

WAO ANNUAL STATISTICS 2005

Shelter/Refuge Services
Face to Face Counselling
Telephone Counselling
Email Enquiries

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WAO Statistics 2005

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OUR SERVICES THROUGH THE YEARS

Number of women utilized WAO's services in 2005:

Shelter/Refuge : 116 women

Face to face counseling : 115 women

Telephone counselling : 1215 callers

WAO figures since September 1982

Year	Shelter/Refuge	Face to Face	Telephone
1982	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	1312
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
2005	116	115	1215
Total	2161	1431	27848

SHELTER/REFUGE

A. GENERAL INFORMATION

There had been 122 entries through out this year, however since 6 of them had come back for the same reason in the same year, we highlight the demographics of 116 women who received our services.

In 2005, 116 women were given shelter, while in 2004, 132 women were given shelter.

1. Reasons for seeking shelter

50% of the women who sought shelter came because of domestic violence. WAO also offered shelter to women who faced other problems and are in need of a temporary place to stay.

Reason for seeking shelter	Number	Percentage
Domestic violence	58	50.0
Trafficked	16	13.8
MDW abuse	11	9.5
Single mother pregnancy	8	6.9
No place to stay	6	5.2
Rape	3	2.6
Problems with employer	3	2.6
Refugees	2	1.7
Others	9	7.8
Total	116	100.0

2. Number of children

In 2005, there were 55 children at the refuge compared to 94 in 2004. Some of the women left behind the children to be taken care of by other family members.

Children at WAO	Number	Percentage
None	85	73.3
1 child	17	14.7
2 children	6	5.2
3 children	6	5.2
4 children	2	1.7
Total	116	100.0

3. Number of visits

Majority of the residents in 2005 were new clients (88%) while 9 women were residents from the previous years. Three of them sought shelter for the third and fourth time, while the other two sought shelter for the fifth time.

Number of visits to WAO	Number	Percentage
First	102	87.9
Second	9	7.8
Third	2	1.7

Fourth	1	0.9
Fifth	2	1.7
Total	116	100.0

4. Sources of awareness

As in the previous years, the major sources of awareness were from the police, media (internet, magazine, newspaper, television, radio), other NGOs (Tenaganita, AWAM, MCA etc). Embassies were also among the other major source of awareness, such as the Cambodian and German Embassies and the Indian High Commission.

Source of awareness	Number	Percentage
Police	18	15.5
Media	17	14.7
NGOs	15	12.9
Friends	15	12.9
Self (ex-residents)	13	11.2
Embassy	9	7.8
Relatives/Family	9	7.8
Hospital/One Stop Crisis Center	6	5.2
Welfare department	7	6.0
Ex residents	3	2.6
Other*	2	1.7
Total	116	100.0

* Kementerian Pembangunan Wanita, Keluarga & Masyarakat, UNHCR

5. Length of stay

24% of the residents stayed at the shelter between one to two months, twenty percent stayed more than three months while eighteen percent stayed less than a week.

Length of stay	Number	Percentage
Less than a week	21	18.1
1 to 2 weeks	17	14.7
2 to 3 weeks	11	9.5
1 to 2 months	28	24.1
2 to 3 months	16	13.8
More than 3 months	23	19.8
Total	116	100.0

6. Residence

Most of the residents came from Selangor (47%) and Wilayah Persekutuan Kuala Lumpur (26%)

State	Number	Percentage
Wilayah Persekutuan Kuala Lumpur	30	25.8
Selangor	55	47.7
Johor	14	12.1
Perak	6	5.2

Negeri Sembilan	5	4.3
Pahang	2	1.7
Pulau Pinang	2	1.7
Kelantan	1	0.9
Kedah	1	0.9
Total	116	100.0

7. Age

The residents were mostly in their 20s (40%) and 30s (25%)

Age	Number	Percentage
Less than 20 years old	25	21.6
20 to 29	46	39.7
30 to 39	29	25.0
40 to 49	14	12.1
50 years old and above	2	1.7
Total	116	100.0

8. Nationality

65% of the residents were Malaysian.

