

# **WAO ANNUAL STATISTICS 2002**

**Refuge services**  
**Face-to-face counselling**  
**Telephone counselling**

Prepared by:  
Amalie Lyhne Larsen and Jessie Ang

Assisted by:  
Nazlina Abd Ghani, Shoba Aiyar, Chong See Mun and Normah Mohd Noor

Women's Aid Organisation (WAO)  
P.O. Box 493, Jalan Sultan  
46760 Petaling Jaya  
Selangor, Malaysia  
Tel: 603-79563488  
Fax: 603-79563237  
E-mail: [wao@po.jaring.my](mailto:wao@po.jaring.my)

No part of this document should be copied, reproduced, adapted, stored in a retrieval system or transmitted in any form without the prior permission from WAO.

## TABLE OF CONTENTS

OUR SERVICES THROUGH THE YEARS.....	4
<b>SHELTER/REFUGE</b>	
<i>A. GENERAL INFORMATION</i>	
1. Reasons for seeking shelter.....	5
2. Number of children.....	5
3. Number of visits.....	6
4. Sources of awareness.....	6
5. Length of stay.....	6
6. Residence.....	7
7. Age.....	7
8. Nationality.....	7
9. Marital status.....	8
10. Length of the relationship.....	8
11. Educational level.....	9
12. Occupation.....	9
13. Income.....	10
<i>B. INFORMATION ON DOMESTIC VIOLENCE</i>	
<i>a) INFORMATION ON THE ABUSE</i>	
1. Types of abuse.....	11
2. Types of physical abuse.....	11
3. Length of time in abusive situation.....	11
4. Frequency of the abuse.....	12
5. Number of times women tried to leave the abusive situation.....	12
<i>b) INFORMATION ON THE PERPETRATORS</i>	
6. Relationship to the residents.....	13
7. Age.....	13
8. Nationality.....	13
9. Educational level.....	14
10. Occupation.....	14
11. Income.....	14
12. Triggering factors.....	15
13. Criminal record.....	15
14. Interim Protection Order (IPO).....	15
<i>c) OUTCOMES</i>	
15. Status of the women at the end of 2002.....	16
16. Reasons cited for returning home.....	17
17. Types of accommodation.....	17
18. Occupation.....	17

## **C. MIGRANT DOMESTIC WORKER ABUSE**

### **a) INFORMATION ON THE ABUSE**

- 1. Types of abuse..... 19
- 2. Frequency of the abuse..... 19

### **b) INFORMATION ON THE PERPETRATORS**

- 3. Age..... 20
- 4. Ethnicity..... 20
- 5. Occupation..... 20

### **c) OUTCOMES**

- 6. Status of the MDW at the end of 2002..... 21

## **FACE-TO-FACE COUNSELLING**

### **A. GENERAL INFORMATION**

- 1. Problems faced..... 22
- 2. Other problems faced..... 22
- 3. Needs of the clients..... 23
- 4. Sources of awareness..... 23
- 5. Residence..... 23
- 6. Age..... 23
- 7. Nationality..... 24
- 8. Marital status..... 24
- 9. Occupation..... 24

### **B. INFORMATION ON DOMESTIC VIOLENCE**

#### **a) INFORMATION ON THE ABUSE**

- 1. Types of abuse..... 25
- 2. Length of time in abusive situation..... 26

#### **b) INFORMATION ON THE PERPETRATORS**

- 3. Relationship to the clients..... 26
- 4. Length of the relationship with the perpetrators..... 26
- 5. Occupation..... 27
- 6. Nationality..... 27

## **TELEPHONE COUNSELLING**

### **A. GENERAL INFORMATION**

- 1. Reasons for the call..... 28
- 2. Sources of awareness..... 29
- 3. Who are the callers?..... 29
- 4. Residence..... 30
- 5. Nationality..... 30
- 6. Age..... 31
- 7. Occupation..... 31
- 8. Needs of the callers..... 31

## *B. INFORMATION ON THE CALLS FOR DOMESTIC VIOLENCE*

### **a) INFORMATION ON THE ABUSE**

1. Types of abuse.....	32
------------------------	----

### **b) INFORMATION ON THE PERPETRATORS**

2. Relationship to the clients.....	32
-------------------------------------	----

## WAO STATISTICS 2002

### OUR SERVICES THROUGH THE YEARS

Number of women who utilized WAO's services in 2002:

Shelter/Refuge: 122

Face-to-face counseling 87

Telephone counselling: 1478

WAO figures since September 1982

Year	Shelter/Refuge	Face-to-face	Telephone
1982-83	57	n/a	200
1984	129	n/a	369
1985	53	n/a	592
1986	50	n/a	843
1987	61	30	822
1988	83	79	641
1989	90	114	1403
1990	75	109	1512
1991	74	80	1857
1992	62	74	2462
1993	91	84	1321
1994	97	91	1358
1995	88	57	1428
1996	98	52	1800
1997	109	52	1150
1998	101	50	1241
1999	120	52	1120
2000	105	44	981
2001	115	95	1063
2002	122	87	1478
<b>Total</b>	<b>1780</b>	<b>1150</b>	<b>23,641</b>

## WAO STATISTICS 2002

### SHELTER / REFUGE

#### A. GENERAL INFORMATION

122 women were given shelter in 2002.

##### 1. Reasons for seeking shelter

\* While women seek refuge primarily because of domestic violence (62%), WAO also offers shelter to women who are faced with other problems and are in need of refuge.

Reason for seeking shelter	Number	Percentage
Domestic violence	75	61.5
Single mother problems	10	8.2
Housing problems	7	5.7
Migrant domestic worker problems	15	12.3
Incest	1	0.8
Rape	1	0.8
Family problems	4	3.3
Problems with employer	2	1.6
Trafficked	3	2.5
Sexual harassment	1	0.8
Depression	1	0.8
Refugee	2	1.6
<b>Total</b>	<b>122</b>	<b>100.0</b>

##### 2. Number of children

\* Women seeking refuge sometimes bring their children with them but most often they will leave behind some of their children to be taken care of by other members of the family. So even though the women had a total of at least 220 children, only 116 were brought to the shelter.

