FOREIGN WORKERS' SMOOTH REPATRIATION AND REASSESSMENT OF CRUCIAL FACTORS: A MIXED-METHOD STUDY OF MIGRANT LABOURERS IN MALAYSIA

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Abstract - Malaysia has witnessed an influx of foreign workers, mainly due to its rapidly expanding economy. However, Malaysian labour migration policies have remained a short-term solution to fill instant labour shortages since the relevant authority introduced it. The current policy has weaknesses due to not successfully controlling foreign workers at all phases, including therepatriation stage. Consequently, low-skilled or irregular migrant workers prevail in the labour market,and their number is increasing,which is discussed frequently.This study aimed to identify crucial factors related to foreign workers requiring reconsideration at the repatriation phase. It was a sequential exploratory mixed-method study. Data were collected using qualitative (in-depth interviews)0190 and quantitative (face-to-face surveys) methods. The study found that for impeccable return of foreign workers (FWs), some repatriation factors should be reassessed, such as providing various training programs and information about further employment, introducing the online job-matching platform, sharing success stories of reintegration, giving career certificates, confirming departure guarantee insurance, extending work permits and approving PR (permanent residency) status for expert workers. The findings of this study will help in redesigning foreign worker repatriation policies. Moreover, the results will also assistin reducing illegal/irregular foreign workers inside Malaysia andensurea smooth return of foreign workers to their country of origin after completing the employment contract.

Keywords - Low-Skilled Foreign Workers; Repatriation Phase; Providing Training Programs, Giving Information About Employment, Online Job-Matching Platform, Sharing Successful Stories, Providing Career Certificate, Departure Guarantee Insurance, Extending Work Permit, Approving Pr Status.

I. INTRODUCTION

Human migration, an age-old phenomenon, affects nearly every society across the world. Almost 3.6% of the world's population were international migrants globally in 2020, equating to around 281 million, and 169 million were migrant workers (IOM, 2022). Recently, international labour migration has been considered one of the major global issues that affect most nations globally as a powerful force for social and economic development in the twenty-first century (ILO, 2010). "World Migration Report 2022" mentions that Malaysia ranks 17 among the top 20 destination countries of international migrants in 2020 (IOM, 2022). There are approximately 3.4 million migrant labourers in Malaysia, 10.7% of the total population in mid-2019(UNDESA, 2021). Malaysia, located in East Asia and the Pacific, has a high ratio of migrants compared to the total population. In the last three decades, Malaysia has witnessed a significant upsurge in the foreign population mainly due to its speedily expanding economy, increasing urbanisation (ILO, 2016), burgeoning industrial plans (Othman & Rohani, 2017a), relatively cheaper cost of foreign labour (Ramlee, 2017) and acute labour shortage in the countryside owing to low-level participation of local citizens (Kassim, 2017). It has focused mainly on low-skilled foreign workers who constitute approximately 20–30% of the country's workforce (ILO, 2016). While foreign labour management is a top policy priority in Malaysia, the number of foreign workers is an enduring mystery. The exact number of workers is quite impossible to estimate due to flawed data. The official estimate of total foreign workers dropped from 6.7 million in late 2014 to 3.8 million in 2016 (Hwok-Aun & Leng, 2018). According to the Malaysian Employers Federation (MEF), the total estimated foreign workers (both legal and illegal) are 6 million, whereas, The Associated Chinese Chambers of Commerce and Industry of Malaysia (ACCCIM) suggests a 1:2 ratio of legal and illegal foreign workers (Ramlee, 2017). From another assessment, the total number of foreign workers in Malaysia ranged from 2.96 million to 3.26 million in 2017 (Loh et al., 2019). However low-skilled migrant workers escalated to over 93% of foreigners in Malaysia (Kassim, 2017). Malaysian labour migration policies have remained an "interim solution" or "ad hoc approach", to fill immediate labour shortages, since they were introduced (Fernandez, 2008; Neeko, 2008; Pillai, 1999). The current policy has inbuilt weaknesses owing to not successfully controlling foreignworkers at all phases including recruitment (first phase), placement (second phase), employment (third phase) and repatriation (last phase).Furthermore, the present systems were formulated based on public safety and security, rather

