

## **Journey Of Dreams: Indian Diaspora Employed With Jebel Ali Free Trade Zone (JAFZA), UAE**

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### **Abstract**

Indian migration is a known traditional phenomenon. This study is confined to the Indian migrants employed overseas in the United Arab Emirates. The analysis has emphasized the labor welfare management of the Indian diaspora, employed in Special Economic Zone (JAFZA), UAE. The research study has analysed the situation of overseas employment and its impact on workers' life, including, but not limited to, their living standard, health care, compensation against toil, socioeconomic status, and psychological state. In addition, the researcher has covered the corollary of digitization of the screening process, introduced by labor welfare authorities for the scrutiny of establishment and nurturing of the migrant laborers. To achieve the objective, the researcher has exclusively screened the establishments registered under the sponsorship of Jebel Ali Free Trade Zone (Special Economic Zone), in UAE. This is an ethnographic study, where the researcher has spent years as part of the population. Accomplishing the target was made possible with the help of statistical tools One Way ANOVA for data analysis. Other techniques like Likert Scale and Cronbach's Alpha were used for the collection of data and their reliability respectively. Upon evaluation, a total of 25 establishments were stratified, with a sample size of 392 as the final result.

**Keywords:** JAFZA, Indian Migration, Gulf Employment, Health Care, Overseas Recruitment, Non-Resident Indians (NRIs), Persons of Indian Origin (PIOs), Overseas Indians (OI), United Arab Emirates, e-Migrate, Overseas Workers Resource Centre (OWRC)

## 1. Introduction

The Arab state region has always been the most attractive and easily accessible destination to drag petrodollars for global migrants. Millions of skilled and unskilled workforces from India share the overseas employment platform with other countries like Nepal, Bangladesh, Pakistan, and the Philippines. The Asian countries contributing the major part of the population and collectively the migrant workforce proportion to local workers are being recorded highest amongst globe. With million dreams and the ray of hope to elevate their family's living standards, boost them to come overseas. Exclusively in GCC states, the migrants account for over ten percent of all migrants globally.

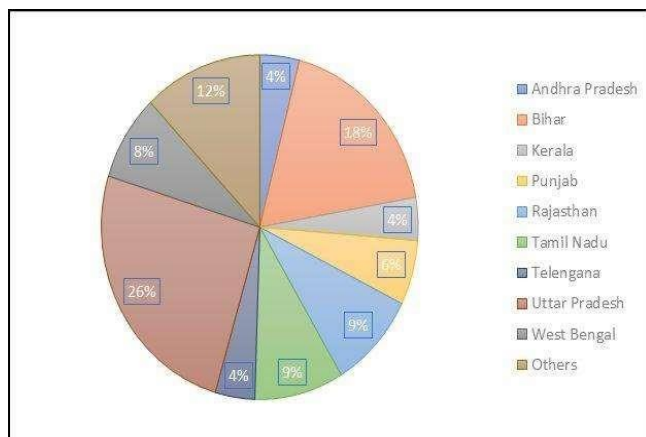
**Table 1:** The Size of the Indian Diaspora in the GCC (Gulf Cooperation Council)

Country	NRIs	PIOs	OI's
Bahrain	312,918	3,257	316,175
Kuwait	928,421	1,482	929,903
Oman	688,226	919	689,145
Qatar	691,539	500	692,039
KSA	2,812,408	2,160	2,814,568
UAE	3,100,000	4,586	3,104,586
<b>TOTAL</b>	<b>8,533,512</b>	<b>12,904</b>	<b>8,546,416</b>

**Source:** [GoI, Ministry of External Affairs](#)

The Gulf Cooperation Council (GCC) region is ranked second as a migration corridor globally for Indians. Out of estimated 31 million non-resident Indians (NRIs), approximately 8.5 million are working in the Gulf Cooperation Council (GCC). Kingdom of Saudi Arabia and the United Arab Emirates have ranked 3rd and 5th respectively in hosting the largest migrant headcount in the world. The majority of these workers constitutes unskilled group in different sector like Construction, Domestic workers, Hospitality, and Production houses. As per the Indian Labor Organization report, the year 2015 has recorded a legal migration of 758,000 workers (with emigration clearance obtained through, recruitment agencies, directly or through employers). Kerela contributed to just 4%. Uttar Pradesh participated in the census with 25% of the total workforce migrating to Gulf nations, followed by Bihar standing as a runner by securing 18% participation. The below figure reflects the contribution of the workforce state-wise.

**Figure 1.** State-wise distribution of migrants



Source: [GoI, Ministry of External Affairs](#)

However, a drop has been noticed as 493,000, 301,900, 294,000, and 320,000 for the years 2016, 2017, 2018, and 2019 respectively. The below table confirms the reduction in number of workers in past years.

