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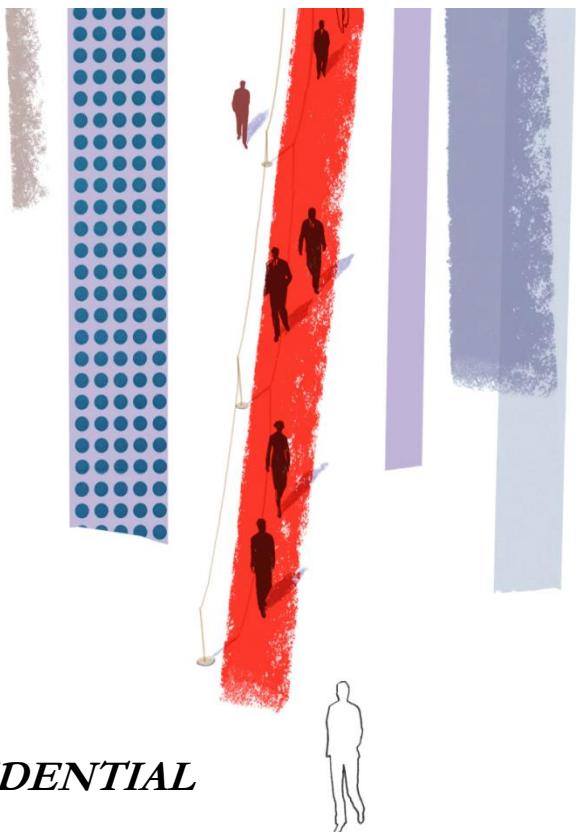
## Overseas migration patterns from India

### Detailed Report

Grant Thornton India LLP

February '16

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# Executive Summary

## Background and objectives of the study

Grant Thornton was engaged by National Skill Development Corporation (NSDC) to undertake a detailed study to understand the causes, trends and patterns of Indian youth (semi-skilled and unskilled) migrating for livelihood to foreign destinations. The study intends to analyse and map the profile of overseas migrants from India vis-a-vis the jobs available abroad. The generated insights are expected to pave a path for future investment and interventions in skilling the Indian labour force for international migration.

### The key aspects covered in the study include the following:

A snapshot of the global migration trends, with a focus on identifying top sectors in each country that are likely to increase demand for employment

Overview of migration from India covering profile of migrant workers, factors leading to migration, key issues faced by migrants abroad, impact of migration to economy and the migrant household

Geographic profiling of migrants covering preferred destinations, job roles/ trades open to emigrants, available job opportunities at different skill levels, remittances received and openness to deploy migrant workforce, etc.

Identification of skilling gaps and analysis of effectiveness of skill development opportunities available to migrating youth, that can reskill or enhance/ upskill the capability of migrants

Employer experience with Indian workers, globally, across semi-skilled and unskilled category

Analysis of challenges encountered by migrants in terms of their preparedness to take up employment in unfamiliar economic streams and social security at destination and decent employment

Examination of pre-migration expectation and post-migration experience to arrive at an expectation mismatch, if any

Identification of case samples/ best practices followed by countries to skill for international migration

Benchmarking of the practices followed domestically against the corresponding international standards, with a view to adopt international best practices

Systemic interventions to skills for overseas migration from government, industry, academia, etc. Understand the factors leading to migration – for education, self-employment or formal employment, and differences in migration patterns based on gender

## Methodology

The study entailed an extensive research conducted across the shortlisted countries. Data was collected through various sources including industry reports and primary interviews with major companies recruiting Indian migrants, migrant labour working abroad in diverse sectors, and also recruitment agencies facilitating overseas recruitment of Indian migrants. Overall, over 200 primary interviews were conducted in the six shortlisted regions – Gulf Cooperation Council (GCC), US/ Canada, Asia, Australia/ New Zealand, Europe, and Africa – across the major sectors of growth identified in the study – construction, manufacturing, retail, and healthcare. A break-up of the primary interviews conducted across regions and across sectors is given below:

