overly relying on strong ethnic ties, the Pakistani migrant workers failed to develop weak ties with people outside their ethnic communities. Only a few informants established ties with people outside of their respective ethnic groups. These ties to non-ethnics are weak as they tend to meet these people rarely and do not show any sign of emotional attachment. When the informants were questioned about their Malaysian friends, they had the following to comment:

“Yes. Yes, I have but just normal friends, not close friends. I’ll sometimes call him to say ‘Hi’. We seldom have private conversation” (P21, 2019).

At times, the participants developed weak ties with representatives of migrant organisations or recruitment agencies as they encounter these people occasionally when faced with work-related or immigration paper issues. For instance, one participant relied on such a weak tie with a settlement worker from one migrant organisation when his employer refused to pay him. He explained that the worker helped him resolve the issue by advising him to contact the Ministry of Labour. Thus, Pakistani migrant workers tend to maintain only a few weak ties with non-ethnic people and rarely rely on formal organisations some of which (migrant settlement services, recruitment agencies) could promote the development of weak ties with people outside of their own ethnic group. In accordance with Granovetter’s notion,

maintaining connections solely with people from their ethnic groups precludes Pakistani migrant labourers from achieving full social integration.

Based on the assumption of Granovetter's theory, strong ties do play the most important role in the process of adaptation to challenging conditions of life in Malaysia. Given that friends and family are easily accessible and most motivated to help, they are greatly called on by the participants for purposes of emotional support and socialising. Still, Granovetter's argument on the strength of weak ties implies that while members of marginalised populations may find it useful to rely on strong ties to get by in the times of crisis or emergencies characterised by a high level of uncertainty, strong ties are likely to offer them with information they already possess. Granovetter (1983) asserted that the marginalised are best served by weak ties that can supplement them with non-redundant information and additional resources.

This study showed that in contrast to Granovetter's view of weak ties as the transmitters of useful information and resources, strong ties play an equally integral role in supplying informants with useful information and resources. The participants often asked their friends and relatives for advice about problems related to their immigration papers, jobs or other critical issues. As opposed to Granovetter's view of strong ties as transmitters of redundant information, the information received as response is often new to them and very helpful.

"I have to find a new job. How to apply for. How to apply for a work permit. For immigration. It is a big problem for us. Yeah, always ask them [friends] for this."
(P10, 2018).

"Once I had a little car accident.... I called my uncle because he is living in Malaysia for a very long time and he knows about all the laws and procedures. He explained to me everything what I should do" (P3, 2018).

Friends and family provide the participants with financial and accommodation assistance in times of hardship. While some relied on their savings, mostly stayed with or borrowed money from family or/and friends during the transition period of unemployment.

“I stayed with my friends and they helped me out so when I had this new permit then I moved to my new job” (P6, 2018).

The participants did get access to new information and resources from strong ties. As mentioned above, the informants are mostly in contact with other, current or former Pakistani migrant workers. Given that these contacts have faced the same problems residing in Malaysia as Pakistani migrant workers, they possess useful information that they may pass on to their fellow migrants. Given that they understand and sympathise with the hard-economic situation of their fellow Pakistani, they are willing to help participants financially, whenever they can. Although in his theory of strength of weak ties Granovetter discusses only interpersonal ties, the role that formal organisations play in people's experiences is also vital to consider. The participants revealed that their involvement with any kind of formal organisation is limited. However, as they rely on these organisations, they find them helpful with the process of adaptation to the challenges of life in Malaysia. Hence, migrant settlement services play a very limited role in the adaptation of Pakistani migrant workers to challenging living circumstances. Very few migrants use the services of migrant settlement organisations. Many are not even aware of their existence. Among the few who know about these organisations, most do not know that some of these occasionally host some information sessions on the rights and responsibilities of migrant workers. Given that migrant settlement organisations are geared mainly towards assisting those with

permanent status, some informants assumed that they cannot reap any benefit from these institutions.

Consequently, they are reluctant to visit them, although these Pakistani migrant workers in Malaysia are officially eligible to use almost all settlement services. Thus, some informants recommended that more information should be given to Pakistani migrant workers in terms of their eligibility for services provided by these migrant organisations. Some participants reported that staying in touch with recruitment agencies had assisted them in seeking employment. They contacted them when they faced some job-related problems, to ask for advice regarding immigration paperwork, and to find a new employer. Many informants are unaware of the organisations serving specifically migrant workers. A few went to these organisations only once or twice to attend some social events hosted by these agencies. Some who live in small towns explained that that is expensive for them to go to bigger cities where these organisations are located. Not only they have to pay the transportation costs, but also the lodging and food as social events are often organised late in the day and they must stay overnight.

Some members of ethnic associations often assist them by providing directions on where they can look for certain information or advice with regard to challenges they face in their jobs (with regards to whom to contact or where to complain when work-related problems emerge). Thus, formal organisations do not play a vital role in the process of Pakistani migrant workers' adaptation to the challenges of life in Malaysia. When informants turn to these organisations, they get relevant information and opportunities for socialising. Although these networks have been identified as being significant for migrants, a growing number of academic scholars have increased their

attention about migrants in light of these networks (Arango, 2017; Bhachu, 2017; Spigel & Harrison, 2018). Amongst other migration factors, associations established with friendship and family ties have been recognised as having a deep impact on settlement of migrants, including employment, accommodation, as well as safety networks in hardship and bases of credit (Robinson et al., 2007). Networks that are informal in nature based on friends, ethnic community, and family relations are significant in ‘chain migration’ as they aid new migrants in their starting phases of settlement (Bhachu, 2017). In line with the findings of this study, Arango (2017) revealed that migrant networks assist migrants by sponsoring their journey and providing knowledge to seek a job or suitable accommodation, by delivering data about education opportunities and access to social safety.

8.6 Conclusion

In sum, this chapter sheds light on the role of social networks in developing pre-migration expectations, as well as search for employment and access to housing. Social networks (formal and informal) are crucial in developing pre-migration expectations, so as to aid in making migration decision based on information gathered about the possibility of undertaking employment in Malaysia. Social networks (informal and formal) in Malaysia, in transitional countries in which they had temporarily worked prior to Malaysia, and in their home countries, all prove to be integral factors in developing pre-migration expectations that leads to migration decision. This study revealed that recruitment agencies have a more significant role in the process of decision making among participants. This is because; in Asia, labour migration is highly institutionalised and supported by governments of many countries. The findings revealed that informal networks (family and friends) played the most important role in helping Pakistani migrant workers to adapt to the hard-living conditions they

experience while working. They are provided with various kinds of help, including emotional, financial, and informational support. When compared to informal networks, formal organisations play a limited role in the process of their adaptation. This chapter sheds light on the previously relatively untapped processes of migration and finding a job, as Pakistani migrant workers in Malaysia and particularly the role of social networks (informal and formal) in such processes. It was found that both formal and informal networks gave assistance to migrant workers in their migration and employment. While recruitment agencies were used mostly for seeking employment, the participants relied extensively on family and friends to help them cover the costs of migration (i.e., application and other required fees). Both recruitment agencies and informal networks are described as disadvantageous in certain ways when it came to using these channels for finding a job in Malaysia. However, the participants expressed more dissatisfaction with recruitment agencies as they were costly, never gave assistance at the initial settlement, ignored call for aid when problems emerge from employment, and failed to ascertain that the conditions stipulated in job contracts are respected by the employer. The informants identified that their relatives and friends had a vital role in supporting and accommodating them in the most critical time of their lives when they were still new in Malaysia. Strong ties had a firm role in supporting informants in seeking rental housing, although at the same interval, some informants were required to get rental housing in nearby proximity to their friends and family. This study lends support for two assumptions based on the network theory of migration, on which the researcher relied on for the purpose of arriving at enhanced understanding pertaining to the role of social networks in the settlement processes of migration, especially in seeking a job and a home to live.