Nationality	Number	Percentage
Malaysia	75	64.7
Indonesia	21	18.1
India	4	3.4
China	2	1.7
Cambodia	8	6.9
Singapore	1	0.9
Vietnam	1	0.9
Myanmar	2	1.7
Russia	1	0.9
German	1	0.9
Total	116	100.0

The ethnicity of the 75 Malaysian was mostly;

Ethnicity	Number	Percentage
Malay	17	22.7
Chinese	10	13.3
Indian	47	62.7
Kadazan	1	1.3
Total	75	100.0

9. Marital status

41% of the women had registered marriages and 5% were married through customary rites. 45% were single.

Marital status	Number	Percentage
Single	52	44.8
Legally married	48	41.4
Customary marriage	6	5.2
Live-in partners	3	2.6
Divorced	3	2.6
Separated	4	3.4
Total	116	100.0

10. Level of education

26% of the residents had primary education, 19% had reached SPM level and 6% had a first degree.

Level of education	Number	Percentage	Valid Percentage
None	16	13.8	15.1
Primary	21	18.1	19.8
SRP	28	24.1	26.4
SPM	20	17.2	18.9
Diploma/Form 6	15	12.9	14.2
Degree	6	5.2	5.7
Total	106	91.4	100.0
Not available	10	8.6	
Total	116	100.0	

11. Occupation

46% of the residents were not formally employed, some of them being homemakers and others being unable to find a job.

The 'other' were mostly employed as migrant domestic worker (13%), cleaner/general worker (9%) and in the service sector (6%) working as a waitress, beautician and hair stylist.

Occupation	Number	Percentage
Unemployed	46	39.7
Homemaker	8	6.9
Factory/production worker	1	0.9
Professional	6	5.2
Technical worker	1	0.9
Self-employed/Business	2	1.7
Administrator/Manager	2	1.7
Student	3	2.6
Clerk	3	2.6
Sales	5	4.3
Cleaner/General worker	10	8.6
Service sector	7	6.0

Migrant domestic worker	15	12.9
Other	7	6.0
Total	116	100.

12. Income

61% of the residents did not have any income, 29% had an income RM 500 and below, and 12% earned between RM 500 – RM 999

Income	Number	Percentage	Valid Percentage
None	54	46.6	60.5
< RM 500	32	27.6	28.6
RM 500 – 999	13	11.2	11.6
RM 1000 – 1499	5	4.3	4.5
RM 1500 – 1999	3	2.6	2.7
RM 2000 – 2499	4	3.4	3.6
> RM 2500	1	0.9	0.9
Total	112	96.6	100.0
Not available	4	3.4	
Total	116	100.0	

INFORMATION ON DOMESTIC VIOLENCE

a) INFORMATION ON THE ABUSE

Out of 116 women, 58 were victims-survivors of domestic violence.

1. Types of abuse (multiple answers)

The most frequent type of abuse is psychological (91%), and financial (85%). 72% were socially abused, 60% were physical and 43% were sexually abused.

Type of abuse	Number	Percentage
Physical	35	60.3
Psychological	53	91.4
Sexual	25	43.1
Financial	49	84.5
Social	42	72.4

2.Types of physical abuse (multiple answers)

Beating with hands and kicking is one form of physical abuse that occurs in most cases (60%). They were beaten with objects (38%) or had objects thrown at her (26%).

Description	Number	Percentage
Beating with hands and kicking	35	60.3
Beating with objects	22	37.9
Throwing with objects	15	25.9
Hitting against a wall/thrown on the floor	14	24.1
Assault with knife	14	24.1
Scalding/burning	5	8.6
Other	10	17.2

3. Length of time in abusive situation

48% of domestic violence survivors faced the abuse right in the first year of their marriage.

First violent incident	Number	Percentage	Valid Percentage
Before marriage	7	12.1	15.9
In the first year	20	34.5	45.5
In the second year	5	8.6	11.4
In the third year	2	3.4	4.5
In the fourth year	2	3.4	4.5
In the fifth year	2	3.4	4.5
After the fifth year	6	10.3	13.6
Total	44	75.9	100.0
Not applicable	14	24.1	
Total	58	100.0	

Most of the women had been in an abusive situation between 1 to 5 years (39%). Twenty percent had been in the abusive situation between 6 to 10 years while 24% had been abused less than one year.

