

# WAO ANNUAL STATISTICS 2003

Refuge services  
Face to face counseling  
Telephone counseling

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## WAO STATISTICS 2003

### OUR SERVICES THROUGH THE YEARS

Number of women utilized WAO's services in 2003:

Shelter/Refuge : 133 women

Face to face counseling : 91 women

Telephone counseling : 1492 callers

WAO figures since September 1982

Year	Shelter/Refuge	Face to face	Telephone
1982-82	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
2003	133	91	1492
<b>Total</b>	<b>1913</b>	<b>1241</b>	<b>25,133</b>

## WAO STATISTICS 2003

### \*\*\*\*\* SHELTER/REFUGE \*\*\*\*\*

#### A. GENERAL INFORMATION

133 women were given shelter in 2003.

##### *1. Reasons for seeking shelter*

\* While women seek refuge primarily because of domestic violence (51%), WAO also offers shelter to women who are faced with other problems and are in need of temporary place to stay.

Reason for seeking shelter	Number	Percentage
Domestic violence	68	51.1
Single mother	7	5.3
No place to stay	6	4.5
FDW abuse	23	17.3
Incest	1	0.8
Rape	4	3.0
Family problems	2	1.5
Problems with employer	3	2.3
Trafficked	11	8.3
Financial problem	1	0.8
Refugee	4	3.0
Other	2	1.5
<b>Total</b>	<b>133</b>	<b>100.0</b>

##### *2. Number of children*

\* Women seeking refuge sometimes bring their child/children with them but most often they will leave behind some of their children to be taken care by other members of the family. Although the women have a total of at least 230 children, only 115 were brought together to the shelter.

\* Even though almost three- quarters of the women who came for shelter have child/children, more than half of them (65%) did not bring any children with them to WAO. Most of the women who bring children with them, bring only one (11%) or two (10%).

<b>Children at WAO</b>	<b>Number</b>	<b>Percentage</b>
None	86	64.7
1 child	15	11.3
2 children	14	10.5
3 children	7	5.3
4 children	7	5.3
5 children	1	0.8
6 children	3	2.3
<b>Total</b>	<b>133</b>	<b>100.0</b>

### *3. Number of visits*

\* The vast majority of the residents 2003 were new clients (85%) while 20 women (15%) had been residents in previous years. Seven of the residents sought WAO shelter for the third or fifth time. Some of the residents came more than once in the same year.

<b>Number of visits to WAO</b>	<b>Number</b>	<b>Percentage</b>
First	113	85.0
Second	13	9.8
Third	5	3.8
Fifth	2	1.5
<b>Total</b>	<b>133</b>	<b>100.0</b>

### *4. Sources of awareness*

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

\* There is a big increase this year in police being the source of awareness, from 11% last year to 22% this year.

<b>Source of awareness</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
NGOs	19	14.3	14.7
Welfare	1	0.8	0.8
Hospitals/One stop center	10	7.5	7.8
Police	29	21.8	22.5
Media	16	12.0	12.4
Self (ex-resident)	18	13.5	14.0
Other ex-resident	1	0.8	0.8
Relatives	8	6.0	6.2
Friends	12	9.0	9.3

Telephone directory	1	0.8	0.8
Religious institution	4	3.0	3.1
Other	7	5.3	5.4
Embassy	3	2.3	2.3
<b>Total</b>	<b>129</b>	<b>97.0</b>	<b>100.0</b>
Not available	4	3.0	
<b>Total</b>	<b>133</b>	<b>100.0</b>	

### 5. Length of stay

\* Thirty-two percent of the residents stayed at the shelter for less than one week compared to 26% last year. 26% of the residents stayed for at least one month. There are no major changes in the residents' length of stay in 2003 compared to 2002.

Length of stay	Number	Percentage
Less than a week	43	32.3
1 to 2 weeks	15	11.3
2 to 3 weeks	10	7.5
1 to 2 months	34	25.6
2 to 3 months	12	9.0
More than 3 months	19	14.3
<b>Total</b>	<b>133</b>	<b>100.0</b>

### 6. Residence

\* Most of the residents came from Selangor (62%) and Kuala Lumpur (27%)

State	Number	Percentage
Kuala Lumpur	35	26.3
Selangor	84	63.2
Johor	4	3.0
Perak	2	1.5
Negeri Sembilan	5	3.8
Pahang	1	0.8
Sabah	2	1.5
<b>Total</b>	<b>133</b>	<b>100.0</b>



## 7. Age

The residents were mostly in their 20s (42%) or 30s (40%)

Age	Number	Percentage
Less than 20 years old	11	8.3
20 to 29	56	42.1
30 to 39	53	39.8
40 to 49	13	9.8
<b>Total</b>	<b>133</b>	<b>100.0</b>

## 8. Nationality

More than half of the residents were Malaysian (62%). The other women were from Indonesia, Philipines, India, Sri Lanka, China, Iraq, Cambodia and Pakistan.

