

# ***The Conditions and Employment and the Level of Integration of Third Country Nationals at Their Place of Work***

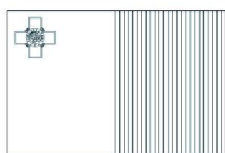
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***A QUALITATIVE RESEARCH STUDY***  
***Research findings Report***

***Tender Ref No: - T001/2014 - Research Services Tender:  
The Conditions and Employment and the Level of Integration of  
Third Country Nationals at Their Place of Work***

***Researched & Written by***  
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## Contents

<b>1. Research Objectives.....</b>	<b>5</b>
1.1. Overall Project Objectives .....	5
1.2. Specific Objectives .....	5
<b>2. Research Methodology Adopted.....</b>	<b>6</b>
2.1. Research Methodology Adopted.....	6
2.2. Shortcomings of the Primary Research .....	7
<b>3. SALIENT RESEARCH FINDINGS.....</b>	<b>8</b>
3.1. Salient Research Areas Addressed .....	8
3.2. The TCN Worker in Malta - A Profile .....	8
3.3. Local Employers of TCN Workers - A Profile .....	9
3.4. TCNs' Employed in Malta .....	10
3.5. TCNs' Training on Conditions of Employment .....	11
3.6. TCNs' Membership in Trade Unions .....	13
3.7. TCN Workers Forming Part of Association/Group .....	13
3.8. Employers' Reasons for Employing TCN Workers .....	14
3.9. Type of Work Environments TCNs Are Engaged in.....	16
3.10. The Integration of TCN Workers at the Place of Work .....	17
3.11. TCN Workers' Attendance at Company's Social Events.....	24
3.12. Potential Barriers to TCNs' Integration at the workplace - Employers' Perspective..	24
3.13. TCNs' Salient Wish-Haves & Turn-Offs At their Place of Work.....	26
3.14. Difficulties Face by Employers of TCN Workers .....	28
3.15. Seeking Assistance from Public Authorities .....	30
3.16. The Need for an Integration Policy .....	33
<b>4. A NEW INTEGRATION POLICY IN MALTA - STAKEHOLDERS' RECOMMENDATIONS .....</b>	<b>35</b>

**List of Tables**

Table 1: TCN Worker Respondents - By Nationality .....	6
Table 2: Employer Respondents - Business Sector and Size of Company .....	7
Table 3: <i>Current Occupation of the TCN Worker Respondents</i> .....	10
Table 4: <i>TCNs' Reasons For Not Trying to Attend Training</i> .....	12
Table 5: <i>TCN Workers' Interest in Becoming a Trade Union Member</i> .....	13
Table 6.1: <i>Reasons Why Companies Employ TCN Workers</i> .....	14
Table 7.1: <i>TCNs' Perceptions on Reasons Why Employers Employ TCN Workers</i> .....	15
Table 8: <i>Type of Work Environment TCNs Work in</i> .....	17
Table 9: <i>TCNs' Future Plans</i> .....	18
Table 10: <i>TCN Workers' Finding Assistance from Colleagues at the Workplace</i> .....	18
Table 11: <i>Reasons for TCN Workers' Satisfaction with Client Interaction</i> .....	19
Table 12.1: <i>Reasons for TNCs' Needing to Work in Malta</i> .....	19
Table 13: <i>Reasons Why TCN Workers Seek Employment in Malta</i> .....	20
Table 14: <i>TCN Workers' Needs at the Workplace Other than Just Earning Money</i> .....	21
Table 15: <i>TCN Worker's Perceptions on Being Part of the Team</i> .....	22
Table 16: <i>How TCN Workers Describe Their Colleagues at Their Place of Work</i> .....	22
Table 17: <i>Employers' Perceptions on the Reasons why TCNs DO Feel the Need to Integrate at the Workplace</i> .....	23
Table 18: <i>Employers' Perceptions on the Reasons why TCNs DO NOT Feel the Need to Integrate at the Workplace</i> .....	24
Table 19: <i>Languages Spoken by TCNs to Communicate in Malta</i> .....	25
Table 20: <i>TCNs' Wish-Haves - What TCN Workers would like to have MORE of at their Workplace</i> .....	27
Table 21: <i>TCNs' Turn-offs - What TCN Workers Would like to Have LESS of at their Workplace</i> .....	28
Table 22: <i>Salient Difficulties faced by Employers of TCN workers</i> .....	29
Table 23: <i>Government Authorities TCN Workers would seek Assistance From If There is a Problem at the Place of Work</i> .....	31
Table 24: <i>Suggestions on specific assistance programmes which Government should provide to Employers of TCN workers</i> .....	32
Table 25: <i>Employers' Suggestions towards the Effective Development of an Integration policy in Malta</i> .....	33

## **1. Research Objectives**

The Department of Industrial and Employment Relations (DIER) commissioned M.FSADNI & Associates to carry out a qualitative research study on the conditions and employment and the level of integration of third country nationals (TCNs) at their place of work in Malta.

### **1.1. Overall Project Objectives**

The project forms part of a larger project, whose overall objective is to analyse the working conditions that TCNs are engaged in, and promote better integration of TCNs in their place of work, through a study and hence to present the findings in a focused conference involving stakeholders and experts from other European countries.

### **1.2. Specific Objectives**

The Objective of this project was twofold:

- a) for the Research Consultants to undertake a qualitative research study and present a research report for discussion with social partners and interested stakeholders, and
- b) to present the qualitative research findings in a focused conference involving stakeholders and experts from other European countries.

**2. Research Methodology Adopted**

**2.1. Research Methodology Adopted**

To address the research project's objectives, the Research Consultants adopted the following research methodology:

- i. **Eleven (11) salient stakeholders were interviewed** to obtain an in-depth perspective of the research areas. A discussion guide was drawn up and used during these stakeholder interviews. These interviews were conducted with:
  - 4 NGOs with an interest in TCN affairs
  - A government agency with an interest in TCN affairs
  - An NGO representing TCN workers (Filipinos)
  - A leading employer association
  - A large employer who currently employs employees hailing from over 30 nationalities
  - An HR Manager
  - A leading trade union
  - A Sub-Saharan African TCN worker turned 'Self-Employed with Employees' (in Malta).
  
- ii. **A hundred and one (101) TCNs who have worked/are working in Malta.** The project obliged the Research Consultants to focus on TCNs, who are not citizens of the European Union as per meaning of Article 20(1) of the Treaty on the Functioning of the European Union and who do not enjoy the Union right to the freedom of movement as defined in Article 2(5) of the Schengen Borders Code. Moreover, TCNs hailing from other non-EU European countries were excluded from the study so as to focus the research efforts entirely on TCNs hailing from Asia, Middle East & North Africa (MENA) and Sub-Saharan Africa (SSA) who work in Malta. A semi-structured research instrument was used when interviewing TCNs to ensure that all research areas are addressed.

Table 1 below gives an overview of the 19 nationalities and the number of TCNs per nationality interviewed in this study.

**Table 1: TCN Worker Respondents - By Nationality**

<p><b>ASIA</b>                      Filipino x 17                      China x 2                      Japan x 1                      India x 1</p>	<p><b>Sub-Saharan Africa (SSA)</b>                      Somalia x 18                      Eritrea x 17                      Ghana x 7                      Ivory Coast x 6                      Nigeria x 6                      Ethiopia x 4                      Togo x 4                      Mali x 2                      Niger x 2</p>
<p><b>Middle East/North Africa (MENA)</b>                      Libya x 4                      Syria x 4                      Tunisia x 3                      Morocco x 2                      Lebanon x 1                      Egypt x 1</p>	

- iii. **Thirty-one (31) CATI (computer-assisted telephone interviews) were conducted with local employers** who employ TCNs hailing from Asia, MENA and/or SSA. A semi-structured research instrument was used when interviewing employers to ensure that all research areas are addressed. As indicated in Table 2 below, the Research Consultants tried to obtain a balanced overview of employers by 'business sector' and 'size of company. In terms of 'business sector', employer-respondents hailed from the following business sectors: manufacture, construction, import/retail, hospitality and services, whilst in terms of 'size of company', micro-organisations, small- and medium-sized companies and large companies were invited to participate in this study. Worthy of mention is that the respondent profile of this 31-count company sample does not quantitatively represent the Maltese business sector in Malta, given that some 98% of local businesses are small- and medium-sized companies (SMEs). The object of the selected sample frame (out of 31 companies) was to obtain a good representation of local employers, across Malta's salient business sectors and by size of company.

**Table 2: Employer Respondents - Business Sector and Size of Company**

Counts Break % Respondents	Total	Manufacture	Construction	Import/Retail	Hospitality	Services
<b>Total</b>	<b>31</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>7</b>
<b>1-9</b>	<b>8</b> <b>25.8%</b>	1 20.0%	3 50.0%	1 14.3%	- -	3 42.9%
<b>10-49</b>	<b>11</b> <b>35.5%</b>	2 40.0%	2 33.3%	4 57.1%	2 33.3%	1 14.3%
<b>50-249</b>	<b>5</b> <b>16.1%</b>	- -	- -	2 28.6%	2 33.3%	1 14.3%
<b>250+</b>	<b>7</b> <b>22.6%</b>	2 40.0%	1 16.7%	- -	2 33.3%	2 28.6%

- iv. At the close of the qualitative research fieldwork, **the Research Consultants presented the qualitative research findings in a focused conference** organised by DIER. This conference was held on 21 May 2014.
- v. At this conference, various stakeholders representing local employers' associations, trade unions and NGOs with an interest in TCNs and employment issues in Malta were invited to attend to voice their opinions on whether there is a need for the development of an integration policy in Malta and to propose recommendations on same. **The Research Consultants compiled these stakeholder perceptions and recommendations**, which will be presented in Section 4 of this Findings Report.

## 2.2. Shortcomings of the Primary Research

The Research Consultants did not encounter any significant difficulties in inviting TCN workers and local employers to participate in the study. The majority of TCNs approached, accepted to be interviewed. A small gift was given to each TCN worker respondent.

Some 120 local companies were contacted, out of which 31 employers accepted to be interviewed. The employers who did not wish to be interviewed, either never employed TCN worker to date or refused to be interviewed, which is typical of the employer cohort.