Length of time	Number	Percentage	Valid Percentage
Less than 1 year	13	22.4	24.1
1 to 5 years	21	36.2	38.9
6 to 10 years	11	19.0	20.4
11 to 15 years	1	1.7	1.9
16 to 20 years	6	10.3	11.1
More than 20 years	2	3.4	3.7
Total	54	93.1	100.0
Not available	4	6.9	
Total	58	100.0	

4. Frequency of the abuse

Frequency	Number	Percentage	Valid Percentage
Daily	16	27.6	29.1
4 to 5 times a week	11	19.0	20.0
2 to 3 times a week	5	8.6	9.1
Once week	4	6.9	7.3
Once a fortnight	8	13.8	14.5
Once a month	4	6.9	7.3
Only once/twice	3	5.2	5.5
Unpredictable	4	6.9	7.3
Total	55	94.8	100.0
Not available	3	5.2	
Total	58	100.0	

5. The number of times women have left the abusive situation

39 women had made at least one previous attempt to leave the abusive situation. Out of these 39 women, 36% had tried only once before while 13% had tried to leave 5 times or more.

How many times tried to leave	Number	Percentage	Valid Percentage
Once	14	24.1	35.9
Twice	10	17.2	25.6
Three times	6	10.3	15.4
Four times	4	6.9	10.3
Five times or more	5	8.6	12.8
Total	39	67.2	100.0
Never left before	14	24.1	
Not available	5	8.6	
Total	58	100.0	

b) INFORMATION ON THE PERPETRATORS

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

1. Relationship to the residents

Relationship	Number	Percentage
Husband/ex-husband	34	58.6
Parents	4	6.9
Boyfriend/ex-boyfriend	4	6.9
Live-in partners	13	22.4
Relatives	3	5.2
Total	58	100.0

2. Age

The perpetrators were mostly in their 30s (44%)

Age	Number	Percentage	Valid Percentage
20 to 29	6	10.3	13.9
30 to 39	19	32.8	44.2
40 to 49	10	17.2	23.3
50 years old above	5	8.6	11.6
Total	43	74.1	100.0
Not available	15	25.9	
Total	58	100.0	

3. Nationality

93% of the perpetrators were Malaysians. The ethnic groups are: Indian (45%), Malay (33%) and Chinese (22%).

Nationality	Number	Percentage
Malaysia	54	93.1
Indonesia	2	3.4
India	2	3.4
Total	58	100.0

Ethnicity	Number	Percentage
Malay	19	32.8
Indian	26	44.8
Chinese	13	22.4
Total	58	100.0

4. Level of education

23% of the perpetrators have reached their SRP level, while 17% had reached their SPM level. 19% hold university degrees.

Level of education	Number	Percentage	Valid Percentage
Primary	15	25.9	31.9
SRP	11	19.0	23.4
SPM	8	13.8	17.0
Diploma/Form 6	4	6.9	8.5
Degree	9	15.5	19.1
Total	47	81.0	100.0
Not available	11	19.0	
Total	58	100.0	

5. Occupation

21% of the perpetrators were unemployed. Most of the perpetrators were either general workers (19%) or self employed/business (19%)

Occupation	Number	Percentage	Valid Percentage
Unemployed	10	17.2	20.8
General worker/cleaner	9	15.5	18.8
Professional	4	6.9	8.3
Technical worker	5	8.6	10.4
Self-employed/Business	9	15.5	18.8
Sales	7	12.1	14.6
Service sectors	4	6.9	8.3
Total	48	82.8	100.0
Not available	10	17.2	
Total	58	100.0	

6. Income

23% of the perpetrators do not have any income, 20% earned RM 500 and below, while 14% earned between RM 1500 – RM 1999

Income	Number	Percentage	Valid Percentage
None	10	17.2	23.3
RM 500 and below	9	15.5	20.9
RM 501 – RM 999	5	8.6	11.6
RM 1000- RM 1499	5	8.6	11.6
RM 1500 – RM 1999	6	10.3	13.9
RM 2000 – RM 2499	4	6.9	9.3

RM 2500 and above	4	6.9	9.3
Total	43	74.1	100.0
Not available	15	25.9	
Total	58	100.0	

7. Triggering factors (multiple answers)

Financial problems and jealousy (40%) on the part of the perpetrators were among the major triggering factors. Other factors were work related stress (31%), alcohol (29%). However, 33% of the beatings occurred for no reason at all.