**Table 2:** Volume of e-Migrated Indian workers to GCC (Gulf Cooperation Council)

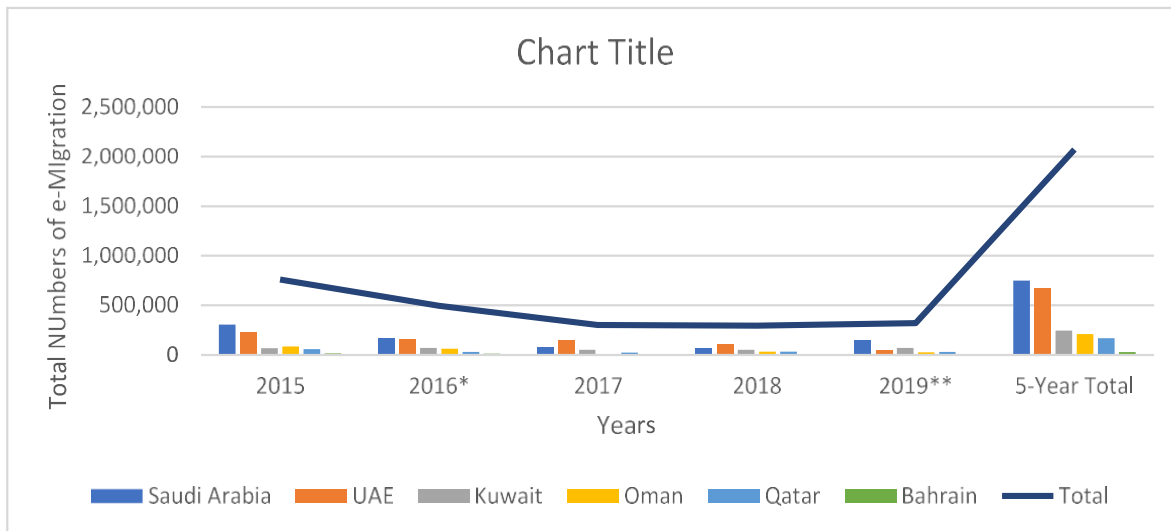
Country	2015	2016*	2017	2018	2019**
<b>KSA</b>	306,000	162,000	73,000	66,000	143,000
<b>UAE</b>	225,000	159,000	141,000	103,000	42,000
<b>Kuwait</b>	67,000	70,000	51,000	52,000	72,000
<b>Oman</b>	85,000	61,000	4,900	32,000	26,000
<b>Qatar</b>	59,000	29,000	22,000	32,000	28,000
<b>Bahrain</b>	16,000	12,000	10,000	9,000	9,000
<b>Total</b>	<b>758,000</b>	<b>493,000</b>	<b>301,900</b>	<b>294,000</b>	<b>320,000</b>

Source: [GoI, Ministry of External Affairs](#).

**Note: \* Figures for 2016 are to Dec. 15. \*\* Figures for 2019 are to Nov. 30.**

The declination is a result of a slash in crude oil prices and a slowdown in GCC countries. Recent data released by the Ministry of External Affairs

**Figure 2.** Declination of Indian Migrants to GCC



**Source:** Adapted from GoI, Ministry of External Affairs, [AR17](#); [AR, 18](#); [AR19](#); and [AR20](#)

has recorded a shift in the volume of migrants from states. Kerala, who once contributes around 50% of total India’s Gulf Labor force has squeezed its contribution to just 4%. The below figure shows the decline in migration to GCC from India for the duration starting from the year 2015 to the year 2019. The above graph (Figure 2) precisely reveals the downflow of a number of migrants in recent years. The United Arab Emirates is considered the best nation in the gulf region, known for practicing and continuously strengthening its labor law to protect and preserve labor rights. One of the recognized achievements, favoring labor, counts the induction of the Wage Protection System (WPS). This scheme is to digitally screen and regulate the worker’s compensation. There are several other adorable initiatives from Mo L, UAE, including, but not Limited to TAWJEEH programs. This program is designed to counsel the workers about their legal and professional rights. Upon arrival to the country and before signing their employment contract with the establishments, all the new workers must have to attend this program.

Other nations of GCC are imitating UAE and following in the footsteps in improving their labor rights parameters. To offer unprecedented growth opportunities and market access to firms across the world, a customized platform for global connectivity has been provided in the form of numerous Free Trade Zones in UAE. Technically, Free Trade Zone is defined as “An FZE is a limited liability company governed by the rules and regulations of the Free Zone in which it is established. Except for acquiring nationality in the UAE, the provisions of the Commercial Companies Law (CCL) do not apply to FZEs, provided that the Free Zones have special provisions regulating such companies”. JAFZA is from one of the largest Free Trade zones and has been designed with the unique needs of manufacturing and trading companies in mind. It is a free trade zone located in Jebel Ali Area of Dubai. The journey started in 1985 with standard size office units and warehouses to provide ready built facilities for 19 establishments has now recognized as one of the world's largest free zones. Currently this zone hosts 8,000 companies, which includes nearly 100 Global Fortune 500 enterprises. JAFZA is dynamically

capturing thousands of businesses from over 100 countries, sustains more than 135,000 jobs, and attracts 23.9% of Dubai's foreign direct investment with a total \$99.5 Billion value of trade and contributes to 10.7 percent of the Gross Domestic Product (GDP) of Dubai.

The researcher has noticed markable differences between the application and process. Inferring based on researcher analysis, there is severe evasion of stringent labor laws. The workers are being harassed throughout the employment cycle, i.e., from recruitment till repatriation. It has further analyzed the loopholes which are being utilized by violators to bluff the scrutinizing authority. The illegal and forged actions include unethical huge recovery as service charges by RA's (Recruitment Agents), and other atrocities by the employers like salary deductions, compromising health insurance coverages, leave benefits, denying the end of service benefits, improper overtime pays, excess worktime schedule, irregular and unacceptable lodging, charging workers for visa costs, illegal mobilization on inappropriate visa, etc.