\* Even though almost three-quarters of the women coming for shelter had children, more than half of them (57%) did not bring any children with them to WAO. Most of the women who bring children with them, bring only one (16%) or two (13%).

Children at WAO	Number	Percentage
None	69	56.6
1 child	20	16.4
2 children	16	13.1
3 children	9	7.4
4 children	4	3.3
5 children	3	2.5
6 children	1	0.8
<b>Total</b>	<b>122</b>	<b>100.0</b>

### 3. Number of visits

\* The vast majority of the residents in 2002 were new clients (82%) while 21 women (18%) had been residents in previous years. Four of the residents sought shelter WAO for the third or fourth time. Some residents came more than once in the same year.

\* Fifteen of the 22 ex-residents coming once again for shelter were victims-survivors of domestic violence. The others had housing problems (2), had problems with employer (3), one had family problems and one suffered from depression.

Number of visits to WAO	Number	Percentage
First	100	82.0
Second	18	14.8
Third	3	2.5
Fourth	1	0.8
<b>Total</b>	<b>122</b>	<b>100.0</b>

### 4. Sources of awareness

\* The major sources of awareness are: media, women themselves (ex-residents), NGOs, friends and police.

\* There is a big increase this year in media being the source of awareness, from 6% last year to 18% this year.

Source of awareness	Number	Percentage	Valid Percentage
NGOs	18	14.8	15.0
Welfare	5	4.1	4.2
Hospitals/One-stop Centre	6	4.9	5.0
Police	13	10.7	10.8
Media	21	17.2	17.5
Self (ex-resident)	20	16.4	16.7
Other ex-residents	3	2.5	2.5
Relatives	5	4.1	4.2
Friends	17	13.9	14.2
Religious institution	7	5.7	5.8
Other	5	4.1	4.2
<b>Total</b>	<b>120</b>	<b>98.4</b>	<b>100.0</b>
Not available	2	1.6	
<b>Total</b>	<b>122</b>	<b>100.0</b>	

### 5. Length of stay

\* Twenty-six percent of the residents stayed at the shelter for less than a week compared to 22% last year. Nearly half (47%) of the residents stayed for at least a month. There are no major changes in the residents' length of stay in 2002 compared to 2001. However, there is a slight increase in the percentage of residents staying for less than two weeks (44% compared to 37% last year).

Length of stay	Number	Percentage
Less than a week	32	26.2
1 to 2 weeks	22	18.0
2 to 3 weeks	11	9.0
1 to 2 months	24	19.7
2 to 3 months	13	10.7
More than 3 months	20	16.4
<b>Total</b>	<b>122</b>	<b>100.0</b>

#### 6. Residence

\* Most of the residents (83%) came from either Selangor (62%) or Wilayah Persekutan - Kuala Lumpur (21%).

State	Number	Percentage
Wilayah Persekutan	26	21.3
Selangor	75	61.5
Johor	2	1.6
Perak	3	2.5
Negeri Sembilan	2	1.6
Kelatan	1	0.8
Pahang	4	3.3
Kedah	3	2.5
Melaka	4	3.3
Penang	1	0.8
Sabah	1	0.8
<b>Total</b>	<b>122</b>	<b>100.0</b>

#### 7. Age

\* The residents were mostly in their 20s (42%) or 30s (33%).

Age	Number	Percentage
Less than 20 years old	17	13.9
20 to 29	51	41.8
30 to 39	40	32.8
40 to 49	11	9.0
50 years old and over	3	2.5
<b>Total</b>	<b>122</b>	<b>100.0</b>

#### 8. Nationality

\* More than three-quarters of the residents were Malaysian (80%). The others were foreigners from Indonesia, Thailand, Philipines, India, Iraq, Cambodia and Australia.



<b>Nationality</b>	<b>Number</b>	<b>Percentage</b>
Malaysian	97	79.5
Indonesian	18	14.8
Thai	1	0.8
Filipina	1	0.8
Indian	1	0.8
Iraqi	2	1.6
Cambodian	1	0.8
Australian	1	0.8
<b>Total</b>	<b>122</b>	<b>100.0</b>

\* The 97 Malaysian women were mostly Indian (55%) and Malay (31%).

<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>
Malay	30	30.9
Chinese	12	12.4
Indian	53	54.6
Others	2	2.1
<b>Total</b>	<b>97</b>	<b>100.0</b>

#### **9. Marital status**

\* Half of the residents were legally married (50%), and 27 % of them were single. Twelve percent were divorced or separated, and only 7% were married through customary rites.

<b>Marital status</b>	<b>Number</b>	<b>Percentage</b>
Single	33	27.0
Legally married	61	50.0
Married through customary rites	8	6.6
Living together	4	3.3
Divorced	8	6.6
Separated	7	5.7
Widowed	1	0.8
<b>Total</b>	<b>122</b>	<b>100.0</b>

#### **10. Length of the relationship**

\* For the 80 women who were either married, living together or separated, the length of the relationship is shown here. The majority of the women ( 63%) had been in a relationship for 1 to 10 years.

Length	Number	Percentage	Valid Percentage
Less than 1 year	2	1.6	2.5
1 to 5 years	25	20.5	31.3
6 to 10 years	25	20.5	31.3
11 to 15 years	17	13.9	21.3
16 to 20 years	6	4.9	7.5
21 to 25 years	3	2.5	3.8
More than 25 years	2	1.6	2.5
<b>Total</b>	<b>80</b>	<b>65.6</b>	<b>100</b>
Not available	2	1.6	
Not married/cohabiting/seperated	40	32.8	
<b>Total</b>	<b>122</b>	<b>100.0</b>	

### 11. Educational level

\* Almost all of the residents had at least primary education (95%). Thirty-six percent had achieved SPM and 15% had post-secondary education.