CHAPTER NINE

CONCLUSION

9.1 Introduction

This research explored the settlement experiences of Pakistani migrant workers in Malaysia. The research questions are: ‘what are the pre-migration expectations of Pakistani migrant labourers behind the decision to migrate and settle in Malaysia?’, ‘What are the employment and housing experiences of Pakistani migrant labourers in Malaysia?’, and ‘How social networks influence the formulation of pre-migration expectations, employment, and housing of Pakistani migrant labourers in Malaysia?’ These research questions were addressed by conducting a qualitative research study. Data were collected via interviews with Pakistani migrant workers and three officers from the authority level, which supported this study to obtain some significant understanding on the main settlement factors of these migrant workers group. The conclusions for this thesis are shaped by the experiences gathered from the informants. This concluding chapter is composed of four parts: summary of major findings, research model, limitations and recommendations for policymakers and government, future study, and the final reflection.

9.2 Summary of Major Findings

This thesis has bridged the knowledge gaps regarding the experiences of Pakistani migrant workers in Malaysia to better understand the different factors of settlement, such as pre-migration expectations, employment, housing, and the role of social

networks. In precise, the purpose of this thesis is to better understand migration, working, living, and settlement experiences of Pakistani migrant workers in Malaysia. The topic of Pakistani migrant workers in Malaysia, as well as their pre-migration expectations, employment, housing, and the role of social networks in the processes of migration and adaptation to hard living conditions in a new country is relatively unexplored. Previous research has insufficiently explored the settlement experiences, actions taken by Pakistani migrant workers during and after migration to improve their outcomes, and the role of networks in such processes. Such knowledge gaps are significant and given the role that Pakistani migrant workers play in addressing labour shortages in Malaysia. Findings from 21 semi-structured interview session with Pakistani migrant workers, as well as one officer each from the Ministry of Human Resource, Immigration Department of Malaysia (Kedah Branch) and the High Commission of Pakistan in Malaysia, shed light on previously unexplored issues related to the migration, working, living, and settlement experiences of Pakistani migrant workers in Malaysia.

Consistent with the past studies in the field of migration and settlement of migrants (Azhar, 2008; Drolet & Teixeira, 2019; E. Kim, 2015; Lewis, 2010; Shafiq, 2016; Shields et al., 2016a; Teixeira & Drolet, 2018; Thompson, 2016; Yasmeen, 2002), this study has proven that settlement is an adjustment method with a number of complexities. In this study, this complex nature of settlement was confirmed through the views of Pakistani labourers, starting from pre-migration expectations to their first experience upon arrival, employment, housing experiences, and involvement of social networks during their settlement in Malaysia. Because of these complexities, this study revealed a high level of similarity with the findings reported by Shafiq (2016);

(Teixeira & Drolet, 2016); Teixeira and Li (2015); Thompson (2016), which verified the complex process of settlement that should not be considered simple, but a method that may be continued with interlinked factors.

The main objective of this study is to examine the major factors that affected the settlement of Pakistani labourers in Malaysia from their stance. Specifically related to settlement themes, this study recognised a considerable yet consistent settlement themes identified in the previous studies (see Chapter Two). Nevertheless, the sections of ultimate thematic difference in the literature of settlement serve as influential factors of settlement. To draw out in detail, the next section describes the major findings from this study on the key settlement themes.

As projected in Chapter Six, it was found that Pakistani migrant labourers had both positive and negative pre-migration expectations with life in Malaysia. They imagined a 'better life' and good facilities as compared to Pakistan, before traveling to Malaysia. The foremost expectation of most Pakistani migrant workers was based on economic benefits. Work/economic factors, such as lack of job opportunities and bad financial situation in Pakistan, triggered the decision to migrate to Malaysia. They were expecting better opportunities for a job in Malaysia through which they can earn more money. Pakistani migrant workers were also concerned about life insecurity in Pakistan. Pakistan has been enormously colliding with huge bomb blasting events. Political uncertainty was also a push factor for migration. The informants expected life in the host country like Malaysia will meet at least the minimum standard of living, including economic and political stability as well as security.

The Pakistani migrant workers told about the high inflation rate that caused difficulties to afford basic goods and some responded about the corruption in Pakistan. These difficulties made their hopes/expectation towards better quality of life in Malaysia. Some informants had negative expectations about life in Malaysia that were linked with their visa type that set their mind towards no future in Malaysia. The reasons for migration to different countries were explored in literature (Merkle et al., 2017; Rahim, 2014; Shafiq, 2016; Teixeira & Drolet, 2018; Thompson, 2016).

Nevertheless, this research had unravelled the reasons in combination with the pre-migration expectations of Pakistani migrant workers about life in Malaysia. This showed the motives of migrant workers from an economically disadvantaged country, Pakistan. The economic condition in Malaysia is relatively better than that in Pakistan. This influenced the migrants to migrate and settle down in Malaysia. This research suggests that Malaysia offers certain opportunities for migration that are very attractive to Pakistani migrant workers. Thus, they plan to migrate and settle down in Malaysia.

The study outcomes revealed the employment experiences of Pakistani migrant workers in Malaysia. The labour market outcomes, such as employment situation in Malaysia, securing a job, language barrier, workplace experiences, remittances, and training, appear to be the key factors of successful settlement. This research found that documented Pakistani migrant labourers only focused on employment, which permitted them to accomplish their migration goal. However, the policies in Malaysia may restrict them to work in specific sectors, such as services, construction, plantation, manufacturing, and agriculture. Pakistani migrant workers mostly end up marrying Malaysian citizens to apply for business license. This research identified the significant role of social networks in supporting the Pakistani migrant workers to search for better

employment. Their satisfaction in seeking employment and the commitment of Malaysian employers on hiring them had been based on these social networks.

This study had assessed workplace experiences of Pakistani migrant workers, which covered a wide range of responses provided by the informants, ranging from some positive insights about workplace practices to several negative viewpoints about management, discrimination, and incompetence. The informants noted that their working environment in Malaysia was of a 'high professional standard', described by decent workplace, supervision practices, and possibilities for career development. These informants also mentioned the existence of a union that displayed concerns about human rights in the sector. Some participants were discriminated by their supervisors and managers, particularly by Malaysians and Chinese co-workers. Most of them commented that they were badly treated based on the way they communicated, and their shifts were always not in favour to them. Most the informants claimed that the decisions made by their supervisors and managers stayed, and if the informants raised any issue, they would eventually suffer. Their suggestions to improve the working conditions were normally brushed off by the managers and supervisors; implying their worthlessness in the organisation.