Nationality	Number	Percentage
Malaysian	83	62.4
Indonesian	31	23.3
Philipines	2	1.5
Indian	4	3.0
Sri Lanka	1	0.8
China	4	3.0
Iraqi	2	1.5
Cambodian	1	0.8
Pakistani	1	0.8
Others	4	3.0
<b>Total</b>	<b>133</b>	<b>100.0</b>

*Others include one Iranian, one from Uzbekistan, one from Bangladesh and the other one from Trinidad and Tobago.*

\* The 83 Malaysian women were mostly Indian (53%) and Malay (34%)

Ethnicity	Number	Percentage
Malay	28	33.7
Chinese	12	14.4
Indian	44	53.0
Others	2	2.4
<b>Total</b>	<b>133</b>	<b>100.0</b>

*Others include a Kadazan and a Bajau*

### 9. Marital status

\* Half of the women were legally married (55%) and 30% were single. 8% were married through customary rites.

Marital status	Number	Percentage
Single	40	30.1
Registered married	73	54.9
Non registered married (customary)	11	8.3
Living together	2	1.5
Divorced	2	1.5
Separated	3	2.3
Widowed	2	1.5
<b>Total</b>	<b>133</b>	<b>100.0</b>

### 10. Length of relationship

\* For the 89 women who were either married or living together or separated, the length of the relationship is shown here.

Length	Number	Percentage	Valid Percentage
Less than 1 year	10	7.5	11.2
1 to 5 years	23	17.3	25.8
6 to 10 years	16	12.0	18.0
11 to 15 years	24	18.0	27.0
16 to 20 years	15	11.2	16.9
More than 25 years	1	0.8	1.3
<b>Total</b>	<b>89</b>	<b>60.2</b>	<b>100.00</b>
Not available	2	1.5	
Not applicable	51	38.3	
<b>Total</b>	<b>133</b>	<b>100.0</b>	

### 11. Level of Education

\* Almost all the residents had at least primary education (94%). Twenty-eight percent had achieved SPM and 16% had post-secondary education.

Level of Education	Number	Percentage	Valid Percentage
None	7	5.3	5.6
Primary	34	25.6	27.0
SRP	30	22.6	23.8
SPM	3	26.3	27.8
Form 6/Diploma	17	12.8	13.5
Degree	3	2.3	2.4
<b>Total</b>	<b>126</b>	<b>94.7</b>	<b>100.0</b>
Not available	7	5.3	
<b>Total</b>	<b>133</b>	<b>100.0</b>	

### 12. Occupation

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

\* The others were mostly employed as general workers/cleaners (16%), were self-employed (8%) or as foreign domestic workers (9%).

Occupation	Number	Percentage	Valid Percentage
Unemployed	39	29.3	30.7
Homemaker	16	12.0	12.6
Factory/production worker	4	3.0	3.1
Cleaner/General worker	21	15.8	16.5
Self-employed/Business	8	6.0	6.3
Administrator/Manager	4	3.0	3.1
Student	4	3.0	3.1
Clerical worker	2	1.5	1.6
Sales person	5	3.8	3.9
Services sector	11	8.3	8.7
Foreign domestic worker	9	6.8	7.1
Other	4	3.0	3.1
<b>Total</b>	<b>127</b>	<b>95.5</b>	<b>100.0</b>
Not available	6	4.5	
<b>Total</b>	<b>133</b>	<b>100.0</b>	

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### ***13. Income***

\* Forty-four percent of the residents did not have any income; 14% had an income RM500 and below, and both 9% earned between RM 500-RM999 and RM 1500-RM1999.

<b>Income</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
None	59	44.4	50.0
RM 500 and below	19	14.3	16.2
RM 500-999	12	9.0	10.3
RM 1000-1499	6	4.5	5.1
RM 1500-1999	12	9.0	10.3
RM 2000-2499	4	3.0	3.4
RM 2500 and above	6	4.5	5.1
<b>Total</b>	<b>118</b>	<b>88.0</b>	<b>100.0</b>
Not available	15	11.3	
<b>Total</b>	<b>133</b>	<b>100.0</b>	

## **B) INFORMATION ON DOMESTIC VIOLENCE**

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

Out of 133 women, 68 were victims-survivors of domestic violence.

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

\* The most frequent type of abuse is psychological (71%) and physical (65%). Forty-one percent were financially abused, 38% were socially abused and 22% were sexually abused.

Type of abuse	Number	Percentage
Physical	86	64.7
Psychological	94	70.7
Social	50	37.6
Financial	54	40.6
Sexual	29	21.8

#### **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 (98%). A large proportion of the physical abuse also involves throwing objects (40%) and beating with objects (37%).

Description	Number	Percentage
Beating with hands and kicking	82	97.6
Beating with objects	31	37.3
Throwing objects	34	40.2
Hitting against wall/thrown on floor	24	28.9
Assault with knife	11	13.3
Scalding/burning	7	8.4
Other	14	16.9

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

\* More than half of the domestic violence survivors faced the abuse within the first year of their marriage (52%)

<b>First violent incident</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Before marriage	8	6.0	12.7
Within the first year	33	24.8	52.4
Within the second year	4	3.0	6.3
Within the third year	5	3.8	7.9
Within the fourth year	3	2.3	4.8
Within the fifth year	2	1.5	3.2
After the fifth year	8	6.0	12.7
<b>Total</b>	<b>63</b>	<b>47.4</b>	<b>100.0</b>
Abuser other than husband	2	1.5	
Not available	3	2.3	

\* Most of the women had been in an abusive situation less than a year (39%). Thirty percent of the women had been in the abusive situation between 1 to 5 years. One of the residents had been in an abusive situation for more than 20 years.