The researcher found that the past three years have been the worst in overseas employment history. Credit is being shared to the deteriorating unemployment rate in India and the impact of Covid-19 on the industrial sector. Somehow, it resembles that the Indian government is also ignoring the issues at the cost of inward overseas remittance, probably to trounce the economic crisis. Above all, research studies found that, since the beginning of the pandemic, the UAE government has estimated this upcoming industrial dejection, and accordingly induced some fair and straight amendments to its existing equitable labor law. These changes were introduced to protect the mutual rights of employees and employers. However, unfortunately, even after a diligent approach from the UAE government towards labor rights, the establishments have found ways to endure these malpractices. Nevertheless, the Indian government too has drafted active procedures to be overcome these issues. Considering the issue, the Overseas Employment Division of MEA has introduced a digital platform called e-Migrate, where the important aspects including scrutiny of establishments, grievances from overseas workers, etc can be addressed. The effectiveness of digitization seems to be under the scanner. The passive response from the Indian Labour Attaché office and lack of nurturing and post-deployment follow-ups have broadened the scope for workers' exploitation. The oppression of migrants can't thrive without their consent, though they have no choice but to tolerate it. Job insecurity and the absence of guardians in a foreign land compels them towards persecution and raises further questions on the coherence of policies. Summarizing, the population is bounded to face the troubles in lack of self-confidence. They have accepted as destiny and it is adapted by them as a normal course of employment.

## 2. Literature Review

**Premi, M.K. and Mathur, M.D. (1995)** study cover the emigration phase, considering the short and long-distance migration from and to India. Instances included are with the formation of Pakistan and policies of British empire. Their study conspicuously lacks the collection of matters related with

3160 international migration, on broad scope. <http://www.webology.org> emphasized on demography and social arrangements. Further they had described the points related with population growth, internal migrations, labor force strengthening, economic independency, health, literacy, rural development etc. The work on

international migration is confined to the southern state of Kerala. Additionally, only white-collar workers with professionals or managerial skills are considered as subject to migration to industrialized country. Loopholes on the system has been highlighted, where a citizen can't find the favorable environment to seek asylum, instead absorbing refugees from neighboring countries continued. Their study has evaluated the prime factors of a family or individual, which stimulates the emigration need. The closure of report summarizes the future population movement. **Appleyard R. (1992)** in his study confirms that to strengthen the probability of migrant stability, we need to install an established community at any destination. This makes them easy to find friends of relatives, who will be helpful in all means including information about employment, place to live, marriage, assisting in documentation for residence etc. **Bauer T. & Zimmermann K. (1995)** explains that the human capital model introduced in 1962, became an influential approach and it considers migration as an investment decision. The migration decision is not only taken with the factors like wages and unemployment, but heterogeneity too plays an important role. Human capital approach states that possibility to secure an employment is directly proportional to the skill level of migrants. Distance of destination from home is decisively affecting the migration as the cost and risk with distance increases. Applicants with higher education tends to have a higher possibility of migration as they are less exposed to information scarcity. Their additional study covers the asymmetric information to employers about the immigrant's skill, that may lead unjustifiable outcome with compensating an incompetent wage for their true productivity. **Ramakrishnan, G (2017)** briefed the low level of satisfaction of third country national working in EPC (Engineering Procurement & Construction) companies of Oil & Gas in UAE. The study is in comparison with reference to the UAE citizens working on the same platform. The prime factor identified behind these grievances includes but not limited to lack of adequate trainings to employees, appropriate remuneration, annual increment in accordance with market inflation rate, review of working hours to reduce level of work stress etc. Bridging these deficiencies will turn to a direct mutual prosperity to employee and employer. A satisfied employee will be committed to produce its optimum performance which in-turn bring business turnover, profit, reputation, retention etc. One of the most important aspect is retention of employee for EPC companies. Losing a worker in mid of any project will not only influence the cost chart but progress as well. Chandra Mouli (1992) stated that India and Pakistan are the countries where Gulf rely to fulfill his maximum demands of manpower. For Indian the most favorite destinations to migrate is Saudi Arabia, followed by Oman and UAE. However, Kuwait and Bahrain remain last in row. The effects of Gulf war in 1990-91 have shown a disruptive decline in Indian and Pakistani migrants in GCC. Kerala was one of the most badly effected state of India, as it constitutes almost 50% of India's Gulf Labor Force. **Anisur Rahman (1996)** exclusively studied two districts of Bihar to find the impact of migration on <http://www.webology.org> majority of migrants found young (aged 34 on an average), semi-skilled or unskilled, married, unemployed before their migration. The prime reason behind migration was found the economical liabilities of family and lack of resource to generate income. Absence of employment counselling and strong recruitment policy leaves them helpless in retention of their employment rights and noose them with expensive recruitment cost. **Abdul Azeez and Mustiary Begum (2009)** have opted Kerala migrants to analyze the volume and impact of remittance on the economic development of the state. They have also tried to enlighten the influence of migration on their

social life and the effect on labor market. The study proven that the remittance from gulf countries have left a positive impact on economy and contributes 22% of the Net State Domestic product. Along with reducing the unemployment by 3%, migration has brought prosperity in many areas like, housing, transportations, living standards, education, health, etc. However, the author raises a concern over the huge dependency on Gulf employment. As the GCC is switching towards localization of jobs, the rehabilitation of return migrants will be a challenge. **Gayathri Balagopal, (1999)** has described the factors behind alteration of country's population. Fertility, mortality and migration are three prospects which influence this phenomenon. Out of these three migrations is the toughest one to analyze as it is a fluid, continuous, non-discrete and poorly defined measure. The National Sample Survey Organization (NSSO) utilizes the data based on of native place and usual place of residence in their definition of migrants However NSSO along with Census never considers the movement of people from India to other countries. **Ramesh, B. (2005)** has tried to work on issues related to the overseas life of Kerala migrants. He has tried highlighting basic but vital services to which the expatriates are kept destitute. Especially when we see the case study of domestic workers, they are forcefully confined to the employment without their rights. Even the extremity and ignorance based on race can be seen, where the government doesn't provide any information, or the mortal remains of executed persons. The skill irrelevancy along with the job insecurity is another concern pointed out. Exploitation of labor rights has found a regular practice in these regions. The inconvenient and unfair recruitment channel has also been enlightened. **Kadira Pethiyagoda (2017)** writes that the Indian Diaspora in Gulf faces serious and well documented challenge. Even after being one of the most important sources of remittance, they are not being guarded by the government in a satisfactory manner. The continuous practice of employer to violate workers right and exploitation of contract by breaking labor law is going unnoticed. The central government has recently privileged states to advise in foreign policy. This step is expected to bring the foreign policies better than earlier.