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than focusing on labour administration and long-term sustainable development (ILO, 2016, p-3). Consequently, foreign workers suffer abuses and restrictions from their employers/ recruitment agents (Devadason and Meng, 2014) and the number of illegal/irregular workers increases highly rather than legal ones(Kassim, 2017). Malaysia has a vision of reaching a high-income nation status (WorldBank, 2015a). For that cause, Malaysia needs a high ratio of skilled workers. Malaysia will become a high-income country if its economy is globally competitive and resource-sustainable for future generations (Rafael, 2016).MEF (Malaysian Employers Federation) 'Survey on Management of Foreign Workers', which is an important guide to the best practices adopted by the companies, found out that there were loopholes and opportunities to improve immensely foreign workers' management systems in recruitment, placement, employment and final repatriation phases (MEF, 2016). Finding the appropriate formula for the management of foreign labour, as well as maximising their benefits, is one of the prime challenges for Malaysia. Bank Negara (National Bank) Malaysia advises some approaches to manage foreign workers in Malaysia, such as migrant labours role in the Malaysian economy should be clear, existing labour management tools might be more market-driven, ensuring FWs' (foreign workers) right and agreed payment, effective monitoring should be confirmed (Cecilia, 2018).The World Bank also emphasized on reforming the Malaysian labour migration systems, especially management policies should be focused on new HRD (WorldBank, 2015b).

In September 2015, the UN General Assembly adopted the Sustainable Development Goals (SDGs) for transforming the world (UN, 2015). In the SDGs, migration was considered an essential contributor to sustainable development for the first time in the mainstream global development landscape (IOM, 2017). Therefore, a redesign of repatriation factors for migrant workers is urgently required, as this is the last step of foreign workers' (FWs) management. Lack of strenuous efforts for proper policies, this level remains unattended. Sustainability lies in a good starting as well as good accomplishment. Unscrupulous individuals should not be able to exploit foreign labourers for their own financial gain. There needs to be a win-win policy that provides benefits to bothparties. The repatriation of foreign workers must evolve over time, so that no loopholes are left unattended. A necessary structural adjustment may help the currentsituation. The following is the main research questions to be answered in this area: what measures would envisage the smooth return of migrant workers to their home country from Malaysia in the repatriation phase?

As per the researcher's knowledge, migrant workers' repatriation issues, considering sustainability, have not yet been studied adequately in Malaysia. The traditional FWs' management process produces huge illegal and irregular foreign workers. Subsequently, we have focused on some crucial issues around foreign workers' repatriation, providing various training programs and information about employment, online job-matching platform, sharing successful stories, giving career certificates, departure guarantee insurance, extending work permits and approving PR status. We believe that there is an opportunity to improve these repatriation factors. The findings of this study could help to rearrange the policies relating to foreign workers' repatriation. It will also reduce illegal/irregular foreign workers inside Malaysia as well as ensure a smooth return to FWs' country of origin after completing their employment contract.

II. THEORETICAL FRAMEWORK

The theoretical perspective of mixed methodology would be either explicit (basedfirmlyonatheory) or implicit (basedindirectlyonatheory) (Terrell, 2012). Both migration and development theories were implicitly adopted in the present research. According to Lee's theory of push and pull factors, migration is influenced by factors from the country of origin and country of destination (Lee, 1966). This study identified that most respondent FWs (foreign workers) chose their country of destination according to pull factors. These pull factors included: job processes being completed more quickly than in other countries (32%), lower cost than South Korea and the Middle East (17%), the weather being good and the same as in their country (16%), tried many countries but got a job here (13%), social security (12%), and same religion and culture (10%). Conversely, push factors included a lack of employment (69%) and insufficient income and poverty (31%). In total, 63% of respondents of this study stated that their employment in Malaysia greatly depended on factors associated with the country of origin and destination. Even at the phase of repatriation of FWs, push/pull factors are considered predominantly before taking the final decision to go back home country. The study found the following pull factors considering chiefly return to FWs' country of origin: family responsibility (31%), searching for new employment (28%), to invest earned money (23%), to be established at own locality (18%). While push factors were completing employment contract (47%), no legal permission for staying (35%), became jobless during covid-19 broken out (18%).The new economics of labour migration (NELM) theory views migration as a household strategy to minimise family income risks or to overcome capital constraints on family production activities (Stark, 1991). In total, 22% of respondents of this study reported that their migration to Malaysia was a household strategy. Following the Human Capital Theory of Migration