Education level	Number	Percentage	Valid Percentage
None	5	4.1	4.5
Primary	31	25.4	28.2
SRP	19	15.6	17.3
SPM	39	32.0	35.5
Diploma/Form 6	9	7.4	8.2
Degree	7	5.7	6.4
<b>Total</b>	<b>110</b>	<b>90.2</b>	<b>100.0</b>
Not available	12	9.8	
<b>Total</b>	<b>122</b>	<b>100.0</b>	

### 12. Occupation

\* Forty-five percent of the residents were not employed, some of them being homemakers and others being unable to find a job.

\* The others were mostly employed as general workers/cleaners (13%), were self-employed (8%) or were clerical workers (8%).

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Unemployed	35	28.7	29.4
Homemaker	19	15.6	16.0
Factory/production worker	6	4.9	5.0
Cleaner/General worker	16	13.1	13.4
Professional worker	4	3.3	3.4
Technical worker	2	1.6	1.7
Self-employed/Business	10	8.2	8.4
Administrator/Manager	3	2.5	2.5
Student	3	2.5	2.5
Clerical worker	10	8.2	8.4
Sales worker	3	2.5	2.5
Services worker	8	6.6	6.7
<b>Total</b>	<b>119</b>	<b>97.5</b>	<b>100.0</b>
Not available	3	2.5	
<b>Total</b>	<b>122</b>	<b>100.0</b>	

### 13. Income

\* Forty-eight percent of the residents did not have any income; 12% had an income between RM 200 and RM 399 while 17% had an income above RM 1000.

<b>Income</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
None*	58	47.5	47.9
RM 200 - 399	14	11.5	11.6
RM 400 - 599	8	6.6	6.6
RM 600 - 799	11	9.0	9.1
RM 800 - 999	10	8.2	8.3
> RM 1,000	20	16.4	16.5
<b>Total</b>	<b>121</b>	<b>99.2</b>	<b>100.0</b>
Not available	1	0.8	
<b>Total</b>	<b>122</b>	<b>100.0</b>	

\* 53 women were not employed and three were students.

## B. INFORMATION ON DOMESTIC VIOLENCE

### a) INFORMATION ON THE ABUSE

Out of 122 women, 75 were victims-survivors of domestic violence (62%).

#### 1. Types of abuse (multiple answers)

\* The most frequent type of abuse are physical (93%) and psychological (88%). More than half of the women were socially abused, almost half were financially abused and 25% were sexually abused.

Type of abuse	Number	Percentage
Physical	70	93.3
Psychological	66	88.0
Social	40	53.3
Financial	36	48.0
Sexual	19	25.3

#### 2. Types of physical abuse (multiple answers)

\* Beating with hands and kicking is the kind of physical abuse that occurs in almost all the cases (92%). A large proportion of the physical abuse also involves beating with objects (35%) or throwing objects (35%).

Description	Number	Percentage
Beating with hands and kicking	69	92.0
Beating with objects	26	34.7
Throwing objects	26	34.7
Hitting against wall/thrown on floor	16	21.3
Assault with knife	13	17.3
Scalding/burning	3	4.0
Other	6	8.0

#### 3. Length of time in abusive situation

\* For the vast majority of women (64%), the abuse started before or within the first year of their relationship with the abuser.

First violent incident	Number	Percentage	Valid Percentage
Before marriage	10	13.3	14.9
Within the first year	33	44.0	49.3
Within the second year	6	8.0	9.0
Within the third year	3	4.0	4.5
Within the fifth year	5	6.7	7.5
After the fifth year	10	13.3	14.9
<b>Total</b>	<b>67</b>	<b>89.3</b>	<b>100.0</b>
Abuser other than husband	8	10.7	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

\* Almost half (41%) of the women had been in the abusive situation between 1 to 5 years and 35% between 6 to 10 years. Three of the residents had been in the abusive situation for more than 20 years.

Length of time	Number	Percentage	Valid Percentage
Less than 1 year	7	9.3	9.5
1 to 5 years	30	40.0	40.5
6 to 10 years	26	34.7	35.1
11 to 15 years	5	6.7	6.8
16 to 20 years	3	4.0	4.1
More than 20 years	3	4.0	4.1
<b>Total</b>	<b>74</b>	<b>98.7</b>	<b>100.0</b>
Not available	1	1.3	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

#### 4. Frequency of the abuse

Frequency	Number	Percentage	Valid Percentage
Daily	13	17.3	18.1
4 to 5 times a week	11	14.7	15.3
2 to 3 times a week	18	24.0	25.0
Once a week	10	13.3	13.9
Once fortnight	4	5.3	5.6
Once a month	2	2.7	2.8
Only once/twice	2	2.7	2.8
Unpredictable	12	16.0	16.7
<b>Total</b>	<b>72</b>	<b>96.0</b>	<b>100.0</b>
Not available	3	4.0	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

#### 5. Number of times women tried to leave the abusive situation

\* 51 of the women (68%) had made at least one previous attempt to leave the abusive situation.

\* Of these 51 women, 24% had tried only once before while 26% had tried to leave 5 times or more.

How many times	Number	Percent	Valid Percentage
Once	12	16.0	23.5
Twice	12	16.0	23.5
Three times	11	14.7	21.6
Four times	3	4.0	5.9
Five times or more	13	17.3	25.5
<b>Total</b>	<b>51</b>	<b>68.0</b>	<b>100.0</b>
Never left before	19	25.3	
Not available	5	6.7	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

## b) INFORMATION ON THE PERPETRATORS

The following information on the perpetrators reinforces the understanding that batterers come from all classes, races and professions.

### 6. Relationship to the residents

\* 84% of the perpetrators were husbands or ex-husbands.