## Executive Summary

Regions	Employers	Recruitment agents	Migrant Employees
GCC	<b>63</b> (Construction - 18; Manufacturing - 18; Retail - 16; Healthcare - 11)	5	<b>135</b>
US/ Canada	<b>26</b> (Construction - 8; Manufacturing - 7; Retail - 3; Healthcare - 2)	4	<b>40</b>
Asia	<b>40</b> (Construction - 8; Manufacturing - 13; Retail - 10; Others - 9)	4	<b>80</b>
Australia/ New Zealand	<b>24</b> (Construction - 4; Manufacturing - 3; Retail - 6; Healthcare - 3; Others - 8)	2	<b>40</b>
Europe	<b>27</b> (Construction - 7; Manufacturing - 3; Retail - 6; Healthcare - 5; Others - 6)	2	<b>60</b>
Africa	<b>17</b> (Construction - 3; Manufacturing - 4; Retail - 3; Healthcare - 1; Agriculture - 6)	3	<b>45</b>

For the purpose of establishing a working approach and methodology for this project, the scope of work was bifurcated into the following modules:

- **Understanding migration:** Migrant profiling from India including demographics and key states from where Indians are migrating
- **Identification of countries for analysis:** Countries were identified for analysis on the basis of historical data, ranking model and qualitative inputs
- **Profiling of key countries:** Profiling of countries involving aspects such as demographics, key industries, skill gaps, feedback from migrants and international companies
- **Identification and profiling of key sectors:** Key sectors in each target country were identified, based on contribution to employment. Sectors accounting for over 60% of the total labour force were explored and profiled
- **Improving skills for migration:** Benchmarking of global best practices as well as key recommendations for addressing skill gaps and enabling effective migration

Countries were shortlisted for the purpose of analysis on the basis of historical data, ranking model, and qualitative inputs

### Key steps involved in the identification of countries for analysis:

- **Shortlisting countries on the basis of historical migration:** Based on the 2015 migration numbers, top 9 countries accounting for ~83% of the migrant population were identified
- **Identification of additional countries with the potential to attract a larger number of Indian migrants:** In order to arrive at the additional countries to be covered in the study, we have used a mix of several criteria at two levels. The criteria for the first level shortlist includes:
  - Coverage of countries accounting for more than 90% of the total number of Indian migrant's movement from India, basis 2015 migrant numbers
  - A positive CAGR (2012 – 2015); Based on the CAGR (2012-15), the 2018 migrant numbers have been projected and the absolute movement of 25,000 people has been used as a criteria
  - Countries with migration of more than 10,000 people in 2015

# Executive Summary

- Based on the first shortlist of 17 countries, several qualitative and quantitative parameters were mapped for all countries in order to rank the 17 countries basis a cumulative score. These parameters included

Indicators	Weightage
Total Population Growth Rate (2012 - 2018)	20%
Labour Force Participation Rate	20%
International Migrant Stock (as % of population)	20%
Unemployment Ratio	20%
GDP (2012 - 2018) CAGR	10%
Global Sustainable Competitiveness Index	10%

20 countries were analyzed in detail:

#	Country	Number of Indian migrants (2015)	% of total Indian migrants (2015)	Number of Indian migrants (2012)	CAGR (2012-2015)	Projected no. of Indian migrants (2018) based on CAGR (2012-15)
<b>On the basis of historical data : 9 countries</b>						
1	Saudi Arabia	2,800,000	24.6%	1,789,000	16.1%	4,382,337
2	UAE	2,000,000	17.6%	1,750,000	4.6%	2,285,714
3	USA	1,272,846	11.2%	927,283	11.1%	1,747,187
4	Kuwait	758,615	6.7%	579,058	9.4%	993,850
5	Oman	707,850	6.2%	718,000	-0.5%	697,843
6	Nepal	600,000	5.3%	112,500	74.7%	3,200,000
7	Qatar	600,000	5.3%	500,000	6.3%	720,000
8	Bahrain	350,000	3.1%	350,000	0.0%	350,000
9	Singapore	350,000	3.1%	350,000	0.0%	350,000
<b>On the basis of the ranking model: 6 countries</b>						
10	New Zealand	45,000	0.4%	35000	8.74%	57,857
11	Uganda	25,000	0.2%	15,000	18.56%	41,667
12	Ethiopia	10,000	0.1%	992	116.02%	100,806
13	Australia	251,000	2.2%	213,710	5.51%	294,797
14	Canada	184,320	1.6%	200,000	-2.68%	169,869
15	Malaysia	150,000	1.3%	150,000	0.00%	150,000
<b>On the basis of qualitative inputs: 5 countries</b>						
16	Sri Lanka	14,000	0.1%	1,600	106.10%	122,500
17	South Africa	50,000	0.4%	18,000	40.60%	138,889
18	UK	325,000	2.9%	1,500,000	-39.9%	70,417
19	Germany	43,000	0.4%	42,500	0.4%	43,506
20	Netherlands	20,000	0.2%	20,000	0%	20,000