Concerns about employment experiences of Pakistani migrant workers were also conveyed in terms of problems linked with workplace. The views about lack of benefits and unsanitary conditions were raised by informants employed in various companies and restaurants. During the settlement period, they were shocked when they realised about their company policies. This was expressed by most of the informants in terms of concerns about break time, overtime, and sick leaves policies. Migrants in

the plantation sector viewed that they were subjected to tough work conditions as they had to work in extremely hot weather for long hours without any break.

Another important issue raised refers to language barrier. In some sectors, most of the informants observed that the Malaysian employers did not take adequate measures to confirm if the workers had understood their instructions. The prominent issue identified by informants was the accent and speed while communicating, which made it more difficult for the Pakistani migrant workers to comprehend instructions. Some informants recorded that their colleagues make it difficult to understand due to their slang and accent. Despite these various experiences, the informants noted that it was compulsory for them to make efforts to speak in both Malay and English languages.

Additionally, it was found that the training sessions organised were meant to assist the workers in their job, instead of upgrading their skills. The findings revealed that the flow of remittances indicated a migrant's commitment to remitting. Responses from the informants were varied in terms of the proportion of their salaries remitted. Some sent home almost 50% of their salary, while other first separated the money for their own use and sent home the rest.

As for housing experiences, it was found that different sectors led to different housing/accommodation barriers in Malaysia. The responses gathered from the informants were split into different aspects. Those in the construction and manufacturing sectors lived in houses (*kongsi*) provided by employers. This *kongsi* is constructed from scrap materials found in the construction areas and from manufacturing timber products. These required basic facilities of sewage and water. Thus, the condition of these houses (*kongsi*) is unsuitable for residence. Apart from

these inadequacy issues, there is an issue of overcrowding. Some informants recalled the issue of hot weather and worms. Some Pakistani migrant workers responded that inadequate housing led them to penetrate the rental housing market. Here, the high cost of rent disabled them to live in a house with adequate facilities. They were shocked to hear the rent. Hence, they looked for cheap rental house in the rental housing market. Hence, affordability was identified as a major issue faced by Pakistani migrant workers in Malaysia.

Meanwhile, satisfactory views were given by some Pakistani migrant workers about housing provided by employers. Those informants had established good bonding with their employers. They lived with their employer and their colleagues, hence felt comfortable living with them. Among these, a few shared their room with other Pakistani migrant workers who were their friends. These informants responded that their employer took care of them and provided all the basic facilities regarding housing. Upon facing housing problem regarding water supply, sanitation or other issues, their employer made proper measure to address these issues and also cleared all renovation costs.

This study found that regardless of the causes for migration, social networks exerted a substantial impact on decisions about migration. Social networks provided a sea of information. Not only these formal and informal networks have a vital role in the formulation of pre-migration expectations, they also have a role in settlement activities, such as employment and housing. Embassies, immigration departments, recruitment agencies, friends, and families guided these Pakistani migrant workers in their settlement in Malaysia. Informants depend on different recruitment agencies, friends, and family members to search for a job abroad. Sometimes, they get

sponsorship or partial support from friends and families to cover the migration cost, such as application and other arranging fees. Some informants recalled their dissatisfaction with informal networks and recruitment agencies in their interviews. They voiced their disadvantage with these social networks as they were charging high and did not provide proper guidance during the initial phases of settlement. They also did not support in addressing issues about their work and misguided them on the importance of terms and conditions specified in job contracts. The informants recalled that informal networks, such as friends and relatives, have an important role in accommodating and supporting during difficult times in Malaysia. Strong ties give information about the rental housing market, thus guiding them on how to get a suitable and adequate home to stay.

Overall this study found that most of the Pakistani migrant workers considered themselves to be satisfied and had a feeling of 'belonging in Malaysia'. This migrant workers group had no many responsibilities and commitments as they had back in Pakistan, thus they could do something of their own accord. This labour group considered themselves as being progressively more stable in financial terms and successful in adjusting, aside from planning and saving for their future. The satisfaction of some Pakistani migrant workers stemmed from the peaceful environment in Malaysia. Despite employment issues, they claimed to be happy with their life in Malaysia. Some informants expressed their economic need to earn more for successful settlement. Some were sad and unable to concentrate on work as they missed their families. Other than this, some Pakistani labourers were satisfied with their housing, while others preferred to stay in rental housing due to inadequate housing provided by employers. In the rental market, affordability is an issue. Overall,

social networks had a significant role in addressing these issues, thus easing their settlement.

9.3 Research Model: Settlement Experiences of Pakistani Migrant Labourers in Malaysia

The research model developed in this study is composed of different concepts and the relationships among them are derived from the interview sessions held with Pakistani migrant workers. The research model formulated for this study is illustrated in Figure 9.1. It demonstrates that the formation of pre-migration expectations reflecting ‘a better life’ in Malaysia is influenced by different push/pull factors, such as poverty, inflation, insecurity, and unemployment. These pre-migration expectations reflect both positive and negative expectations identified by the participants as essential in triggering their plan to migrate and settle down for good in Malaysia. The research model portrays the key role of social networks in supporting and assisting the participants to create pre-migration expectations at various settlement phases.

The prominent role of social network is seen in helping the participants ‘form a settlement base’ that lent valuable support towards their settlement in Malaysia. This projected settlement base is comprised of obtaining employment, safeguarding their rights as an employee, as well as accessing adequate and affordable housing. Employment is a key concern amidst Pakistani migrant workers in Malaysia. Seeking employment, particularly penetrating into the labour market and securing employment, language proficiency in safeguarding employment, tackling discrimination at workplace, as well as building on relevant skills and abilities, are viewed as significant for the Pakistani migrants in Malaysia.

Settlement base is closely linked with the housing experiences of Pakistani migrant workers in Malaysia, including availability of suitable housing, penetration into rental housing market, and housing quality. Here, family and friends (informal networks) are essential in supporting and guiding the Pakistani migrant workers to adapt to their challenging living and working conditions in Malaysia. Thus, participants with the sentiment of ‘belonging in Malaysia’ paint a picture of satisfaction towards settlement.