<b>Length of time -</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Less than 1 year	25	18.8	38.5
1 to 5 years	15	11.3	29.2
6 to 10 years	10	7.5	15.4
11 to 15 years	9	6.8	13.8
16 to 20 years	5	3.8	7.7
More than 20 years	1	0.8	1.5
<b>Total</b>	<b>65</b>	<b>48.9</b>	<b>100.00</b>
Not available	3	2.3	
<b>Total</b>	<b>68</b>	<b>100.0</b>	

#### *4. Frequency of the abuse*

<b>Frequency</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Daily	18	30.8	29.0
4 to 5 times a week	4	5.9	6.5
2 to 3 times a week	9	13.2	14.5
Once a week	10	14.7	16.1
Once fortnight	4	5.9	6.5
Once a month	3	4.4	4.8
Only once/twice	2	2.9	3.2
Unpredictable	12	17.6	19.4
<b>Total</b>	<b>62</b>	<b>91.2</b>	<b>100.0</b>
Not available	6	8.8	
<b>Total</b>	<b>68</b>	<b>100.0</b>	

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

\* 55 women (81%) had made at least one previous attempt to leave the abusive situation.

Out of these 51 women, 34% had tried only once before while 27% had tried to leave 5 times or more

How many times tried to leave	Number	Percent	Valid Percentage
Once	19	27.9	34.5
Twice	11	16.2	20.0
Three times	7	10.1	12.7
Four times	3	4.4	5.5
Five times or more	15	22.1	27.3
<b>Total</b>	<b>55</b>	<b>80.7</b>	<b>100.0</b>
Never left before	10	14.7	
Not available	3	4.4	
<b>Total</b>	<b>68</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

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

Relationship	Number	Percentage
Husband/ex-husband	61	89.7
Parents	2	2.9
Boyfriend/ex-boyfriend	1	1.5
Living together	1	1.5
Male in-laws	1	1.5
Brother	2	17.6
<b>Total</b>	<b>68</b>	<b>100.0</b>

### 7. Age

\* The perpetrators mostly in their 30s.

Age	Number	Percentage	Valid Percentage
20 to 29	13	19.1	20.0
30 to 39	47	44.1	46.2
40 to 49	25	19.1	20.0
50 years old and above	6	13.2	13.8
<b>Total</b>	<b>65</b>	<b>95.6</b>	<b>100.0</b>
Not available	3	4.4	
<b>Total</b>	<b>68</b>	<b>100.0</b>	

### 8. Nationality

\* Almost all perpetrators in 2003 were Malaysian (100%). The ethnic groups are represented as follows: Indian (53%), Malay (29%) and Chinese (16%).

Nationality	Number	Percentage
Malaysian	68	100.0
<b>Total</b>	<b>68</b>	<b>100.0</b>



<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>
Malay	21	29.4
Chinese	11	16.2
Indian	36	52.9
<b>Total</b>	<b>68</b>	<b>100.0</b>

#### *9. Level of Education*

\* 28% of the perpetrators have reached SRP level, while 22% reached their SPM level. 24% have post-secondary education.

<b>Level of Education</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
None	2	2.9	3.1
Primary	13	19.1	20.0
SRP	19	27.9	29.2
SPM	15	22.1	23.1
Form6/Diploma	8	11.8	12.3
Degree	8	11.8	12.3
<b>Total</b>	<b>65</b>	<b>95.6</b>	<b>100.0</b>
Not available	3	4.4	
<b>Total</b>	<b>68</b>	<b>100.0</b>	

#### *10. Occupation*

\* 16% of the perpetrators were unemployed. Most of the perpetrators were either general workers ( 18%) or self-employed (16%)

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Unemployed	11	16.2	17.2
Homemaker	2	2.9	3.1
General worker/cleaner	12	17.6	18.8
Professional	8	11.8	12.5
Technical worker	9	13.2	14.1
Self-employed/business	11	16.2	17.2
Sales person	3	4.4	4.7
Service sector	8	11.8	12.5
<b>Total</b>	<b>64</b>	<b>94.1</b>	<b>100.0</b>
Not available	4	5.9	
<b>Total</b>	<b>68</b>	<b>100.0</b>	

### 11. Income

\* 21% of the perpetrators earned between RM 1000 to RM 1499, while 18% earned RM 1500 to RM 1999 and RM 2500 above.