Relationship	Number	Percent	Valid Percentage
Husband/ex-husband	62	82.7	83.8
Parents	3	4.0	4.1
Boyfriend/ex-boyfriend	2	2.7	2.7
Cohabitee	3	4.0	4.1
Other	1	1.3	1.4
Brother	1	1.3	1.4
Male in-laws	2	2.7	2.7
<b>Total</b>	<b>74</b>	<b>98.7</b>	<b>100.0</b>
Not available	1	1.3	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

### 7. Age

\* The perpetrators were mostly in their 30s (47%).

Age	Number	Percentage	Valid Percentage
Less than 20 years old	1	1.3	1.4
20 to 29	13	17.3	18.1
30 to 39	34	45.3	47.2
40 to 49	16	21.3	22.2
50 years old and over	8	10.7	11.1
<b>Total</b>	<b>72</b>	<b>96.0</b>	<b>100.0</b>
Not available	3	4.0	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

### 8. Nationality

Almost all perpetrators in 2002 were Malaysian (99%). The ethnic groups are represented as follows: Indian (66%), Malay (19%), Chinese (14%) and one Bangladeshi.

Nationality	Number	Percentage	Valid Percentage
Malaysian	73	97.3	98.6
Australian	1	1.3	1.4
<b>Total</b>	<b>74</b>	<b>98.7</b>	<b>100.0</b>
Not available	1	1.3	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Malay	14	18.7	19.2
Chinese	10	13.3	13.7
Indian	48	64.0	65.8
Bangladeshi	1	1.3	1.4
<b>Total</b>	<b>73</b>	<b>97.3</b>	<b>100.0</b>
Not available	2	2.7	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

#### **9. Educational level**

\* 27% of the perpetrators have only primary or no education at all, while 25% have reached SPM level and 22% have post-secondary education.

<b>Education level</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
None	2	2.7	3.3
Primary	14	18.7	23.3
SRP	16	21.3	26.7
SPM	15	20.0	25.0
Diploma/Form 6	8	10.7	13.3
Degree	4	5.3	6.7
Post graduate	1	1.3	1.7
<b>Total</b>	<b>60</b>	<b>80.0</b>	<b>100.0</b>
Not available	15	20.0	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

#### **10. Occupation**

\* Only 14% were unemployed. Most of the perpetrators were either general workers (25%) or self-employed (24%).

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Unemployed	10	13.3	13.9
Homemaker	1	1.3	1.4
Factory/Production worker	4	5.3	5.6
Cleaner/General worker	18	24.0	25.0
Professional	5	6.7	6.9
Technical worker	9	12.0	12.5
Self-employed/Business	17	22.7	23.6
Administrator/Manager	1	1.3	1.4
Clerical worker	1	1.3	1.4
Sales	3	4.0	4.2
Services worker	3	4.0	4.2
<b>Total</b>	<b>72</b>	<b>96.0</b>	<b>100.0</b>
Not available	3	4.0	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

#### **11. Income**

\* The majority of the perpetrators (59%) had an income of at least RM 1000.

Income	Number	Percentage	Valid Percentage
None	9	12.0	15.5
RM 200 - 399	3	4.0	5.2
RM 400 - 599	1	1.3	1.7
RM 600 - 799	2	2.7	3.4
RM 800 - 999	9	12.0	15.5
> RM 1,000	34	45.3	58.6
<b>Total</b>	<b>58</b>	<b>77.3</b>	<b>100.0</b>
Not available	17	22.7	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

#### 12. Triggering factors (multiple answers)

\* Jealousy (41%) and suspicion (39%) on the part of the perpetrator seemed to be the major triggering factors. Other factors were financial problems (32%), alcohol (31%) and the men's extra-marital affair(s) (28%). However, 18 women said that the beatings start for no reason at all.

Triggering factor	Number	Percentage
No reason	18	24.0
Jealousy	31	41.3
Suspicion	29	38.7
Financial problems	24	32.0
Alcohol	23	30.7
Extra-marital affair(s)	21	28.0
Work-related stress	10	13.3
In-laws interference	10	13.3
Sexual	7	9.3
Drugs	6	8.0
Gambling	6	8.0
Child-related problems	5	6.7
Other	15	20.0

#### 13. Criminal record

\* Twenty-two percent of the perpetrators had a criminal record for crimes other than domestic violence.

Past conviction	Number	Percentage	Valid Percentage
Yes	15	20.0	22.4
No	52	69.3	77.6
<b>Total</b>	<b>67</b>	<b>89.3</b>	<b>100.0</b>
Not available	8	10.7	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

#### 14. Domestic Violence Act: Interim Protection Order (IPO)

\* WAO's social workers and law reform officers helped 44% of the victim-survivors of domestic violence to get an IPO.



Help getting IPO	Number	Percentage	Valid Percentage
Yes	31	41.3	44.3
No	39	52.0	55.7
<b>Total</b>	<b>70</b>	<b>93.3</b>	<b>100.0</b>
Not available	5	6.7	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

Have an IPO	Number	Percentage	Valid Percentage
Yes	26	34.7	57.8
No	19	25.3	42.2
<b>Total</b>	<b>45</b>	<b>60.0</b>	<b>100.0</b>
Did not ask for one while at WAO	30	40.0	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

\* In 43% of the cases the perpetrators violated the IPO.

IPO Violation	Number	Percentage	Valid Percentage
Yes	9	12.0	42.9
No	12	16.0	57.1
<b>Total</b>	<b>21</b>	<b>28.0</b>	<b>100.0</b>
Not available	5	6.7	
Do not have an IPO	49	65.3	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

### c) OUTCOMES

\* The women come to the shelter as a temporary solution to get some rest, some time to evaluate their situation and get back on their feet. Some will assure a secure alternative for themselves and their children, others decide to go back to live with the perpetrator. We now take a look at the status of the victim-survivors of domestic violence at the end of 2002.

#### 15. Status of the women at the end of 2002

\* 64% of the women were living independently; 23% of the women went back to live with the perpetrator; 7% returned to own home; 4% left the country to stay in their country of origin while one woman was still at WAO at the end of the year.