### 3. SALIENT RESEARCH FINDINGS

#### 3.1. Salient Research Areas Addressed

This Section will address the salient findings emanating from the primary research activities carried out with the stakeholders, TCNs working in Malta and local employers. The research areas comprise:

- The TCN Worker in Malta - A Profile
- Local Employers of TCN Workers - A Profile
- TCNs' Employment in Malta
- TCNs' Training on Conditions of Employment
- TCNs' Membership in Trade Unions
- TCN Workers Forming Part of Association/Group
- Employers' Reasons for Employing TCN Workers
- Type of Work Environments TCNs Are Engaged in
- The Integration of TCN Workers at the Place of Work
- TCN Workers' Attendance at Company's Social Events
- Potential Barriers to TCNs' Integration at the workplace - Employers' Perspective
- TCNs' Salient Wish-Haves & Turn-Offs At their Place of Work
- Difficulties Face by Employers of TCN Workers
- Seeking Assistance from Public Authorities
- The Need for an Integration Policy.

#### 3.2. The TCN Worker in Malta - A Profile

From the 101 TCN workers interviewed, 71.% (72 respondents) were male and 28.% (29 employees) female. A high majority of MENA/SSA respondents were male, whilst as expected, Asian TCNs working in Malta are predominantly female. The TCN workers are predominantly Muslim (52.5% - 53 respondents) and Christian (29.7% - 30 respondents). With regards to age, 55.4% (56 employees) are aged between 25-34 years old, 22.8% (23 respondents) are aged between 35-44 years old and 15% (15 respondents) are aged between 18-24 years old. Only 7% (7 employees) are aged between 45-54 years old. Asian TCNs working in Malta are all aged between 25-54 years old, i.e. none of the Asian TCN worker respondents was aged under than 25 years.

An interesting finding, emanating from the TCN worker study and also confirmed by the NSO stakeholders refers to the education level of TCNs working in Malta. Irrespective of the jobs/designations they occupy in Malta, 76.2% (16 respondents) of Asian TCN workers possess a tertiary level of education and the remaining 23.8% (5 respondents) possess a secondary level of education. Conversely, only 4.5% (3 respondents) of MENA/SSA TCNs possess a tertiary level of education. The majority of MENA TCNs (85.7% - 12 respondents) possess a secondary level of education and a lower 48.5% (32 respondents) of SSA TCNs possess a secondary level of education and another 47% (31 respondents) of same only possess a primary level of education.

With regards to the marital status of TCNs working in Malta. 48.5% (49 respondents) of all TCN worker respondents indicated that they are single, 36.6% (37 respondents) said they are married and a low 9% (9 respondents) and 6% (6 respondents) said that they co-habit with partner and are separated respectively. These same marital status findings are reflected across all three Asian/MENA/SSA TCN cohorts. Some 39.6% (40 respondents) indicated that they have been residing in Malta between 5-10 yrs, 27.7% (28 respondents) for between 2-5 years and 18.8% (19 respondents) for between 1-2 years. These same residence findings were also reflected across all three Asia/MENA/ SSA TCN cohorts.



Just over half of the TCN workers (50.5% - 51 respondents) are residing in Malta alone, i.e. with no other family members living in Malta. 28.7% (29 respondents) said that they have 1-2 family members residing in Malta and a lower 18.8% (19 respondents) have between 3-4 family members also living in Malta. The SSA TCN cohort accounts for most TCNs living alone in Malta (some 59% - 39 respondents), whilst the Asian TCN cohort accounts for the least number of TCNs living alone (28.6% - 6 respondents). The TCNs' family members living in Malta are largely sons/daughters (58% - 29 respondents - mostly MENA-SSA TCNs) and wives/husbands/partners (56% - 28 employees - also largely MENA-SSA TCNs). The age of the majority of children living with the TCN workers in Malta is between 2-5 years old (42% - 13 respondents) and between 5-10 years old (25.8% - 8 respondents).

### **3.3. Local Employers of TCN Workers - A Profile**

The 31 Employers who participated in this qualitative study employ TCNs hailing from Asia, MENA and SSA. 71% (22 employers) employ mostly SSA employees, 25.8% (8 employers) employ largely MENA TCNs and 19.4% (6 employers) employ mostly Asian TCNs. NB. This research question was a multiple-response question.

64.5% (20 respondents) of the Employer respondents currently employ between 1-2 TCN workers, 13% (4 respondents) employ 5-10 TCNs, 9.7% (3 respondents) employ between 3-4 TCNs, whilst 6.5% (2 respondents) employ between 21-50 TCNs and another 6.5% employ over 51+ TCNs. The larger TCN employers are engaged in the manufacturing, construction, hospitality and services sectors. The ages of the TCN workers employed with these Employers range between 18-44 years old.

The 31 Employer respondents were also asked how long have then been employing TCN workers with their company. 45.2% (14 employers) recall that they have been employing TCNs for between 2-5 years, 25.8% (8 employers) have been employing TCNs for less than 12 months, 22.6% (7 employers) for between 1-2 years and 6.5% (2 employers) for over 5 years.

These Employer respondents currently employ TCNs in various positions. A high 87.1% (27 employers) of these employers employ TCN workers at operative/unskilled positions, 25.8% (8 employers) employ TCN workers at technical/skilled positions, 3.2% (1 employer) employ TCN workers at clerical/secretarial positions and another 3.2% (1 employer) employ TCNs at management/middle-management levels. NB. This research question was a multiple-response question.

87.1% (27 employers) currently employ TCNs possessing a primary level of education, whilst 67.7% (21 employers) employ TCNs of a secondary level of education. 6.5% (2 employers) currently employ TCNs who possess a tertiary level of education. NB. This research question was a multiple-response question.

#### ***TCN Workers Employed from Malta/Abroad***

When asked whether the TCN workers employed with them were engaged directly from abroad or were already in Malta, 48.4% (15%) of the Employer respondents stated that their TCN employees were mostly employed from Malta, 25.8% (8 employers) recalled that some TCNs were employed from abroad and some from Malta and a lower 16.1% (5 employers) said that their TCN employees were mostly employed directly from abroad. These 5 employers hailed from the manufacture, construction and services business sectors.

### 3.4. TCNs' Employed in Malta

#### Occupations/Designations Held

The vast majority of the TCN workers interviewed hold unskilled jobs. This finding was confirmed by all stakeholder, employers and TCN workers interviewed. Table 3 below gives an overview of the occupations held by the three TCN cohort respondents.

**Table 3: Current Occupation of the TCN Worker Respondents**

<p><b>ASIA</b></p> <ul style="list-style-type: none"> <li>✓ personal carer in a private residence x 11</li> <li>✓ nanny in a private residence x 4</li> <li>✓ housekeeper in a private residence x 2</li> <li>✓ shop manager x 2</li> <li>✓ shop assistant X 2</li> <li>✓ beautician</li> <li>✓ scuba-diving assistant in a hotel.</li> </ul> <p><b>MENA</b></p> <ul style="list-style-type: none"> <li>✓ construction x 9</li> <li>✓ dishwasher, kitchen helper in a hotel x 2</li> <li>✓ housekeeping</li> <li>✓ security guard</li> <li>✓ clerk.</li> </ul>	<p><b>SSA</b></p> <ul style="list-style-type: none"> <li>✓ construction, plastering, painting, tile-laying x 20</li> <li>✓ housekeeping in a hotel x 12</li> <li>✓ dishwasher, kitchen helper in a hotel x 6</li> <li>✓ housekeeping in a restaurant/bar x 5</li> <li>✓ machine operator, packer in a factory x 4</li> <li>✓ housekeeping in a private residence x 3</li> <li>✓ assistant electrician x 3</li> <li>✓ housekeeping in a supermarket x 2</li> <li>✓ housekeeping in a school x 2</li> <li>✓ planting flowers x 2</li> <li>✓ housekeeping in a hospital</li> <li>✓ garbage collector</li> <li>✓ translator</li> <li>✓ professional footballer</li> <li>✓ lifeguard in a waterpolo pitch.</li> </ul>
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6 of the SSA TCN respondents informed us that they are currently unemployed and despite their interest to work, they are encountering difficulties to find gained employment in Malta. The salient reasons for their unemployment status comprise: they cannot find suitable employment; they were recently made redundant by their employer; and one SSA TCN was dismissed by his employer because he had to be hospitalized for some time due to his diabetes condition.

#### Business Sectors TCN Workers Engaged In

One in three TCN workers work in the Construction sector (31.6% - 30 respondents) and these all hail from MENA and SSA. As expected the Asian TCNs work largely in the services, private household and hospitality Sectors (90.4% - 19 respondents).

50.5% (48 respondents) of all the interviewed TCN workers are employed with small- and medium-sized enterprises (SMEs), whilst 46.3% (44 respondents) are employed with micro-organisations, i.e. employing between 1-9 employees. Only 2.1% (2 respondents) are employed with large organisations. This is very typical, given that a significant 98% of all Maltese employers are micro-organisations and SMEs.

#### Level of Uninterrupted Employment

Just over a third of TCN workers, (33.6% - 32 respondents), largely MENA and SSA, have been in uninterrupted employment for less than one year and another third, largely Asian, have been working between 2-5 years. 18%

(17 respondents), mostly SSA TCNs have been in uninterrupted employment between 1-2 years and 14.7% (14 respondents) have been employed for between 5-10 years.

All TCN workers interviewed noted that they found their current employment when they were already in Malta and not directly from abroad.

### ***TCN wages vs. Maltese wages***

The TCN worker respondents were asked whether, in their opinion, their wage compared well with other Maltese employees engaged in their same or similar position. A worrying 88.3% (53 respondents) of the SSA workers, observed that their wage is lower than that paid to Maltese employees, whilst some half of the ASIA and MENA TCN workers believe that their wage is lower than that paid to their Maltese counterparts; the other half believe that their wage is similar to that of Maltese employees. None of the TCN respondents believe that their wages are higher than those of Maltese employees engaged in their same or similar position. This finding was also confirmed by the NGO stakeholders interviewed. However these NGOs also noted that this is not always the case as there are some good, honest and conscientious employers in Malta, who do not discriminate between salaries/wages given to Maltese and TCN workers.

### ***Vacation Leave Entitlement***

Just under 40% (39% - 37 respondents) of all TCN respondents said that they do not utilise their vacation leave entitled to them. These are largely MENA and SSA TCNs. Only 2 (9.5%) out of 21 Asian TCNs indicated that they do not utilise their vacation leave.