Income	Number	Percentage	Valid Percentage
None	8	11.8	13.3
< RM 500	1	1.5	1.7
RM 500- 999	7	9.4	11.7
RM 1000- 1499	14	20.6	23.3
RM 1500 – 1999	12	17.6	20.0
RM 2000 – 2499	6	8.8	10.0
> RM 2500	12	17.6	20.0
<b>Total</b>	<b>60</b>	<b>88.2</b>	<b>100.0</b>
Not available	8	11.8	
<b>Total</b>	<b>68</b>	<b>100.0</b>	

### 12. Triggering factors (multiple answers)

\* Financial problems (44%) on the part of the perpetrators was the major triggering factor. Other factors were jealousy and suspicion (30%), extra-marital affairs (29%). However 26% women said that the beatings start for no reason at all.

Triggering factor	Number	Percentage
No reason	21	25.6
Jealousy	24	30.0
Suspicion	24	30.0
Financial problems	35	43.8
Alcohol	19	23.8
Extra-marital affair (s)	23	29.1
Work related stress	7	8.8
In-laws interference	6	7.6
Sexual	8	10.0
Drugs	5	6.3
Gambling	4	5.0
Child related problems	2	2.5
Other	11	13.9

### 13. Criminal record

\* 18% of the perpetrators had a criminal record for crimes other than domestic violence.

Past conviction	Number	Percentage
Yes	13	19.1
No	55	80.9
<b>Total</b>	<b>68</b>	<b>100.0</b>

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

\* WAO's social workers and law reform officers helped 17% of the victim-survivors of domestic violence to get an IPO.

Help getting IPO	Number	Percentage
Yes	13	19.1
No	55	80.9
<b>Total</b>	<b>68</b>	<b>100.0</b>

Have an IPO	Number	Percentage	Valid Percentage
Yes	10	14.7	76.9
No	3	4.4	23.1
<b>Total</b>	<b>13</b>	<b>19.1</b>	<b>100.0</b>
Did not ask for IPO while at WAO	55	80.9	
<b>Total</b>	<b>68</b>	<b>100.0</b>	

\*Four residents got their IPO by themselves before they come to WAO

\*Compared to last year, the number of women getting IPO decreased from 26 to only 13.

25 or (37%) of the women did not want to get IPO because they did not want to charge the husband, 7% or five of them stayed for a short while (less than a week), two went back to their own country and the rest is suffered psychological abuse, which were not grounds for getting an IPO.

\* In 38% of the cases the perpetrators violated the IPO.

IPO violation	Number	Percentage	Valid Percentage
Yes	3	23.1	30.0
No	7	53.8	70.0
<b>Total</b>	<b>10</b>	<b>76.9</b>	<b>100.0</b>
Do not have an IPO	3	23.1	
<b>Total</b>	<b>13</b>	<b>100.0</b>	

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### c) OUTCOMES

\* The women came 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 and live with the perpetrator. We now take a look at the status of the victim-survivors of domestic violence at the end of 2003.

#### *15. Status of the women at the end of 2003*

\* 48% or 32 of the women were living independently, 20% went back to live with the perpetrator, 9% went to stay with their friend or relatives and three of the residents were still at WAO at the end of 2003.

Status	Number	Percentage
Still at WAO	3	4.4
Went back to former situation	20	29.4
Living independently	32	47.1
Returned to own home*	2	2.9
Went to stay with relative/friend	6	8.8
<b>Total</b>	<b>68</b>	<b>100.0</b>

\* Their own house, but husband no more longer stayed there

#### *16. Reasons cited for going back to former situation (multiple answers)*

\* 23 women left the shelter to give their husband/boyfriend another chance. Half of them went back to the former situation because of their children's schooling and the husband had agreed to change his lifestyle and stop the abuse.

Reason	Number	Percentage
Give husband another chance	23	92.0
Children's schooling	17	68.0
Financial reason	13	52.0
Husband agreed to change lifestyle	13	52.0
Under threat from husband	3	12.0
Illness in the family	3	12.0
Other	5	20.0

### *17. Type of accommodation*

\* 32 women are now living independently, mostly staying with friends or relatives (49%) or in a rented room or owned apartment.

<b>Accommodation</b>	<b>Number</b>	<b>Percentage</b>
Renting house/room, own home	9	28.1
With family/relatives	15	48.9
With friend	5	15.6
Provided by employer	3	9.4
<b>Total</b>	<b>32</b>	<b>100.0</b>

### *18. Occupation*

\* 55 of all ex-residents or 81% who were victim-survivors of domestic violence are now working, mostly as general worker/cleaner (30%), and service sector (16%).

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Factory/production worker	4	5.9	7.3
General worker/cleaner	21	30.1	38.2
Self-employed/business	8	11.8	14.5
Administrator/manager	4	5.9	7.3
Clerical worker	2	2.9	3.6
Sales	5	5.9	9.1
Service sector	11	16.2	20.0
<b>Total</b>	<b>55</b>	<b>80.9</b>	<b>100.0</b>
Not available	4	5.9	
Not working	9	13.2	
<b>Total</b>	<b>68</b>	<b>100.0</b>	

## C. MIGRANT DOMESTIC WORKERS ABUSE

### a) INFORMATION

\* Twenty three of the residents were migrant domestic workers who were victims of the abuse. All of them were from Indonesia except for one who was from India.

\* Most were referred to WAO by police or public, but some were made aware of WAO by other NGOs.