## Key steps involved in the identification of countries for analysis:

Key sectors in each target country were identified, based on contribution to employment. Sectors accounting for over 60% of the total labour force were explored and profiled with respect to growth prospects, job roles available, skill gaps of migrant employees, and feedback from international companies and migrant employees. For Indian migrants, the following were identified as the key sectors for employment across our target countries:

- Construction
- Manufacturing
- Retail
- Healthcare
- Hospitality\*
- Domestic unclassified workers\*

# Executive Summary

**These sectors were profiled in details to cover the following aspects:**

- Current and future projections, of sector performance, in the target country
- Country-wise growth drivers
- Employment trends across countries
- Expected skill gaps across job roles in the sector and training recommendations, based on interviews with multiple international employers and migrant workers

## **Study on overseas migration patterns from India – The Report**

### **• Economic factors leading to migration**

India has a strong economy, ranked seventh in terms of GDP, however India ranked third globally for negative net migration rate. This means that India has a significantly larger number of people leaving the country than those entering. Furthermore, India's per capita income is amongst the lowest in the world and 22% of the population lives below the poverty line. With a labour participation of only 52.5%, there is a large population with insufficient means for a stable standard of living. Due to the variance of employment opportunities across states and countries, unemployed and underemployed workers choose to migrate in search of better wages and standards of living.

### **• Demographic factors leading to migration**

The population of India is expected to reach 1.48 billion by 2030 and at the current low mortality rates coupled with life expectancy stagnant at the age of 63, India will have one of the youngest populations in the world. With robust growth expected in labour force participation, the labour force supply is projected to reach a massive 706 million by 2030. However, the current increase in new job opportunities in India is insufficient to meet the projected labour supply.

### **• Analysis of employment trends**

Employment trend in India is shifting from public sector towards the private sector. Agriculture is currently the largest employing sector but its share of GDP and employment is expected to fall significantly. Retail trade and construction are the next largest sectors, accounting for 32.9% of India's GDP and 18.3% of the country's total employment. These sectors are also expected to be the largest employers of incremental workforce till 2022.

A large majority of employment in the unorganized sector have no contractual obligations, and low job security, hence workers in this segment are more likely to switch jobs. Services is expected to grow the fastest at a rate of 8.9%, however it employs a smaller proportion of low skilled workers. Further, since the private sector internationally offers better employment benefits, private sector employees are often lured abroad by better work opportunities.

There is projected to be an over-supply of 6.7 million minimally skilled workers in India by 2017. Conversely, there will be an under-supply of skilled and semi-skilled workforce to meet the country's demands. The oversupply of minimally skilled workforce and excess demand for skilled and semi-skilled workers points directly to the need for skill development initiatives in the country. Additionally, the shift from agriculture to industry and services further emphasizes the need for new skills training for workers shifting sectors

# Executive Summary

- **Migration from India**

The leading Indian states for outward labour migration, in 2014, included Uttar Pradesh, Bihar, Tamil Nadu, Kerala, Andhra Pradesh, West Bengal, Punjab, and Rajasthan. Together, these states accounted for over 80% of the migration from India at 678,644 outward migrants; Uttar Pradesh was the top contributor at 230,000 outward migrants. The migration trend has experienced a relative shift from prosperous states such as Kerala and Karnataka to poorer states like Uttar Pradesh and Bihar due to the excessive and sudden population growth in these states, leading to a high demand for jobs. Moreover, wage rates, particularly for low-skilled workers, in states like Kerala are fairly high compared with the rates in Bihar and Uttar Pradesh. This situation encourages low-skilled and less educated workers in poorer states to migrate abroad in hopes of earning greater income.