These 37 TCN respondents were asked to indicate the reasons why they do not utilise their vacation leave. 33 of these respondents (27 SSA, 4 MENA and 2 Asian) stated that their employer does not give them vacation leave. Worthy of mention that these 2 Asian worker respondents hail from Japan and the Philippines.

"Other" reasons (4 TCN respondents) for not being given vacation leave by their employer include:

- It depends on the amount of work I have x 2
- If I take a day off, I am not paid for it - hence this tops the number of respondents who are not given vacation leave to 34 (91.8%).

From the 58 TCN respondents who are entitled to vacation leave, a high 89.7% (58 respondents) are allowed to decide for themselves on when to utilise their vacation leave. The other 6 TCN respondents (10.3%) who do not decide when to utilise their vacation leave claimed that this is decided upon by their employer, either due to workload requirements or as it is stipulated in the contract ('private family' - employer).

The TCN respondents were then asked on when they prefer to utilise their vacation leave. 34.7% (33 respondents) prefer to spread their leave throughout the year, 16.8% (16 respondents) in winter and another 16.8% in summer, whilst 26.3% (25 respondents) do not have a particular preference.

### ***3.5. TCNs' Training on Conditions of Employment***

When asked whether they have ever attended any training on conditions of employment within the last five years, 60% (57 respondents) of the TCN respondents replied in the negative and the rest gave an affirmative reply. These same findings were reflected across all three TCN cohorts.

These 57 TCN respondents were then asked whether they ever tried attending such training. A high 87.7% (50 respondents) admitted that they never tried attending such courses, whilst a low 10.5% (6 respondents) claimed they did.

These 50 TCN respondents were then asked for the reasons why they never tried to attend such training. Table 4 below depicts the salient reasons for this non-attendance. 32% (16 respondents) indicated that they did not know that such training exists in Malta. 32% feel that they are either not interested or do not need such training. Whilst a further 22% (11 respondents) admitted that they did not know where to enquire on such training.

**Table 4: TCNs' Reasons For Not Trying to Attend Training**

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>50</b>	<b>11</b>	<b>9</b>	<b>30</b>
<b>I did not know that such training exists</b>	<b>16 32.0%</b>	- -	4 44.4%	12 40.0%
<b>I did not know where to enquire on such training</b>	<b>11 22.0%</b>	7 63.6%	- -	4 13.3%
<b>I did not apply due to the language barrier</b>	<b>3 6.0%</b>	- -	- -	3 10.0%
<b>I am not interested/ do not need such training</b>	<b>16 32.0%</b>	3 27.3%	5 55.6%	8 26.7%
<b>Other</b>	<b>1 2.0%</b>	1 9.1%	- -	- -
<b>Dont know</b>	<b>3 6.0%</b>	- -	- -	3 10.0%
<b>Refused</b>	- -	- -	- -	- -

The TCN worker respondents were also asked whether their employer (past or present) has ever sent them to training over these last 5 years. A worrying 2 in 3 TCN workers (69.5% - 66 respondents) gave a 'no' response and only 29.5% (28 respondents) replied in the affirmative.

These 66 TCN respondents were they asked whether they would have liked to be considered to attend such training. A significant 68.2% (45 respondents) expressed their desire to attend the training, whilst 24.2% (16 respondents) expressed no desire to receive such training.

#### **TCN Workers' Interest to Attend Training Organised by Employer**

Only 10 from the 31 Employers interviewed organise formal training for their employees and to which their TCN workers' shown keen interest in attending.

The stakeholders interviewed had a lot to say on the subject of training. Occasionally, NGOs do deliver training to TCNs living/working in Malta on various training areas. These projects are largely EU-funded, however such training does not address the training needs of all TCN cohorts working in Malta. These stakeholders (NGOs, local employers) strongly recommended that Government, via its various entities, should draw up a more integrated TCN training policy, which would cover the salient training areas, e.g. language training, health & safety issues, customer service training, cultural norms in Malta, etc.

### 3.6. TCNs' Membership in Trade Unions

Sadly, only 1.1% (1 respondent) from the 95 TCN respondent cohort is a member of a recognised trade union in Malta. This TCN hails from SSA.

However, an interesting finding emerged when the TCN respondents were asked whether they wish to become a member in a locally recognised trade union. Table 5 below shows that only 1 in 3 TCNs (30.9% - 29 respondents) wish to become a member in a trade union, whilst 2 in 3 TCNs (59.6% - 56 respondents) have no desire to join a trade union. 9.6% (9 respondents) gave a 'don't know' response to the research question.

**Table 5: TCN Workers' Interest in Becoming a Trade Union Member**

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>94</b>	<b>21</b>	<b>14</b>	<b>59</b>
<b>Yes</b>	<b>29</b> <b>30.9%</b>	6 28.6%	2 14.3%	21 35.6%
<b>No</b>	<b>56</b> <b>59.6%</b>	12 57.1%	11 78.6%	33 55.9%
<b>Dont Know</b>	<b>9</b> <b>9.6%</b>	3 14.3%	1 7.1%	5 8.5%
<b>Refused</b>	- -	- -	- -	- -

#### TCN Workers - Members of Company's Collective Agreement

77.4% of the Employer respondents do not have a collective agreement with recognised trade union/s. From the 6 employers who currently do have a collective agreement, 2 employers (1 manufacturer, 1 hospitality) confirmed that TCN workers are members of their collective agreement.

The stakeholders confirmed that TCNs' trade union membership is increasing however there is a very long way to go for membership numbers to increase significantly.

### 3.7. TCN Workers Forming Part of Association/Group

#### Association Membership

The TCN workers were also asked on whether they form part of an association in Malta. A high 79.2% (80 respondents) do not form part of an association in Malta, hence only 20.8% (21 employees) do. Analysing the findings by TCN cohort, here one notes a distinct difference between the Asian TNC workers, where a high 90.5% (19 employees) do form part of an association. The two Asian TNC workers who do not form part of an association are Chinese TCN workers. Conversely, analysing the MENA and SSA cohorts, only 7.1% (1 respondent) and 1.5% (1 respondent) form part of an association in Malta.

Congruent to these findings are the NGO stakeholders' views on this research area, who also expressed their views and perceptions on the underlying reasons for the low-association-membership by MENA-SSA TCNs working in Maltese. These salient reasons are largely due to these individuals' tribal cultural norms; their low standard of education, hence they may not possess the necessary skills to attempt forming associations to

represent their interests. Also, the MENA-SSA TCNs in Malta are largely 'boat' migrants, hence they are not prepared before coming to Malta.

The situation of Filipino TCN workers in Malta depicts a totally different scenario. As explained by the FOCOWIM President (Filipino Overseas Contract Workers in Malta), Filipino individuals who decide to come to work in Malta, are largely university graduate and before they are given the travel visa by the Filipino Government, they are obliged to take a pre-departure training course on overseas employment preparation, where areas like labour law, conditions of employment, employment contracts, etc. Filipino nationals are not given the travel visa to work abroad unless they take this training course.

This was also confirmed by the NGO stakeholders in that they are aware of cases where Filipino TCN workers managed to negotiate very favourable employment contracts with 'private household' employers, e.g. being given more annual vacation leave than what regular employees are entitled to; negotiating the financing of an annual return trip to the Philippines as part of the employment contractual agreement, etc.

**TCN Workers Forming Part of Association/Group - Employers' Perspective**

The Employer respondents were asked whether the TCNs employed with them form part of an association/group in Malta or not. A disappointing 87.1%(27 employers) said that TCN workers employed with them do not form part of an association/group, whilst 6.5% (2 employers) said that TCN workers do form part of an association/group. These two employers hailed from the construction and services sectors. Yet another 2 employers stated that some of their TCN workers do form part of an association/group but others do not.

**3.8. Employers' Reasons for Employing TCN Workers**

The Employer respondents were asked on the reasons why they employ TCN workers. Table 6 below depicts the salient reasons, namely, 61.3% (19 employers) believe that 'Maltese workers do not want to do the job', 54.8% (17 employers) employ TCNs due to 'the lack of supply of Maltese workers' and a further 42% (13 employers) believe that 'Maltese workers lack the required skills'. 19.4% (6 employers) perceive 'TCNs as 'usually more hard-working' and one employer (3.2%) perceives 'Maltese workers are too expensive'.

**Table 6.1: Reasons Why Companies Employ TCN Workers**

Counts Break % Respondents	Total	Manufacture	Construction	Import/Retail	Hospitality	Services
<b>Total</b>	<b>31</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>7</b>
<b>Lack of supply of Maltese workers</b>	<b>17 54.8%</b>	5 100.0%	4 66.7%	3 42.9%	2 33.3%	3 42.9%
<b>Maltese workers do not want to do the job</b>	<b>19 61.3%</b>	3 60.0%	5 83.3%	5 71.4%	2 33.3%	4 57.1%
<b>Maltese workers lack the required skills</b>	<b>13 41.9%</b>	2 40.0%	3 50.0%	3 42.9%	4 66.7%	1 14.3%
<b>TCNs are usually more hard-working</b>	<b>6 19.4%</b>	1 20.0%	2 33.3%	1 14.3%	- -	2 28.6%
<b>Maltese workers are too expensive</b>	<b>1 3.2%</b>	- -	1 16.7%	- -	- -	- -
<b>Other</b>	<b>10 32.3%</b>	1 20.0%	1 16.7%	2 28.6%	3 50.0%	3 42.9%

**Table 6.2 – 'OTHER' Reasons Why Companies Employ TCN Workers**

- ♦ TCN workers are able to work flexible hours (manufacture)
- ♦ TCN workers were recommended to us by Maltese employees (2 employers - import/retail)
- ♦ TCN workers were recommended to us by a Maltese priest (hospitality)
- ♦ The TCN workers employed with us were selected through the usual recruitment & selection process adopted by our company (hospitality)
- ♦ In certain areas, TCN workers offer better service (hospitality)
- ♦ Maltese employees request very high wages which business cannot afford (services)
- ♦ Maltese employees do not want to work in hotels (services)
- ♦ The TCN was a friend of one of our company directors (services).