\* Three of them sought shelter at WAO before, while the other 21 sought shelter at WAO for the first time.

\* Four of them stayed less than a week, eight stayed between 1 to 2 weeks, the other four stayed between 1 to 2 months and the rest stayed more than three months.

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

\* Physical and psychological abuse were the most frequent types of abuse. Most of the situation of physical abuse involved beating with hands and feet, and four were beaten with objects (i.e. flower vase, hanger, shoe, belt etc).

Type	Number	Percentage
Physical	16	69.6
Psychological	19	82.6
Social	10	43.5
Sexual	3	13.0
Financial	6	26.1

Physical violence	Number	Percentage
Beating with hands and kicking	16	69.6
Beating with objects	4	17.4

#### 2. Frequency of the abuse

\* The abuse occurred daily in the seven of the cases, in another 2 cases abuse happened 4 to 5 times per week, 3 cases were abused once a week while the other 5, the abuse was unpredictable.

Frequency	Number	Percentage
Daily	7	30.4
4 to 5 times	2	8.7
2 to 3 times	0	0.0
Once a week	3	13.0
Once fortnight	0	0.0
Once a month	0	0.0
Only once/twice	5	21.7
Unpredictable	6	26.1
<b>Total</b>	<b>23</b>	<b>100.0</b>

WAO Statistics 2003

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

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

### **3. Age**

\* 64% of the perpetrators were in their 30s and 17% in their 40s.

<b>Age</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Less than 20 years old	0	0.0	0.0
20 to 29	3	13.0	13.6
30 to 39	14	60.9	64.0
40 to 49	4	17.4	18.2
50 years old and above	1	4.3	4.5
<b>Total</b>	<b>22</b>	<b>95.7</b>	<b>100.0</b>
Not available	1	4.3	
<b>Total</b>	<b>23</b>	<b>100.0</b>	

### **4. Ethnicity**

\* All the perpetrators were Malaysian.

<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>
Malay	4	17.4
Chinese	12	52.2
Indian	7	30.4
<b>Total</b>	<b>23</b>	<b>100.0</b>

### **5. Occupation**

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Homemaker	1	4.3	5.9
Self-employed/business	9	39.1	52.2
Professional	4	17.4	23.5
Technical worker	1	4.3	5.9
Service sector	1	4.3	5.9
General worker	1	4.3	5.9
Sales	1	4.3	5.9
<b>Total</b>	<b>17</b>	<b>73.9</b>	<b>100.0</b>
Not available	6	26.1	
<b>Total</b>	<b>23</b>	<b>100.0</b>	

WAO Statistics 2003

## c) OUTCOMES

### 6. Status of the migrant domestic workers at the end of 2003

\* Most of the women went back to Indonesia (65%), two went to the Indonesian Embassy, one left the shelter to live independently and three still at WAO

Status at the end of 2003	Number	Percentage	Valid Percentage
Still at WAO	4	17.4	18.2
Left the country to country of origin	15	65.2	68.2
Living independently	1	4.3	4.5
Went to embassy	2	8.7	9.1
<b>Total</b>	<b>22</b>	<b>95.7</b>	<b>100.0</b>
Not available	1	4.3	
<b>Total</b>	<b>23</b>	<b>100.0</b>	



## WAO STATISTICS 2003

### \*\*\*\*\* FACE TO FACE COUNSELLING FOR 2003 \*\*\*\*\*

#### A. GENERAL INFORMATION

91 women sought counselling WAO in year 2003. This figure increased from 87 women in 2002.

##### 1. Problems faced

\* More than half of the women who came for face to face counseling were in a domestic violence situation (66%), 24% because of issues other than violence, while 9% came in because of abuse/assault/rape.

Reason	Number	Percentage
Domestic violence	60	65.9
Other than violence	22	24.2
Abuse/assault/rape	9	9.9
<b>Total</b>	<b>91</b>	<b>100.0</b>

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

\* The women also faced other problems than violence. These problems were mostly related to relationship with husband/boyfriend (35%), divorce (30%), child custody or maintenance (25%) and husband unemployed/irresponsible (12%)

Other problems	Number	Percentage
Relationship problem with husband/boyfriend	32	35.2
Divorce	27	29.7
Child custody/maintenance	23	25.3
Husband unemployed/irresponsible	11	12.1
Another woman/other women	11	12.1
Rape/sexually assaulted	9	9.9
Problems with children	6	6.6
Husband on drugs/alcohol/gambling	4	4.4
Single mother	3	3.3
Police report/IPO	2	2.2
Problems with family/in-laws	2	2.2
Depression/mental stress	2	2.2
Husband jealous/suspicious/insecurity	1	1.1
Child abuse/incest	1	1.1
Work related problems	1	1.1
Sexual harassment/harassment	1	1.1
Single mother pregnancy/abortion/adoption	1	1.1

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

\* The women coming to face to face counselling were various. Mostly the session will include counselling, listening, supporting, empowering, identify possible solutions etc. WAO's social workers and law reform officers also gave legal information-mostly about IPOs, accompanied women to the welfare, court etc.