### 3. Objective of the study

- 1. To analyze the role and impact of Digitization (e-Migrate), for the scrutiny of establishments.
- 2. To analyze the working conditions and their impact on health and socioeconomic life post-deployment.
- 3. To analyze the pre and post deployment nurturing of overseas workers by government bodies.

### 4. Theory behind Hypothesis development

With the 1970s "oil boom," the Indian migrants in Gulf region are valuable resource for the inward remittance to their nation. The increasing significance of gulf nations as a job hub for Indian migrants is revealed by the rise in total migrant log in those nations, with a hike from 8.9 million in 1990 to 22.3 million in 2013. Indian diaspora with the largest headcount, accounted more one fourth of the region's total migrant population in 2013. However, with time, the ratio declined with several reason held responsible behind. In this journey, the <http://www.webology.org> brought prosperity to the nation as well as benefitting the individual. Though the other darker side of the coin has many reasons to worry which needs attention. The exploitation of rights and extremities against workers in Gulf is a known old fact.

Many research work has brought fruitful points and governments have taken necessary steps to overcome the crisis. JAFZA (Jabel Ali Free Zone) is the base ground for this study. It has been noticed that the free economic zones are yet virgin for the analysis of labor welfare status therein. This sector has a completely different mode of operation as it is excluded from the direct control of Ministry of Labor, UAE. It has a separate entity of administration for the grievance redressal. Due to an alternative setup of control, establishments registered under this unit enjoys flexible terms and conditions. Being odd, the circumstances provoked the researcher to analyse some of the basic facts that are directly proportional to the welfare of labors. The researcher from his ethnographical observations, predicted two null hypothesises as below:

**H<sub>0</sub>:** There is no significant difference between the labor contract and the provided compensation and benefits to workers.

**H<sub>0</sub>:** There is no significant impact of working conditions on health and socio-economic life. As like always there is a fire behind every smoke, there are certain factors that became base for hypothesis formation. Some of them are listed below:

- Illegal milking of labors through recruitment channels in India
- Inappropriate pre and post boarding nurturing of workers by labor authorities
- Ineffectiveness of e-Migrate system
- Harsh working condition and deteriorating health condition
- Impact on socio-economic life

## 5. Research Methodology

The researcher has used descriptive method to describe the characteristics of population for this study. A verifiable analysis has been practiced to record the efficacy of the status of Indian diaspora employed with JAFZA, UAE. Identically all the research problems differ in nature, hence requires a tailored research procedure. According to **Bickman and Rog (1997)**, a researcher has to find the tools that best suit the research questions, context, and resources at hand. This is the reason, why several different tools are often required for an appropriate study and to obtain a trusted result. **Cassell and Symon (1995)** confirm out that an amalgamation of quantitative and qualitative methods in the same study is called the Pragmatic View. For this reason, implicitly the appropriate tool is recommended to get the topic served in best possible way. On the other hand, **Gordon and Langmaid (1988)** states that the results of

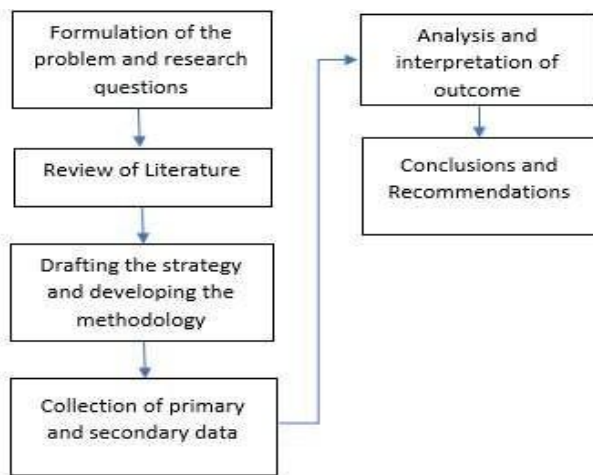
3163 quantitative and/or qualitative research <http://www.webology.org> interpretations. Hence the interpretation of the findings relies on the researcher in several ways. Both of the research types possess its Pros and Cons. As per **Jick (1979)**, both qualitative and quantitative methods can be considered as 54 substitutes for each other. Looking at things from several directions may provide the researcher with a better view of the findings of both methods (**McNeill, 1985**).

The researcher initiated the program by formulating the problem and research objectives. Further he went through the review of available literatures, relevant to the said topic. Ahead the draft of strategy



and methodology was developed. Next in row, the researcher conducted a survey using the developed questionnaire, for the collection of primary data. He went through enormous secondary sources to collect as much as possible data on the relevant topic. Once the data was prepared, statistical tool like Cronbach's alpha and One Way ANOVA were used to check the reliability of questionnaire and data analysis respectively. Finally, he concluded the final analysis in the report. The below figure 3 explains the complete process of research methodology.

**Figure 3.** Steps taken for the Research Process



The population for this study is formed from the establishments of JAFZA (Jabel Ali Free Zone Authority, UAE). Out of 8,700 global establishments, 25 actively operating units were opted to form the basis of sample selection. The selection of establishment was made using Stratified Random Sampling for the sample collection. These 25 companies were stratified as Large, Medium and Small. 30% establishments from specific strata were selected for sampling. Stratification of these 30% units from each strata was based on Probability Sampling Method. Finally, 8 companies were selected (3 Large, 2 Medium and 3 Small). The sample size was disbursed to the identified 30% companies in each strata proportionately based on Weighted Average Method. The sample selection within each company was done using Convenience Method.