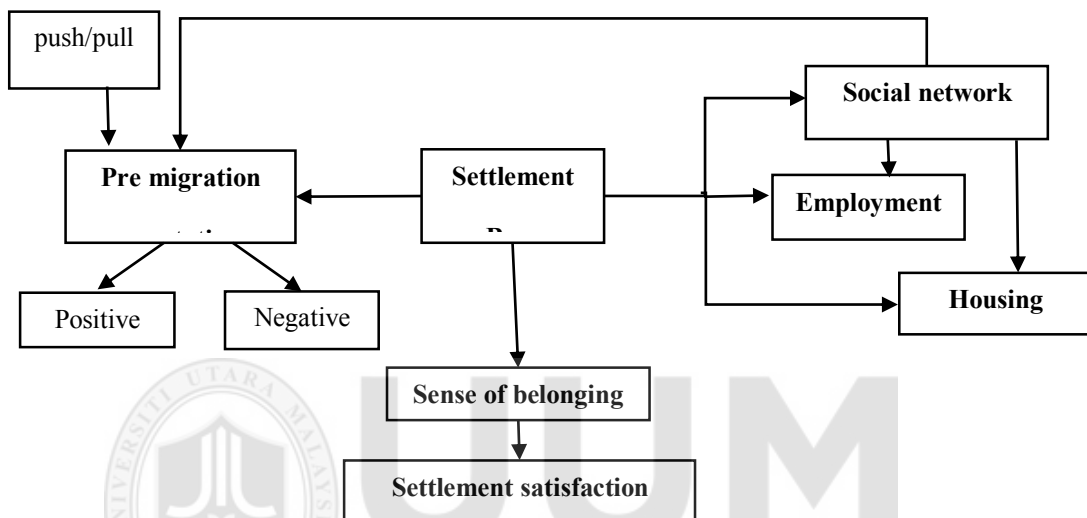


Figure 9. 1: Research model

Source: Author

9.4 Limitations and Recommendations for Future Study

This study enhances our understanding pertaining to settlement experiences of Pakistani migrant workers in Malaysia; being an in-depth qualitative study into a significant strand of knowledge regarding the experiences of this migrant workers group. As the study sample was comprised of 21 Pakistani migrant workers, which is comparatively small, the interview method that determined data saturation point had managed to overcome risk related to the sample size. A key advantage of incorporating a small sample size is the ability to carry out qualitative research by using the phenomenological approach and in-depth interviews to analyse deeply on various emergent issues of important consideration as they evolve from the interview sessions.

Another study limitation refers to the very sample of this study that consisted of the labour group. It remains ambiguous if the forms of human and social capitals of informants are illustrative of Pakistani migrants in new forms of migration, or if the arrangements of entrance into the rental housing market and labour market are of a similar case. Provided the possibility of sector type affecting the settlement experiences of Pakistani migrants, this study serves as a beginning point, instead of an endpoint, in identifying the intricate phases of settlement in Malaysia by migrants. This is mainly appropriate provided the perspective of increased apparent migration demands from developing countries, such as Pakistan.

Study limitations may be translated into recommendations for future research undertakings. This study presents some recommendations for future research. The first recommendation is related to the sampling approach and the generalisability of the informants' experiences. Although the broad view is not the main objective of qualitative research (in-depth), there are several concerns with favours to get a sample that is necessary to be stated here. In collecting data for this qualitative study, snowball and convenience sampling methods were applied. While the researcher attempted to select as many informants as possible from various sectors, most of them were from the services and construction domains. This arrangement of the sample indicates the make-up of the overall population of Pakistani migrant workers in Malaysia. Hence, future studies may want to focus on migration and settlement experiences of a migrant group from the other sectors.

Future researches need to be concerned about quantitative or mixed-method research approach for a more comprehensive investigation pertaining to the relevance of settlement experiences observed in this study in the larger population, as well as the

frequency of such challenges. Examination of other migrant groups living in Malaysia can add to the knowledge of settlement. Future studies can look into settlement issues of those with spouse visa and those in high-skilled employment. Based on this view, it would be informative to investigate the degree the various approaches, as suggested by the informants, which may affect settlement experiences of high-skilled Pakistani employees and spouse visa holders, as well as other groups of migrants from other regions.

Despite the in-depth discussion about settlement in the literature, a number of factors and issues have remained unexplored. One of the current issues in the literature refers to transnational marriages. Migrants marrying Malaysian citizens have been raised by some informants in this study, but this area was not covered in this study as it is irrelevant to documented labour group. The Malaysian migration policy prohibits migrant workers to marry Malaysian citizens during their work tenure. Thus, the researcher believes that it is worthwhile to investigate this issue in future studies. This study had focused on the health issue of migrants in Malaysia. As depicted in Chapter 7, employment and housing intricacies could possibly be the reason for health problems to crop up. Hence, it is recommended for future studies to focus on the health issues faced by the community of migrants.

This study would like to suggest some recommendations to the governmental agencies. The study outcomes depicted from Chapters Six until Eight have some essential policy implications. These findings revealed some improvements in the implementation of policies that should be considered to improve the patterns of migration, employment, accommodation, and settlement of Pakistani migrant workers in Malaysia. In light of this notion, Pakistani migrant workers and their welfare should be given emphasis in

devising effective migration policies. As described in Chapter Six, migrants arrive at Malaysia with positive and economic expectations. Thus, Pakistani labourers, along with other migrant groups, must be accorded with the Minimum Standard Employment Act (1955). Based on this Act, migrants should be given equal salaries, provision of extra work hours, paid holidays, a limit to working hours, paid rest days, paid sick leave, and annual leave.

Migrant workers should be provided a written official agreement that states all the terms and conditions about job and accommodation. The well-being of the migrant group linked with knowledge and skills enhancement should also be stipulated during policy development. Certain strike rules and regulations should be implemented on the employer in case of violation of legal law, especially related to protection and rights of workers. The main concern in these policies is strong political and social will, as well as good governance in Malaysia.

This study puts forward some suggestions to execute and improve the existing migration and settlement policies, especially those regarding labour right and protection, as well as their rights for accommodation. Despite the presence of policies on the welfare of migrant workers, implementation has been poor. Employment Act and Workman Compensation Act regulate the employment terms and conditions. Industrial Act covers all issues about workers and employers.

The Minimum Standard Act for housing Facilities (1990) covers the suitability and adequacy of housing. These Acts are implemented, overseen, and executed by the Ministry of Human Resource. The findings suggest that implementation of these Acts have not focused on Pakistani migrant workers in Malaysia. The government

departments, namely Ministry of Home Affairs and Ministry of Human Resource, that oversee the issues of migrant workers, as well as regulate the migration and labour law, should ascertain proper implementation of policies for migrant workers. The High Commission of Pakistan to Malaysia, being Pakistan's representative embassy in Malaysia, should ensure the welfare of Pakistani migrant workers abroad. They should assist Pakistanis who face legal issues in being a migrant.

9.5 Final Reflection: what has been learned?

Overall, this study significantly contributes to knowledge on settlement experiences of Pakistani migrant workers in Malaysia. The study looked into broad and complex aspects of settlement, along with the key influential factors, namely employment, language barrier, housing, and social networks, embedded in defining the settlement results of this migrant worker group. The essential role of social networks as formal and informal networks led to the decision to migrate, thus affecting their pre-migration expectations and the initial phases of settlement, while facing challenges in their employment and housing matters. The research model of this study describes the settlement experiences of Pakistani migrant workers in Malaysia. Last but not least, the researcher would like to extend her gratitude to all the informants who were willing to spend their time in sharing their views related to the matters discussed, feelings, emotions, sentiments, and stories.

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Appendix 1

Background Of Respondents

	Position	Age	Sector	Background
P 1	Mechanical technician	31	Manufacturing	P1 has been working in electronic parts supplier company of Malaysia from last 3 years. Prior to his current job, P1 served as electrician in food processing company of Pakistan. His educational qualification is matriculation.
P 2	Cook	34	Services	P2 has 4 years' working experience in restaurant of Malaysia. Before migration, P2 worked as storekeeper in grocery store, Pakistan. His educational qualification is bachelors.
P 3	Crane operator	36	Construction	In current position, P3 has been working in construction sector from last 3 years. Before migration, P3 worked as a driver in oil production company of Pakistan. His educational qualification is intermediate.
P 4	Driver	33	Construction	P4 has been working as driver from last 2 years. Prior to his current job, P3 served as production technician in textile company of Pakistan. His educational qualification is masters.
P 5	Mechanical technician	32	Manufacturing	P5 has been working in textile company of Malaysia from last 3 years. Prior to his current job, P5 worked as supervisor in packing department of medicine company of Pakistan. His educational qualification is Bachelors.
P 6	Pantry aide	30	Services	In current position, P6 has been working in restaurant from last 1 years. Before migration, P6 worked as helper in small store. His educational qualification is intermediate.

