CHAPTER 9

USE OF RESEARCH WORK FOR COMMUNITY DEVELOPMENT
This research examines some crucial issues related to migration and expatriation. Given the fact there are six million Indian expatriates in Gulf of which more than two million are in the UAE, this research would touch the lives of those expatriates and their families back home in India. Moreover, it is also highly useful for the prospective migrants who intend to live and work in the UAE for better prospects or because of other reasons. This research would be highly beneficial for the social good in general and community development in particular in many ways:

- **Ensuring enhanced awareness:** This research carries a field study to find out the process of expatriation and thus provides practical insights into the same. It would help increase awareness level among the general public about the following:
  - Comprehending the process of expatriation followed by overseas recruitment consultancies and what issues to keep in mind for knowing the inherent challenges and loopholes in that process.
  - Knowing how to manage the cost of their expatriation by ascertaining whether they need to pay anything to the recruitment consultancies or not.
  - Understanding the role of the Ministry of Overseas Indian Affairs (MOIA) and what the prospective migrants must know.
  - Creating awareness about the immigration process and prevailing social environment and the local laws of the UAE. The study intends to create awareness about do’s and don'ts for migrant workers in the UAE.
  - And above all, be alert in ascertaining the need for ensuring that they have got a genuine job offer from abroad when they get one.

- **Helping understand the need for Capacity Building:** This research provides several cases and interviews of employers from UAE. These cases which forms the part of field study will help the prospective migrants understand the challenges faced by the existing expatriates in the UAE.

Secondly, the narration of the interviews with the employers conducted as part of this research will provide useful insights and understanding to the prospective migrants and their families about the nature of work and skills-set actually desired
by organisations in UAE. Thus, many un-skilled, semi-skilled or skilled prospective migrants can assess their skills-set (e.g. practical knowledge of work and not merely holding a diploma/degree or ability to work in a cross-cultural setting, etc.) and if deficient, can build their capacities (in hard or soft skills, as the case may be) to meet the job requirements, even before applying for the job overseas. This will also increase their chances of getting job offers and that too at a better remuneration.

• **Creating need for advocacy for bridging policy gaps:** This research provides ample evidences based on its research findings for making advocacy on the issue of migration and expatriation with the aim to bridge the policy gaps. This research will help the prospective migrants, their families and the civil society organisations in taking up the issues of loopholes in expatriation process in home country, migrant workers rights and challenges in host country, and, ensuring the efficiency of government ministries (e.g. MOIA) in making meaningful and practical contribution to this cause.

This research has been done extensively by interacting with the fairly good number of expatriates regarding the problems faced by the migrant workers, lacunae in the prevailing policies and its implementation, and how the gaps may be addressed. The data may come handy for the Ministry for initiating the revision in policies.

• **Contributing to knowledge outreach of host country employer that could potentially help our prospective migrants and their families:** This research also helps the organisations/employers in the UAE to become familiar with the grassroots level difficulties and challenges being faced by a prospective migrant worker before he/she leaves for the UAE. This research would help the employers understand the problem and challenges that the prospective employee has gone through because of the role of overseas recruitment consultants here.

The employers will also know the factors which influences the migration of expatriates from home to host countries. Based on such learning that the employers gather from this research, they will be in a better position to understand the loopholes in the process of expatriation from India and can accordingly prepare a roadmap for ensuring a transparent and hassle-free migration from India
to UAE. They can understand the basic difficulties and cost implications faced by prospective migrants and can design mechanism to keep a check and balance on the functioning of the overseas recruitment consultants through which they hire. This will ultimately be of immense help and benefit for the prospective migrants, their families and our society at large.

- **Highlighting practical difficulties to ensure smoother expatriation:** Moreover, there are problems arising because of the lack of proper understanding of the terms and conditions of employment. This can happen because of many reasons like the prospective migrant being uneducated or the reluctance of overseas recruitment consultancies in furnishing complete job related information at the time of interview/selection.

This research will benefit the employers in UAE understanding the difficulties faced by the prospective employees and thus they can ensure that the overseas recruitment consultancies furnish adequate and correct information about the job. Also, the prospective migrant may come to know in advance what essential procedural formalities they are required to complete for the same. They will also get valuable information about the working condition, living conditions, prevailing laws and the expatriation process in detail.

- **Implications for Indian Diaspora:** The statistical analysis carried out in this research advances the use of statistics in the area of expatriation. This research ascertains the differences in reasons of expatriation and the socio-economic challenges faced by different skill segments.

This research also determines the effect of cultural shock on work performance of expatriates. So, the Indian expatriates in UAE can relate it with their socio-economic conditions and improve their understanding and skills on those parameters. They can see the issues pertaining to cross-cultural training at their workplace and ensure formulation of necessary training and development policies in their organisations in UAE. This would help the new expatriates understand their cross-cultural training needs and undergo such programmes so that they do not experience cultural shock.
• **Helping bridge policy gaps related to law and conventions:** This research also finds out the problems associated with implementation of policies related to the migrants. It is found that there are many ILO conventions related to migrant workers rights, but many such conventions are not ratified by some labour-receiving countries.

This research also outlines those gaps and presents a holistic analysis and prepares a reason for why government and policy makers in India should request the countries which hire labour from India to comply with ILO conventions. Most of the workers migrating to the country are semi-skilled and unskilled who are not completely aware of safeguards and protection available to them through ILO. They don’t even know whom to contact in case of any dispute. This research also focuses on such aspects and thus intends to bridge the policy gaps and create conducive environment for the existing as well as prospective expatriates in the host countries.

**Continuing relevance of this research:**

This research continues to be relevant through time as expatriation increases and ensuring the safety and security of our nationals abroad becomes a key priority for the government. It becomes all the more significant in the light of the recent crises faced by Indian migrant workers in conflict-ridden countries like Iraq.