

# WAO ANNUAL STATISTICS 2004

Refuge Services  
Face to Face Counseling  
Telephone Counseling

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# WAO STATISTICS 2004

## OUR SERVICES THROUGH THE YEARS

Number of women who utilized WAO's services in 2004:

Shelter/Refuge : 132 women

Face to face counseling : 75 women

Telephone counseling : 1500 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
2004	132	75	1500
<b>Total</b>	<b>2045</b>	<b>1316</b>	<b>26633</b>

## WAO STATISTICS 2004

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

#### A. GENERAL INFORMATION

132 women were given shelter in 2004, while in 2003, 133 women were given shelter.

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

\* While women seek refuge primarily because of domestic violence (53%), 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	70	53.0
MDW abuse	21	15.9
No place to stay	10	7.6
Single mother	7	5.3
Family problems	5	3.8
Trafficked	5	3.8
Rape	4	3.0
Depression	3	2.3
Refugee	3	2.3
Other reasons	6	4.5
<b>Total</b>	<b>132</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. Only 94 children were brought to the shelter with their mothers.

\* Even though almost three quarters of the women who came for shelter have a 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 (14%) or two (12%).

Children at WAO	Number	Percentage
None	86	65.2
1 child	18	13.6
2 children	16	12.1
3 children	7	5.3
4 children	3	2.3
5 children	1	0.8
6 children	1	0.8
<b>Total</b>	<b>132</b>	<b>100.0</b>

### 3. Number of visits

\* The vast majority of the residents in 2004 were new clients (82%) while 17 women (13%) 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.

Number of visits to WAO	Number	Percentage
First	108	81.8
Second	17	12.9
Third	6	4.5
Fifth	1	0.8
<b>Total</b>	<b>132</b>	<b>100.0</b>

### 4. Sources of awareness

\*As in previous years, the major sources of awareness are police, women themselves (ex-residents), media and friends.

Source of awareness	Number	Percentage
Police	40	30.3
Self (ex-resident)	22	16.7
Friends	20	15.2
Media	14	10.6
NGOs	13	9.8
Hospitals/One-stop center	10	7.6
Relatives	4	3.0
Embassy	1	0.8
Other*	7	5.3
<b>Total</b>	<b>132</b>	<b>100.0</b>

\* Including public education by WAO

### *5. Length of stay*

\* Twenty-six percent of the residents stayed at the shelter for less than one week compared to 32% last year. 11% of the residents stayed for at least one month. There are no major changes in the residents' length of stay in 2004 compared to 2003.

<b>Length of stay</b>	<b>Number</b>	<b>Percentage</b>
Less than a week	35	26.5
1 to 2 weeks	19	14.4
2 to 3 weeks	14	10.6
1 to 2 months	20	15.2
2 to 3 months	22	16.7
More than 3 months	22	16.7
<b>Total</b>	<b>132</b>	<b>100.0</b>

### *6. Residence*

\* Most of the residents came from Selangor (67%) and Kuala Lumpur (26%).

<b>State</b>	<b>Number</b>	<b>Percentage</b>
Wilayah Persekutuan Kuala Lumpur	31	23.5
Selangor	89	67.4
Johor	4	3.0
Perak	2	1.5
Negeri Sembilan	2	1.5
Kelantan	1	0.8
Pahang	1	0.8
Sabah	2	1.5
<b>Total</b>	<b>132</b>	<b>100.0</b>

## 7. Age

The residents were mostly in their 20s (43%) and 30s (36%)

Age	Number	Percentage
Less than 20 years old	12	9.1
20 to 29	57	43.2
30 to 39	48	36.4
40 to 49	14	10.6
50 years old and above	1	0.8
<b>Total</b>	<b>132</b>	<b>100.0</b>

## 8. Nationality

More than half of the residents were Malaysian (68%). The other women were from Indonesia, Philippines, India, China, Iraq, Uzbekistan and Burma.