There are many drivers for outward migration, however the key reasons include low wages in India, growing working-age population, and low employment generation rate. Low wages are the primary reason for migration from India as amongst the countries of focus in the study, India offers one of the lowest minimum wages in Purchasing Power Parity (PPP) terms. The average monthly minimum wage in Europe, Saudi Arabia, Oman, and Australia is over USD 1,600 in PPP terms, which is over 850% of the Indian monthly minimum wage (USD 175). However, a major challenge for the Indian economy is the generation of adequate employment for the fast growing working-age population. Employment growth during the recent decade (2005-12) has been much lower at 0.4% compared with that recorded during the previous decade, 1994-2005, at 1.8%. Moreover, the rate of unemployment among the youth (15-24 years) is almost double the overall rate.

- **Preferred destination countries for Indian migrants**

Migration from India is dominated by the GCC countries, with all 6 GCC countries featuring in the top 9 countries that account for over 80% of overseas Indian migrants. The six GCC countries together accounted for about 96% of labour outflows from India (based on emigration clearance numbers), thus highlighting the importance of the India-GCC migration corridor. The main factors leading to attractiveness of Middle East are economic strength, relative political stability and modern infrastructure. Saudi Arabia was the most popular destination for Indian migrants in 2015, with a total of 2.8 million Indians migrating to the country, due to ease of availability of jobs to unskilled labour along with higher wages compared with India. The below table provides a detailed snapshot of emigration of Indians by country:

## Executive Summary

Emigration of Indians by Country					
#	Country	Number of Indian migrants (NRI 2015)	Number of Indian migrants (NRI 2012)	CAGR (2012-2015)	% contribution based on 2015 numbers
1	Saudi Arabia	2,800,000	1,789,000	16.1%	24.6%
2	UAE	2,6300,000	1,750,000	4.6%	17.6%
3	USA	1,272,846	927,283	11.1%	11.2%
4	Kuwait	758,615	579,058	9.4%	6.7%
5	Oman	707,850	718,000	-0.5%	6.2%
6	Nepal	600,000	112,500	74.7%	5.3%
7	Qatar	600,000	500,000	6.3%	5.3%
8	Bahrain	350,000	350,000	0.0%	3.1%
9	Singapore	350,000	350,000	0.0%	3.1%
10	New Zealand	45,000	35,000	8.7%	0.4%
11	Australia	251,000	213,710	5.5%	2.2%
12	Canada	184,320	200,000	-2.7%	1.6%
13	Germany	43,000	42,500	0.4%	0.4%
14	UK	325,000	1,500,000	-39.9%	2.9%
15	Malaysia	150,000	150,000	0.0%	1.3%
16	Sri Lanka	14,000	1,600	106.1%	0.1%
17	South Africa	50,000	18,000	40.6%	0.4%
18	Netherlands	20,000	20,000	0.0%	0.2%
19	Ethiopia	10,000	992	116.0%	0.1%
20	Uganda	25,000	15,000	18.6%	0.2%
21	Other (186)	823,115	764,618	2.5%	7.2%
	<b>Total</b>	<b>11,379,746</b>	<b>10,037,261</b>	<b>4.3%</b>	<b>100.0%</b>

# Executive Summary

## Source state and destination country mapping for Indian migrants (2014)

1



States	Emigration Clearance
Uttar Pradesh	229444
Bihar	98721
Haryana	2178
Rajasthan	48123

The states of Uttar Pradesh, Bihar, Haryana and Rajasthan accounted for over 370,000 emigration clearances in 2014. Bulk of these clearances were for the Middle East region. The migrants from these states are majorly unskilled and engage in jobs in the construction and retail industry. The various job roles offered to migrants from these states are masonry, carpentering, and assistant electricians in the construction industry, followed by store cleaners, delivery boys and rental clerks in the retail sector.