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(Sjaastad, 1962), the likelihood of migration increases with education level. Therefore, migrants tend to be relatively skilled because this increases the chances of their success. In total, 15% of the respondents of this study reported that their education level played a vital role in their migration to Malaysia. In the connection of the theory of development, the Sustainable Development Goals, especially SDG08

(economic growth and decent work for all), has been considered. This study focused on goal08 because of the connection between FWs' repatriation factors and sustainability. At the core of sustainable development is the need to consider "three pillars" together: society, the economy, and the environment (Kates et al., 2005).

III. METHODOLOGY

This study featured a sequential exploratory mixed-method design (Clark & Creswell, 2012).It is premised on the idea that combining qualitative (in-depth interview) and quantitative (face-to-face survey) approaches provides a better understanding of research problems than either approach alone. Exploratory research is usually conducted to study a problem that has not been studied and defined more clearly yet (Clark & Creswell, 2012). This study followed "QUAL quan" dominant sequential design where qualitative data took priority to quantitative one, followed by Morse's (Morse, 2016) mixed methods design typology. The key reason to choose the mixed methodology for this study is for getting enriched information from both experts (In-depth interview) and general workers (face-to-face survey).
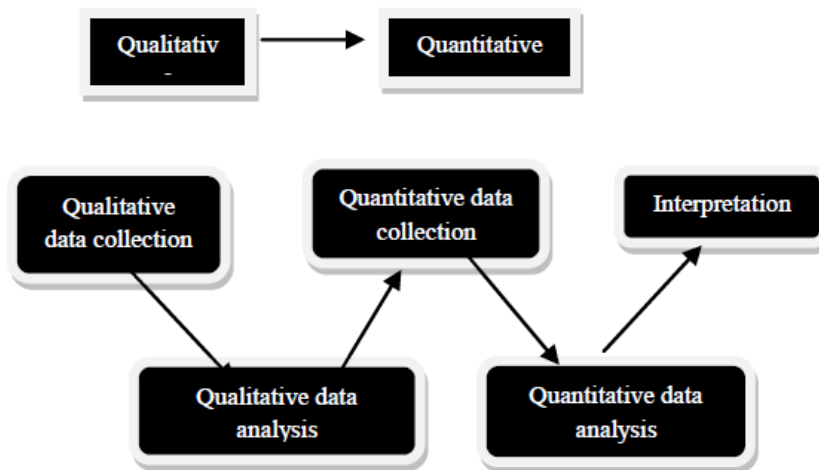

Figure 01: The sequential exploratory strategy (Terrell, 2012)

IV. QUALITATIVE STUDY

4.1 Qualitative method
4.1.1 Participants
Inthe first phase, we collected data by means of in-depth interviews. Purposive sampling, which chooses the sample based on the study's purpose (Crossman, 2020), was used to identify experts in different sectors in labour migration management in Malaysia

In-Depth Interview	Remarks
Representative of Malaysian Employers Federation in Kuantan	Informant I
One Manager (Plantation Sector) in Kuantan	Informant II
One Agent of Migrant Workers in Kuantan	Informant III
One Factory Manager (Manufacturing) in KL	Informant IV
One Factory Manager (Construction) in KL	Informant V
Labour Councillor of Source Country A in KL	Informant VI
Labour Councillor of Source Country B in KL	Informant VII
One Journalist of Labour Migrant issues in KL	Informant VIII
One Senior Leader of Working Migrant Labours in KL	Informant IX

Table 1. Experts involved as respondents

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4.1.2 Data Analysis

After collecting the primary data, transcripts were developed and coded separately based on themes for qualitative analysis. The analysis was undertaken through the thematic analysis method, with assistance from the qualitative data analysis software NVIVO (Version 1.6).