P 7	Production Technician	38	Manufacturing	P7 started his career as supervisor in the oil refining company, Pakistan. Currently, he was working in soap manufacturing company with an educational qualification of masters.
P 8	Crane operator	37	Construction	In current position, P8 has been working in construction sector from last 2 years. Before migration, P8 worked as a driver for landlord family in Pakistan. His educational qualification is intermediate.
P 9	Storekeeper	29	Services	P9 has been working in whole seller shop from last 3 years. Prior to his current job, P9 worked as supervisor in medicine company of Pakistan. His educational qualification is intermediate.
P 10	Craft worker	33	Construction	P10 has 4 years' working experience in construction sector of Malaysia. Before migration, P10 had a grocery store in his village, Pakistan. His educational qualification is matriculation.
P 11	Cook	38	Services	In current position, P11 has been working in restaurant from last 2 years. Before migration, P11 worked as a storekeeper in Pakistan. His educational qualification is intermediate.
P 12	Pantry aide	38	Services	In current position, P12 has been working in restaurant from last 2 years. Before migration, P12 worked as helper in small grocery store. His educational qualification is intermediate.
P 13	Farm supervisor	35	Plantation	P13 has 1 years' working experience in plantation sector of Malaysia. Before migration, P13 work in a construction sector. His educational qualification is matriculation.

P 14	Worker at carpet shop	33	Services	P14 has been working in carpet shop from last 2 years. Prior to his current job, P14 worked as helper in whole seller shop, Pakistan. His educational qualification is matriculation.
P 15	Electrician	31	Manufacturing	P15 started his career as supervisor in the electronic company, Pakistan. Currently, he was working in textile company with an educational qualification of bachelors.
P 16	Crafts man	37	Construction	P16 has been working in construction company from last 2 years. Prior to his current job, P16 worked as plumber Pakistan. His educational qualification is matriculation.
P 17	Worker at carpet shop	35	Services	In current position, P17 has been working in carpet shop from last 2 years. Before migration, P17 worked as a storekeeper in Pakistan. His educational qualification is intermediate.
P 18	Whole seller worker	39	Services	P18 has been working in whole seller shop from last 2 years. Prior to his current job, P18 worked as storekeeper in boutique, Pakistan. His educational qualification is intermediate.
P 19	Operational supervisor	37	Agriculture	P19 has 4 years' working experience in agriculture sector of Malaysia. Before migration, P19 work in a seafood whole seller shop. His educational qualification is bachelors.
P 20	Farm supervisor	35	Plantation	P20 has been working in plantation sector from last 2 years. Prior to his current job, P20 worked as storekeeper in shoes manufacturing company, Pakistan. His educational qualification is intermediate.
P 21	Operational supervisor	30	Agriculture	In current position, P21 has been working in agriculture sector from last 1 years. Before migration, P21 had no job in Pakistan. His educational qualification is bachelors.

P 22	Director of foreign worker	37	Ministry of Human Resource	In the current job, P22 plays his role as a director of foreign worker in Malaysian migration department.
P 23	High Commissioner	34	High commission of Pakistan in Malaysia	P23 worked as a High Commissioner in Embassy of Pakistan, Kuala Lumpur Malaysia.
P 24	Director of immigration department	42	Immigration Department of Malaysia (Kedah Branch)	In the current job, P24 plays his role as a director in Malaysian immigration department, Kedah.



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Appendix 2

Summary of Migration Policies in Malaysia

Year	
1968	• Work permit is required for non-citizen workers
1969	• Employment Act 1969 was enacted (restriction and work permit)
1981	• Law allowing the establishment of legal recruitment agencies
1982	• The first committee responsible for the recruitment of foreign workers were established (disbanded in 1995)
1984	• Medan Agreement – bilateral agreement between Indonesia and Malaysia for the supply of workers to agriculture/plantation sector at first then extended to domestic work sector (was cancelled in 1986)
Recession in 1985	
1985	• Memorandum of understanding with The Philippines for domestic workers
1986	• Memorandum of understanding with Bangladesh to recruit plantation workers and Thailand for plantation and construction workers
1989	• PPTII – Programme “Pemutihan Pekerja Tanpa Izin Indonesia” literally translated “the whitening of illegal workers” – A programme to legalise undocumented workers (postponed twice) • A new scheme was introduced. Employers are required to pay a deposit of 250 dollars which will be used to depot the workers who break their contracts. • Migrants workers were to be recruited directly from Indonesia and not through contractors for plantations
1991	• A 5-year programme named Registration, recruitment and enforcement programme was introduced only in Peninsular • Policy to equalise wages of foreign workers to that of locals • Levy was introduced • Ops Nyah 1 – a programme to stop illegal entry to Peninsular Malaysia • Formation of a Cabinet Committee on foreign labour
1992	• Ops Nyah II – a programme to detect illegal migrants within Peninsular Malaysia • Formation of the Committee for Foreign Workers at the Ministry of Human Resources (disbanded in 1994)
1994	• A one-stop agency was developed to improve the formal recruitment of foreign workers (The agency was dissolved in 1997)
1995	• A ban on Malaysian agencies to recruit migrant workers directly except for domestic work sector

1996	• Programmes for irregular workers. Employers were encouraged to recruit workers from 9 detention centres • Hari Raya Amnesty for Indonesian Illegal workers for a period of 3 months (October to December 1996) – Illegal migrant workers from Indonesia were allowed to return if they paid a compound of RM 1000 each, get their temporary work permits and get their own travel tickets. • Amnesty was extended to Feb 1997 • Ops Nyah II was launched to weed out illegal workers • Expansion of detention Centres (MYR 10 Million allocated)
1997	• Appointment of Department of Foreign Workers under the Immigration Department for recruitment of foreign workers • An amendment to immigration act to incorporate harsher penalties to control the increasing number of undocumented workers • Introduction to Work permit system • Foreign Workers' Medical Examination Monitoring Agency (FOMEMA) was established • Foreign Worker Regularisation Programme in Sabah • Total ban on all new recruitments due to economy crisis
Economy Crisis	
1998	• The 1959/63 Immigration Act was amended to include clauses to curb illegal migration • A freeze on foreign labour recruitment: permits were not renewed and more amnesty programmes were introduced • Annual Levy was raised for selected sectors (levy was reduced later) • Imposed conditions for the employment of domestic workers. Employers are required to fulfil income criteria. • A mandatory Employee Provident Fund (EPF) was introduced in 1998 for all migrant workers except for domestic workers. Migrant workers were expected to contribute 11 per cent of their wages and employers 12 per cent to the fund. (EPF was abandoned in 2001) • Foreign Worker Regularisation programme in Sabah to weed out illegals
1999	• Freeze on foreign workers were lifted • Reduction in annual levy
2001	• Ban on the intake of workers from Bangladesh to mainly as a result of some clashes between the workers and some locals • Reduced duration of work permit from a maximum of 5 to 3 years (was reintroduced in 2008 with a 3+1+1 years scheme)