Different standards were taken into consideration for deciding Sample Size. (Osborne, J et al, 2004 – Sample Size of 1:5); (Rule of 200- Guilford (1954, p. 533) suggests that a sample size of 200 is sufficient to conduct a study, even (in MacCallum, Widaman, Zhang & Hong, 1999, p84; and Arrindell & van der Ende, 1985; p. 166) suggested that N has be at least 200. The Sample size for the study has been arrived using Taro Yamane's formula as:

$$n = N / [ 1 + N (e)^2 ]$$

Where:  $n$  = sample size,  $N$  = population size i.e., 17,470 (staff strength employed in UAE by 25 selected FZE's Companies (Operating) and  $e$  = sampling error assumed as 0.05. Aggregated size of the sample has been calculated as 392. Taking the suggestions from previous studies, a Sample size of 392 is appropriate.

**Table 3:** Research Methodology

Research Design	Descriptive
Sample Area	25 Establishments in UAE
Sample Size	392 employees
Sampling Technique	A random sampling of 392 employees from 25 Establishments.
Data Collection tool	Primary data has been collected through a questionnaire filled by the employees.
Statistical tool	Cronbach's Alpha and ANOVA

The respondents contribute from different categories of the human resource e.g., cleaner, driver, engineer, Foreman, Helper, Labor, and Supervisor). The respondents were asked to complete the questionnaire including 30 questions, in English. A five-point Likert scale ranging from 1 (strongly agree) to 5 (strongly disagree) was the parameter to analyse their opinion in this study. The questionnaire was designed to include different facets, which concludes to form the basis of objectives. Participants were informed the purpose of study and the methodology of survey. The

anonymity of the respondents has been guaranteed to us. Response was clearly informed to them as a matter their personal choice.

### 6. Data Analysis & Interpretation

First of all, Cronbach's Alpha was used to check the reliability of the questionnaire. Cronbach's alpha a useful tool to define a variety of descriptive statistics and is a measure of internal consistency. Reliability was regarded to be the factor in this measurement. From 0 to 1, (J. Taylor, 2013). Cronbach's alpha can be evaluated using the following parameters:

- **.00 to .69 = Poor**
- **.70 to .79 = Fair**
- **.80 to .89 = Good**
- **.90 to .99 = Excellent/Strong**

**Table 4:** Reliability Analysis Result

Variable	Description	Value	Internal Consistency
<b>K</b>	# Of Items	392	<b>Acceptable</b>
$\Sigma S^2_y$	Sum of Variance	16.26	
$s^2_x$	Variance of Total Score	126.09	
<b><math>\alpha</math></b>	Cronbach's Alpha	0.90	
$\bar{x}$	Mean	62.74	

Analysis results of Cronbach’s Alpha value as 0.90, which is confirmed to be acceptable. Cronbach’s alpha with a value of 0.7 and above states a satisfactory level of internal consistency.

**K** in the above table total states the number of survey respondents, i.e., 392. The sum of the variance is 16.26. The analytical results for Cronbach’s Alpha and variance are recorded as 0.90 and 126.09 respectively.  **$\alpha$**  is symbolled as the variable name for Cronbach’s Alpha, and the outcome of the internal consistency of the questionnaire is confirmed to be “**Excellent**”.

**Table 5:** Descriptive Statistics on First Objective

Statement	N	Min	Max	Mean	Std. Deviation
Q1. Recruitment Charges were as per MoL (India) guidelines. (i.e., 45 days wage maximum Rs.20,000/)	392	1.00	5.00	1.6148	.90866
Q2. There were no touts involved in the recruitment process	392	1.00	5.00	1.5714	.79962
Q3. The UAE labor employment contract you signed has the same terms and conditions as in e-Migrate.	392	1.00	5.00	2.4643	.68878
Q4. Health Insurance coverage was arranged immediately after arrival to a foreign land.	392	1.00	5.00	1.9719	.76143
Q5. Work Permit and Visa provided to you is relevant to your actual job profile.	392	1.00	5.00	2.3750	.74989
Q6. Working hours are in accordance with the labor law (i.e., 8 hours a day and six days a week).	392	1.00	5.00	2.3903	.61375
Q7. Overtime payment is made as per e-Migrate agreement.	392	1.00	5.00	2.4107	.58295
Q8. Medical leaves are paid as per labor law guidelines.	392	1.00	5.00	2.0638	.77593
Q9. You are well aware about migrant help and support service, e-Migrate	392	1.00	5.00	2.0434	.81586