Status	Number	Percentage	Valid Percentage
Still at WAO	1	1.3	1.4
Went back to abusive situation	16	21.3	22.9
Living independently	45	60.0	64.3
Left for another centre	0	0.0	0.0
Left the country to country of origin	3	4.0	4.3
Returned to own home	5	6.7	7.1
<b>Total</b>	<b>70</b>	<b>93.3</b>	<b>100.0</b>
Not available	5	6.7	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

#### 16. Reasons cited for going back to an abusive situation (multiple answers)

\* 16 women left the shelter to continue the relationship with their former abuser. Eighty-one percent of them said they wanted to give their husbands another chance; half of the women said their husband had agreed to change and stop the abuse while 44% went back to the abusive situation due to financial reasons. Unfortunately, WAO is unable to monitor once the women return to an abusive situation.

Reason	Number	Percentage
Give husband another chance	13	81.3
Children's schooling	8	50.0
Financial reasons	7	43.8
Husbands agreed to change	6	37.5
Under threat from husband	3	18.8
Illness in family	1	6.3
Other reasons	3	18.8

↓  
former

#### 17. Type of accommodation

\* 60 women are now living independently, mostly staying with family/relatives (45%) or in a rented or owned apartment or house (30%).

Accommodation	Number	Percentage	Valid Percentage
Renting house/room, own home	18	24.0	30.0
With family/relatives	27	36.0	45.0
With friends	9	12.0	15.0
In a registered home	1	1.3	1.7
Provided by employer	4	5.3	6.7
Other	1	1.3	1.7
<b>Total</b>	<b>60</b>	<b>80.0</b>	<b>100.0</b>
Not applicable	15	20.0	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

#### 18. Occupation

\* 52% (39) of all ex-residents who were victim-survivors of domestic violence are now working, mostly as cleaners/general workers (33%), as clerical workers (21%) or are self-employed (13%).

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Factory/production worker	3	4.0	7.7
Cleaner/General worker	13	17.3	33.3
Professional	3	4.0	7.7
Technical worker	2	2.7	5.1
Self-employed/Business	5	6.7	12.8
Administrator/Manager	2	2.7	5.1
Clerical worker	8	10.7	20.5
Sales	1	1.3	2.6
Services worker	2	2.7	5.1
<b>Total</b>	<b>39</b>	<b>52.0</b>	<b>100.0</b>
Not available	2	2.7	
Not working	34	45.3	
<b>Total</b>	<b>75</b>	<b>100.0</b>	

## C. MIGRANT DOMESTIC WORKERS ABUSE

### a) INFORMATION

- \* Fifteen residents were Migrant Domestic Workers who were victims of abuse. These workers all came from Indonesia.
- \* Most were referred to WAO by the police or by friends, but some were made aware of WAO by NGOs or others.
- \* Two of them had sought shelter at WAO before; for the other 13 it was their first visit to WAO.
- \* Seven of them stayed less than a week, 2 stayed 1 to 2 weeks, 1 stayed between 1 to 2 months and 5 stayed more than 3 months.

#### 1. Types of abuse (multiple answers)

- \* Physical and psychological abuse were the most frequent types of abuse. Most of the situations of physical abuse involved beating with hands and feet, and in one case the victim were beaten with an object.

Type	Number	Percentage
Physical	8	53.3
Psychological	8	53.3
Social	7	46.7
Sexual	2	13.3
Financial	2	13.3

Physical violence	Number	Percentage
Beating with hands and kicking	7	87.5
Beating with objects	1	12.5
Other	2	25.0

#### 2. Frequency of the abuse

- \* In 2 of the cases the abuse occurred daily; in another 2 cases the abuse happened 2 to 3 times a week, in yet another 2 cases, the abuse only occurred once or twice, while in the last 2 cases, the frequency of the abuse was unpredictable.

Frequency	Number	Percentage	Valid Percentage
Daily	2	13.3	25.0
4 to 5 times a week	0	0.0	0.0
2 to 3 times a week	2	13.3	25.0
Once a week	0	0.0	0.0
Once fortnight	0	0.0	0.0
Once a month	0	0.0	0.0
Only once/twice	2	13.3	25.0
Unpredictable	2	13.3	25.0
Total	8	53.3	100.0
Not available	7	46.7	
Total	15	100.0	

## b) INFORMATION ON THE PERPETRATORS

\* Most of the perpetrators were employers, one was an agent and one was the employer's son.

### 3. Age

\* Half of the perpetrators were in their 30s and 30% were in their 40s.

Age	Number	Percentage	Valid Percentage
Less than 20 years old	0	0.0	0.0
20 to 29	1	6.7	10.0
30 to 39	5	33.3	50.0
40 to 49	3	20.0	30.0
50 years old and over	1	6.7	10.0
<b>Total</b>	<b>10</b>	<b>66.7</b>	<b>100.0</b>
Not available	5	33.3	
<b>Total</b>	<b>15</b>	<b>100.0</b>	

### 4. Ethnicity

\* All perpetrators were Malaysian.

Ethnicity	Number	Percentage	Valid Percentage
Malay	1	6.7	9.1
Chinese	7	46.7	63.6
Indian	3	20.0	27.3
<b>Total</b>	<b>11</b>	<b>73.3</b>	<b>100.0</b>
Not available	4	26.7	
<b>Total</b>	<b>15</b>	<b>100.0</b>	

### 5. Occupation

Occupation	Number	Percentage	Valid Percentage
Homemaker	2	13.3	25.0
Professional	2	13.3	25.0
Self-employed/Business	3	20.0	37.5
Services worker	1	6.7	12.5
<b>Total</b>	<b>8</b>	<b>53.3</b>	<b>100.0</b>
Not available	7	46.7	
<b>Total</b>	<b>15</b>	<b>100.0</b>	

## c) OUTCOMES

### 6. Status of the Migrant Domestic Workers at the end of 2002

\* Most of the women went back to Indonesia (36%); 4 returned to their agent, one was living independently and 4 were still at WAO at the end of 2002.