Nationality	Number	Percentage
Malaysian	90	68.2
Indonesian	30	22.7
Filipina	3	2.3
Indian	5	3.8
Chinese	1	0.8
Iraqi	1	0.8
Uzbek	1	0.75
Burmese	1	0.75
<b>Total</b>	<b>132</b>	<b>100.0</b>

\* The 90 Malaysian women were mostly Indian (49%) and Malay (37%)

Ethnicity	Number	Percentage
Malay	33	36.7
Chinese	11	12.2
Indian	44	48.9
Bajau	2	2.2
<b>Total</b>	<b>90</b>	<b>100.0</b>



### 9. Marital status

\* 48% of the women had registered marriages and 6% were married through customary rites. 34% were single.

Marital status	Number	Percentage
Single	45	34.1
Registered married	63	47.7
Non registered married (customary)	8	6.1
Living together	3	2.3
Divorced	4	3.0
Separated	8	6.1
Widowed	1	0.8
<b>Total</b>	<b>132</b>	<b>100.0</b>

### 10. Level of Education

\* 74% of the residents had at least primary education where 39% had achieved at least SPM, 10% had done Form 6 or Diploma and 9% had a degree.

Level of Education	Number	Percentage	Valid Percentage
None	9	6.8	9.2
Primary	15	11.4	15.3
SRP	17	12.9	17.3
SPM	38	28.8	38.8
Form 6/Diploma	10	7.6	10.2
Degree	9	6.8	9.2
<b>Total</b>	<b>98</b>	<b>74.2</b>	<b>100.0</b>
Not available	5	3.8	
Not applicable	29	22.0	
<b>Total</b>	<b>132</b>	<b>100.0</b>	

### 11. Occupation

\* Forty-seven 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 migrant domestic worker (20%), general workers/cleaners (5%), were self employed (5%).

Occupation	Number	Percentage	Valid Percentage
Unemployed	37	27.8	28.7
Homemaker	23	17.3	17.8
Factory/production worker	2	1.5	1.6
Cleaner/General worker	6	4.5	4.7

Professional*	5	3.8	3.9
Technical worker	3	2.3	2.3
Self-employed/business	6	4.5	4.7
Student	2	1.5	1.6
Clerical worker	6	4.5	4.7
Sales person	3	2.3	2.3
Service sector**	5	3.8	3.9
Migrant domestic worker	26	19.5	20.2
Other	5	3.8	3.9
<b>Total</b>	<b>129</b>	<b>97.0</b>	<b>100.0</b>
Not available	3	2.3	
<b>Total</b>	<b>132</b>	<b>100.0</b>	

\*Interior designer, graphic designer, IT executive, Telecom executive & architect

\*\*Waitress, caterer, reflexiologist

WAO Statistics 2004

## 12. Income

\* Forty-eight percent of the residents did not have any income; 26% had an income RM500 and below, and 16% earned between RM 500-RM999.

Income	Number	Percentage	Valid Percentage
None	60	45.1	47.6
RM 500 and below	33	24.8	26.2
RM 500-999	20	15.0	15.9
RM 1000-1499	6	4.5	4.8
RM 1500-1999	3	2.3	2.4
RM 2000-2499	1	0.8	0.8
RM 2500 and above	3	2.3	2.4
<b>Total</b>	<b>126</b>	<b>94.7</b>	<b>100.0</b>
Not available	6	4.5	
<b>Total</b>	<b>132</b>	<b>100.0</b>	

## B) INFORMATION ON DOMESTIC VIOLENCE

### a) INFORMATION ON THE ABUSE

Out of 132 women, 70 were victims-survivors of domestic violence.

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

\* The most frequent type of abuse is psychological (94%) and physical (71%). 89% were financially abused, 54% were socially abused and 49% were sexually abused.

Type of abuse	Number	Percentage
Physical	50	71.4
Psychological	66	94.3
Social	38	54.3
Financial	62	88.6
Sexual	34	48.6

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

\* Beating with hands and kicking is the kind of physical abuse that occurs in many of the cases (42.9%). A large proportion of the physical abuse also involves beating with objects (35.7%) and throwing the objects (21.4%).