**Table 6: One Way ANOVA (First Objective)**

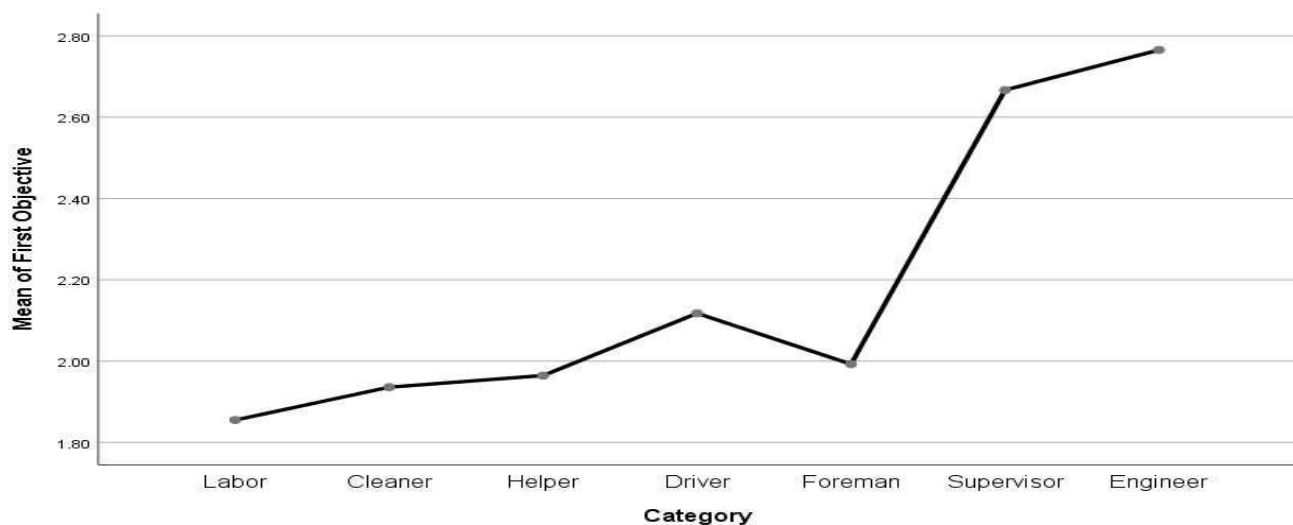
	Sum of Squares	df	Mean Square	F	p-value
Between Groups	1584.107	6	264.018	28.715	.000
Within Groups	3539.883	385	9.195		
Total	5123.990	391			

Q10. e-Migrate is effective communication channels to redress grievances.	392	1.00	5.00	2.2143	.73286
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**Note:** 5 Strongly agree, 4 Agree, 3 Neutral, 2 Disagree, 1 Strongly Disagree

**Figure 4. Mean of First Objective (Category wise)**



As stated, a five-point Likert scale was used to track the data and assess the level of consent of a symmetric agree-disagree scale. The mean is to be significant enough with different ranges. Ranging from 1.0 to 1.8 reflects **Strongly Disagree**. Between 1.81 to 2.60 defines it to be **Disagree**. From 2.61 to 3.40 revealed to be **Neutral**. From 3.41 to 4.20 to assure it as **Agree**. And at last, 4.21 to 5 stands for **Strongly Agree**.

According to the above **Descriptive Table 5**, we may see that statement 1<sup>st</sup> has a mean value of 1.6148 which confirms that the majority has discarded the opinion by selecting Strongly Disagree. For statement 2<sup>nd</sup> the mean stands as 1.5714, which again states that the majority of the population rejects the statement with a Strongly Disagreeing opinion. The mean value for the 3<sup>rd</sup> statement is 2.4643 which states that the majority of the population rejects the statement, but with a Disagree scale. The 4<sup>th</sup> statement has a mean value of 1.9719, which states that they majority denies the immediate availability of health insurance coverage upon arrival, so they opted to Disagree. The 5<sup>th</sup> statement has a mean value of 2.3750 which reveals that the majority is not being provided with appropriate and relevant visas, hence opted to

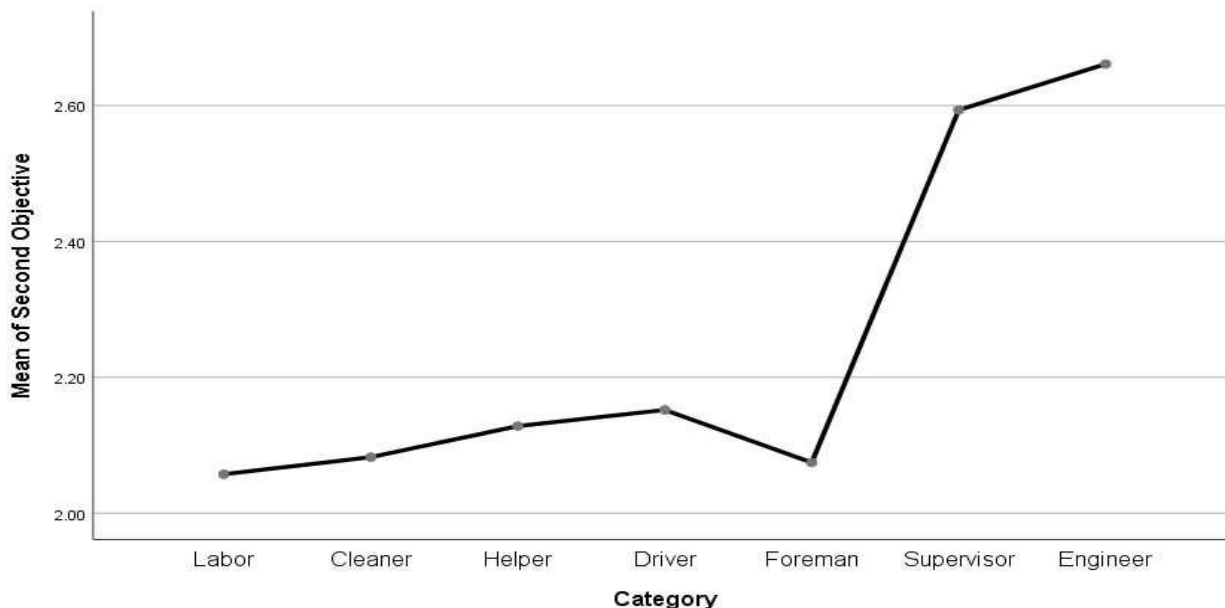
disagree. The mean value of 6<sup>th</sup> statement is 2.3903 which confirms that the working hours provided to them is long and harsh, hence opted to Disagree with the statement. The 7<sup>th</sup> statement has a mean value of 2.4107 which confirms this to disagree with the statement. The Statement 8<sup>th</sup> with a 2.0638 mean value, place the consent as Disagree. The mean value of 2.0434 for the statement 9<sup>th</sup> states that the majority is least aware of the e-Migrate system, hence disagreed with the consent. The last statement of the first objective i.e., 10<sup>th</sup> has a mean value of 2.2143 that questions the effectiveness of the e-Migrate system. Further, the application of One-Way Analysis of Variance (ANOVA), as shown in **Table 6**, results in “.000” as a p-value. This negates the statements as a whole.