Need	Number	Percentage
Counselling	80	87.9
Legal information	18	19.8
Help in getting an IPO	11	12.1
Information	11	12.1
Shelter	14	15.4
Accompaniment (court, welfare)	11	12.1
Financial assistance	5	5.5
Others	4	4.4

### 4. Ex residents

\* From 91 women that came for face to face counselling, seventeen-percent of them were WAO ex resident for the same or previous years, while 84% were new clients.

Ex residents	Number	Percentage
Yes	15	16.5
No	76	83.5
<b>Total</b>	<b>91</b>	<b>100.0</b>

### 5. Source of awareness

\* The major sources of awareness were women themselves (ex-residents)/friends/family and also the media.

Source of awareness	Number	Percentage	Valid percentage
One-stop centre/hospitals	5	5.5	5.8
NGOs	2	2.2	2.3
Media	22	24.2	25.6
Ex-client/friends/family	46	50.5	53.5
Government agencies	3	3.3	3.5
Other	8	8.8	9.3
<b>Total</b>	<b>86</b>	<b>94.5</b>	<b>100.0</b>
Not available	5	5.5	
<b>Total</b>	<b>91</b>	<b>100.0</b>	

WAO Statistics 2003

## 6. Age

\* The clients were mostly in their 20s (33%) and 30s (39%)

Age	Number	Percentage	Valid Percentage
20 years old or less	2	2.2	2.2
20 to 29	30	33.0	33.3
30 to 39	35	38.5	38.9
40 to 49	19	20.9	21.1
50 years old and above	4	4.4	4.4
<b>Total</b>	<b>90</b>	<b>98.9</b>	<b>100.0</b>
Not available	1	1.1	
<b>Total</b>	<b>91</b>	<b>100.0</b>	

## 7. Residence

\* Most of the clients came from Selangor (60%) and Kuala Lumpur (30%)

State	Number	Percentage
Kuala Lumpur	27	29.7
Selangor	55	60.4
Johor	3	3.3
Negeri Sembilan	4	4.4
Kedah	1	1.1
Perak	1	1.1
<b>Total</b>	<b>91</b>	<b>100.0</b>

## 8. Nationality

\* More than half (96%) of the clients were Malaysians. The other were from Indonesia, Thailand and Singapore.

Nationality	Number	Percentage
Malaysian	87	95.6
Indonesian	2	2.2
Thai	1	1.1
Singaporean	1	1.1
<b>Total</b>	<b>91</b>	<b>100.0</b>

\* The 87 Malaysian women were mostly Chinese (39%) and Indian (37%).

<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>
Malay	18	19.8
Chinese	35	38.5
Indian	33	36.3
Other	5	5.5
<b>Total</b>	<b>91</b>	<b>100.0</b>

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

\* Half of the women were married (68%), 21% were single and the rest either living together, divorced, separated or widowed.

<b>Marital status</b>	<b>Number</b>	<b>Percentage</b>
Single	19	20.9
Married	62	68.1
Living together	1	1.1
Divorced	3	3.3
Separated	2	2.2
Widowed	4	4.4
<b>Total</b>	<b>91</b>	<b>100.0</b>

#### **10. Occupation**

\* Thirty-one percent of the clients were unemployed, some of them being homemakers and others being unable to find a job.

\* The others were mostly employed as general workers/cleaners (13%), professional (9%), clerical workers (9%) or involved in service sectors (8%).

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Unemployed	27	29.7	31.4
Homemaker	6	6.6	7.0
Factory/production worker	2	2.2	2.3
General worker/cleaner	11	12.1	12.8
Professional	8	8.8	9.3
Technical worker	3	3.3	3.5
Self-employed/business	2	2.2	2.3
Administrative/manager	3	3.3	3.5
Student	2	2.2	2.3
Clerical worker	8	8.8	9.3
Sales	3	3.3	3.5
Service sector	7	7.7	8.1
Others	3	3.3	3.5
Domestic worker	1	1.1	1.2
<b>Total</b>	<b>86</b>	<b>94.5</b>	<b>100.0</b>
Not available	5	5.5	
<b>Total</b>	<b>91</b>	<b>100.0</b>	

## B) INFORMATION ON DOMESTIC VIOLENCE

\* 60 women (66%) came for face to face counselling because of domestic violence.

### a) INFORMATION ON THE ABUSE

#### 1. Type of the abuse (multiple answers)

Physical dan pysical abuse were the most frequent type of abuse which occurred in 85% and 83% of the cases.

Type of abuse <sup>1</sup>	Number	Percentage
Physical abuse	51	85.0
Psychological abuse	50	83.3
Sexual abuse	6	10.0
Financial abuse	16	26.70
Social abuse	6	10.0

#### 2.Length of time in an abusive situation

\* Almost half of the victim-survivors of domestic violence had been in an abusive situation between 1 to 5 years.