4.1.3 Instruments

Experts' interviews (the first phase) took place between February and April 2021. The researcher conducted the interviews. We used a semi-structured interview format. In addition, we used a detailed interview protocol to increase comparability across interviews and the interviewer. Before taking the interview, we provided a consent form and collected it from every respondent.

4.2 Qualitative Results

4.2.1 Duties of source country's government

a. Providing information about employment: FWs' country government may help them in various ways after their return to homeland. Some respondents (N=5) supported the proposal highly, for instance-

"Foreign workers' own government may help them to resettle in their home country after their return by providing information or consultation about employment or starting a business."- one journalist of labour migration issues (respondent VIII).

It was highly appreciated by Informants III (one agent of migrant labour), VI (labour councillor of source country A) VII (labour councillor of source country B), IX (one senior leader of migrant labours). On the other hand, some informants (N=4) were not serious about the issue. Representative of Malaysian Employers Federation (respondent I) spoke frankly-

"We have no headache about FWs' employment after their repatriation from Malaysia. It is not our duty".

Respondents II (one factory manager- plantation), IV (one factory manager- manufacturing) and V (one factory manager- construction) opined the same.

b. Layingout training programmes: Respondent IX (one senior leader of migrant labour) emphasized the issue in the following way-

"Our country government should help the returnee migrants by providing various educational and training programmes for their resettlement. It will immensely guide our workers after repatriation".
Respondents III, IV, VII and VIIIendorsed the issue. Whereas informants I, II, IV and V (N=4) again showed their reluctance on the proposal.

c. Online job-matching platform: "N=5" group respondents raised the issue and suggested it enthusiastically. The following quote illustrates the issue-

"FWs' country government can assist them in finding employment in their home countries through an online job-matching platform after their repatriation. In this modern age, it might happen easily because the internet is available everywhere. It is needed just an initiative"- respondent III (one agent of migrant labour).

Respondents VI, VII, VIII and IX agreed on it strongly and mentioned employment would be easier for many FWs who expect to return to their home country after finishing the contract. Conversely, informants I, II, IV and V (N=4) were neutral in answering the issue, for example-

"It is not our duty but the proposal might help FWs if their government would arrange it"- one factory manager- manufacturing (respondent IV).

The rest of them (informants I, II and V) had the same opinion.

d. Sharing stories: Informant VIII advocated it strongly and said-
"Foreign workers' country government may help returnee workers for their next employment by organising various programs of former migrant workers who have successfully reintegrated to share their stories".
Respondents III and IX supported the idea.

4.2.2 Duties of foreign worker's company

a. Providing career certificate: Surprisingly all respondents from I to IX (N=9) advocated the issue boldly, for instance-
"A career certificate provided by FWs' company and attested by relevant ministry of Malaysia verifying FW's work experiences would help them to find a next suitable job in their home country. It would also ensure SDG 08: decent work for all"- Labour councillor of source country A (respondent VI).

Rest of the interviewees, regardless of their position,thought like same. However, respondent I mentioned-

"Normally we provide certificates if the returnee workers desire. Further, it would be more effective if the relevant ministry could attest and authorise it".

b. Departure guarantee insurance: Labour councillor of source country B (respondent VII) defendedthe

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issue- "Departure guarantee insurance might help FWs to go back his/her country of origin smoothly. Some developed countries, for example, South Korea introduced it many years ago".