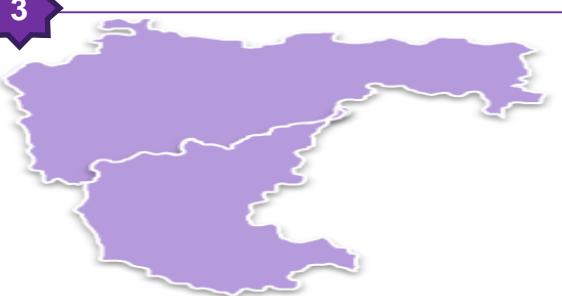
2



States	Emigration Clearance
Kerala	66058
Andhra Pradesh	53104
Telangana	38531
Tamil Nadu	83202

The states of Kerala, Andhra Pradesh, Telangana, and Tamil Nadu accounted for over 240,000 emigration clearances in 2014. Bulk of these clearances were for the EU, Australia, US, and the Middle East. The migrants from these states are majorly semi-skilled and engage in jobs in the healthcare, retail, and manufacturing industry. The various job roles offered to migrants from these states are assistant nurse, medical record technicians, and pharmacy aides in the healthcare sector, followed by salesmen and cashiers in the retail sector.

3



States	Emigration Clearance
Maharashtra	19110
Karnataka	15054

The states of Maharashtra and Karnataka accounted for over 34,000 emigration clearances in 2014. Bulk of these clearances were for EU and the US. The migrants from these states are majorly skilled and take up jobs in the information technology industry. The various job roles offered to migrants from these states are usually technical and highly professional in nature.

## Executive Summary

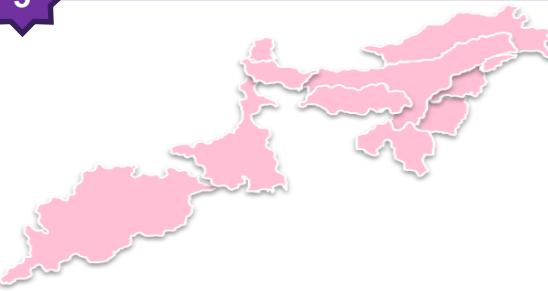
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States	Emigration Clearance
Gujarat	7893
Punjab	48431

The states of Gujarat and Punjab accounted for over 56,000 emigration clearances in 2014. Bulk of these clearances were for the US, Australia, Malaysia, and Singapore. The migrants from these states are majorly entrepreneurs, looking to move to other countries to set up their businesses. Most migrants from these states have social connects abroad, helping them settle down in the respective countries. Businesses started by migrants from Punjab include 7/11s, petrol pumps, and trucking companies, while migrants from Gujarat prefer to enter the gold and diamond industry followed by textiles and iron and steel works.

5



States	Emigration Clearance
West Bengal	51561
Odisha	13046
North East India	<5500

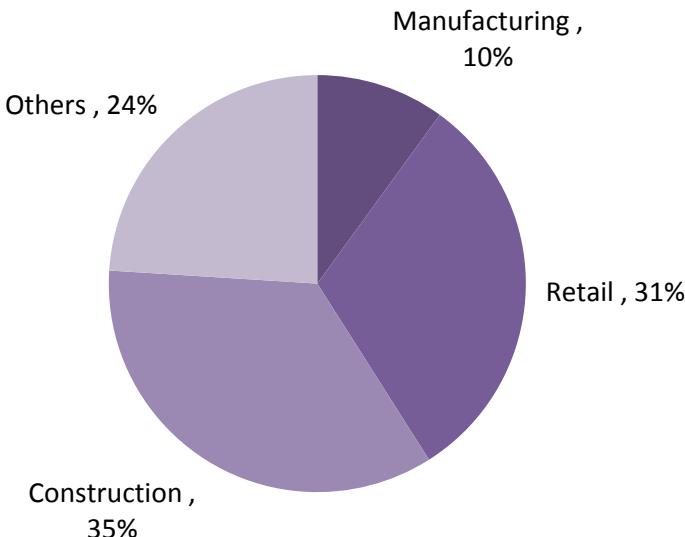
The states of West Bengal, Odisha, and North East India accounted for over 70,000 emigration clearances. Bulk of these clearances were for the Middle East, Australia, Singapore, and Malaysia. The migrants from these states are majorly semi-skilled and engage in jobs in the hospitality and retail industry. The various job roles offered to migrants from these states are waiters, front desk executives, and bar staff in the hospitality sector, followed by salesmen and demonstrators in the retail sector.