The above reasons were also confirmed by the NGOs and employers interviewed. Maltese employers are being increasingly faced with difficulties to find Maltese individuals willing to accept low-skilled jobs. As one Managing Director of an international 5-star hotel operating in Malta observed, it is totally unacceptable for employers to offer wages below the minimum wage set by law, however nowadays companies are operating in increasingly competitive markets and low-skilled jobs cannot carry lucrative wages. Consequently, local employers need to opt for other alternatives to find individuals willing to take on these unskilled jobs. This research area will be delved into further in the Sections below.

**Reasons Why Employers Employ TCNs - TCN Workers' Perspective**

The TCN worker respondents were also asked why, in their opinion, local employers engage TCN workers. Table 7 below depicts the salient reasons as perceived by the TCN workers, which are very similar to the reasons indicated by the Employer respondents. These include 'TCNs accept lower wages/leave' (51.6% - 49 respondents), 'TCNs are more hardworking than Maltese workers' (46.3% - 44 respondents) and 'Maltese workers do not want to perform difficult jobs' (37.9% - 36 respondents).

**Table 7.1: TCNs' Perceptions on Reasons Why Employers Employ TCN Workers**

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>95</b>	<b>21</b>	<b>14</b>	<b>60</b>
<b>TCNs accept lower wages/leave</b>	<b>49 51.6%</b>	<b>1 4.8%</b>	<b>10 71.4%</b>	<b>38 63.3%</b>
<b>Maltese workers are in employment/Not enough Maltese workers</b>	<b>12 12.6%</b>	<b>1 4.8%</b>	<b>- -</b>	<b>11 18.3%</b>
<b>Maltese workers do not want to perform difficult jobs</b>	<b>36 37.9%</b>	<b>1 4.8%</b>	<b>9 64.3%</b>	<b>26 43.3%</b>
<b>TCNS are more hardworking than Maltese workers</b>	<b>44 46.3%</b>	<b>11 52.4%</b>	<b>6 42.9%</b>	<b>27 45.0%</b>
<b>Other</b>	<b>25 26.3%</b>	<b>16 76.2%</b>	<b>2 14.3%</b>	<b>7 11.7%</b>
<b>Dont Know</b>	<b>1 1.1%</b>	<b>- -</b>	<b>- -</b>	<b>1 1.7%</b>
<b>Refused</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>

**Table 7.2 – TCNs' Perceptions on "OTHER" Reasons Why Employers Employ TCN Workers**  
*Other Reasons (26.3% - 25 respondents)*

<p><b>ASIA</b></p> <ul style="list-style-type: none"> <li>♦ because I am ready to sleep in with the elderly not like the Maltese workers x 3</li> <li>♦ because we have more patient and trustworthy x 3</li> <li>♦ because we are trustworthy x 2</li> <li>♦ because we are good people!</li> <li>♦ because at work I am the only one who can communicate in Chinese</li> <li>♦ because my employer needs my knowledge of the German and Chinese languages</li> <li>♦ because I am beneficial for my company as a translator for English French and Japanese</li> <li>♦ because we have more patience and are ready to sleep in with the elderly as part of the job</li> <li>♦ because we are more patient with the elderly</li> <li>♦ because I should be employed since I have been living in Malta for 16 yrs now.</li> </ul> <p><b>MENA</b></p> <ul style="list-style-type: none"> <li>♦ because the employer benefits by not paying NI contributions and does not pay us for vacation leave</li> <li>♦ because not many Maltese workers can do my kind of work.</li> </ul>	<p><b>SSA</b></p> <ul style="list-style-type: none"> <li>♦ because the company needs more workers x 2</li> <li>♦ because there is a problem of jobs in Malta and TCN workers accept anything because I feel I should be given the same opportunity as others</li> <li>♦ because we can communicate better with people like us because ETC have found this job for me</li> <li>♦ after registering for work and waiting for a long time.</li> </ul>
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### 3.9. Type of Work Environments TCNs Are Engaged in

The TCN worker respondents were asked to describe their work environment they work in generally in Malta. Table 8 below clearly illustrate that over half of all TCNs working in Malta (51.6% - 49 respondents) work in a balanced workplace involving working with other Maltese workers, other foreign workers and workers of their own nationality. These are largely MENA and SSA TCNs. An interesting 22.1% (21 respondents) work with other Maltese workers and workers of their own nationality. On the other hand, some 18% (17 respondents) work alone and these are almost all Asian TCNs. This latter finding is due to the 'caring' nature of the jobs, Filipino TCNs are largely engaged in (i.e. personal carers, housekeeping and nannies in private residences).



**Table 8: Type of Work Environment TCNs Work in**

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>95</b>	<b>21</b>	<b>14</b>	<b>60</b>
work with other Maltese workers only	5 5.3%	1 4.8%	1 7.1%	3 5.0%
work with other Maltese workers & workers of your own nationality	21 22.1%	- -	2 14.3%	19 31.7%
work with other Maltese wrkrs, other foreign wrkrs, & wrkrs of your own nationality	49 51.6%	4 19.0%	10 71.4%	35 58.3%
work with other workers of your own nationality only	3 3.2%	- -	1 7.1%	2 3.3%
<b>You work alone</b>	<b>17</b> <b>17.9%</b>	<b>16</b> <b>76.2%</b>	<b>-</b> <b>-</b>	<b>1</b> <b>1.7%</b>
<b>Refused</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>	<b>-</b> <b>-</b>

### Work Environments TCNs are Engaged in - Employers' Perspective

With regards to the work environments which these TCNs work in, 2 in 3 employers (67.7% - 21 employers) indicated that their TCN workers 'work with other Maltese workers and workers of their own nationality', whilst 1 in 4 employers (25.8% - 8 employers) observed that their TCN workers 'work with other Maltese workers'. 1 employer (3.2%) observed that their TCN workers 'work with other Maltese workers, other foreign workers and workers of their own nationality'. Another 1 Employer (3.2%) engaged in the service sector indicated that their TCN works alone. This Employer is a private residence. None of the Employer respondents observed that their TCN workers 'work with other workers of their own nationality only'.

These findings were also confirmed by the NGO stakeholders interviewed. These NGOs recalled instances where the TCN workers were assisted on various issues not by their Employers but also by their Maltese fellow workers and where the Maltese workers requested that the TCN workers work in their Unit/Section with them. Clearly, this is not the case with Filipino TCN workers who work with 'private household' employers.

### 3.10. The Integration of TCN Workers at the Place of Work

#### TCNs' Future Plans

Table 9 below shows that 45.3% (43 respondents) plan to stay in Malta for a limited time only, whilst some 1 in 3 TCN workers (38% - 36 respondents) plan to settle in Malta. 13.7% (13 respondents) have not made any plans yet. These same findings were, by and large, reflected across all three TCN cohorts.

**Table 9: TCNs' Future Plans**

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>95</b>	<b>21</b>	<b>14</b>	<b>60</b>
<b>I plan to settle in Malta</b>	<b>36 37.9%</b>	<b>7 33.3%</b>	<b>6 42.9%</b>	<b>23 38.3%</b>
<b>I plan to stay in Malta for a limited time only</b>	<b>43 45.3%</b>	<b>11 52.4%</b>	<b>3 21.4%</b>	<b>29 48.3%</b>
<b>I have not made any plans yet</b>	<b>13 13.7%</b>	<b>2 9.5%</b>	<b>5 35.7%</b>	<b>6 10.0%</b>
<b>Dont Know</b>	<b>3 3.2%</b>	<b>1 4.8%</b>	<b>- -</b>	<b>2 3.3%</b>
<b>Refused</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>

**TCN Workers' Finding Assistance from Other Colleagues**

Table 10 below illustrates that a high 3 in 4 TCN workers (76.8% - 73 respondents) recalled that they usually find assistance from other colleagues (various nationalities) at the work place. Only 5.3% (5 respondents) said no. 18% (17 respondents), mostly Asian TCNs gave a 'not applicable' response, given that they work alone. Moreover, all 78 TCN respondents who work with other colleagues at their workplace recalled that they do help their colleagues (any nationality) when the latter need their assistance.

**Table 10: TCN Workers' Finding Assistance from Colleagues at the Workplace**

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>95</b>	<b>21</b>	<b>14</b>	<b>60</b>
<b>Yes</b>	<b>73 76.8%</b>	<b>5 23.8%</b>	<b>11 78.6%</b>	<b>57 95.0%</b>
<b>No</b>	<b>5 5.3%</b>	<b>- -</b>	<b>2 14.3%</b>	<b>3 5.0%</b>
<b>Not applicable</b>	<b>17 17.9%</b>	<b>16 76.2%</b>	<b>1 7.1%</b>	<b>- -</b>
<b>Refused</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>	<b>- -</b>

The TCN respondents were asked whether their job entails interacting with clients. Only 23.2% (22 respondents) of all TCN respondents interact with clients at their workplace and a high 95.5% (21 respondents) of these expressed their satisfaction with this client interaction. Table 11 below lists the salient reasons for the TCNs' satisfaction with this client interaction. The only TCN respondent (out of the 22 respondents) who is not satisfied with client interaction is because "some clients are a bit racist". This TCN respondent hailed from MENA.

**Table 11: Reasons for TCN Workers' Satisfaction with Client Interaction**

<p><b>ASIA</b></p> <ul style="list-style-type: none"> <li>♦ because I get along well with clients</li> <li>♦ because I give them very good service</li> <li>♦ because I can communicate well in English</li> <li>♦ because the colleagues are so nice with me</li> <li>♦ because I feel important when contacting Chinese people in my language</li> <li>♦ because I am often sent to Austria and China on business contacts as I know the language</li> <li>♦ because I enjoy my job and I can communicate well with people.</li> </ul> <p><b>MENA</b></p> <ul style="list-style-type: none"> <li>♦ because no one has ever complained x 3</li> <li>♦ because they say i do good work</li> <li>♦ my work is working with clients so if they are dissatisfied I may lose my job.</li> </ul>	<p><b>SSA</b></p> <ul style="list-style-type: none"> <li>♦ because they treat me well and I get along well with them too x 5</li> <li>♦ because I can understand them very well</li> <li>♦ because they understand me</li> <li>♦ because I can communicate with them</li> <li>♦ I never had problems with clients.</li> </ul>
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**TCNs' Reasons for Needing to Work in Malta**

Table 12 below depicts the salient reasons for TCNs needing to work in Malta. Clearly, the salient need for all TCNs needing to work focuses on financial reasons. However another interesting pressing need is to integrate more in the Maltese community (69.5% - 66 respondents).