2002	• Hire Indonesians Last Policy • Low-skilled workers who have been certified by the National Vocational Training is able to extend their stay for further 5 years (maximum of 10 years) • Another amendment was made to the Immigration Act 1959/63 with harsher penalties for undocumented workers including employers and owners or tenants of buildings Approval for workers from Uzbekistan, Kazakhstan and Turturmenistan) • G to G agreements for recruitment of workers • Amnesty to one million undocumented workers
2004	• Malaysia Indonesia MOU (LAW No. 39/2004) which allows Malaysian employers to hold workers passports and other documents for safe keeping • Foreign workers have to undergo a compulsory two-week training programme on language, customs and Malaysian life style
2005	• Levy was revised for the third time
2006	• Ministry of Home Affairs approved and regulated labour outsourcing companies – Employers recruiting less than 50 workers are to recruit their workers through labour outsourcing companies • Malaysia and Indonesia signed a standard contract for Indonesian domestic workers in Malaysia
2007	• Launch of I-Kad, identification card issued for foreign students, expatriates and documented migrant workers in Malaysia (delay in issuing the card)
2008	• The director general of Department of Immigration Malaysia and 10 officials were arrested for receiving bribe • A crackdown against illegal migrant workers in Sabah
2009	• Ban on recruiting new foreign workers (allowed recruiting of foreign workers later in the year)
2010	• A crackdown on illegal workers scheduled around Chinese New Year and postponed to a later date • A new MOU between Malaysia and Indonesia agreeing on a day off for the domestic workers and allowing them to keep their own passports. No agreement on minimum wages
2011	• Indonesian governments moratorium against Malaysia on the issues of domestic workers • MOU for Domestic Workers from Indonesia, agreed on a day of in a week and will be compensated for the worked day • No agreement on minimum wage (however, the Indonesian

	government has stated MYR 700 as the minimum wage to be paid and compulsory insurance policies for domestic workers) (agreed on the minimum wages later in the year) • Fixed agency fees through direct recruitment (possible elimination of agencies in Indonesia) • The Illegal Immigrant Comprehensive Settlement Programme (6P) which aims to register 1.2 million illegal migrants has been launched.
2012	• Establishment of the Institute of Labour Market Information and Analysis (ILMIA) The Institute is tasked with carrying out labour market studies and projections, including estimating the supply and demand of labour by occupation and sector from 2015–2030, and appears to be a meaningful step towards the development of a more evidence based policy. • New MOU with Bangladesh that established a government to government recruitment process that removes the involvement of private recruitment agencies. Additional provisions in the agreement include: Fixed recruitment fees of Bangladesh Taka (BDT) 40,000 (US\$520), Minimum wage of MYR900 (US\$210) per month, Employment in the plantation sector only, A target of 30,000 workers, Online application system through which workers are selected, A feasibility study for the recruitment model, Standard employment contracts
2013	• National Action Plan (2010–2015): Malaysian Government put into place standard operating procedures for the investigation and prosecution of trafficking offenses and a follow-up Action Plan for the period of 2016–2020 is being developed. • A minimum wage law came into effect on 1 January 2013 for employers hiring more than five workers, which was extended to all employers six months later. The law requires that workers be paid a minimum wage rate of not less than MYR900 (US\$210) per month in Peninsular Malaysia and MYR800 (US\$185) for Sabah, Sarawak and Labuan.
2014	• To better regulate the employment of domestic workers in Malaysia, the MOHR has proposed new legislation entitled the Regulation (Terms & Conditions of Employment) on Domestic Servants 2014.
2015	• An amendment was made to ATIPSOM which addresses several of the shortcomings in the legal framework that have been raised by NGOs and the international community. The changes include granting

permission for trafficking victims to move freely and work after a protection order has been granted, the requirement that a court order for payment of due wages must be issued in cases of non-conviction, allowing non-governmental organizations (NGOs) and other parties to provide protection services to victims and the establishment of a high-level inter-ministerial committee to improve government coordination on combatting trafficking.

- Malaysia signed two new agreements with Cambodia in December 2015; one MOU specific to migration of domestic workers and the other for migrant workers generally.

2016

- The Eleventh Malaysia Plan (2016–2020) has stated that a comprehensive immigration and employment policy for foreign workers will be developed, with MOHR assuming the lead role in policy-making.
 - A minimum wage law has been enacted that applies to migrant workers (with the exception of domestic workers), setting a basic monthly wage of 900 ringgit (MYR) (US\$210) in Peninsular Malaysia and MYR800 (US\$185) for Sabah, Sarawak and Labuan. A rise in the minimum wage has been announced for the 2016 budget.
 - Research on the government to government recruitment process established under the MOU with Bangladesh found that it has reduced worker-paid recruitment costs by 8– 10 times in the plantation sector.
 - The Institute of Labour Market Information and Analysis (ILMIA) has been established under MOHR to carry out labour market studies and projections, including estimating labour supply and demand from 2015–2030.
-

Source: Author compilation from literature review, Ministry of Human Resource, Immigration Department of Malaysia Kedah Darul Aman and High commission of Pakistan, Kuala Lumpur

Appendix 3
Data Collection Letters



GHAZALI SHAFIE GRADUATE SCHOOL OF GOVERNMENT
UUM Kolej Undang-Undang, Kerajaan dan Pengajian Antarabangsa
Universiti Utara Malaysia
06010 UUM SINTOK
KEDAH DARUL AMAN
MALAYSIA



Tel: 604 928 7751 / 7752
Faks (Fax): 604 928 7799
Laman Web (Web): www.gsgsg.uum.edu.my

"MUAFAKAT KEDAH"

Reference No.UUM/COLGIS/GSGSG/P-30
Date: March 28, 2018

TO WHOM IT MAY CONCERN

Sir/Madam,

DATA COLLECTION FOR PHD THESIS

This is to certify that **Zermina Tasleem (Matric Number: 902358)** is a full time PhD student at Universiti Utara Malaysia, Sintok, Kedah.

She needs to collect data for her research paper in order to fulfil the requirement of her PhD programme.

We duly hope that your organization will be able to assist her in getting the necessary information for her research paper.

Thank you.

"KNOWLEDGE, VIRTUE, SERVICE"

Yours faithfully,

(MOHD SUKRI OTHMAN)
Assistant Registrar,
Ghazali Shafie Graduate School of Government
E-mail: md_sukri@uum.edu.my
Tel: 04-9287752/ fax:04-9287799

Universiti Pengurusan Terkemuka
The Eminent Management University





PUSAT PENGAJIAN KERAJAAN
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UUM College of Law, Government and International Studies
Universiti Utara Malaysia
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MALAYSIA



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Laman Web (Web): www.sog.uum.edu.my

February 20, 2019

H.E. Mohammad Nafees Zakaria
Higher commissioner,
Higher commission of Pakistan in Kuala Lumpur
132 Jalan Ampang
50450 Kuala Lumpur, Malaysia.