# Executive Summary

## Labour outflow from India by region and industry (2014)

Migrant labour outflow from India is dominated by the construction, manufacturing and retail sectors, accounting for over 85% of all migrant workers. About 35% of the migrants from India are employed in the construction industry, followed by 31% in retail and wholesale trade, and 10% are employed in manufacturing, while the remaining engage in a range of jobs in industries like hospitality, healthcare, agriculture, fishing, business services, social services, transportation, etc.

### Indian migrants by sector of employment



### Migrant workforce by sector of employment

Over 60% of the Indian migrants travel in search of higher wages to the Middle East: 41% of them are employed in the construction sector, 32% in the retail sector, 11% as domestic help, 9% work in the manufacturing industry, and the remainder engage in jobs in other industries.

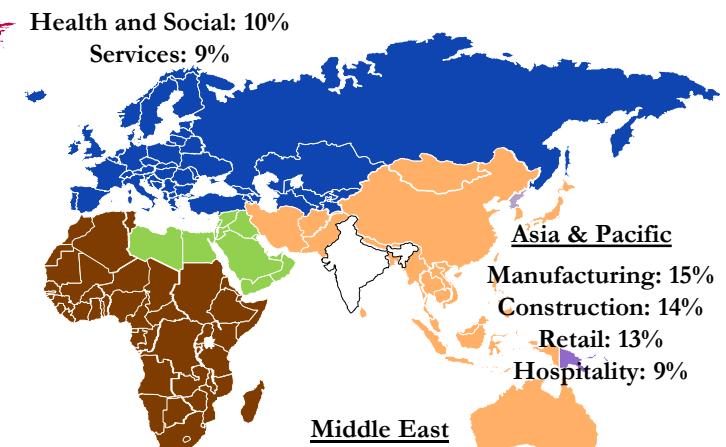
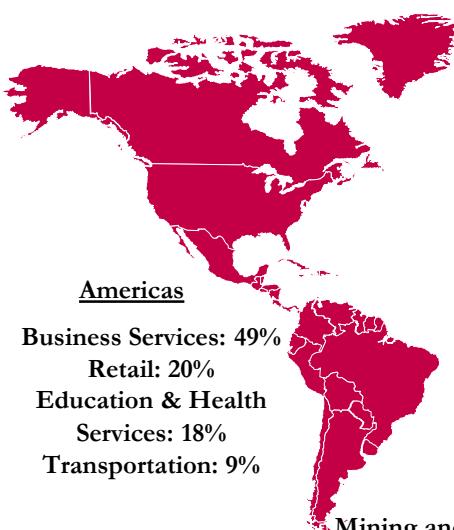
#### Europe