**Table 12.1 – Reasons for TNCs' Needing to Work in Malta**

**Table 12.1: Reasons for TNCs' Needing to Work in Malta**

*(multiple-response question)*

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>95</b>	<b>21</b>	<b>14</b>	<b>60</b>
<b>For financial reasons</b>	<b>95 100.0%</b>	21 100.0%	14 100.0%	60 100.0%
<b>To integrate more in the Maltese Community</b>	<b>66 69.5%</b>	16 76.2%	3 21.4%	47 78.3%
<b>Other 1</b>	<b>13 13.7%</b>	3 14.3%	4 28.6%	6 10.0%
<b>Other 2</b>	- -	- -	- -	- -
<b>Dont Know</b>	- -	- -	- -	- -
<b>Refused</b>	- -	- -	- -	- -

**Table 12.2 - "OTHER" Reasons for TCN Workers Needing to Work in Malta**

<p><b>ASIA</b></p> <ul style="list-style-type: none"> <li>♦ because I have settled with my family in Malta</li> <li>♦ because I was unemployed</li> <li>♦ because in Malta the wage is better than in the Philippines.</li> </ul> <p><b>MENA</b></p> <ul style="list-style-type: none"> <li>♦ when the war ends in my country, I plan to bring my family over to Malta</li> <li>♦ to keep my family in Malta</li> <li>♦ I could not go back to Libya because of the war.</li> </ul>	<p><b>SSA</b></p> <ul style="list-style-type: none"> <li>♦ I also have a Maltese visa</li> <li>♦ I am able to get my family over and settle in Malta</li> <li>♦ because I have a family to take care of</li> <li>♦ I cannot live without work</li> <li>♦ I like to work.</li> </ul>
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**TCNs' Reasons for Needing to Work in Malta - Employer's Perspective**

Contrary to the TCN workers' views, some 90% (28 employers) employers who employ TCN workers believe that these workers seek employment in Malta for financial reasons and 6.5% (2 employers) believe that TCNs seek employment in Malta to make enough money to move to another European country. Table 13 below illustrates these findings.

**Table 13: Reasons Why TCN Workers Seek Employment in Malta**

(multiple-response question)

Counts Break % Respondents	Total	Manufacture	Construction	Import/Retail	Hospitality	Services
<b>Total</b>	<b>31</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>7</b>
<b>Financial reasons</b>	<b>28 90.3%</b>	4 80.0%	6 100.0%	7 100.0%	5 83.3%	6 85.7%
<b>To make enough money to move to another European country</b>	<b>2 6.5%</b>	1 20.0%	- -	- -	- -	1 14.3%
<b>Other</b>	<b>5 16.1%</b>	2 40.0%	- -	1 14.3%	1 16.7%	1 14.3%
<b>Don't know</b>	- -	- -	- -	- -	- -	- -

**Table 13.2 - 'OTHER' Reasons why TCN Workers Seek Employment in Malta**

<ul style="list-style-type: none"> <li>♦ For better living conditions and personal safety x 2</li> <li>♦ For a better standard of life</li> <li>♦ To send money back home</li> <li>♦ For financial reasons and job security.</li> </ul>
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### TCN Workers' Needs at the Workplace Other Than Just Earning Money

The TCN workers' need to integrate at the workplace was further substantiated when the respondents were then asked what they look for at their place of work other than salary. Although a significant 85.3% (81 respondents) of all TCN worker respondents claimed that they ONLY work to earn money, another equally high 82.1% (78 respondents) also expressed their desire to gain work experience. An interesting 54.7% (52 respondents) look for a sense of belonging at their workplace and another 28.4% (27 respondents) seek friendship from their place of work. Table 14 below depicts these findings. This research question was a 'multiple-response question'.

**Table 14:** *TCN Workers' Needs at the Workplace Other than Just Earning Money*

*(multiple-response question)*

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>95</b>	<b>21</b>	<b>14</b>	<b>60</b>
<b>I only work to earn money</b>	<b>81 85.3%</b>	15 71.4%	12 85.7%	54 90.0%
<b>Friendship</b>	<b>27 28.4%</b>	9 42.9%	3 21.4%	15 25.0%
<b>Sense of belonging</b>	<b>52 54.7%</b>	14 66.7%	3 21.4%	35 58.3%
<b>To gain work experience</b>	<b>78 82.1%</b>	21 100.0%	7 50.0%	50 83.3%
<b>Other</b>	<b>1 1.1%</b>	- -	1 7.1%	- -
<b>Dont Know</b>	- -	- -	- -	- -
<b>Refused</b>	- -	- -	- -	- -

The TCN respondents were asked how much do they feel they form part of the team at their workplace. Some 1 in 2 TCN workers (49.4% - 47 respondents) feel that they form part of/very much part of the team, whilst 1 in 5 (25.3% - 24 respondents) feel they form fairly part of the team. A relatively low 12.7% (12 respondents) expressed that they do not feel/not at all feel part of the team at their workplace. Worthy of mention is that 12.6% (12 respondents) of the TCN respondents gave a 'not applicable' response to the research question, given that they work alone. Table 15 below depicts these findings.

**Table 15: TCN Worker's Perceptions on Being Part of the Team**

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>95</b>	<b>21</b>	<b>14</b>	<b>60</b>
<b>Not at all part of the team</b>	<b>3</b> 3.2%	-	2 14.3%	1 1.7%
<b>Not part of the team</b>	<b>9</b> 9.5%	-	2 14.3%	7 11.7%
<b>Fairly part of the team</b>	<b>24</b> 25.3%	-	1 7.1%	23 38.3%
<b>Part of the team</b>	<b>29</b> 30.5%	2 9.5%	6 42.9%	21 35.0%
<b>Very much part of the team</b>	<b>18</b> 18.9%	8 38.1%	2 14.3%	8 13.3%
<b>N/A - I work alone</b>	<b>12</b> 12.6%	11 52.4%	1 7.1%	-
<b>Dont now</b>	-	-	-	-
<b>Refused</b>	-	-	-	-

All the TCN workers were asked to describe their colleagues at their workplace. An interesting 38% (36 respondents) described their colleagues as "good friends", whilst 33.7% (32 respondents) described these as "just colleagues". 9.5% (9 respondents) observed that there is "no relationship at all" with their colleagues at work. Some 18% (17 respondents), largely Asian TCNs, could not reply to this research question as they work alone at their workplace. Table 16 below depicts these findings.

**Table 16: How TCN Workers Describe Their Colleagues at Their Place of Work**

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>95</b>	<b>21</b>	<b>14</b>	<b>60</b>
<b>Good friends</b>	<b>36</b> 37.9%	4 19.0%	4 28.6%	28 46.7%
<b>Just colleagues</b>	<b>32</b> 33.7%	1 4.8%	8 57.1%	23 38.3%
<b>No relationship at all</b>	<b>9</b> 9.5%	-	1 7.1%	8 13.3%
<b>I work alone at the workplace, I have no colleagues</b>	<b>17</b> 17.9%	15 71.4%	1 7.1%	1 1.7%
<b>Don't Know</b>	-	-	-	-
<b>Refused</b>	<b>1</b> 1.1%	1 4.8%	-	-

### TCN Workers' Need to Integrate at the Workplace - Employers' Perspective

Based on their experience as employers of TCNs, a significant 84% (26 employers) believe that TCN workers feel the need to integrate at their place of work. Table 17 below depicts what constitutes 'integration at the

workplace' to TCN workers, as perceived by their employers. The need to feel part of the team, the need to be accepted, the need to be treated like the rest of the team and the need to be integrated with the rest of the workforce towards one common vision are the salient TCNs' workplace integration needs.

**Table 17: Employers' Perceptions on the Reasons why TCNs DO Feel the Need to Integrate at the Workplace**

<p><b>Manufacture</b></p> <ul style="list-style-type: none"> <li>♦ to feel integrated with the rest of the workforce and own the same vision</li> <li>♦ to be respected by their employer and by their fellow colleagues</li> <li>♦ to be accepted by their fellow colleagues and obtain friendship</li> <li>♦ to obtain a sense of accomplishment together with the rest of the team.</li> </ul> <p><b>Construction</b></p> <ul style="list-style-type: none"> <li>♦ to feel part of the team at the workplace and obtain equal treatment x 3</li> <li>♦ to be one team and part of our workforce.</li> </ul> <p><b>Import/ Retail</b></p> <ul style="list-style-type: none"> <li>♦ to feel part of the team at the workplace and be given equal treatment x 2</li> <li>♦ we do not distinguish between our TCN workers and other Maltese employees! x 2</li> <li>♦ to be accepted by their fellow colleagues and communicate with them x 2</li> <li>♦ to feel part of the team. I must say that these employees are some of our best employees!</li> <li>♦ We do our utmost to integrate her as a member of our workforce, with the same conditions, wage and contract.</li> </ul> <p><b>Hospitality</b></p> <ul style="list-style-type: none"> <li>♦ to feel part of the team at the workplace and work towards the same direction/vision of the company (once they feel integrated) x 4</li> <li>♦ we have one integrated team of employees, where everyone is treated equally x 2</li> <li>♦ they want to feel part of the team and we help them integrate as we do not distinguish between nationalities at our workplace</li> <li>♦ to want to feel part of the team at the workplace and also participate in all the social activities we organise for our workforce.</li> </ul> <p><b>Services</b></p> <ul style="list-style-type: none"> <li>♦ to feel part of the team at the workplace and be treated like the rest x 2</li> <li>♦ we have one integrated team of employees, where everyone is treated equally</li> <li>♦ they want to feel part of the team and we help them integrate as we do not distinguish between nationalities at our workplace</li> <li>♦ although they clearly possess the need to integrate and form part of the whole team, it is difficult for us to integrate them, given that we have different cleaning contracts in different venues.</li> </ul>
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According to the 16.1% (5 employers) who believe that TCN workers do not feel the need to integrate at the workplace also gave the reasons for this - vide Table 18 below. Evidently, these employers have no interest in addressing their TCN employees' work integration needs. These employer respondents hail from the construction, hospitality and services sectors.