Length of the abuse	Number	Percentage	Valid Percentage
Less than 1 year	1	1.7	2.0
1 to 5 years	21	35.0	41.2
6 to 10 years	17	28.3	33.3
11 to 15 years	6	10.0	11.8
16 to 20 years	6	10.0	11.8
<b>Total</b>	<b>51</b>	<b>85.3</b>	<b>100.0</b>
Not available	9	15.0	
<b>Total</b>	<b>60</b>	<b>100.0</b>	

### b) INFORMATION OF THE PERPETRATORS

#### 3. Relationship to the clients

\* 75% of the perpetrators were the husband or ex-husband.

Relationship	Number	Percentage
Husband/ex-husband	52	75.1
Parent/Family member	4	6.6
Boyfriend	4	6.6
<b>Total</b>	<b>60</b>	<b>100.0</b>

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

\* Most of the women (38%) had been in the relationship to the perpetrators for 1 to 5 years

Length	Number	Percentage	Valid Percentage
Less than 1 year	3	5.0	5.7
1 to 5 years	20	33.3	37.7
6 to 10 years	12	20.0	22.6
11 to 15 years	7	11.6	13.2
16 to 20 years	7	11.6	13.2
21 to 25 years	2	3.3	3.8
More than 25 years	2	3.3	3.8
<b>Total</b>	<b>53</b>	<b>88.4</b>	<b>100.0</b>
Not available	7	11.6	
<b>Total</b>	<b>60</b>	<b>100.0</b>	

#### 5. Occupation

\* Twenty percent of the perpetrators were those who working in professional fields. 16% of the perpetrators were unemployed.

Occupation	Number	Percentage	Valid Percentage
Unemployed	8	18.3	16.3
Factory/production worker	2	3.3	4.1
General worker/cleaner	6	10.0	12.2
Professional	10	16.7	20.0
Technical worker	4	6.7	8.2
Self-employed/business	8	13.3	16.3
Administrator/manager	1	1.7	2.0
Student	1	1.7	2.0
Clerical worker	2	3.3	4.1
Sales	1	1.7	2.0
Service sector	5	8.3	10.2
Others	1	1.7	2.0
<b>Total</b>	<b>49</b>	<b>81.7</b>	<b>100.0</b>
Not available	11	18.3	
<b>Total</b>	<b>60</b>	<b>100.0</b>	

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#### **6. Nationality**

\* All the perpetrators were Malaysian.

<b>Nationality</b>	<b>Number</b>	<b>Percentage</b>
Malaysian	60	100.0
<b>Total</b>	<b>60</b>	<b>100.0</b>

<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>
Malay	14	23.3
Chinese	25	41.7
Indian	18	30.0
Other	3	5.0
<b>Total</b>	<b>60</b>	<b>100.0</b>

## WAO STATISTICS 2003

### \*\*\*\*\* TELEPHONE COUNSELING \*\*\*\*\*

#### A. GENERAL INFORMATION

\* Number of calls in 2003: 1492

\* Number of calls in 2002: 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 (21%), relationship problems (20%), child custody/maintenance (18%) and extra-marital affairs (13%)

Reason for the call	Number	Percentage	Valid Percentage
Domestic violence	749	50.2	52.8
Other problems than violence	651	43.6	45.9
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>1420</b>	<b>95.1</b>	<b>100.0</b>
Not available	72	4.8	
<b>Total</b>	<b>1492</b>	<b>100.0</b>	

\* Violence against women

Other problems	Number	Percentage
Divorce	305	17.8
Relationship problems	293	20.1
Child custody/maintenance	259	17.8
Extra-marital affair(s)	200	13.4
Husband unemployed/irresponsible	101	6.8
Husband on drugs/alcohol/gambling	65	4.4
Legal issues/immigration	60	4.0
Problem with family/in laws	34	2.3
Problem with children	50	3.4
Police report/IPO	45	3.0
Sexual harassment	40	2.7
Single mother pregnancy/abortion/adoption	39	2.7
Financial problems/housing	35	2.3
Depression/mental stress	16	1.1
Husband jealous/suspicious	20	1.3



Single mother	27	1.8
Child abuse/incest	21	1.4
Rape/sexual assault	19	1.3
Migrant domestic worker	15	1.0
Work related problems	15	1.0
Husband mentally unstable/stress	9	0.6
Other problems	88	5.9

## 2. Sources of awareness

\* Even though this information was available for only 44% of the clients, we can still get an idea on how the public mostly knew about WAO. It seems that most of the callers knew about WAO from the media or from their friends or family.

Sources of awareness	Number	Percentage	Valid Percentage
Police	15	1.1	2.2
Welfare	8	0.5	1.2
One-stop center/hospitals	20	1.3	3.0
Legal body	11	0.7	1.6
NGO/MCA	36	2.4	5.3
Media/Internet*	339	22.7	50.1
Ex-client	17	1.1	2.5
Friends/Family	161	10.8	23.8
Operator	31	2.1	4.6
Religious institution	8	0.5	1.2
Other	30	2.0	4.4
<b>Total</b>	<b>676</b>	<b>45.3</b>	<b>100.0</b>
Not available	816	54.7	
<b>Total</b>	<b>1492</b>	<b>100.0</b>	

\* Media references includes magazines, radio and television /programmes, WAO leaflets and website

## 3. Who are the callers?

\* Ninety-two of the callers were women. 84% of the callers were the clients themselves.