Status	Number	Percentage	Valid Percentage
Still at WAO	4	26.7	28.6
Left the country to country of origin	5	33.3	35.7
Returned to agent	4	26.7	28.6
Living independently	1	6.7	7.1
<b>Total</b>	<b>14</b>	<b>93.3</b>	<b>100.0</b>
Not available	1	6.7	
<b>Total</b>	<b>15</b>	<b>100.0</b>	

## WAO STATISTICS 2002

### FACE-TO-FACE COUNSELLING

#### A. GENERAL INFORMATION

- \* 87 sessions of face-to-face counselling were conducted in 2002. That is a slight decrease in the number of sessions compared with last year (95 sessions).
- \* 18 of the clients (21%) were previous residents or face-to-face clients. WAO offers ongoing counselling to ex-residents who still face various problems.

##### 1. Problems faced

- \* More than two-thirds of the women (70%) sought counselling mainly because of domestic violence.

Reason	Number	Percent
Domestic violence	61	70.1
Other than violence	26	29.9
<b>Total</b>	<b>87</b>	<b>100</b>

##### 2. Other problems faced (multiple answers)

- \* The women also faced other problems than domestic violence. These problems were mostly related to divorce (39%), relationship problems (26%), problems of child custody or maintenance (17%) or problems with another woman/other women (14%).

Other problems	Number	Percentage
Divorce	34	39.1
Relationship problems	23	26.4
Child custody/maintenance	15	17.2
Extra-marital affair(s)	12	13.8
Husband jealous/suspicious	7	8.0
Husband unemployed/irresponsible	6	6.9
Financial/housing problems	4	4.6
Husband mentally unstable	4	4.6
Husband on drugs/alcohol/gambling	4	4.6
Problems with family/in-laws	3	3.4
Problems with her children	3	3.4
Depression/mental stress	2	2.3
Work-related problems	2	2.3
Single mother	1	1.1
Singl.moth.pregn./abortion/adoption	1	1.1
Legal issues/immigration issues	1	1.1
Other problems	8	9.2

### 3. Needs of the clients (multiple answers)

\* We can see that the needs of the women coming to face-to-face counselling were various. Mostly, a session will include "counselling" per se, listening, supporting, empowering, identifying possible solutions, etc. Because women also need help in dealing with different agencies like the Welfare Department, the police and the courts, WAO's social workers and law reform officers gave also legal information - mostly about IPOs, accompanied women to the welfare department, the police and the court and referred women to other NGOs.

Need	Number	Percentage
Counselling	72	82.8
Legal information	27	31.0
Help in getting an IPO	14	16.1
Information	11	12.6
Shelter	9	10.3
Accompaniment (court, welfare)	4	4.6
Financial assistance	1	1.1

### 4. Sources of awareness

\* The major source of awareness was through personal sources: themselves (as ex-clients), friends or family (63%). Other sources of awareness mentioned were the media, NGOs and the police.

### 5. Residence

\* 93% of the clients were from either Selangor (60%) or Wilayah Persekutan - Kuala Lumpur (33%).

Residence/Domicile	Number	Percentage
Wilayah Persekutan	29	33.3
Selangor	52	59.8
Johor	3	3.4
Kelatan	1	1.1
Pahang	1	1.1
Melaka	1	1.1
<b>Total</b>	<b>87</b>	<b>100</b>

### 6. Age

\* Most of the clients were in their 30s.

Age	Number	Percentage
20 years old or less	5	5.7
20 to 29	25	28.7
30 to 39	29	33.3
40 to 49	23	26.4
50 years old and over	5	5.7
<b>Total</b>	<b>87</b>	<b>100</b>



## 7. Nationality

- \* 97% of the women who came for face-to-face counselling were Malaysian.
- \* 39% of the Malaysian clients were Indian, 31% were Chinese and 20% were Malay.

Nationality	Number	Percentage
Malaysian	84	96.6
Indonesian	1	1.1
Indian	1	1.1
Others	1	1.1
<b>Total</b>	<b>87</b>	<b>100</b>

Ethnicity	Number	Percentage
Malay	17	19.5
Chinese	27	31.0
Indian	34	39.1
Other	9	10.3
<b>Total</b>	<b>87</b>	<b>100</b>

## 8. Marital status

- \* More than half of the clients (53%) were married and 27% were separated or divorced.

Marital status	Number	Percentage	Valid Percentage
Single	14	16.1	16.5
Married	45	51.7	52.9
Cohabiting	3	3.4	3.5
Divorced	7	8.0	8.2
Separated	16	18.4	18.8
<b>Total</b>	<b>85</b>	<b>97.7</b>	<b>100</b>
Not available	2	2.3	
<b>Total</b>	<b>87</b>	<b>100</b>	

## 9. Occupation

- \* Thirty-three percent of the clients were not employed; they were either unemployed (30%) or homemakers (3%). The others were mostly sales workers (11%) or worked in the service sector (11%).

Occupation	Number	Percentage	Valid Percentage
Unemployed	25	28.7	29.8
Homemaker	3	3.4	3.6
Factory/production worker	3	3.4	3.6
Cleaner/General worker	3	3.4	3.6
Professional	3	3.4	3.6
Technical worker	4	4.6	4.8
Self-employed/Business	4	4.6	4.8
Administrator/Manager	5	5.7	6.0
Student	3	3.4	3.6
Clerical worker	7	8.0	8.3
Sales	9	10.3	10.7
Services worker	9	10.3	10.7
Others	6	6.9	7.1
<b>Total</b>	<b>84</b>	<b>96.6</b>	<b>100</b>
Not available	3	3.4	
<b>Total</b>	<b>87</b>	<b>100</b>	

## B. INFORMATION ON DOMESTIC VIOLENCE

\* 61 women (70%) came for face-to-face counselling because of domestic violence.

### a) INFORMATION ON THE ABUSE

#### 1. Types of abuse (multiple answers)

\* The most frequent type of abuse was psychological, occurring in 95% of the cases. This is a big increase compared to last year where only 79% of the clients experienced psychological abuse. Physical abuse occurred in 79% of the cases.