Triggering factor	Number	Percentage
No reason	19	32.8
Jealous	23	39.7
Suspicion	8	13.8
Financial problem	23	39.7
Alcohol	17	29.3
Drug	5	8.6
Gambling	4	6.9
Extra marital affair (s)	8	13.8
Work related stress	18	31.0
Child related problems	11	19.0
In-laws interference	13	22.4
Sexual	5	8.6
Other	11	19.0

8. Criminal record

12% of the perpetrators had a criminal record for a crime other than domestic violence

Past conviction	Number	Percentage
Yes	7	12.1
No	51	87.9
Total	58	100.0

9. Domestic Violence Act: Interim Protection Order (IPO)

Out of 58 women, only 12 of them applied to get an IPO

Got an IPO	Number	Percentage
Yes	11	91.7
No	1	8.3
Total	12	100.0

One resident got the IPO by herself before she come to WAO

Compared to last year, the number of women getting IPO increased from 9 to 11.

Only 1 had tried to apply for an IPO but was rejected as the perpetrator was a former boyfriend.

c) OUTCOMES

1. Status of the women at the end of 2005

33% of the women went to stay with their friend/relative, 26% went back to live with the abusive partners and 19% were living independently.

Status	Number	Percentage
Still at WAO	6	10.3
Went back to abusive situation	15	25.9
Living independently	11	19.0
Returned to own home	2	3.4
Went to stay with relative/friend	19	32.8
Unknown	5	8.6
Total	58	100.0

2. Reasons cited for going back to abusive situation (multiple answer)

87% of the 15 women who went back to the abusive situation left the shelter because they wanted to give their husbands another chance. The rest went back because of financial reasons or had concerns for their children's schooling.

Reason	Number	Percentage
Give husband another chance	13	86.7
Children's schooling	8	53.3
Financial reason	10	66.7
Husband agreed to change lifestyle	4	26.7
Under threat from husband	2	13.3
Illness in family	5	13.3
Other	6	40.

3. Type of accommodation

11 women choose to stay independently, while most of them stayed with family or relatives.

Accommodation	Number	Percentage
Renting room/house, own home	3	27.3
With family/relative	5	45.5
With friend	3	27.3
Total	11	100.0

4. Occupation

Most of the ex-residents are now working as a cleaner or a general worker, while 22% work in factories.

Occupation	Number	Percentage	Valid Percentage
Factory/production worker	8	13.8	22.2
General worker/cleaner	10	17.2	27.8
Self-employed/business	2	3.5	5.5
Administrator/manager	4	6.9	11.1

Clerical worker	3	5.2	8.3
Sales	4	6.9	11.1
Service sector	5	8.6	13.9
Total	36	62.1	100.0
Not available	12	20.7	
Not working	10	17.2	
Total	58	100.0	

MIGRANT DOMESTIC WORKER ABUSE.

Out of 116 women, 11 were migrant domestic workers who were abused. All of them were from Indonesia.

The police stations, public and other NGOs (e.g. Tenaganita) referred most of the cases to WAO.

One of them sought shelter at WAO before, while the other ten were new cases.

Two of them stayed less than one week, one between 1 to 2 months and the rest stayed for more than 3 months

1.Types of abuse (multiple answers)

Psychological and financial abuse was the most frequent type of abuses. Physical abuse included beating with hands and kicking with feet and beating with other objects (e.g.: hanger, rice cooker etc)

Type	Number	Percentage
Physical	4	36.4
Psychological	10	90.9
Sexual	2	18.2
Financial	6	54.5
Social	10	90.9

Physical violence	Number	Percentage
Beating with hands and kicking	10	90.9
Beating with objects	3	9.1

2. Frequency of the abuse

The abuse occurred daily in three cases, for another four cases, abused occurred between 2 to 5 times a week. In one case, she was abused once a week and for the rest three, the abuse was unpredictable.