4.2.3 Duties of destination country's government
a.Extended work permit: Some interviewees (N=5) advocated the issue strongly. Labour councillor of source country A (informant VI) said- "Normally foreign worker's contract for employment in Malaysia is too short- two or three years- this is not sustainable for contributing to development. Those who have performed well, their work permit may be extended up to company owner's desire". It was well supported by respondents III, VII, VIII and IX. In this connection, interviewees I, II, IV and V (N=4) stated carefully. The following quote illustrated the issue- "One temporary foreign worker could stay in Malaysia up to 10 years if employers might renew his permit. Otherwise we also in favour of extending more only for expert ones if government allows."- one factory manager- construction (respondent V).

b.Providing PR: One journalist of labour migrant issues (respondent VIII) stated-
"Those who proved their better performance, Malaysian government might give them PR (Permanent Residence) like other developed countries for sustainable development of both sides.
Respondents III, VI, VII and IX supported the proposal highly and said that it would bring enthusiasm tothe labour migration system in Malaysia. Whereas, "N=4" group interviewees (respondents I, II, IV and V) were against the idea. Respondent II (one manager- plantation sector) told- "In Malaysia, PR is given only for expatriates (high professional). We thought it would not be necessary for lower-level workers".

c.To reduce illegal FWs:Above activities will reduce the number of illegal and irregular migrant workers in Malaysia more effectively - all respondents, irrespective of position, agreed on it.

V. QUANTITATIVE STUDY

5.1 Quantitative method
5.1.1 Participants
In the second phase, a survey interview was used to accumulate quantitative data with random sampling. Random sampling allows everyone within a defined region to have an equal chance of being selected (Thomas, 2020). Therefore, survey data were collected from FWs living and working in Kuantan and Kuala Lumpur in Malaysia. The researcher chose to collect data from Kuantan due to its familiarity and status as an important industrial hub. Kuala Lumpur was chosen for collecting data as the centre (capital) and the most important place in Malaysia, where research information for this study was available and thorough. In total, 300 migrant workers were interviewed, though some items were unanswered.

Category	Number of Respondents	Area
Legal Foreign Workers in Malaysia	100	Kuantan (Bukit Sagu, Semambu, Gambang Felda, IM 14, Swiss Garden, Bander, Jaya Gading)
	200	Kuala Lumpur (Gombak, Cameron Highland, Pudu, Batu Cave, Ampang, Nilai, TBS, Kotaraya, Sri Petaling, Bukit Jalil, KLCC, Genting Highland)

Table 02: The survey interviewees of the study

Variable	n	%
Gender		
Male	274	91.3
Female	26	8.7
Age (in years)		
18–29	78	26.0
30–44	178	59.3
45–60	39	13.0
Above 60 years	5	1.7
Education Level		
Did not attend school	77	25.7
Primary	127	42.3
Secondary	69	23.0
Higher Secondary and above	27	9.0

Table 03. Demographic characteristics of the interviewees

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Most of the respondents were male foreign workers who lived and worked in Malaysia. However, most FWs are low-skilled and less-educated; in this research, almost 70% of participants had a primary level or no school background (low education level respondents). In comparison, the proportion of high education level respondents (secondary and higher secondary or above) was 30%.

5.1.2 Instruments

The closed-ended survey questionnaire comprised 10 items tapping into various dimensions of FWs' repatriation in Malaysia. The survey interview was carried out between May and August 2021, and was performed by the researchers. Items of repatriation issues were adapted from many previous studies (Hamzah et al., 2020; Lee, 2017; Low, 2020; MEF, 2014, 2016; Othman & Rohani, 2017b). Results were presented on a five-point Likert scale, ranging from 1 (strongly disagree) to 5 (strongly agree). Every instrument underwent validity and reliability assessment. Moreover, datanormality was tested for the survey data; all data were found to be approximately normal, and proceeded to the parametric test.