\* 16% of the callers were calling on behalf of a friend, family, neighbour or co-worker.

Who called	Number	Percentage	Valid Percentage
Client	1253	84.0	84.4
Other than the client*	232	15.5	15.6
<b>Total</b>	<b>1485</b>	<b>99.5</b>	<b>100.0</b>
Not available	7	0.5	
<b>Total</b>	<b>1492</b>	<b>100.0</b>	

\* General information for callers other than the client<sup>7</sup> were not taken. Thus, the following information is only for 1253 clients.

#### 4. Residence

\* Most of the clients were calling from Selangor (50%) and Kuala Lumpur (32%).

Residence	Number	Percentage	Valid Percentage
Kuala Lumpur	352	28.1	32.1
Selangor	545	43.5	49.7
Johor	27	2.2	2.5
Perak	44	3.5	4.0
Negeri Sembilan	38	3.0	3.5
Kelantan	14	1.1	1.3
Pahang	29	2.3	2.6
Kedah	15	1.2	1.4
Melaka	27	2.2	2.5
Pulau Pinang	3	0.2	0.3
Sabah	3	0.2	0.3
<b>Total</b>	<b>1097</b>	<b>87.5</b>	<b>100.0</b>
Not available	156	12.5	
<b>Total</b>	<b>1253</b>	<b>100.0</b>	

#### 5. Nationality

\* 99% of the clients were Malaysian and their ethnicity was Indian (41% ), Chinese (28%) and Malay (26%).

Nationality	Number	Percentage	Valid Percentage
Malaysian	1109	88.5	98.3
Indonesian	10	0.8	0.9
Filipina	1	0.1	0.1
Chinese	2	0.2	0.2
Indian	6	0.5	0.5
<b>Total</b>	<b>1128</b>	<b>90.0</b>	<b>100.0</b>
Not available	25	2.0	
<b>Total</b>	<b>1253</b>	<b>100.0</b>	

<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Indian	507	40.5	41.3
Chinese	345	27.5	28.1
Malay	326	26.0	26.5
Other	50	4.0	4.1
<b>Total</b>	<b>1228</b>	<b>98.0</b>	<b>100.0</b>
Not available	25	2.0	
<b>Total</b>	<b>1253</b>	<b>100.0</b>	

#### 6. Age

\* Most of the clients in their 30s (38%), while 32 % in their 20s and 20 % in their 40s

<b>Age</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Less than 20 years old	60	4.8	5.3
20 to 29	365	29.1	32.4
30 to 39	432	34.5	38.3
40 to 49	225	18.0	20.0
50 years old and above	45	3.6	4.0
<b>Total</b>	<b>1127</b>	<b>90.0</b>	<b>100.0</b>
Not available	126	10.0	
<b>Total</b>	<b>1253</b>	<b>100.0</b>	

#### 7. Occupation

\* Most clients were not employed, being either unemployed (12%) or homemakers (26%)

\* Others were mostly professionals (12%) clerical worker (12%) or self-employed/run their own business (8%)

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Unemployed	115	9.2	11.6
Homemaker	259	21.0	26.0
Factory/production worker	52	4.2	5.2
Domestic helper	10	0.8	1.0
General worker/cleaner	46	3.7	4.6
Professional	121	9.7	12.2
Technical worker	6	0.5	0.6
Self-employed/business	78	6.2	7.8
Administrator/manager	23	1.8	2.3
Student	36	2.9	3.6

Clerical worker	115	9.2	11.6
Sales	64	5.1	6.4
Service sector	30	0.1	3.0
<b>Total</b>	<b>995</b>	<b>79.9</b>	<b>100.0</b>
Not available	258	20.1	
<b>Total</b>	<b>1253</b>	<b>100.0</b>	

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

\* Half of the callers requested counseling (51%). 19% of the callers requested legal information while 10% requested for shelter.

<b>Need*</b>	<b>Number</b>	<b>Percentage</b>
Counseling	745	50.0
Legal information	284	19.0
Shelter	150	10.1
Information for IPO	139	9.3
General information	168	11.3
Counseling for husband	45	3.0
Financial assistance	30	2.0
Other	69	4.6

*\*For all 1492 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%) and 54% were psychological abuse.

Types of abuse	Number	Percentage
Physical	476	64.0
Psychological	408	54.5
Sexual	40	5.3
Financial	121	16.2
Social	65	8.7

### b) INFORMATION ON THE PERPETRATORS

#### 2. Relationship to the clients

\* 80% of the perpetrators were either husband/ex-husband or boyfriend/ex-boyfriend.

Relationship to the client	Number	Percentage	Valid Percentage
Husband/ex-husband	675	90.1	91.1
Boyfriend/ex-boyfriend	38	5.1	5.1
Parent/Children/family member	17	2.3	2.3
In-laws	11	1.5	1.5
<b>Total</b>	<b>741</b>	<b>98.9</b>	<b>100.0</b>
Not available	8	1.1	
<b>Total</b>	<b>749</b>	<b>100.0</b>	