Type of abuse	Number	Percentage
Psychological abuse	58	95.1
Physical abuse	48	78.7
Financial abuse	16	26.2
Social abuse	8	13.1
Sexual abuse	1	1.6

## 2. Length of time in abusive situation

\* Half of the victim-survivors of domestic violence had been in the abusive situation for 1 to 5 years.

Length	Number	Percentage	Valid Percentage
Less than 1 year	4	6.6	8.7
1 to 5 years	23	37.7	50.0
6 to 10 years	5	8.2	10.9
11 to 15 years	6	9.8	13.0
16 to 20 years	4	6.6	8.7
More than 20 years	4	6.6	8.7
<b>Total</b>	<b>46</b>	<b>75.4</b>	<b>100.0</b>
Not available	15	24.6	
<b>Total</b>	<b>61</b>	<b>100.0</b>	

## b) INFORMATION OF THE PERPETRATORS

### 3. Relationship to the clients

\* 90% of the perpetrators were the husbands or ex-husbands.

Relationship	Number	Percentage
Husband/ex-husband	55	90.2
Parent/Family member	2	3.3
Boyfriend	4	6.6
<b>Total</b>	<b>61</b>	<b>100</b>

### 4. Length of the relationship with the perpetrator

\* Most of the women (34%) had been in a relationship to the perpetrator for 1 to 5 years.

Length	Number	Percentage	Valid Percentage
Less than 1 year	4	6.6	7.3
1 to 5 years	19	31.1	34.5
6 to 10 years	8	13.1	14.5
11 to 15 years	9	14.8	16.4
16 to 20 years	7	11.5	12.7
21 to 25 years	5	8.2	9.1
More than 25 years	3	4.9	5.5
<b>Total</b>	<b>55</b>	<b>90.2</b>	<b>100.0</b>
Not available	6	9.8	
<b>Total</b>	<b>61</b>	<b>100.0</b>	

### 5. Occupation

\* Most of the perpetrators were general workers (22%), professional (22%) or self-employed (17%).

Occupation	Number	Percentage	Valid Percentage
Unemployed	4	6.6	9.8
Factory/production worker	1	1.6	2.4
Cleaner/General worker	9	14.8	22.0
Professional	9	14.8	22.0
Technical worker	3	4.9	7.3
Self-employed/Business	7	11.5	17.1
Administrator/Manager	3	4.9	7.3
Clerical worker	1	1.6	2.4
Services worker	4	6.6	9.8
<b>Total</b>	<b>41</b>	<b>67.2</b>	<b>100.0</b>
Not available	20	32.8	
<b>Total</b>	<b>61</b>	<b>100.0</b>	

### 6. Nationality

\* All the perpetrators were Malaysian.

Nationality	Number	Percentage
Malaysian	61	100.0
<b>Total</b>	<b>61</b>	<b>100.0</b>

Ethnicity	Number	Percentage
Malay	11	18.0
Chinese	19	31.1
Indian	29	47.5
Others	2	3.3
<b>Total</b>	<b>61</b>	<b>100.0</b>

## WAO STATISTICS 2002

### TELEPHONE COUNSELLING

#### A. GENERAL INFORMATION

\* Number of calls: 1478

##### 1. Reasons for the call

\* 53% of the calls received were related to domestic violence.

\* When the calls were not related to violence (46%), the other problems faced were mainly divorce (20%), relationship problems (20%), child custody/maintenance (17%) and extra-marital affairs (13%).

Reason for the call	Number	Percentage	Valid Percentage
Domestic violence	739	50.0	52.6
Other problems than violence	646	43.7	46.0
MDW abuse	9	0.6	0.6
Other forms of VAW*	8	0.5	0.6
Child abuse	3	0.2	0.2
<b>Total</b>	<b>1405</b>	<b>95.1</b>	<b>100.0</b>
Not available	73	4.9	
<b>Total</b>	<b>1478</b>	<b>100.0</b>	

\* Violence against women

Other problems than violence	Number	Percentage
Divorce	301	20.4
Relationship problems	290	19.6
Child custody/maintenance	257	17.4
Extra-marital affair(s)	191	12.9
Husband unempl./irresponsible	84	5.7
Husband on drugs/alcohol/gambling	76	5.1
Legal issues/immigration	48	3.2
Problems with family/in-laws	47	3.2
Problems with children	44	3.0
Police report/IPO	40	2.7
Sexual harassment	38	2.6
Singl.moth.pregn./abortion/adoption	36	2.4
Financial problems/housing	30	2.0
Depression/mental stress	25	1.7
Husband jealous/suspicious	23	1.6
Single mother	19	1.3
Child abuse/incest	18	1.2
Rape/sexual assault	16	1.1
Migrant domestic worker*	14	0.9
Work related problems	9	0.6
Husband mentally unst./stressed	8	0.5
Sex education/HIV-AIDS info.	6	0.4
Other problems	128	8.7

\* Employers who had problems with the migrant domestic workers they were employing.

## 2. Sources of awareness

\* Even though this information was available for only 42% of the clients, we can still get an idea of how the public mostly learns about WAO. It seems that most of the callers knew about WAO from the media or from their friends or family.

Source of awareness	Number	Percentage	Valid Percentage
<i>Agencies</i>			
Media/internet*	331	22.4	53.7
NGO/MCA	34	2.3	5.5
Operator	20	1.4	3.2
One-stop centre/hospitals	19	1.3	3.1
Police	12	0.8	1.9
Legal body	8	0.5	1.3
Religious institution	8	0.5	1.3
Welfare	2	0.1	0.3
<i>Personal resources</i>			
Friends/family	152	10.3	24.7
Ex-client	10	0.7	1.6
Other	20	1.4	3.2
<b>Total</b>	<b>616</b>	<b>41.7</b>	<b>100.0</b>
Not available	862	58.3	
<b>Total</b>	<b>1478</b>	<b>100.0</b>	

\* Media references include magazines, WAO leaflets (advertisement) and website.