**Note:** 5 Strongly agree, 4 Agree, 3 Neutral, 2 Disagree, 1 Strongly Disagree

**Table 7:** Descriptive Statistics on Second Objective

Statement	N	Min	Max	Mean	Std. Deviation
Q11. The firm conducted an orientation program to let you know more about work and culture.	392	1.00	5.00	2.2959	.78619
Q12. The company arranged a training before the work.	392	1.00	5.00	2.2296	.77251
Q13. Provided working hours are not affecting your health.	392	1.00	5.00	2.3903	.70309
Q14. Provided health insurance has sufficient coverage to acquire all medical assistance.	392	1.00	5.00	2.5689	.75713
Q15. You are treated with respect and dignity at work.	392	1.00	5.00	2.3061	.75565
Q16. There is no job insecurity concern	392	1.00	5.00	2.4209	.69626
Q17. Labor authorities of host countries are failed in redressing grievances	392	1.00	5.00	1.5383	.65045
Q18. Safety induction was not provided before work starts.	392	1.00	5.00	1.7449	.69062
Q19. Overseas earnings have elevated the standard of life.	392	1.00	5.00	2.0689	.73136
Q20. After work, you have sufficient time available to spend with friends and family.	392	1.00	4.00	2.2449	.73719

**Figure 5.** Mean of Second Objective (Categorywise)



**Table 8: One Way ANOVA (Second Objective)**

	Sum of Squares	df	Mean Square	F	p-value
Between Groups	1471.300	6	245.217	22.041	.000
Within Groups	4283.351	385	11.126		
Total	5754.651	391			

As shown in above **Descriptive Table 7**, we may see that statement 11<sup>th</sup> has a mean value of 2.2959 which confirms that the majority has discarded the opinion by selecting Disagree. For statement 12<sup>th</sup> the mean stands as 2.2296, which again states that the majority of population rejects the statement with a Disagree opinion. The mean value for the 13<sup>th</sup> statement is 2.3903 which states that the majority of population rejects the statement, same with a Disagree scale. The 14<sup>th</sup> statement has a mean value of 2.5689, which states that they majority denies the provided health insurance coverage has not satisfactory coverage, so they opted Disagree. The 15<sup>th</sup> statement has a mean value of 2.3061 which reveals that the majority is not being treated with respect and dignity at work, hence opted to be Disagreed. The mean value of 16<sup>th</sup> statement is 2.4209 which confirms that the job insecurity is a major concern at work, hence opted Disagree with the statement. The 17<sup>th</sup> statement has a mean value of 1.5383 which confirms this to be Strongly Disagreed with the statement, and they further emphasize that the Local Labor authorities are hyper sensitive against grievance reporting and immediate strict action is taking place against violating employers. The Statement 18<sup>th</sup> with 1.7449 mean value, place the consent as Strongly Disagree. The mean value of 2.0689 for the statement 19<sup>th</sup> states that the majority is disagree the overseas earning has enough impact on elevating the leaving standards, hence disagreed the consent. The last statement of second objective i.e., 20<sup>th</sup> has a mean value of 2.2449, that states that the work force has least time

remain to spent with friends and family. Further the application of One-Way Analysis of Variance (ANOVA), as shown in **Table 8**, results in “.000” as p-value. This negates the statements as whole.

**Table 9:** Descriptive Statistics on Third Objective

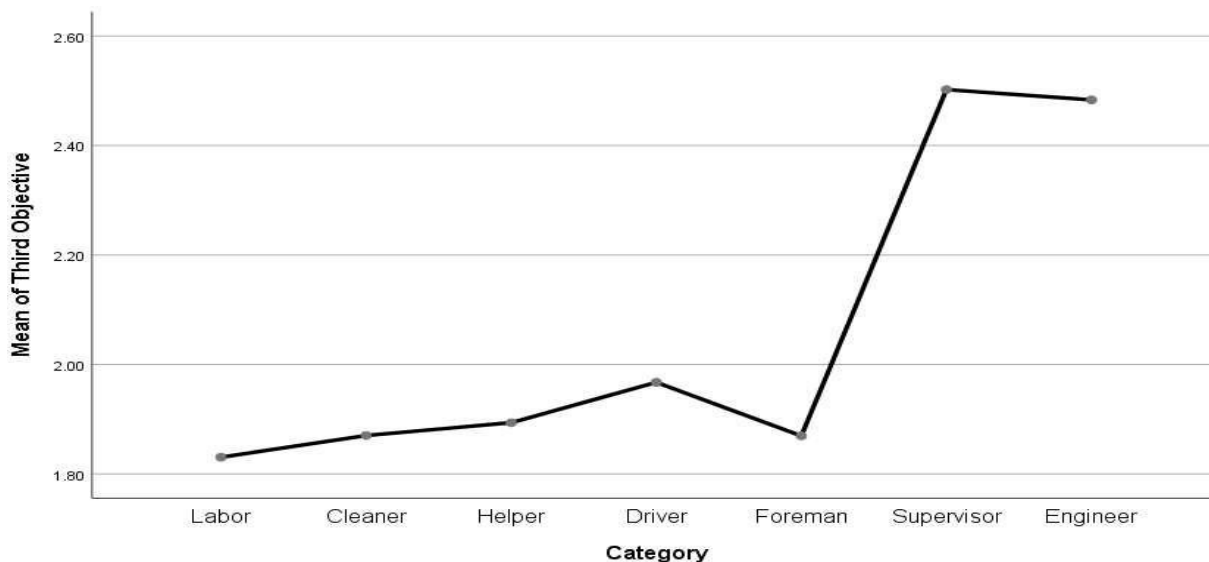
Statement	N	Min	Max	Mean	Std. Deviation
Q21. Recruitment Agency didn't retain your passport at the time of the interview, until mobilization.	392	1.00	5.00	1.6709	.69809
Q22. Joining was made as in adequate time.	392	1.00	5.00	1.7347	.73705
Q23. A well-equipped Pre-Deployment Counselling was made available by MoL	392	1.00	5.00	1.8776	.72253
Q24. An authentic and relevant work permit and employment Visa was provided for travel.	392	1.00	5.00	2.1531	.86538
Q25. At Airport emigration you were questioned about your travel prospective.	392	1.00	5.00	2.2806	.80461
Q26. You feel confident in raising your voice against illegal extremities, if any, with legal authorities.	392	1.00	5.00	1.9005	.74860
Q27. Labor Attaché office is visiting your worksite or camp to inspect your working and living conditions.	392	1.00	5.00	1.9974	.62961
Q28. After raising a labor complaint, Labor Attaché office will proactively defend your cause.	392	1.00	5.00	1.9770	.66478
Q29. Your residence status (like a renewal of Visa, Salary Payment etc.) are being scrutinized by the Labor Attaché office.	392	1.00	5.00	2.3469	.83531
Q30. Local Labor authorities abandons workers on their own without surveillance.	392	1.00	5.00	1.8776	.57688