Description	Number	Percentage
Beating with hands and kicking	30	42.9
Beating with objects	25	35.7
Throwing objects	15	21.4
Hitting against wall/thrown on floor	10	14.3
Assault with knife	7	10.0
Scalding/burning	3	4.3
Other	12	17.1

### 3. Length of time in abusive situation

\* 34% of domestic violence survivors faced the abuse in the first year of their marriage

First violent incident	Number	Percentage	Valid Percentage
Before marriage	11	15.7	16.9
In the first year	22	31.4	33.8
In the second year	10	14.3	15.4
In the third year	4	5.7	6.2
In the fourth year	3	4.3	4.6
In the fifth year	3	4.3	4.6
After the fifth year	12	17.1	18.5
<b>Total</b>	<b>65</b>	<b>92.3</b>	<b>100.0</b>
Not available	5	7.7	
<b>Total</b>	<b>70</b>	<b>100.0</b>	

\* Most of the women had been in an abusive situation between 6 to 10 years (39%). Twenty four percent of the women had been in the abusive situation between 1 to 5 years and 19% of the women had been abused less than a year.

Length of time	Number	Percentage	Valid Percentage
Less than 1 year	13	18.6	19.4
1 to 5 years	16	22.9	23.9
6 to 10 years	26	37.1	38.8
11 to 15 years	12	17.1	17.9
<b>Total</b>	<b>67</b>	<b>95.7</b>	<b>100.0</b>
Not available	3	4.3	
<b>Total</b>	<b>70</b>	<b>100.0</b>	

### 4. Frequency of the abuse

Frequency	Number	Percentage	Valid Percentage
Daily	14	20.0	21.2
4 to 5 times a week	8	11.4	12.1
2 to 3 times a week	16	22.9	24.2
Once a week	5	7.1	7.6
Once fortnight	7	10.0	10.6
Once a month	2	2.9	3.0
Only once/twice	4	5.7	6.1
Unpredictable	10	14.3	15.2
<b>Total</b>	<b>66</b>	<b>94.3</b>	<b>100.0</b>
Not available	4	5.7	
<b>Total</b>	<b>70</b>	<b>100.0</b>	

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

\* 61 women (84%) had made at least one previous attempt to leave the abusive situation.

Out of these 61 women, 41% had tried only once before while 10% had tried to leave 5 times or more.

How many times tried to leave	Number	Percent	Valid Percentage
Once	25	35.7	41.0
Twice	11	15.7	18.0
Three times	11	15.7	18.0
Four times	8	11.4	13.1
Five times or more	6	8.6	9.8
<b>Total</b>	<b>61</b>	<b>87.1</b>	<b>100.0</b>
Never left before	7	10.0	
Not available	2	2.9	
<b>Total</b>	<b>70</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. Furthermore, more women are reporting abuse by boyfriends.

### 6. Relationship to the residents

\* 74% of the perpetrators were husbands or ex-husbands

Relationship	Number	Percentage
Husband/ex-husband	52	74.3
Parents	8	11.4
Boyfriend/ex-boyfriend	6	8.6
Living together	3	4.3
Relatives	1	1.4
<b>Total</b>	<b>70</b>	<b>100.0</b>

### 7. Age

\* The perpetrators were mostly in their 40s (52%).

Age	Number	Percentage	Valid Percentage
20 to 29	2	2.9	3.0
30 to 39	12	17.1	17.9
40 to 49	35	50.0	52.2
50 years old and above	12	17.1	17.9
<b>Total</b>	<b>67</b>	<b>95.7</b>	<b>100.0</b>
Not available	3	4.3	
<b>Total</b>	<b>70</b>	<b>100.0</b>	

### 8. Nationality

\* All of the perpetrators in 2004 were Malaysian (100%). The ethnic groups are represented as follows: Indian (51%), Malay (31%) and Chinese (17%).