Sir,

Application for Consent to Interview about "The Settlement Experiences of Pakistani Immigrant Labors In Malaysia"

With all due respect refers to the above and I am pleased to confirm that **Zermina Tasleem** is a Doctorate of Philosophy (PhD) under my supervision. She is currently pursuing research titled **The Settlement Experiences of Pakistani Immigrant Labors In Malaysia**.

In this regard, she needs the views and feedback from your institution/organization related to the administration of Pakistani immigrant labors in Malaysia. For information, she will start the data collection process starting in February 2019. For the success of the process, I would like to ask you to interview pertaining to the Pakistani immigration matters. To that extend, I hope you can provide the schedule consists of date, time and place for the above matters. Therefore, I also hope she can get the opportunity to access the information and obtain the statistics and related data. Your cooperation and discretion about this matter is highly appreciated.

Thanks to the millions.

"ILMU BUDI BAKTI"

I am carrying out the trust

(Dr. Mohd Na'eim Ajis)
Senior lecturer
School of Government Studies College of Law,
Government and International Studies (COLGIS),
Sintok, 06010, Universiti Utara Malaysia, Kedah
Email: naeim@uum.edu.my,
hp: 01127495747

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19 Februari 2019

Wan Ismail Bin Wan Ibrahim
Pegawai Asing
Kementerian Sumber Manusia
Blok D3 & D4, Kompleks D,
62502, Putrajaya.

Tuan,

Permohonan Keizinan untuk Temubual Berkaitan "The Settlement Experiences of Pakistani Immigrant Labors In Malaysia"

Dengan segala hormatnya merujuk perkara di atas dan sukacita saya mengesahkan bahawa **Zermina Tasleem** merupakan pelajar Ijazah Doktor Falsafah (PhD) di bawah seliaan saya.

Beliau sedang menjalankan penyelidikan bertajuk **The Settlement Experiences of Pakistani Immigrant Labors In Malaysia**.

2. Sehubungan itu, beliau amat memerlukan pandangan dan maklum balas daripada pihak Tuan dan agensi-agensi yang berkaitan dengan pentadbiran pekerja asing di Malaysia. Untuk makluman Tuan, beliau akan memulakan proses pengumpulan data mulai pada bulan Februari 2019. Untuk menjayakan proses tersebut, saya ingin memohon menemubual pihak Tuan dan sudi sekiranya pihak Tuan dapat menyediakan jadual bagi tujuan berkenaan (tarikh, masa dan tempat).

3. Saya juga memohon jasa baik dari pihak Tuan jika dapat memberikan kesempatan kepada beliau untuk mendapatkan maklumat, statistik dan data-data secara bertulis yang berkaitan dengan tajuk kajian beliau. Kerjasama dan pertimbangan daripada pihak Tuan terhadap perkara di atas saya dahului dengan jutaan terima kasih.

Sekian.

"ILMU BUDI BAKTI"

Saya yang menjalankan amanah

(Dr. Mohd Na'eim Ajis)

Pensyarah Kanan
Pusat Pengajian Kerajaan
Kolej Undang-Undang, Kerajaan Dan Pengajian Antarabangsa (COLGIS),
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The Eminent Management University



Appendix 4

Data From Ministry Of Human Resource



**AKU JANJI MAJIKAN
(EMPLOYERS UNDERTAKING)
BAGI PENGGAJIAN PEKERJA ASING DI MALAYSIA**

NAMA MAJIKAN: (NO. SYARIKAT:)

NAMA PEGAWAI YANG DIBERI KUASA:

ALAMAT MAJIKAN:

NO. TEL. PEJABAT:

Kami seperti nama dan alamat di atas dengan sesungguhnya mengaku dan berjanji untuk mematuhi segala syarat Aku Janji Majikan bagi penggajian pekerja asing yang dikeluarkan dan dikuatkuasakan oleh Kerajaan Malaysia dari semasa ke semasa, sepanjang tempoh penggajian pekerja asing tersebut seperti berikut:

- (i) membayar levi pekerja asing selaras dengan Akta Fi 1951 [Akta 209];
- (ii) menandatangani kontrak perkhidmatan selaras dengan Akta Kerja 1955 [Akta 265] mengikut format kontrak perkhidmatan seperti di lampiran;
- (iii) membayar gaji, elaun kerja lebih masa, memberi cuti dan hari rehat serta faedah-faedah lain yang diperuntukan di bawah Akta Kerja 1955 [Akta 265];
- (iv) mematuhi apa-apa ketetapan oleh Kerajaan berhubung gaji minimum yang diperuntukan di bawah Akta Majlis Perundingan Gaji Negara 2011 [Akta 732];
- (v) menyediakan kemudahan tempat tinggal dan kemudahan asas selaras dengan Akta Standard Minimum Perumahan dan Kemudahan Pekerja 1990 [Akta 446];
- (vi) tidak memegang dan menyimpan pasport pekerja asing selaras dengan Akta Pasport 1966 [Akta 150];
- (vii) tidak menggaji mana-mana pendatang asing tanpa izin selaras dengan Akta Imigresen 1959/63 [Akta 155];
- (viii) bertanggungjawab menyelesaikan perbelanjaan perubatan pekerja asing sekiranya tidak dilunaskan oleh pekerja asing tersebut;

- (ix) menghantar pulang pekerja asing yang telah disahkan menghidapi penyakit berbahaya, penyakit berjangkit atau tidak lagi berupaya untuk bekerja;
- (x) memperoleh *Check Out Memo* (COM) daripada pihak Jabatan Imigresen Malaysia sebelum pekerja asing dihantar pulang ke negara asal; dan
- (xi) mematuhi ketetapan-ketetapan lain yang berkaitan dengan penggajian pekerja asing seperti yang diputuskan oleh Kerajaan dari semasa ke semasa.

Kami sesungguhnya faham sekiranya kami gagal mematuhi Aku Janji ini, kami boleh –

- (a) dikenakan tindakan di bawah mana-mana undang-undang dan peraturan-peraturan sebagaimana yang dinyatakan di atas; dan/atau
- (b) dikenakan apa-apa tindakan administratif termasuk disenaraihitamkan daripada permohonan untuk menggajikan pekerja asing pada masa akan datang.

.....
(Tandatangan Majikan)

Nama pegawai yang diberi kuasa:
No. Kad Pengenalan/Pasport:
Jawatan:
Tarikh:
No. Telefon Bimbit:
E-mel:



UUM

Universiti Utara Malaysia

Di hadapan saya:

.....
(Tandatangan Pegawai Tenaga Kerja)

Nama:
Cop Rasmi Jabatan:
No. Kad Pengenalan:
Jawatan:
Tarikh:



Consent Form for Participants

Settlement Experiences of Pakistani Immigrant Labours in Malaysia

Zermina Tasleem, PhD Candidate, Ghazali Shafie Graduate School of Government

Universiti Utara Malaysia

Email: zerminatasleem@gmail.com.

Consent Form for Participants

I have read the Information Sheet for Participants for this study and have had the details of the study explained to me. My questions about the study have been answered to my satisfaction, and I understand that I may ask further questions at any time.

I also understand that I am free to withdraw from the study at any time up until TWO (2) weeks after the interview session, or to decline to answer any particular questions in the study.