Frequency	Number	Percentage
Daily	3	27.3
4 to 5 times	2	18.2
2 to 3 times	2	18.2
Once a week	1	9.1
Once fortnight	0	0.0

Once a month	0	0.0
Only once/twice	0	0.0
Unpredictable	3	27.3
Total	11	100.0

b) INFORMATION ON THE PERPETRATORS

9 of the perpetrators were their employers and two were their agents. Out of 9 employers, one case involved the male employer and the rest involved both the male and female employers. The ages were;

Age	Number	Percentage	Valid Percentage
20 to 29	0	0.0	0.0
30 to 39	5	45.5	62.5
40 to 49	2	18.2	25.0
50 years old above	1	9.1	12.5
Total	8	72.7	100.0
Not available	3	27.3	
Total	11	100.0	

2. Ethnicity

Ethnicity	Number	Percentage
Chinese	8	72.7
Indian	2	18.2
Eurasian	1	9.1
Total	11	100.0

3. Occupation

Occupation	Number	Percentage	Valid Percentage
Self-employed/business	3	27.2	33.3
Professional	1	9.1	11.1
Technical worker	1	9.1	11.1
Service sectors	0	0.0	0.0
Sales	4	36.4	44.4
Total	9	81.8	100.0
Not available	2	18.2	
Total	11	100.0	

c) OUTCOMES

1. Status of the migrant domestic worker at the end of 2005

Most of the women went back to Indonesia (55%), one went to the Indonesian Embassy and 4 were still at WAO, waiting for an outcome of their case.

Status at the end of 2005	Number	Percentage
Still at WAO	4	36.4
Left the country to country of origin	6	54.5
Went to embassy	1	9.1
Unknown*	1	9.1
Total	11	100.0

*She left the centre without informing.

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

Status of the cases at the end of 2005	Number	Percentage
Pending court case hearing	1	25.0
Pending labor case hearing	1	25.0
Waiting for a decision from embassy	2	50.0
Pending salary negotiation	1	25.0

FACE TO FACE COUNSELLING

A. GENERAL INFORMATION

In 2004, 91 women sought face to face counseling from WAO. This number increased to 115 women in 2005.

1. Problems faced

52% of the women who came for face to face counseling were having domestic violence problems. 44% sought counseling to problems; legal issues pertaining to divorce, child custody, matrimonial property, EPF, sexual harassment etc

Reason	Number	Percentage
Domestic violence	60	52.2
Other than violence (legal issues, divorce etc)	51	44.3
Abuse/assault*	2	1.7
Rape	2	1.7
Total	115	100.0

* Not within the family

2. Other problems faced (multiple answers)

Other problems	Number	Percentage
Divorce	28	24.3
Relationship problem with husband/boyfriend	32	27.8
Children custody/maintenance	23	20.0
Husband unemployed/irresponsible	8	7.0
Another woman/other women	4	3.5
Rape/sexually assaulted	4	3.5
Depression/mental stress	5	4.3
Husband on drugs/alcohol/gambling	13	11.3
Police report/IPO	8	7.0
Sexual harassment/Harassment	1	0.9
Child abuse/incest	1	0.9
Single mother pregnancy/abortion/adoption	5	4.3
Financial/housing problem	7	6.1
Legal issues/immigration	2	1.7
Problems with family/in-laws	16	13.9
Other	11	9.6

Women also faced other problems other than violence. The problems mostly related to relationship problems with husband or boyfriend (28%), divorce (24%), child custody and maintenance (20%) and problems with family members or in-laws (14%).

3. Needs of the clients (multiple answers)

The women coming for face to face counseling came mainly because they needed advice (97%). Some of them came because they wanted to get advice specifically on legal matters (23%) and also because they were in a crisis situation and needed a place to stay (13%).

Needs	Number	Percentage
Counselling	111	96.5
Legal information	26	22.6
Other information	5	4.3
Shelter	15	13.0
Help in getting IPO	8	2.6
Financial assistance	3	2.6
Accompany to court & welfare	3	2.6

4. Ex-residents

From 115 women who came for face to face counseling, 21% of them were WAO ex residents from the same or previous years, while 79% were new clients.

Ex-resident	Number	Percentage
Yes	24	20.9
No	91	79.1
Total	115	100.0

5. Age

The clients were mostly in their 30s (31%) and 20s (26%).

Age	Number	Percentage
20 years and below	10	8.7
20 to 29	30	26.1
30 to 39	36	31.3
40 to 49	25	21.7
50 years old and above	14	12.2
Total	115	100.0

6. Occupation

37% of the clients were not working; they either depended on the husband or partner or family members. 11% of the women were professionals; doctor, IT executive, accountant and secretary.