Nationality	Number	Percentage
Malaysian	70	100.0
<b>Total</b>	<b>70</b>	<b>100.0</b>

<b>Ethnicity</b>	<b>Number</b>	<b>Percentage</b>
Malay	22	31.4
Chinese	12	17.1
Indian	36	51.4
<b>Total</b>	<b>70</b>	<b>100.0</b>

### **9. Level of Education**

\* 41% of the perpetrators have reached SRP level, while 16% reached their SPM level. 10% hold university degrees.

<b>Level of Education</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
None	7	10.0	12.1
Primary	14	20.0	24.1
SRP	17	24.3	41.4
SPM	9	12.9	15.5
Form6/Diploma	4	5.7	6.9
Degree	6	8.6	10.3
Post graduate	1	1.4	1.7
<b>Total</b>	<b>58</b>	<b>82.9</b>	<b>100.0</b>
Not available	12	17.1	
<b>Total</b>	<b>70</b>	<b>100.0</b>	

### **10. Occupation**

\* 17% of the perpetrators were unemployed. Most of the perpetrators were either general workers (25%) or self-employed (15%).

<b>Occupation</b>	<b>Number</b>	<b>Percentage</b>	<b>Valid Percentage</b>
Unemployed	10	14.3	16.7
Homemaker	2	2.9	3.3
General worker/cleaner	15	21.4	25.0
Professional	7	10.0	11.7
Technical worker	4	5.7	6.7
Self-employed/business	9	12.9	15.0
Sales person	4	5.7	6.7
Service sector	9	12.9	15.0
<b>Total</b>	<b>60</b>	<b>85.7</b>	<b>100.0</b>
Not available	10	14.3	
<b>Total</b>	<b>70</b>	<b>100.0</b>	

### 11. Income

\* 27% of the perpetrators earned between RM 1000 to RM 1499, while 23% earned RM 1500 to RM 1999 and RM 2500 above.

Income	Number	Percentage	Valid Percentage
None	10	14.3	16.7
< RM 500	7	10.0	11.5
RM 500- 999	8	11.4	13.3
RM 1000- 1499	16	22.9	26.7
RM 1500 – 1999	5	7.1	8.3
RM 2000 – 2499	6	8.6	10.0
> RM 2500	8	11.4	13.3
<b>Total</b>	<b>60</b>	<b>85.7</b>	<b>100.0</b>
Not available	10	14.3	
<b>Total</b>	<b>70</b>	<b>100.0</b>	

### 12. Triggering factors (multiple answers)

\* Financial problems (46%) on the part of the perpetrators were the major triggering factor. Other factors were jealousy (40%), suspicion (43%), alcohol (27%). However 34% of women said that the beatings start for no reason at all.

Triggering factor	Number	Percentage
No reason	24	34.3
Jealousy	28	40.0
Suspicion	30	42.9
Financial problems	32	45.7
Alcohol	19	27.1
Extra-marital affair (s)	17	24.3
Work related stress	5	7.1
In-laws interference	6	8.6
Sexual	4	5.7
Drugs	13	18.6
Gambling	3	4.3
Child related problems	3	4.3
Other	12	17.1



### *13. Criminal record*

\* 16% of the perpetrators had a criminal record for crimes other than domestic violence.

Past conviction	Number	Percentage
Yes	11	15.7
No	59	84.3
<b>Total</b>	<b>70</b>	<b>100.0</b>

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

\* Out of the 70 women, only 9 women applied to get an IPO.

Got an IPO	Number	Percentage
Yes	9	12.9
No	61	87.1
<b>Total</b>	<b>70</b>	<b>100.0</b>

*\*One resident got her IPO by herself before she come to WAO*

*\*Compared to last year, the number of women getting IPO decreased from 13 to only 9, 35 or (50%) of the women did not want to get IPO because they did not want to charge the husband, 31% or 22 of them stayed for a short while (less than a week), and the rest suffered psychological abuse, which were not grounds for getting an IPO.*

\* In 44% of the cases the perpetrators violated the IPO.