5.1.3 Data Analysis

The survey data analysis method was practised here with the help of SPSS 25. Moreover, a Chi-Square Goodness of Fit Test was performed to determine whether the proportion of respondents who worked as foreign labours was equal between the four different types(Weisstein, 2021), such as did not attend school, primary level, secondary level and higher secondary or above. The results showed that the proportions differed by type of education level of the respondents, $X^2 (3, N = 300) = 67.307, p = .000$.

5.2. Result of the Quantitative Study

The descriptive statistics for the various constructs of foreign workers' recruitment are provided in Table 3. With a minimum rating of 1 (strongly disagree) and a maximum rating of 5 (strongly agree), the mean ratings for various dimensions were between 3.92 and 4.02. The highest mean score was onuses of FWs' company (M = 4.02, SD = .806), whilst the lowest mean score was duties of source country's government (M = 3.92, SD = .904).

Variables	Minimum	Maximum	Mean	Std. Deviation
Duties of source country's government	1	5	3.92	.904
Onuses of FWs' company	1	5	4.02	.806
Duties of destination country's government	1	5	3.96	.832

Table 04.Descriptive statistics of various dimensions of foreign workers' repatriation

		N	Mean	Std. Deviation	Std. Error
Duties of source country's government	Did not attend school	71	3.8380	.83890	.09956
	Primary	114	3.9079	.96582	.09046
	Secondary	66	4.0909	.73201	.09010
	Higher Secondary and Above	27	3.8611	1.15053	.22142
	Total	278	3.9290	.90408	.05422
Onuses of FWs company	Did not attend school	68	3.9559	.70040	.08494
	Primary	109	4.0275	.81160	.07774
	Secondary	66	4.1364	.71127	.08755
	Higher Secondary and Above	27	3.8765	1.18447	.22795
	Total	270	4.0210	.80681	.04910
Duties of destination country's government	Did not attend school	68	3.9069	.72585	.08802
	Primary	108	4.0093	.81581	.07850
	Secondary	66	4.0404	.78341	.09643
	Higher Secondary and Above	27	3.7531	1.20040	.23102
	Total	269	3.9653	.83286	.05078

Table 05. Mean differences among the respondent groups

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For all variables, mean differences were found markedly small between the respondents based on their education level. It means most informants had the same opinion (supported) to the proposals stated in this study. We had four educational groups. These were- did not attend school, primary level, secondary level and higher secondary or above. However, based on education level "did not attend school" and "primary level" were identified as "low-level educational background respondents". Likewise, "secondary" and "higher secondary respondents" were recognised "high-level educational background respondents" in this study for further analysis of outcomes. High-level educational background respondents were also treated as reference group here. A One-Way ANOVA test was conducted as a parametric test for the study to understand significant differences between the groups, based on respondents' educational level (Zach, 2018).

IV (Independent variables)	DV (Dependent Variables)	F	p-Value	Effect Size (Eta Squared)
Education level of the respondents	Duties of source country's government	$F_{(3, 277)} = 1.017$	.386	.011
	Onuses of FWs' company	$F_{(3, 269)} = .887$	.448	.009
	Obligation of destination country's government	$F_{(3, 268)} = .975$	.405	.010

Table 06. Summary of ANOVA test results

The one-way ANOVA test results showed that there was no significant differences between the following DVs and educational background of participants (IV)-

- duties of source country's government ($F_{(3, 277)} = 1.017$, $p = .386$)
- onuses of FWs' company ($F_{(3, 269)} = .887$, $p = .448$)
- obligation of destination country's government ($F_{(3, 268)} = .975$, $p = .010$)

Thus we failed to reject the null hypotheses. The effect sizes, calculated using eta squared, were .011, .009 and .010 (duties of source country's government, onuses of FWs' company and obligation of destination country's government, respectively), which means that the actual differences in mean scores between the groups (respondents based on the low-level and high-level educational background) were markedly small.

VI. DISCUSSION OF QUALITATIVE AND QUANTITATIVE OUTCOMES

This study contributes to our understanding of to smooth repatriation of foreign workers' to their country of origin after completing employment contract in Malaysia. Some factors need to be considered as a mandatory requirement of repatriation. Some issues should be introduced for future betterment and sustainability. Whilst some aspects need to be redesigned following international guidelines.