Occupation	Number	Percentage	Valid Percentage
Unemployed	42	36.5	39.6
Factory	2	1.7	1.9
General worker/cleaner	11	9.6	10.4
Professional	13	11.3	12.3
Technical worker	2	1.	1.9
Self-employed/business	6	5.2	5.7
Administrator/manager	2	1.7	1.9

Student	8	7.0	7.5
Clerical job	5	4.3	4.7
Sales	1	0.9	0.9
Service sector	8	7.0	7.5
Other	6	5.2	5.7
Total	106	92.2	100.0
Not available	9	7.8	
Total	115	100.0	

7. Residence

Most of the clients came from Selangor (62%) and Wilayah Persekutuan Kuala Lumpur (27%).

State	Number	Percentage	Valid Percentage
Wilayah Persekutuan Kuala Lumpur	29	25.2	26.9
Selangor	67	58.3	62.0
Johor	3	2.6	2.8
Negeri Sembilan	2	1.7	1.9
Kedah	4	3.5	3.7
Pulau Pinang	1	0.9	0.9
Perak	2	1.7	1.9
Total	108	93.9	100.0
Not available	7	6.1	
Total	115	100.0	

8. Nationality

97% of the clients were Malaysian.

Nationality	Number	Percentage
Malaysia	112	97.4
Finland	1	0.9
India	1	0.9
Australia	1	0.9
Total	115	100.0

Among the Malaysian clients, they were mostly Indian (51%), followed by Chinese 28% and Malay 18%.

9. Awareness

Most of the clients knew about WAO from their friends or family members or they were WAO's ex clients (70%). They also knew us from the internet and media such as radio, television, magazine, newspaper (17%). Other NGO's were such as MCA, AWAM and Persatuan Orang Pekak Malaysia.

Awareness	Number	Percentage
One stop crisis centre/hospitals	2	1.7
NGO	9	7.8
Media/Internet	19	16.5
Ex-client/Friends/Family	81	70.4
Lawyer/Legal Aid Centre	1	0.9
Religious institution	2	1.7
Embassy	1	0.9
Total	115	100.0

TELEPHONE COUNSELLING

A. GENERAL INFORMATION

- Number of calls in 2005 : 1215
- Number of calls in 2004 : 1500
- Number of calls in 2003 : 1492

1. Reasons for the call

52% of the calls received were related to domestic violence.

Reason for the call	Number	Percentage	Valid Percentage
Domestic violence	609	50.1	52.2
Other problems	546	44.9	46.8
MDW abuse	8	0.7	0.7
Child abuse	3	0.2	0.3
Total	1166	95.9	100.0
Not available	49	4.1	
Total	1215	100.0	

47% of the calls were not related to violence, but mainly relationship problem (30%), divorce (21%), child custody/maintenance (18%) and about extra marital affairs (12%).

Other problems (multiple answers)	Number	Percentage
Divorce	253	20.8
Relationship problems	266	21.9
Child custody/maintenance	221	18.2
Extra marital affair(s)	151	12.4
Husband unemployed/irresponsible	71	5.8
Husband on drugs/alcohol/gambling	65	5.3
Legal issues/immigration	41	3.4
Problem with family/in laws	42	3.5
Problem with children	42	3.5
Police report/IPO	38	3.1
Sexual harassment	31	2.6
Single mother pregnancy/abortion/adoption	32	2.6
Financial problems/housing	30	2.5
Depression/mental stress	7	1.8
Husband jealous/suspicious	19	1.6
Single mother	18	1.5
Child abuse/incest	18	1.5
Rape/sexual assault	14	1.2
Migrant domestic worker	9	0.7
Work related problems	7	0.6
Husband mentally unstable/stress	22	0.6
Other problems	103	8.5

2. Who are the callers?

86% of the callers were the clients themselves, where 14% were calling on behalf of a friend, family, neighbor or co-worker.

Who called	Number	Percentage	Valid Percentage
Client	1037	85.3	85.6
Other than the client	174	14.3	14.4
Total	1211	99.7	100.0
Not available	4	0.3	
Total	1215	100.0	

3. Residence

Most of the clients were calling from Selangor (47%) and Kuala Lumpur (33%).

Residence	Number	Percentage	Valid Percentage
Kuala Lumpur	304	25.0	33.4
Selangor	431	35.5	47.4
Johor	30	2.5	3.3
Perak	48	4.0	5.3
Negeri sembilan	26	2.1	2.9
Kelantan	11	0.9	1.2
Pahang	21	1.7	2.3
Kedah	9	0.7	1.0
Malacca	18	1.5	2.0
Terengganu	3	0.2	0.3
Pulau Pinang	5	0.4	0.5
Sabah	3	0.1	0.1
Sarawak	1	0.2	0.3
Total	910	74.9	100.0
Not available	304	25.0	
Total	1215	100.0	

4. Nationality

98% of the clients were Malaysian.