IPO violation	Number	Percentage
Yes	4	44.4
No	5	55.6
<b>Total</b>	<b>9</b>	<b>100.0</b>

## 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 find 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 2004.

### *15. Status of the women at the end of 2004*

\* 26% or 18 of the women were living independently; 31% went back to live with the perpetrator; 20% went to stay with their friend or relatives and eight of the residents were still at WAO at the end of 2004.

Status	Number	Percentage
Still at WAO	8	11.4
Went back to abusive situation	22	31.4
Living independently	18	25.7
Returned to own home*	2	2.9
Went to stay with relative/friend	14	20.0
Other	6	8.6
<b>Total</b>	<b>70</b>	<b>100.0</b>

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

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

\* 19 women of the 22 women who went back to abusive situations 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, financial reasons and/or the husband agreeing to change his lifestyle and stop the abuse.

Reason	Number	Percentage
Give husband another chance	19	86.4
Children's schooling	12	54.5
Financial reasons	13	59.1
Husband agreed to change lifestyle	11	50.0
Under threat from husband	3	13.6
Illness in the family	6	27.3
Other	3	13.6

### *17. Type of accommodation*

\* 18 women are now living independently, mostly staying with family or relatives (44%) or staying with friends (33%).

Accommodation	Number	Percentage
Renting house/room, own home	4	22.2
With family/relatives	8	44.4
With friend	6	33.3
<b>Total</b>	<b>18</b>	<b>100.0</b>

### *18. Occupation*

\* 55 of all ex-residents or 79% who were victim-survivors of domestic violence are now working, mostly as general worker/cleaner (30%), and service sector (16%).

Occupation	Number	Percentage	Valid Percentage
Factory/production worker	4	5.7	7.3
General worker/cleaner	21	30.0	38.2
Self-employed/business	8	11.4	14.5
Administrator/manager	4	5.7	7.3
Clerical worker	2	2.9	3.6
Sales	5	7.1	9.1
Service sector	11	15.7	20.0
<b>Total</b>	<b>55</b>	<b>78.6</b>	<b>100.0</b>
Not available	6	8.6	
Not working	9	12.8	
<b>Total</b>	<b>70</b>	<b>100.0</b>	

## MIGRANT DOMESTIC WORKERS ABUSE

### a) INFORMATION

\* Out of the 132 women, 20 were migrant domestic workers who were abused. All of them were from Indonesia.

\* Police or public referred most to WAO, but some were made aware of WAO by other NGOs such as Tenaganita and AWAM.

\* One of them sought shelter at WAO before; while the other 20 sought shelter at WAO for the first time.

\* Two of them stayed less than a week, four 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 abuses were the most frequent types of abuse. Most of the situations of physical abuse involved beating with hands and feet, and beating with objects (i.e.: flower vase, hanger, shoe, belt etc).

Type	Number	Percentage
Physical	15	75.0
Psychological	19	95.0
Social	12	60.0
Sexual	2	10.0
Financial	19	95.0

Physical violence	Number	Percentage
Beating with hands and kicking	16	80.0
Beating with objects	4	20.0

#### 2. Frequency of the abuse

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

Frequency	Number	Percentage
Daily	5	25.0
4 to 5 times	2	10.0
2 to 3 times	0	0.0
Once a week	3	15.0
Once fortnight	0	0.0
Once a month	0	0.0
Only once/twice	5	25.0
Unpredictable	5	25.0
Total	20	100.0

## b) INFORMATION ON THE PERPETRATORS

\* Eighteen of the perpetrators were employers and two were agents. Out of 18 employers, seven cases involved only female employers and the rest involved both of male and female employers

### 3. Age

\* 47% of the perpetrators were in their 30s and 29% in their 40s.