In this study, the sequential exploratory design has been used. The sequential exploratory strategies are (Terrell, 2012): a) the collection and analysis of qualitative data followed by the collection and analysis of quantitative data, b) equal priority is given to the two phases, but priority can be given to either, and c) data are integrated during interpretation.

However, this study followed "QUAL quan" dominant sequential exploratory design where qualitative data took priority to quantitative one, followed by Morse's (Morse, 2016) mixed methods design typology. From the qualitative findings, it was evident that interviewees were mainly divided into two groups in their opinions of the proposals. The 'N = 5' group supported the themes in most cases. These interviewees included one agent of migrant workers (respondent III), labour councillors of source countries A and B (respondents VI and VII, respectively), one journalist in the labour migration sector (respondent VIII), and one senior leader of working migrant labourers (respondent IX). Their opinions were based on real scenarios and the betterment of all parties engaged in FWs' employment in Malaysia.

In contrast, the other respondents ('N = 4' group) were opposed to almost every proposal. They represented the Malaysian Employers Federation (respondent I), one factory manager—plantation (respondent II), one factory manager—manufacturing (respondent IV) and one factory manager—construction (respondent V). They had no issues with foreign workers' rights and sustainability. Gaining profits or company benefits influenced their opinions. Surprisingly, the 'N = 4' group favoured the proposal relating to providing a career certificate. From the quantitative findings, the One-Way ANOVA test results showed that there were no significant differences in DVs among the respondents' groups on the issues of duties of source country's government, onuses of FWs' company and obligation of destination country's government. The p-values indicated that respondents' opinions on the proposals were mostly the same. The effect size also revealed markedly small differences in mean scores between the groups. Furthermore, SPSS recoding analysis showed that result was remarkably positive in supporting the above-mentioned proposals.

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Dependent Variables (DVs)	Proposals	SPSS recoding results	Education level	Opinion on the proposals
Duties of source country's government	To provide information about employment	69.7% respondents	Irrespective of education level	Supported
	To provide training program			
	Online job-matching platform			
	To share successful stories			
Onuses of FWs' company	To provide career certificate	72.7% respondents	Irrespective of education level	Supported
	Departure guarantee insurance			
Obligation of destination country's government	To extend work permit	66.3% respondents	Irrespective of education level	Supported
	To provide PR status			

Table 07: SPSS recoding analysis

From both the qualitative and quantitative discussions, the study emphasized the 'N = 5' group ('N = 9' group for providing career certificate), as well as most respondents' opinions regardless of education level, who strongly supported the proposals. The 'N = 4' group and some respondents (mostly low-level educational background) commonly did not want any changes because of impacts on the profit and lack of consciousness, respectively. Thus, the study concludes that to ensure the smooth return and to decrease irregular or illegal migrant workers, it is important and necessary at the FWs' repatriation phase to:

1. Address properly source country's government duties,
2. Introduce the onuses of FWs' company,
3. Ensure the obligation of destination country's government.

Issue	Findings	Short Form
Repatriation Phase	Providing information about employment by the FWs country government	To provide information about employment
	Providing various educational and training programs by the FWs country government	To provide training program
	Arranging Online job-matching platform by the FWs country government	Online job-matching platform
	Seeking help from successful returnees to share their stories	Sharing successful stories
	FWs company may provide career certificate to returnee workers	To provide career certificate
	FWs company may introduce departure guarantee insurance for smooth repatriation	Departure guarantee insurance
	Destination country government may allow extended work permit for good performer workers	To extend work permit
	Destination country government may provide "Permanent Residency" for them who proved their expertness in different sectors	To provide PR status