Nationality	Number	Percentage	Valid Percentage
Malaysia	1172	96.5	97.8
Indonesia	14	1.2	1.2
Thailand	1	0.1	0.1
Filipina	3	0.2	0.3
China	6	0.5	0.5
India	2	0.2	0.2
Total	1198	98.6	100.0
Not available	17	1.4	
Total	1215	100.0	

Ethnicity	Number	Percentage	Valid Percentage
Malay	315	25.9	26.9
Chinese	375	30.9	32.1
Indian	436	35.9	37.3
Other	43	3.5	3.7
Total	1169	96.2	100.0
Not available	46	3.8	
Total	1215	100.0	

5. Age

Most of the clients were in their 30s (43%), while 28% were in their 20s and 21% were in their 40s.

Age	Number	Percentage	Valid Percentage
Less than 20 years old	31	2.6	3.3
20 to 29	264	21.7	28.2
30 to 39	401	33.0	42.8
40 to 49	192	15.8	20.5
50 years old and above	48	4.0	5.1
Total	936	77.0	100.0
Not available	279	22.9	
Total	1215	100.0	

6. Occupation

Most of the client did not earn an income; being either unemployed (13%) or homemakers (28%).

There were some professionals (14 %), clerical workers (14%), working in a factory (6%) and self employed/ own business (6%).

Occupation	Number	Percentage	Valid Percentage
Unemployed	105	8.6	12.8
Homemaker	227	18.7	27.7
Factory/production worker	47	3.9	5.7
Domestic helper	13	1.1	1.6
General worker/cleaner	28	2.3	3.4
Professional	114	9.4	13.9
Technical worker	2	0.1	0.1
Self-employed/business	47	3.9	5.7
Administrator/manager	13	1.1	1.6
Student	25	2.1	3.0
Clerical worker	114	9.4	13.9
Sales	45	3.7	5.5

Services sector	41	3.4	5.0
Total	820	67.5	100.0
Not available	394	32.4	
Total	1215	100.0	

7. Need

51% of the callers requested for the counseling, 24% requested legal information while 12% requested for shelter.

Need	Number	Percentage
Counseling	624	51.4
Legal information	285	23.5
Shelter	141	11.6
Information regarding IPO	121	10.0
General information	105	8.6
Counseling for husband	36	3.0
Financial assistance	21	1.7
Other	16	1.3

8. Awareness

43% of the clients knew about WAO through the media (newspaper, magazine, radio, television) and internet (WAO's website). They also knew us from their friends or family members (34%).

Awareness	Number	Percentage	Valid Percentage
Police	11	0.9	1.5
Welfare Department	3	0.2	0.4
Hospitals/One Stop Crisis Center	20	1.6	2.8
Legal body (LAC, LAB etc)	9	0.7	1.3
NGO/MCA	37	3.0	5.1
Media/Internet	310	25.5	43.1
Ex client	23	1.9	3.2
Friends/Family	241	19.8	33.5
Operator	25	2.1	3.5
Religious institution	16	1.3	2.2
Other	24	2.0	3.3
Total	719	59.2	100.0
Not available	496	40.8	
Total	1215	100.0	

E-MAIL ENQUIRIES

We received about 168 e-mails last year. The queries pertained to:

Issues	Number
Domestic Violence	53
Single mother-pregnant	4
Sexual Harassment	4
Child Sexual Abuse	3
Legal Rights	26
Rape	3
Information(for students, researchers, media)	75
Total	168

All of the e-mails were replied and urgent matters like domestic violence, rape and child sexual abuse was followed through with phone calls and if needed a face –to face counseling. There were some who e-mailed back for further clarification and thanking us for helping them. E-mail communication has become more popular and the social workers diligently answer and reply as soon as it comes. It is also quite popular with the younger group and those who stay outside the Klang Valley.

Many college students, researchers, media personnel, wrote to us to enquire about Violence against Women issues such as domestic violence, rape and sexual harassment and needed the information for their term paper or a project. There were a few concerned public who wanted information to refer a person in dire straits.