Age	Number	Percentage	Valid Percentage
Less than 20 years old	0	0.0	0.0
20 to 29	3	15.0	17.6
30 to 39	8	40.0	47.1
40 to 49	5	25.0	29.4
50 years old and above	1	5.0	5.9
<b>Total</b>	<b>17</b>	<b>85.0</b>	<b>100.0</b>
Not available	3	15.0	
<b>Total</b>	<b>20</b>	<b>100.0</b>	

### 4. Ethnicity

\* All the perpetrators were Malaysian.

Ethnicity	Number	Percentage
Malay	1	5.0
Chinese	12	60.0
Indian	7	35.0
<b>Total</b>	<b>20</b>	<b>100.0</b>

### 5. Occupation

Occupation	Number	Percentage	Valid Percentage
Homemaker	1	5.0	6.3
Self-employed/business	8	40.0	50.0
Professional	4	20.0	25.0
Technical worker	1	5.0	6.3
Service sector	1	5.0	6.3
Sales	1	5.0	6.3
<b>Total</b>	<b>16</b>	<b>80.0</b>	<b>100.0</b>
Not available	4	20.0	
<b>Total</b>	<b>20</b>	<b>100.0</b>	

WAO Statistics 2004

### c) OUTCOMES

#### 6. Status of the migrant domestic workers at the end of 2004

\* Most of the women went back to Indonesia (50%), four went to the Indonesia Embassy and eight still at WAO.

Status at the end of 2004	Number	Percentage
Still at WAO	8	40.0
Left the country to country of origin	10	50.0
Went to embassy	4	20.0
<b>Total</b>	<b>20</b>	<b>100.0</b>

#### 7. Status of the case of migrant domestic workers who are still at WAO

Status of the case at case end of 2004	Number	Percentage
Pending police investigation	3	37.5
Pending court case hearing	3	37.5
Pending labour court case	4	50.0
Other*	1	12.5

\* Employer pleaded guilty

## WAO STATISTICS 2004

### \*\*\*\*\* FACE TO FACE COUNSELING FOR 2004 \*\*\*\*\*

#### A. GENERAL INFORMATION

75 women sought counseling WAO in year 2004, while in 2003, 91 women sought counseling.

##### 1. Problems faced

\* More than half of the women who came for face to face counseling were in a domestic violence situation (63%), 29% because of issues other than violence, while 8% came in because of abuse/assault.

Reason	Number	Percentage
Domestic violence	47	62.7
Other problems	22	29.3
Abuse/assault	6	8.0
<b>Total</b>	<b>75</b>	<b>100.0</b>

\* *Not within the family*

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

\* The women also faced other problems than violence. These problems were mostly related to divorce (23%), relationship problem with husband/boyfriend (21%) child custody or maintenance (20%) and husband unemployed/irresponsible (13%)

Other problems	Number	Percentage
Divorce	17	22.7
Relationship problem with husband/boyfriend	16	21.3
Child custody/maintenance	15	20.0
Husband unemployed/irresponsible	10	13.3
Another woman/other women	8	10.7
Rape/sexually assaulted	6	8.0
Depression/mental stress	3	4.0
Husband on drugs/alcohol/gambling	2	2.7
Police report/IPO	2	2.7
Problem with family/in-laws	2	2.7
Child abuse/incest	2	2.7
Problem with children	1	1.3
Single mother	1	1.3
Husband jealous/suspicious/insecurity	1	1.3
Problem related works	1	1.3
Single mother pregnancy/abortion/adoption	1	1.3
Financial/housing problem	3	4.0
Other	6	8.0

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

\* The women coming to face to face counseling had various needs. Most of the session will include counselling, listening, supporting, empowering, identify possible solutions etc. WAO's social workers and Legal Aid Center chambering students also gave legal information (mostly about IPOs), accompanied women to the Welfare Department, court etc.

Need	Number	Percentage
Counseling	69	92.0
Legal information	11	14.7
Other information	11	14.7
Shelter	10	13.3
Help in getting IPO	7	9.3
Counseling for husband	2	2.7
Financial assistance	1	1.3
Accompany to court & welfare	1	1.3
Others	5	6.7

### 4. Ex residents

\* From the 75 women who came for face to face counseling, 15% were WAO ex residents for the same or previous years, while 85% were new clients.