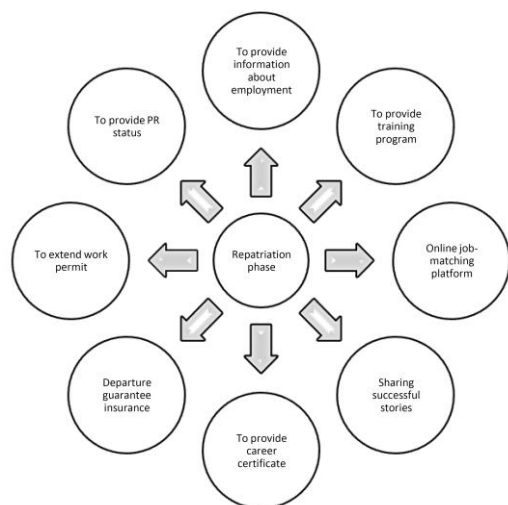**Table 08: Summary of qualitative and quantitative outcomes**

Figure02: Reassessed factors that would ensure smooth repatriation for FWs in Malaysia

VII. CONCLUSION

The purpose of the study was to identify some important factors at the repatriation level of foreign workers in Malaysia that could promote the impeccable return and enhance sustainability in this sector. Our results highlighted the need to change some important policies in the repatriation phase of FWs. Firstly, source country's governments should introduce some initiatives for their labourers working abroad. These duties are included- providing information about further employment, arranging various training programs, launching an online job-matching platform and seeking help from successful returnees to share their experiences. Secondly, FWs' company must provide job experiences certificates with attestation from the relevant ministry. This document will bring some flavour for the returnee workers finding the next suitable job across the world. In addition, departure guarantee insurance

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would play another important role for smooth repatriation when financial availability invokes taking a decision to return. Finally, there are some obligations for the destination country government, Malaysia. Out study emphasized extending the work permit of foreign workersto those who proved their better performance up to the company owner's desire. Furthermore, the government should provide PR (permanent residence) status for these expert workers, similarly many developed countries around the world. Our findings could help to change the policies related to foreign workers' repatriation in Malaysia. It will also guide to reduce illegal or irregular foreign workers inside Malaysia. Finally, the proposals will highly be helpful for the suave return of migrant workers after finishing their employment contracts.

Appendix A: Semi-Structured Questionnaire

A. Duties of source country's government
1. For the resettlement/employment of FWs after their repatriation, how does the source country government help their returnee workers?
2. Should they provide various educational or training programs for this purpose?
3. Do you think an online job-matching platform help them?
4. How the former workers who have successfully reintegrated into their homeland may help the fresh returnee workers?
B. Onuses of FWs' own company
1. Do you think a company should provide a career certificate?
2. Can the relevant ministry attest this certificate for increasing its authenticity and validity?
3. What about departure guarantee insurance?
C. Obligations of destination country's government
1. For those who have performed well, do you think their work permit may be extended up to the company owner's desire?
2. Can the government provide PR status to those who proved their better performance?
3. Do you think the above activities will reduce illegal or irregular FWs in Malaysia and confirm smooth repatriation?

Appendix B: Survey Questionnaire

Information about FWs' Repatriation (Return, Reintegration and Co-development)
Please respond on the following scale:

For repatriation of foreign workers in Malaysia…	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
Duties of source country's government					
Source country government may help workers to resettle in their homeland by providing information about employment or business					
FWs' country government may help them for their next employment by providing various educational and training programs					

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FWs' own governmentcan assist them through an online job-matching platform					
Source country government may seek help from former migrant workers who have successfully reintegrated to share their stories					
Onuses of FWs' own company					
A career certificate provided by FWs own company will help them to find a next suitable job in their home country					
If it would be attested by relevant ministry of Malaysia verifying FWs work experience might surge possibility to get a new job in their country of origin					
It will be helpful to ensure FWs' repatriation if companies arrange special insurance for departure					
Obligations of destination country's government					
For those who have performed well, their work permit may be extended up to the company owner's desire					
Those who proved their better performance, the Malaysian government may give them PR (Permanent Residence) like other developed countries.					
The above activities will reduce the number of illegal and irregular migrants in Malaysia					

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