## 3. Who are the callers?

\* Ninety-seven of the callers were women. 85% of the callers were the clients themselves.

\* 15% of the callers were calling on behalf of a family member, a friend, a neighbour, or a co-worker.

Who called	Number	Percentage	Valid Percentage
Client	1250	84.6	84.8
Other than the client*	224	15.2	15.2
<b>Total</b>	<b>1474</b>	<b>99.7</b>	<b>100.0</b>
Not available	4	0.3	
<b>Total</b>	<b>1478</b>	<b>100.0</b>	

\*General information for callers "other than the client" were not taken. Thus, the following information is only for the 1250 clients.

#### 4. Residence

\* Most clients (80%) were calling from Selangor (48%) and Wilayah Persekutan - Kuala Lumpur (31%).

Residence	Number	Percentage	Valid Percentage
Wilayah Persekutan	340	27.2	31.4
Selangor	522	41.8	48.2
Perak	54	4.3	5.0
Johor	42	3.4	3.9
Negeri Sembilan	39	3.1	3.6
Pahang	25	2.0	2.3
Melaka	23	1.8	2.1
Kelantan	13	1.0	1.2
Kedah	12	1.0	1.1
Pulau Pinang	7	0.6	0.6
Terengganu	3	0.2	0.3
Sabah	3	0.2	0.3
Other	1	0.1	0.1
<b>Total</b>	<b>1084</b>	<b>86.7</b>	<b>100.0</b>
Not available	166	13.3	
<b>Total</b>	<b>1250</b>	<b>100.0</b>	

#### 5. Nationality

\* 99% of the clients were Malaysian and their ethnicity was Indian (39%), Chinese (31%) and Malay (27%)

Nationality	Number	Percentage	Valid Percentage
Malaysian	1214	97.1	98.6
Indonesian	9	0.7	0.7
Filipina	4	0.3	0.3
Indian	3	0.2	0.2
Chinese	1	0.1	0.1
<b>Total</b>	<b>1231</b>	<b>98.5</b>	<b>100.0</b>
Not available	19	1.5	
<b>Total</b>	<b>1250</b>	<b>100.0</b>	

Ethnicity	Number	Percentage	Valid Percentage
Indian	461	38.0	38.6
Chinese	372	30.6	31.1
Malay	322	26.5	26.9
Other	40	3.3	3.3
<b>Total</b>	<b>1195</b>	<b>98.4</b>	<b>100.0</b>
Not available	19	1.6	
<b>Total</b>	<b>1214</b>	<b>100.0</b>	

## 6. Age

\* Most of the clients were in their 30s (42%), while 28% were in their 20s and 21% were in their 40s.

Age	Number	Percentage	Valid Percentage
Less than 20 years old	40	3.2	3.7
20 to 29	304	24.3	28.0
30 to 39	454	36.3	41.8
40 to 49	230	18.4	21.2
50 years old and over	59	4.7	5.4
<b>Total</b>	<b>1087</b>	<b>87.0</b>	<b>100.0</b>
Not available	163	13.0	
<b>Total</b>	<b>1250</b>	<b>100.0</b>	

## 7. Occupation

\* Most clients were not employed, being either unemployed (12%) or homemakers (27%).

\* Others were mostly professionals (15%) or clerical workers (13%).

Occupation	Number	Percentage	Valid Percentage
Homemaker	258	20.6	27.4
Professional	138	11.0	14.7
Clerical worker	126	10.1	13.4
Unemployed	111	8.9	11.8
Self-employed/Business	62	5.0	6.6
Factory/production worker	55	4.4	5.8
Sales	48	3.8	5.1
Services worker	46	3.7	4.9
Cleaner/General worker	35	2.8	3.7
Student	28	2.2	3.0
Domestic help	17	1.4	1.8
Administrator/Manager	16	1.3	1.7
Technical worker	1	0.1	0.1
<b>Total</b>	<b>941</b>	<b>75.3</b>	<b>100.0</b>
Not available	309	24.7	
<b>Total</b>	<b>1250</b>	<b>100.0</b>	

## 8. Needs of the callers (multiple answers)

\* Half of the callers (50%) requested counselling. 22% requested legal information, 11% requested shelter and 9% requested information related to IPO.



<b>Need*</b>	<b>Number</b>	<b>Percentage</b>
Counselling	733	49.6
Legal information	323	21.9
Shelter	160	10.8
Information for IPO	138	9.3
General information	123	8.3
Counselling for husband	39	2.6
Financial assistance	26	1.8
Other	24	1.6

\*For all 1478 callers.

## **B. INFORMATION ON THE CALLS FOR DOMESTIC VIOLENCE**

### **a) INFORMATION ON THE ABUSE**

#### **1. Types of abuse (multiple answers)**

\* The most frequent type of abuse reported was physical (64%). Psychological abuse was reported in 54% of the cases and verbal abuse in 50% of the cases.

<b>Domestic violence</b>	<b>Number</b>	<b>Percentage</b>
Physical abuse	470	63.6
Psychological abuse	400	54.1
Verbal abuse	369	49.9
Financial abuse	116	15.7
Social abuse	47	6.4
Sexual abuse	32	4.3

### **b) INFORMATION ON THE PERPETRATORS**

#### **2. Relationship to the clients**

\* 95% of the perpetrators were either husbands/ex-husbands or boyfriends/ex-boyfriends.

<b>Relationship to the client</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Husband/ex-husband	666	90.1	91.5
Boyfriend/ex-boyfriend	26	3.5	3.6
Parent/family member	26	3.5	3.6
Wife/girlfriend	4	0.5	0.5
In-laws	3	0.4	0.4
Live in partner	2	0.3	0.3
Friend	1	0.1	0.1
<b>Total</b>	<b>728</b>	<b>98.5</b>	<b>100.0</b>
Not available	11	1.5	
<b>Total</b>	<b>739</b>	<b>100.0</b>	