**Table 18: Employers' Perceptions on the Reasons why TCNs DO NOT Feel the Need to Integrate at the Workplace**

- ◆ No specific reasons were given x 2
- ◆ TCNs do their job and that's it
- ◆ There's no need to integrate them. I go and collect them from Marsa. They carry out a day's work, I pay them and that's it
- ◆ They do their job and company does not have to integrate them.

### **3.11. TCN Workers' Attendance at Company's Social Events**

The TCN workers were whether their employers organise social events or not. 63.2% (60 respondents) replied in the negative. However once again, one must keep in mind that almost 1 on 2 TCNs work with micro-organisations (including private residences). An interesting finding is that from the 34 TCNs who indicated that their employer do hold social events for employees, a high 88.2% (34 respondents) actually do attend these social events together with other Maltese & foreign workers. And this same finding was reflected across all three TCN cohorts (Asian, MENA, SSA).

The remaining 11.8% (4 respondents) who do not attend such social events are SSA TCNs. These were, in turn, asked why they do not attend such social events organised by their employer. Two of these simply said that they are not interested to attend social work-related functions, one prefers to stay with his family and the fourth SSA TCN respondent recalled that he is not informed of such social work-related events.

#### **TCN Workers' attendance at Social Events organised by Employer**

Some 58% (18 employers) stated that they do not organise formal social events for their employers (e.g. due to small size of company, private residences, etc.). However, from the 12 Employers who do organise social events for their employees, 11 confirmed that their TCN workers do attend these social events and only 1 employer stated that they do not attend.

### **3.12. Potential Barriers to TCNs' Integration at the workplace - Employers' Perspective**

According to Employers of TCNs, a high 93.5% (29 employers) believe that language (i.e. little or no knowledge of English/Maltese) may act as a potential barrier for TCNs' integration at the work place.

#### **i. Language used by TCN workers Within the Company**

The Employer survey respondents were asked what languages are largely spoken by the TCN workers employed with their company. 96.8% (30 employers) said that their TCN workers speak mostly English to communicate with other workers and a low 16.1% (5 employers) said that the TCN workers employed with them speak mostly Maltese. An interestingly high 90.3% (28 employers) claim that TCN workers employed with them use 'mostly body & sign language' to communicate with other workers. NB. This research question was a multiple-response question.

This finding clearly illustrates that local employers seek to recruit only TCN workers who are able to communicate in English or Maltese. This finding was also confirmed by the Employers stakeholders.



Employers employing TCNs must ensure that they are able to communicate with them (in English and Maltese) and this is beneficial for both parties on various fronts, e.g. to protect the TCN worker's health and safety; to ensure that management's instructions are communicated well; for the TCN worker to be able to learn the company's SOPs appropriately and in cases where the TCN workers are involved in direct customer interface (in person, by phone, by email), etc.

When asked whether they perceive language to be a barrier for effective integration, a positive 69.5% (66 respondents) of all TCNs do not perceive language (level of knowledge of English/Maltese) to be a potential barrier towards integrating effectively at their workplace, whilst a low 16.8% (16 respondents) believe that this is. 12.6% (12 respondents) believe that there is no correlation between the two. As evidenced in Table 19 below, some 90% (91 respondents) of all TCN workers interviewed, the majority of these are Filipinos, whilst the MENA TCN workers converse largely in Maltese.

**Table 19: Languages Spoken by TCNs to Communicate in Malta**

*(multiple-response question)*

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>101</b>	<b>21</b>	<b>14</b>	<b>66</b>
<b>English</b>	<b>91 90.1%</b>	21 100.0%	8 57.1%	62 93.9%
<b>Maltese</b>	<b>30 29.7%</b>	3 14.3%	12 85.7%	15 22.7%
<b>Body/Sign language</b>	<b>1 1.0%</b>	1 4.8%	- -	- -
<b>Other</b>	<b>97 96.0%</b>	20 95.2%	14 100.0%	63 95.5%
<b>I find it difficult to communicate</b>	<b>1 1.0%</b>	- -	- -	1 1.5%
<b>Refused</b>	<b>- -</b>	- -	- -	- -

**ii. TCNs' Length of Stay in Malta**

A very high 93.5% (29 employees) also believe that there is a strong correlation between the length of the TCNs' stay in Malta with their integration at the workplace. The longer TCNs reside in Malta, the more probable it is for these to integrate at their place of work.

**iii. 'One-Year Work Permit' System**

Another potential barrier towards the TCN workers' integration at the workplace is the 'one-year work permit' system. A significant 84% (26 employers) believe that this termed work permit may act as a potential barrier to TCNs' workplace integration.

**iv. TCNs' Family and/or Association Membership**

Another possible but somewhat less significant barrier to TCNs' integration at the workplace, relates to whether the TCN worker has family members living in Malta or not. 74.2% (23 employers) believe that TCN workers with family members living in Malta may be able to integrate more at the Maltese workplace. On the other hand, some 19.4% (6 employers) do not see a correlation between these two factors.

There were mixed feelings on the part of Employers on whether TCNs involved in an ethnic and/or religious community in Malta better integrate at their workplace. 54.8% (17 employers) believe that there

is no correlation between the TCNs' workplace integration and their involvement in ethnic/religious communities in Malta. Conversely, 35.5% (11 employers) believe there is a correlation.

The 47 TCN workers who have their family (or part of) living in Malta, were asked whether having their family in Malta enabled them to integrate more at their workplace. An interesting 2 in 3 TCN workers (59.6% - 28 respondents) believe that having their family living in Malta enabled them to integrate more at their workplace. 1 in 5 TCN workers (19.1% - 9 respondents) do not believe that this fact enabled them to integrate more at the workplace. Another 1 in 5 TCNs believe that there is no correlation between the two.

#### v. TCNs' Seeking Advice from Association/Group

The TCN worker respondents were asked whether they ever encountered problems at their workplace and for which they had to seek advice from their association/group. A significant 2 in 3 TCNs (60% - 57 respondents) recalled that they never encountered problems at their workplace, whilst 1 in 3 TCNs (30.5% - 29 respondents) recalled that they did not need to seek advice from their association/group on such matters. Only 1 in 10 TCN workers (9.5% - 9 respondents) recalled that they had to resort to seeking advice from their association/group. These 9 respondents hailed from all 3 TCN cohorts.

### 3.13. TCNs' Salient Wish-Haves & Turn-Offs At their Place of Work

The TCN respondents were asked to indicate their salient 'wish-haves' and 'turn-offs' at their place of work. **Tables 20 and 21** below lists the salient wish-haves and turn-offs expressed by the TCN workers.

The three salient wish-haves suggested by the TCN respondents include 'a better wage' (94.7% - 90 respondents), 'greater flexibility at the workplace' (46.3% - 44 respondents) and 'more training opportunities' (34.7% - 33 respondents) (vide **Table 20** below).

The salient turn-offs expressed by the TCN respondents comprise 'their existing low wage' (86.3% - 82 respondents) and 'their lack of flexibility at their workplace' (60% - 57 respondents) (vide **Table 21** below).

**Table 20: TCNs' Wish-Haves - What TCN Workers would like to have MORE of at their Workplace**  
(multiple-response question)

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>95</b>	<b>21</b>	<b>14</b>	<b>60</b>
<b>A better wage</b>	<b>90</b> <b>94.7%</b>	16 76.2%	14 100.0%	60 100.0%
<b>More training</b>	<b>33</b> <b>34.7%</b>	11 52.4%	3 21.4%	19 31.7%
<b>Greater flexibility</b>	<b>44</b> <b>46.3%</b>	13 61.9%	4 28.6%	27 45.0%
<b>Less supervision/more autonomy</b>	<b>19</b> <b>20.0%</b>	5 23.8%	5 35.7%	9 15.0%
<b>A job promotion</b>	<b>9</b> <b>9.5%</b>	1 4.8%	3 21.4%	5 8.3%
<b>A safer environment/more protective clothing</b>	<b>17</b> <b>17.9%</b>	- -	4 28.6%	13 21.7%
<b>A longer break</b>	<b>19</b> <b>20.0%</b>	7 33.3%	2 14.3%	10 16.7%
<b>More respect from my employer</b>	<b>9</b> <b>9.5%</b>	- -	3 21.4%	6 10.0%
<b>Other</b>	<b>1</b> <b>1.1%</b>	1 4.8%	- -	- -
<b>I dont know</b>	- -	- -	- -	- -
<b>Refused</b>	- -	- -	- -	- -

**Table 21: TCNs' Turn-offs - What TCN Workers Would like to Have LESS of at their Workplace***(multiple-response question)*

Counts Break % Respondents	Total	ASIA	MENA	SSA
<b>Total</b>	<b>95</b>	<b>21</b>	<b>14</b>	<b>60</b>
<b>Low wage</b>	<b>82</b> <b>86.3%</b>	14 66.7%	11 78.6%	57 95.0%
<b>Lack of flexibility</b>	<b>57</b> <b>60.0%</b>	19 90.5%	5 35.7%	33 55.0%
<b>Dangerous job</b>	<b>13</b> <b>13.7%</b>	- -	5 35.7%	8 13.3%
<b>A dangerous environment</b>	<b>15</b> <b>15.8%</b>	- -	5 35.7%	10 16.7%
<b>Lack of respect from my employer</b>	<b>8</b> <b>8.4%</b>	- -	3 21.4%	5 8.3%
<b>Other</b>	- -	- -	- -	- -
<b>I dont know</b>	<b>1</b> <b>1.1%</b>	1 4.8%	- -	- -
<b>Refused</b>	- -	- -	- -	- -

These concerns were all voiced by the NGO, Employer Association and Trade Union Stakeholder participating in this Study. The stakeholders' concerns largely addressed on the low wages, at times lower than the minimum wage as set by law given to TCN workers. However the Employer Association interviewed observed that although there are employers in Malta who do exploit TCN workers by giving them low wages, making them work in precarious work conditions and do not equip them with the right health & safety protective gear, these do not account for a majority of employers. This was also confirmed by the NGO stakeholders. The latter recalled cases where the employers treated their TCN worker/s as a family member and invited the latter to live in their homes; cases where the Employers did everything in their power to 'regularise' the status of the TCNs working with them by speaking to government entities in question, to the Malta Emigrants Commission, etc; cases where the employers took their TCN workers abroad with them, together with the other Maltese employees, etc.