Ex residents	Number	Percentage
Yes	11	14.7
No	64	85.3
Total	75	100.0

### 5. Age

\* The clients were mostly in their 30s (40%) and 40s (30%)

Age	Number	Percentage	Valid Percentage
20 years old or less	5	6.7	6.8
20 to 29	12	16.0	16.4
30 to 39	30	40.0	41.1
40 to 49	22	29.3	30.1
50 years old and above	4	5.3	5.5
Total	73	97.3	100.0
Not available	2	2.7	
Total	75	100.0	



#### 6. Residence

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

State	Number	Percentage	Valid Percentage
Wilayah Persekutuan Kuala Lumpur	21	28.0	30.0
Selangor	40	53.3	57.1
Johor	2	2.7	2.9
Negeri Sembilan	2	2.7	2.9
Kedah	1	1.3	1.4
Pulau Pinang	2	2.7	2.9
Melaka	2	2.7	2.9
<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>	

#### 7. Nationality

\* Most (92%) of the clients were Malaysians. Others were from Indonesia and Thailand.

Nationality	Number	Percentage
Malaysian	69	92.0
Indonesian	2	2.7
Thai	1	1.3
Others	3	4.0
<b>Total</b>	<b>75</b>	<b>100.0</b>

\* The 69 Malaysian women were mostly Chinese (41%) and Indian (29%).

Ethnicity	Number	Percentage
Malay	15	20.0
Chinese	31	41.3
Indian	22	29.3
Other	7	9.3
<b>Total</b>	<b>75</b>	<b>100.0</b>

## WAO STATISTICS 2004

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

#### A. GENERAL INFORMATION

\* Number of calls in 2004: 1500

\* Number of calls in 2003 : 1492

\* Number of calls in 2002 : 1478

#### *1. Reasons for the call*

\* 55% of the calls received were related to domestic violence.

Reason for the call	Number	Percentage	Valid Percentage
Domestic violence	761	50.7	54.8
Other problems	596	39.7	43.0
MDW abuse	20	1.3	1.4
Child abuse	10	0.7	0.8
<b>Total</b>	<b>1387</b>	<b>92.4</b>	<b>100.0</b>
Not available	113	7.6	
<b>Total</b>	<b>1500</b>	<b>100.0</b>	

\* When the calls were not related to violence (43%), the other problems faced were mainly divorce (20%), relationship problems (19%), child custody/maintenance (21%) and extra-marital affairs (12%).

Other problems ( <i>multiple answers</i> )	Number	Percentage
Divorce	312	20.8
Relationship problems	282	18.8
Child custody/maintenance	310	20.7
Extra-marital affair(s)	186	12.4
Husband unemployed/irresponsible	120	8.0
Husband on drugs/alcohol/gambling	80	5.3
Legal issues/immigration	50	3.3
Problem with family/in laws	45	3.0
Problem with children	41	2.7
Police report/IPO	42	2.9
Sexual harassment	35	2.3
Single mother pregnancy/abortion/adoption	30	2.0
Financial problems/housing	39	2.6
Depression/mental stress	19	1.3
Husband jealous/suspicious	21	1.4

Single mother	29	1.9
Child abuse/incest	28	1.9
Rape/sexual assault	25	1.7
Migrant domestic worker	15	1.0
Work related problems	14	1.0
Husband mentally unstable/stress	10	0.7
Other problems	96	6.4

## 2. Who are the callers?

\* 86% of the callers were the clients themselves.

\* 14% of the callers were calling on behalf of a friend, family, neighbour or co-worker.

Who called	Number	Percentage	Valid Percentage
Client	1270	84.7	85.8
Other than the client*	210	14.0	14.2
<b>Total</b>	<b>1480</b>	<b>98.7</b>	<b>100.0</b>
Not available	20	2.3	
<b>Total</b>	<b>1500</b>	<b>100.0</b>	

\* General information for callers "other than the client" was not taken. Thus, the following information is only for 1270 clients.