I agree to participate in this study under the conditions set out in the Information Sheet form.

Signed: _____

Name: _____

Date: _____

Researcher's name and contact information:

Zermina Tasleem

Ghazali Shafie Graduate School of Government

Universiti Utara Malaysia

Email: zerminatasleem@gmail.com.

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Supervisor's Name and contact information:

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Dr. Nor Azizah Bini Zainal Abidin

School of Government, Universiti Utara Malaysia

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Phone (Office): +64 04 928 7932

Participant Information Sheet

Settlement Experiences of Pakistani Migrant Labourers in Malaysia

Dear Sir/Madam,

I am Zermina Tasleem, a PhD candidate at the Universiti Utara Malaysia, Malaysia. I am conducting the above research as my PhD requirement under the supervision of Dr. Mohd Na'eim Bin Ajis and Dr. Nor Azizah Bini Zainal Abidin. The objective of my research is to examine the different factors of settlement especially pre-migration expectations, employment, housing, social network and government policies that Pakistani migrant labourers experienced in Malaysia.

The outcomes of this research will provide valuable insights for government and policy makers to develop, improvements and update the policies that are compulsory to ease the settlement of migrant labours in the host countries. It may also provide a way for service and programming facilities for new migrant labours and possible solutions for issues that these migrant labours face. The outcomes of this research cannot be produced without your participation. As a person involved directly in providing information about settlement experiences in Malaysia, your opinions and experiences are crucially important in this research. Therefore, I would like to invite you to participate in this research.

Pseudonyms will be used for participants when reporting the findings of this research. For example, participants will be treated as anonymous and coded as P1, P2, P3, etc. The inputs provided by participants are based on individual perception and experience and will not represent the stance of organisations that they are currently attached to. The interview recordings will be transcribed and only the researcher and her supervisors will be granted access to the data (listen to interview recordings and read all the transcribed data). All the hard copy data (transcribed interviews) will be kept in a locked place. The interview recordings will be stored electronically and securely with a password. The recording and the original transcribed data will be destroyed upon completion of the thesis and relevant research publications.

The participants in this research will be interviewed for about 45 to 60 minutes (approximately). You may refuse to answer any particular questions and to withdraw from the study at any time up until **TWO (2) weeks** after the interview session.

If you have any questions about this study, please do not hesitate to contact me at 011-53375606 or email me at zerminatasleem@gmail.com.

I am looking forward to seeing you participate in this study. Thank you.

Yours faithfully,

Zermina Tasleem

Interview Protocol: 1

Opening Statement to Interviewees

Thank you for taking the time to meet with me. I am interested to get information about your settlement experiences in Malaysia. It will identify the issues Pakistani migrant labourers faced while settling their life in Malaysia.

This interview will be conducted according to your time preferences. The interview session will take about 45 to 60 minutes and also will be audio recorded, to help me concentrate on the interview session. Please be informed that only my supervisors and I will have access to the interview recording and the transcript. The interview recording and transcript will be used solely for academic purposes. Any quotations from, or references to the interview will be completely anonymous. All the hard copy data (transcribed interviews) will be kept in a locked place. The interview recordings will be stored electronically and securely with a password. The interview recordings and the original transcribed data will be destroyed after completion of the thesis and relevant research publications.

The inputs provided by participants are based on individual perception and experience and will not represent the stance of organisations that they are currently attached to. During the interview session, I will start with some background information questions before moving to the primary questions about your understanding related to experiences about settlement. These questions will be open in nature and I will be asking you for examples or further clarifications, drawn from your experience, to illustrate the answers given.

The questions to be asked during the interview are as follows:

Questions:

1. What is the year when you arrived in Malaysia? How long you are here in Malaysia?
2. What is your current visa type?
3. Is this your first time in Malaysia? If No, please supply detail of prior arrival, your age and visa type?
4. Why did you choose to migrate to Malaysia?
5. Do you feel it was entirely your decision to go abroad, or was it more a family or collective decision?
6. Did any of your relatives/friends migrate to Malaysia before you did? If so, how close that friend/ relative was to you? Has that had any influence on your decision to migrate?
7. In your country of origin, is it common for people to migrate?
8. Could you Please tell me how you made your decision to work in Malaysia?
9. What premigration information that you perceived about the life in Malaysia? From where?
10. Do you expect the same or similar job to what you had in your country?
11. How is your employment experience in Malaysia?
12. Have you undertaken any employment since you arrived in Malaysia ---- please give details?
13. How did you find out employment in Malaysia? How long did you expect to find employment after arrival?
14. What issues and difficulties you faced while doing job in Malaysia? What would be the reason for this?
15. What is your current gross income (before tax) per month? Do you send money back to people in your home country? How?
16. Tell me about the things you like/liked most about your job? Tell me about things you would change/would have changed about your job?
17. How is your housing experience in Malaysia?
18. Could you, please tell me how you feel/felt about living in living area of Malaysia?
19. Do /did you feel that your privacy is/was invaded in any way by your neighbours?
20. Are/were you provided with a separate, lockable room?
21. Is your salary being enough to live in adequate house?
22. How is your social network experience in Malaysia?
23. Who are your friends and how often you meet them? Do you have Malaysian-born friends?
24. When you have a problem, whom do you ask for help?
25. Has anyone or any organization been able to assist you in finding employment, housing in Malaysia? In what way?

Interview Protocol: 2

Opening Statement to Interviewees

Thank you for taking the time to meet with me. I am interested to get information about your settlement experiences in Malaysia. It will identify the issues Pakistani migrant labourers faced while settling their life in Malaysia.

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The questions to be asked during the interview are as follows:

Questions:

1. Do you have / are you aware of any statistics on Pakistani immigrant labourers in Malaysia?
 - a) Do these statistics cover: age, gender, marital status, education, department, visa type?
 - b) Is there any breakdown by types like temporary, permanent, contract immigrants?
2. Would you be able to share some information on Pakistani immigrant labourers arrival and departure patterns, the modes used to reach Malaysia and then return to Pakistan?
3. How long do Pakistani immigrant labourers can stay in Malaysia?
4. In your opinion, what are the gains and loss to the home country/ the host country / the immigrants?
5. Do you think there are sufficient policies to handle Pakistani immigrant labourers?
6. What do you think are the major problems the Pakistani immigrant labourers face in Malaysia?
7. How the respective department are managing the problems regarding Pakistani immigrant labourers in Malaysia?
8. What policies are needed to overcome these issues?
9. What types of jobs are allowed to do for Pakistani immigrant labourers in Malaysia?
10. What are the different routes that Pakistani immigrant labourers adopt while seeking and securing their employment ----please give details?
11. “Most of the Pakistani immigrant labourer married to Malaysian women for the purpose to secure job.” please give details how the policies allowed them?
12. How different policies are managing the issues and difficulties that Pakistani immigrant labourer faced while doing job in Malaysia?
13. Tell me about the things regarding salary, sending of salary to families as per law?
14. What are the different housing arrangement for the Pakistani immigrant labourers as per policies?
15. How respective organization been able to assist Pakistani immigrant labourers in finding employment, housing in Malaysia? In what way?

Do you want to add anything further?

We are really grateful for your contribution in this study. Thank you for taking the time to talk to me.