### 3.14. Difficulties Face by Employers of TCN Workers

The Employer respondents were asked to indicate the salient difficulties/ risks they currently face as employers of TCN workers. A high 84% (26 employers) expressed their concerns on the difficulties they face as employers of TCN workers. 3 employer respondents communicated that they do not face any risks specifically tied to employing TCN workers whilst 2 employer respondents gave a 'don't know' response.

Table 22 below depicts the difficulties/risks faced by employers of TCN workers in Malta. Worthy of noting is that these difficulties were voiced by employers hailing from different company sizes (i.e. micro-organisations, SMEs and large companies). The difficulties/risks currently faced by employers of TCN workers are primarily tied to:

- ETC's and other government departments' excessive delays and bureaucracy to address work permits and documentation relating to the recruitment of TCN workers.

- Employers need to renew their TCN workers' registration every three months, and present an updated police conduct certificate every time and other documentation. This process is too time-consuming and bureaucratic.
- The companies' cry to assistance to be allowed to operate on a level playing field and those operators working illegally and paying below minimum-wage wages are to be checked by the local authorities.
- 
- Some Heads of Department at ETC are not at all flexible and too bureaucratic.

**Table 22: Salient Difficulties faced by Employers of TCN workers**

#### **Manufacture**

- ♦ ETC must reconsider its procedures and significantly reduce its bureaucracy and unnecessary delays for companies and for issuing work permits. Due to these inefficiencies we are considering not employing more TCN workers.
- ♦ Excessive delays and bureaucracy for the issuing of work permits. Certain delays are unnecessary and no explanation is given to us by the Authorities.
- ♦ When a company employs a Maltese individual, he/she is registered once. When a company registers a TCN worker, the company needs to renew this registration every 3 months and this requires too much time from small companies. This is a waste of time and money for small companies.

#### **Construction**

- ♦ Companies must be allowed to operate on a level playing field and those who work illegally and offer below minimum-wage wages are to be penalized from participating in public tenders x 2.
- ♦ Some companies employing TCN workers not in regular employment and hence creating an unequal and unfair level playing field.
- ♦ ETC must reconsider its procedures and significantly reduce its bureaucracy and unnecessary delays for companies and for issuing work permits. As a result of this, as small employers, we prefer to operate in the black economy! ETC must revise its policies with regards to the high social benefits given to unemployed individuals registering for work x 2
- ♦ ETC procedure for renewals every 3 months take a long time and delays. They request a police conduct certificate every time.
- ♦ Work permits are very difficult to obtain and employers are tempted to withdraw from such schemes. Social benefits are too costly and the difference between social benefits and minimum wage is minimal so the State is encouraging individuals not to work and receive social benefits instead.
- ♦ We need TCN workers on a casual basis depending on work demands and seasonality.

#### **Import/ Retail**

- ♦ When a company employs a Maltese individual, he/she is registered once. When a company registers a TCN worker, the company needs to renew this registration every 3 months and this requires too much time from small companies. This is a waste of time and money for small companies x 3
- ♦ Excessive delays and bureaucracy for the issuing of work permits. Certain delays are unnecessary and no explanation is given to us by the Authorities.
- ♦ ETC and other government departments, i.e. the ID cards Office are too bureaucratic and inefficient. In 2014, we expect these public authorities to be more modernized, adopt digitized services to allow private companies to become more efficient and competitive!
- ♦ Too much bureaucracy and time-consuming paperwork! Our last experience was to recruit an Australian employee and ETC requested us to submit the MQRIC certification for her academic qualifications, all academic certificates and also a formal letter from the Australian Embassy acting as a reference on behalf of this person. ETC sent us all the documents back until we provide the Corporation with all the documentation requested. This is a huge time-consuming and bureaucratic procedure for Maltese companies and they will not bother going through the hassle of engaging TCN workers formally!

- ◆ We employ TCN workers who are also flexible and available to work on Sundays. Maltese workers refuse to work on Sundays.

#### **Hospitality**

- ◆ ETC should have a reference point and one person who deals with all issues related to work permits, i.e. offering a one-stop shop service to companies x 5
- ◆ ETC is very inefficient and the delays in issuing work permits and other related documents are unacceptable.
- ◆ Certain Heads of Department at ETC are not at all flexible and this inflexibility and bureaucracy on ETC's part is restricting Malta's private sector to continue growing.
- ◆ ETC must reduce all its bureaucracy and time-consuming procedures and strive to provide timely replies with regards to work permits. We are encountering great difficulties with ETC for us to recruiting TCNs as waiters, given that Maltese individuals have become too selective and do not want to work as waiters.

#### **Services**

- ◆ ETC is very inefficient and the delays in issuing work permits and other related documents are unacceptable x 6
- ◆ Certain Heads of Department at ETC are not at all flexible and too bureaucracy x 2
- ◆ ETC's inefficiencies and delays in issuing work permits are causing private companies with serious difficulties.
- ◆ ETC's inefficiencies and delays in issuing work permits are not acceptable! A case in point: We applied for TCN work permits in Oct 2013 and we are now in May 2014 and still waiting patiently for ETC to give us a reply on our application!! We believe that two months are sufficient to process a work permit application; a seven months delay is totally unacceptable!
- ◆ As private companies, we need to execute work and meet our contractual agreements with our clients. We cannot tolerate government departments taking exaggerated delays to issue the required paperwork related to the recruitment of TCN workers as this renders private companies inefficient and unable to meet their contractual agreements with clients.
- ◆ There is so much bureaucracy to employ a TCN workers, i.e. Visa documentation, medicate certificates, school background and academic qualification, etc. are required for each TCN individual employed! A police conduct certificate and other documentation papers are also required! Such red tape delays our recruitment process significantly.
- ◆ At times, Maltese individuals possessing a secondary level of education request a wage equivalent to that of a university graduate, who would have studied hard for 5 years at university. At times, we have no choice but to employ TCN workers.

### **3.15. Seeking Assistance from Public Authorities**

#### **TCN Workers' Awareness of Public Authorities**

The TCN worker respondents were asked to indicate whether they heard of the following four Public Authorities. These were the findings:

- 90.5% (86 respondents) have heard of the Employment & Training Corporation (ETC)
- 45.3% (43 respondents) have heard of the Occupational Health & Safety Authority (OHSA)
- 29.5% (28 respondents) have heard of the Department for Industrial & Employment Relations (DIER)
- 22.1% (21 respondents) have heard of the National Commission for the Promotion of Equality (NCPE).

#### **TCN Workers' Seeking Assistance from Public Authorities**

The TCN workers were asked which Government Authority/ies they would seek assistance from if they encounter problems at their workplace. 63.2% (60 respondents) proposed that they would speak to the Government Authorities and/or NGOs listed in Table 23 below.

A rather worrying 22.1% (21 respondents) stated that they would not know which Government Authority they would seek assistance from, the majority of these TCNs hail from SSA (18 respondents). 14.7% (14 respondents) would not seek assistance from any Government Authority. These TCNs hailed from MENA and SSA.

**Table 23: Government Authorities TCN Workers would seek Assistance From If There is a Problem at the Place of Work**

<p><b>ASIA</b></p> <ul style="list-style-type: none"> <li>◆ I would go to ETC x 5</li> <li>◆ I would go to the Labour Office or to the ETC x 2</li> <li>◆ I would go to the Filipino Workers Association x 2</li> <li>◆ First I would go to our Filipino Workers Association and then I go to ETC x 2</li> <li>◆ I would go to ETC or the Social Services Dept</li> <li>◆ I would go to the Ministry or to the ETC</li> <li>◆ I would go to my Manager or to the ETC</li> <li>◆ I would go to the Labour Office (DIER)</li> <li>◆ I would inform the Police</li> <li>◆ I would go to my Manager.</li> </ul>	<p><b>MENA</b></p> <ul style="list-style-type: none"> <li>◆ I would contact ETC x 5</li> <li>◆ I would go to my Manager at work.</li> </ul> <p><b>SSA</b></p> <ul style="list-style-type: none"> <li>◆ I would go to my Manager at work x 16</li> <li>◆ I would contact ETC x 8</li> <li>◆ I would inform the Police x 5</li> <li>◆ I would go the Social Services Dept</li> <li>◆ I would go to the Social Services Dept or the ETC</li> <li>◆ I would inform the Refugee Commissioner</li> <li>◆ I would inform a lawyer engaged in defending human rights</li> <li>◆ I would look for another job.</li> </ul>
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**Employers of TCN Workers' Seeking Assistance From Public Authorities**

Almost all Employer respondents (except one respondent) voiced their opinion that Government should draw up assistance programmes to assist employers who employ TCN workers. These Employers were also ask to give specific suggestions on some specific assistance programmes with Government should provide to employers of TCN workers.

Table 24 below depicts the suggestions and proposals put forth by the Employer respondents. Worthy of noting is that these suggestions/proposals emanated from employers hailing from different company sizes (i.e. micro-organisations, SMEs and large companies).

The salient assistance programmes proposed focus primarily on the following:

- The process of issuing of work permits by ETC should be made more efficient and less bureaucratic.
- ETC must shortlist applicants who are currently registering for work well before forwarding same to companies seeking to recruit individuals. This ETC's shortcoming is causing frustration, a waste of time and money for private sector employers seeking to employ workers.
- Government must control companies who employ TCNs on precarious conditions.
- Government should provide more assistance to local employers who genuinely work hard and who generate work and employment to Maltese and TCN workers.
- ETC/ Government must focus more on encouraging unemployed Maltese individuals and who are registering for work to find work and should remove all those registering for work and receiving unemployment benefits, who do not want to work!

**Table 24: Suggestions on specific assistance programmes which Government should provide to Employers of TCN workers**

**Manufacture**

- ◆ Government must control companies who employ TCNs on precarious conditions x 2.
- ◆ Increase the culture awareness by offering training programmes to TCNs on Maltese work standards, values, etc.
- ◆ Reduce social benefits in order for all Maltese individuals to work since we receive Maltese applicants from ETC but these Maltese individuals refuse to work!
- ◆ Government should assist all those registering for work irrespective of their nationality.