## 3. Residence

\* Most of the clients were calling from Selangor (45%) and Kuala Lumpur (33%).

Residence	Number	Percentage	Valid Percentage
Kuala Lumpur	395	31.1	32.9
Selangor	537	42.2	44.8
Johor	52	4.1	4.3
Perak	42	3.3	3.5
Negeri Sembilan	35	2.8	2.9
Trengganu	12	0.9	1.0
Kelantan	14	1.1	1.2
Pahang	32	2.5	2.7
Kedah	16	1.3	1.3
Melaka	33	2.6	2.8
Pulau Pinang	24	1.9	2.0
Sabah	5	0.4	0.4
Sarawak	2	0.6	0.2
<b>Total</b>	<b>1199</b>	<b>94.4</b>	<b>100.0</b>
Not available	71	5.6	
<b>Total</b>	<b>1270</b>	<b>100.0</b>	

#### 4. Nationality

\* 98% of the clients were Malaysian and their ethnicity was Indian (43%), Chinese (28%) and Malay (26%).

Nationality	Number	Percentage	Valid Percentage
Malaysian	1212	95.4	98.1
Indonesian	10	0.8	0.8
Filipina	5	0.4	0.4
Chinese	4	0.3	0.3
Indian	4	0.3	0.3
<b>Total</b>	<b>1235</b>	<b>97.2</b>	<b>100.0</b>
Not available	35	2.8	
<b>Total</b>	<b>1270</b>	<b>100.0</b>	

Ethnicity	Number	Percentage	Valid Percentage
Indian	510	40.2	42.7
Chinese	335	26.4	28.1
Malay	314	24.7	26.3
Other	35	2.8	2.9
<b>Total</b>	<b>1194</b>	<b>94.0</b>	<b>100.0</b>
Not available	76	6.0	
<b>Total</b>	<b>1270</b>	<b>100.0</b>	

#### 5. Age

\* Most of the clients were in their 30s (37%), while 32% were in their 20s and 19% were in their 40s.

Age	Number	Percentage	Valid Percentage
Less than 20 years old	80	6.3	6.7
20 to 29	376	29.6	31.6
30 to 39	459	36.1	38.6
40 to 49	224	17.6	18.8
50 years old and above	51	4.0	4.3
<b>Total</b>	<b>1190</b>	<b>93.7</b>	<b>100.0</b>
Not available	80	6.3	
<b>Total</b>	<b>1270</b>	<b>100.0</b>	

## 6. Occupation

\* Most clients were not employed, being either unemployed (12%) or homemakers (24%)

\* Others were mostly professionals (13%) clerical workers (11%) or self-employed/run their own business (9%)

Occupation	Number	Percentage	Valid Percentage
Unemployed	124	9.8	12.0
Homemaker	247	19.4	23.9
Factory/production worker	65	5.1	6.3
Domestic helper	14	1.1	1.4
General worker/cleaner	48	3.8	4.7
Professional	135	10.6	13.1
Technical worker	8	0.6	0.8
Self-employed/business	89	7.0	8.6
Administrator/manager	26	2.0	2.5
Student	41	3.2	3.9
Clerical worker	118	9.3	11.4
Sales	75	5.9	7.3
Service sector	42	3.3	4.1
<b>Total</b>	<b>1032</b>	<b>81.3</b>	<b>100.0</b>
Not available	238	18.7	
<b>Total</b>	<b>1270</b>	<b>100.0</b>	

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

\* Half of the callers requested counseling (51%). 20% of the callers requested legal information while 12% requested for shelter and asked for general information.

Need*	Number	Percentage
Counseling	758	50.5
Legal information	298	19.9
Shelter	175	11.7
Information for IPO	142	9.5
General information	174	11.6
Counseling for husband	53	3.5
Financial assistance	29	1.9
Other	78	5.2

\*For all 1500 callers.