**Note:** 5 Strongly agree, 4 Agree, 3 Neutral, 2 Disagree, 1 Strongly Disagree

**Table 10:** One Way ANOVA (Third Objective)

	Sum of Squares	df	Mean Square	F	p-value
Between Groups	2093.359	6	348.893	26.976	.000
Within Groups	4979.416	385	12.934		
Total	7072.776	391			

**Figure 6.** Mean of Third Objective (Categorywise)



As shown in the above **Descriptive Table 9**, we may see that statement 21<sup>st</sup> has a mean value of 1.6709 which confirms that the majority has discarded the opinion by selecting Strongly Disagree. For statement 22<sup>nd</sup> the mean stands as 1.7347, which again states that the majority of the population rejects the statement with a Strongly Disagreeing opinion. The mean value for the 23<sup>rd</sup> statement is 1.8776 which states that the majority of the population rejects the statement, same with a Disagree scale. The 24<sup>th</sup> statement has a mean value of 2.1531, which states that the majority denies that a relevant visa category is provided to them as of their actual job, so they opted to Disagree. The 25<sup>th</sup> statement has a mean value of 2.2806 which reveals that the airport emigration doesn't screen them, even if they have a tourist visa for travel, hence opted to disagree. The mean value of 26<sup>h</sup> statement is 1.9005, which confirms the lack of confidence in them due to the absence of guardians, hence opted Disagree with the statement. The 27<sup>th</sup> statement has a mean value of 1.9974 which confirms this to disagree with the statement. The Statement 28<sup>th</sup> with a 1.9770 mean value, place the consent as Disagree. The mean value of 2.3469 for the statement 29<sup>th</sup> states that the majority disagrees, which states they are not being guarded or nurtured from Labor Attaché, hence disagreed the consent. The last statement of the third objective i.e., 30<sup>th</sup> has a mean value of 1.8776, which states that the Local Labor authorities are very active and responsive if a complaint is registered, however, due to job insecurity and lack of parenting they don't have enough guts. Further, the application of One-Way Analysis of Variance (ANOVA), as shown in **Table 10**, results in “.000” as a p-value. This negates the statements as a whole.

Finally, the researcher concludes that using ANOVA analysis the p-Value is “0”, hence both the null Hypothesis are rejected.

### 8. Limitation



The study was administered in limited establishments of Jabel Ali Free Zone Authority. Additionally, The resource was limited in administrating the research. The research boundaries are squeezed to one Special Economic Zones only, which leaves the further scope of findings open. Being in a foreign land, the workers were hesitant for an open discussion.

## 9. Conclusion and Future Research Direction

This research paper evaluates the state of labor welfare management policies, their implication, and the corollary on workers' life. The study is confined to the boundaries of specific Free Zone i.e., JAFZA (Jabel Ali Free Zone), UAE, and the employees working under its sponsorship. The outcome of the study has found that the workers are subjected to the authoritarian treatment of Free Zone Establishments. As stated in Figures 4, 5, and 6 the majority of the headcount suffering the most is blue-collar workers, including Labors, Helpers, Cleaners, and Drivers. It has additionally found that the labor laws enforced by the country of Residence i.e., United Arab Emirates are adequate and satisfactory to protect the right of workers. Unfortunately, due to ineffective operational strategy from Labor Authorities of India are somehow responsible for the flourishing of atrocities by Free zones Establishments. The primary reason counts the core dependency on the digital process used for pre-deployment screening of establishments. On the other hand, lack of post-deployment follow-up of overseas workers by the Office of Labor Attaché. Extending inefficient and defensive responses against labor grievances is demotivating the workers to raise concerns. The researcher has observed that the UAE labor authorities are proactive against complaints and a fruitful genuine approach is extended to support the labor causes. Though, the deficiency in nurturing practices from relevant Indian authorities has made them feel abandoned and orphaned in a foreign land. Immediate intervention and proactive supervision of the said subject are highly recommended. Any further delay to tackle the situation may deteriorate the situation further.

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