**Construction**

- ◆ Government should oblige Maltese, who are receiving social assistance benefits, to execute compulsory work. If they don't work, they should not receive these benefits!
- ◆ Companies should be encouraged to employ TCN workers.
- ◆ Government should be more helpful and lenient with those companies who genuinely want to generate work and employment.
- ◆ Government should reduce expenses on those employers who employ under 10 employees. To remain competitive and be able to compete with big companies, one needs to employ TCN workers to be able to reduce expenses. ETC sends us Maltese individuals who are currently registering for work but these do not want to work. ETC sends us these people and they are a complete waste of time and money for us as they do not want to work at all.
- ◆ ETC must provide a much better and efficient service in order to assist small companies like ours to employ the right people. Small companies like ours cannot dedicate so much time and paperwork on recruitment
- ◆ Government must help small, private companies with their 'labour cost' expenses and workers' rights
- ◆ Government entities should be a better and more efficient service and reduce unnecessary bureaucracy!
- ◆ Government should take a more active 'control' stance with companies, who employ workers below minimum wage and who do not pay national insurance contributions. There must be level playing among companies competing in the same sectors and Government should monitor this closely!

**Import/ Retail**

- ◆ Government should ensure that TCNs are included more in our society! No financial assistance should be given.
- ◆ Government could help companies who employ TCNs by offering them some tax credits as the bureaucracy and paperwork involved in employing TCNs is too much, when compared to employing Maltese individuals. We had to employ TCNs as the Maltese individuals (registering for work) sent to us by ETC did not want to execute the work we offered them!
- ◆ Government should assist companies in facilitating the process of issuing work permits for TCNs which at present is too long and too bureaucratic!
- ◆ Government could provide childcare subsidies to TCN workers as these workers pay taxes like Maltese people do. We encounter difficulties in recruiting sales assistants and this 'childcare subsidies to TCN workers' measure could help us employ TCN workers who are parents of young children.
- ◆ Government must focus on encouraging unemployed Maltese individuals and who are registering for work to find work. This will benefit Maltese tax payers in general and also reduce social benefits expenditure.
- ◆ Government should take the bull by its horns and address the issue relating to unemployed Maltese individuals registering for work but who, in reality, are not interested to work and hence reduce social benefits! Government should not distinguish between TCN and Maltese workers. Social benefits costs are increasing and this money should be used better by investing it in the economy to boost economic activity.
- ◆ Government must reduce unnecessary bureaucracy across all its entities.
- ◆ Government must put more emphasis on checking the black economy to allow companies to compete at a level playing field!

**Hospitality**

- ◆ ETC have so much bureaucracy and no delays are unreasonable x 3.
- ◆ Less bureaucracy from certain government departments and lack of flexibility from their head of departments.



We do not consider to keep employing TCN workers in future due to our past experiences with government departments.

- ◆ Government should encourage private companies to employ TCN workers and unemployed Maltese individuals registering for work so that the money currently used for social benefits will be used to assist companies to employ these individuals and hence will be used more effectively.
- ◆ The process of issuing of work permits should be made more efficient and less bureaucratic.

#### **Services**

- ◆ ETC have so much bureaucracy and no delays are unreasonable x 3.
- ◆ ETC should be more sensitive and user-friendly, while reduce the unnecessary bureaucracy! Companies have to wait for many months to obtain the TCN workers' work permits. This is not acceptable!
- ◆ Assist TCN workers socially in order to improve their housing conditions and to adapt to Maltese norms.
- ◆ We employed a TCN worker as a live-in worker. We have saved the Maltese government a lot of money since we did not put our mother in a residential home or hospital. Government should give some financial assistance to families like ours, e.g. via tax credit and other ways. We still work to earn a living and pay our taxes!
- ◆ Government must give incentives to companies employing these people as more paperwork is involved.
- ◆ Government should address those registering for work and remove all those who do not want to work! Government should introduce a timeframe concept for govt departments and these must commit themselves to issue work permits for TCN workers within a specified time frame. A more professional business approach is desperately needed at ETC and other government departments.

### **3.16. The Need for an Integration Policy**

The Employer respondents were asked whether existing policies/ systems in Malta are adequately structured for TCNs working in Malta or not. Some 2 in 3 Employers (65.5% - 31 employers) believe that these policies/ systems are adequately structures for all workers, whilst 1 in 3 do not agree that existing policies/ systems are adequate (35.5% - 11 employers).

Moreover, although the majority of the employers did emphasise the importance of the enhancement of existing assistance programmes and the introduction of new assistance programmes which Government should provide local employers of TCN workers, the good majority of these employers (84% - 26 employers) do not believe that there is a new for a specific integration policy related to TCNs at the place of work in Malta.

The 5 Employer respondents (16%) who do believe that there is a need for an integration policy, proposed the following suggestions towards the effective development of an integration policy in Malta, depicted in Table 25 below. These suggestions were made by employers hailing from the manufacture, construction and import/retail sectors.

**Table 25: Employers' Suggestions towards the Effective Development of an Integration policy in Malta**

#### **Manufacture**

- ◆ To consider the preparation of the TCN workers to the world of work - not only language but also acceptable norms/ understanding of Maltese culture. Preparation of 'champions' for TCNs at the workplace.

#### **Construction**

- ◆ Better integration policy and better regulations to control employers who may abuse TCN workers in terms of lower wages, inappropriate health & safety and other conditions of employment x 2

***Import/ Retail***

- ◆ An online working permit system would alleviate companies problems with ETC.
- ◆ A better integration policy involving the rights and responsibilities of all parties/ stakeholders involved, including trade unions and employers.

#### 4. A NEW INTEGRATION POLICY IN MALTA - STAKEHOLDERS' RECOMMENDATIONS

At the close of the qualitative research fieldwork, DIER organised a focused conference in Malta which was held on 21 May 2014. At this conference various stakeholders representing local employers' associations, trade unions and NGOs with an interest in TCNs and employment issues in Malta were invited to attend to voice their opinions on whether there is a need for the development of an integration policy in Malta and to propose recommendations on same. The salient stakeholder perceptions and recommendations comprised the following:

- Integration is a two-way process. Maltese nationals must be informed not only of their rights but also of their obligations and TCNs living and working in Malta must also be aware of their own rights and obligations. The development of a new integration policy calls for a creative and innovative process and for all parties involved to firmly believe that TCNs may contribute towards Malta's economic growth.
- An NGO stakeholder observed that to date, there is no formal integration policy in Malta however there have been some very good individual projects/ initiatives launched by different groups/ organisations in Malta. For example, as early as 2007, SOS Malta had launched an 'TCN integration' project. At the time, the term 'integration' was still 'taboo'. Since then, much has been done but now there is a dire need for the development of a formal integration policy.
- There is already evidence that local employers currently employ TCNs to enhance trade information channels with other countries so as to capitalise on business development opportunities with such countries. To enhance further this business development potential, the new integration policy must address the importance of TCN training and education, together with facilitating bureaucratic procedures and law enforcement.
- In the process of developing a new integration policy, one must first address Maltese society's perceptions of TCNs, which to date is still largely negative. Maltese society must learn to accept cultural change and also understand that it is also healthy to have a multicultural, balanced society. Local authorities together with the social partners and relevant stakeholders must strive to produce more proactive labour market strategies. Moreover, apart from labour-related strategies, the strategy must also cater for TCNs' integration in society. This includes also facilitating family reunions, which is a must because TCNs need stability. Another area to consider is improved education opportunities for TCNs living and working in Malta.
- The rule of law is equal to all. We hear and read a lot about discrimination incidents. The response to this is to immediately clamp down, protect, give security and rights and legislate where possible.
- An employers' association stakeholder observed that local SMEs need the support of Government. It is difficult for SMEs to take on all the burden when employing TCNs, so a new integration policy must also cater for new TCN employment schemes, e.g. on-the-job training, work exposure, etc. Employers' difficulties related to having TCNs' qualifications recognised must also be addressed. However, having said this, the new integration policy must also include clear obligations for employers and SMEs.
- At present, in Malta there is not much integration. It will be a long and difficult journey, however, there are some guidelines which one may follow which may lead to integration. Such guidelines include: anti-discrimination, labour market mobility, family reunions, education, political participation (which we are very far away from), long term residence permit and access to nationality.
- An NGO stakeholder claimed that, based on his experience, there is a distinct difference between TCN integration and TCN inclusion, however these terms are often [erroneously](#) used [interchangeably](#).

'Integration', as opposed to 'inclusion', is including TCNs and giving them a voice. TCNs need to be motivated so that they understand that there is more to work than just earning money... it gives them dignity and a feeling that they are contributing towards the country's economy. So there is a dire need for an integration policy in Malta. Much has been discussed but little has been done to date. There is the need to be creative and act immediately, otherwise, the situation will go from bad to worse. Local media should also give their contribution.

- In the development of an integration policy, the various players have a role to play: local media should have a major role to play. At present, TCNs are not given any exposure on Maltese media. Moreover, local councils have an essential role to play – they must make an effort to integrate TCNs in local activities and festivities. Malta's structural funds/ operational programmes should also make a big difference. The European social fund should be a key stakeholder in progressing towards mobility and towards TCNs contributing to the country's economy.
- A local trade union stakeholder observed that the success of an integration policy will depend on the participation and goodwill of all parties involved. The long-term residence permit gives stability to the TCN and his/her family. However TCN integration is more than this. An integration policy should be more innovative than a mere inclusion process. We must go further, legislate where and when possible. 'Family reunions' also contribute towards this TCN integration.
- An employers' association stakeholder observed the importance for Malta to have a more 'efficient' bureaucracy which understands and appreciates the needs of TCNs. The effective implementation of an integration policy is of the essence. At present, the TCN employment situation in Malta is 'chaotic', to say the least. It is not even safe for employers who employ TCNs illegally. The integration policy must cater for a one-stop shop where the system will regularize all.
- An NGO stakeholder suggested that the way forward for enhanced TCN integration at the workplace may be found in the setting up of co-operatives. By way of co-operatives, TCNs and Maltese workers may work in small groups, hence may express themselves much better and may also share their respective traditions. Another NGO stakeholder observed that in Malta we do not have enough social enterprises. We have a strong co-operative law but we do not have legal framework for social enterprise – this is one way forward.
- All stakeholder speakers present at the conference agreed that further qualitative and quantitative research is required because initial research has shown that the circumstances of the various TCN cohorts working in Malta are very different, hence more in-depth research is required to explore and assess the needs and situation of these individual TCN cohorts living and working in Malta.