Manufacturing: 18%

Retail: 14%

Health and Social: 10%

Services: 9%



Mining and Quarrying: 50%  
Manufacturing: 10%  
Community and Social: 8%

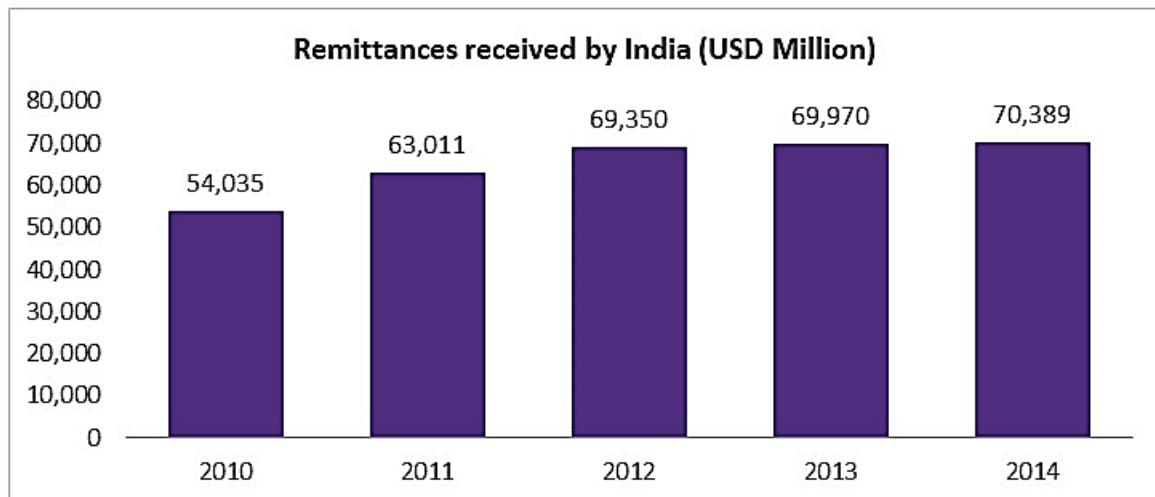
Domestic Help: 11%  
Manufacturing: 9%

# Executive Summary

## Impact of migration on economy – Remittance inflow

Migration can, to some extent, relieve local unemployment and underemployment pressures by enabling a considerable number of people to find jobs overseas, while also generating large flows of remittances. Migrant remittances are the most tangible benefit of migration, usually spent on improved housing, nutrition, schooling, and health care.

India accounts for approximately 12% of the world's remittances and is the largest recipient of inward remittances, followed by China and Philippines. Remittances to India have grown at a CAGR of 6.8%, reaching USD 70.4 billion in 2014, from USD 54 billion in 2010.



The origin countries for remittance flows to India correspond with the destination countries for Indian migrants. The top 3 countries namely, UAE, US, and Saudi Arabia together accounted for 49% of the remittances to India in 2014. UAE contributes 18% of the remittances received by India, followed by US at 16%, and Saudi Arabia at 15%. The top 10 countries remitting to India account for 84% of the total remittances received.

Remittances to India (Million USD)					
Country of Origin	2010	2011	2012	2013	2014
UAE	12,344	14,251	15,685	12,563	12,638
USA	9,366	10,863	11,956	11,110	11,177
Saudi Arabia	6,461	7,616	8,382	10,771	10,836
Others	25,864	30,281	33,327	35,526	35,738
<b>Total</b>	<b>54,035</b>	<b>63,011</b>	<b>69,350</b>	<b>69,970</b>	<b>70,389</b>

### • Skill gaps and recommendations

The inputs on existing skill gaps in the Indian migrant labour as well as problems faced by Indian migrants were collected through primary interviews with major companies recruiting Indian migrants, migrants working abroad in diverse sectors, and also recruitment agencies facilitating overseas recruitment of Indian migrants (details are given in the methodology). Based on these, recommendations were shaped as summarized in the tables below:

# Executive Summary

Problem area	Findings	Recommendations
Occupation-wise skill gaps (Technical)	<ul style="list-style-type: none"> <li>Many tasks in India are performed manually by labour (semi-skilled or below)</li> <li>Globally, tasks are usually automated across industries. Eg. – materials handling in construction projects</li> </ul>	<ul style="list-style-type: none"> <li>Every occupation has a different set of tools and processes followed internationally. Training on these will increase global mobility and acceptance of Indian labour</li> </ul>
Health & Safety – Knowledge and compliance	<ul style="list-style-type: none"> <li>Health &amp; Safety procedures are given utmost importance globally</li> <li>Indian migrant workers have little or no knowledge of international Health &amp; Safety standards</li> <li>The mindset of Indian migrant workers needs to be changed to comply with Health &amp; Safety standards</li> </ul>	<ul style="list-style-type: none"> <li>Importance of Health &amp; Safety needs to be explained to Indian labour so as to increase compliance of safety practices</li> <li>Having an Indian workforce that is certified on international Health &amp; Safety standards will significantly increase their employability globally</li> <li>An example of globally recognized Health &amp; Safety certification is awarded by NEBOSH (The National Examination Board in Occupational Safety and Health)</li> </ul>
Job-relevant skills (Communication/personal skills)	<ul style="list-style-type: none"> <li>Indian labour often lacks the basic math and reading skills, work habits, and interpersonal skills that most international employers require</li> </ul>	<ul style="list-style-type: none"> <li>Indian labour needs to be trained on soft skills in addition to basic reading/ writing skills</li> <li>Soft skills trainings should be provided to increase global acceptability of Indian workers. Eg. - Adapting to new conditions, punctuality, problems solving, and communication skills</li> </ul>
Cooperation/ Team-work	<ul style="list-style-type: none"> <li>Team-work is another low scoring area for Indian labour</li> </ul>	<ul style="list-style-type: none"> <li>Trainings should be provided to communicate the importance of team-work to Indian workers</li> <li>This will lead to an overall behavioral and mindset change, allowing workers to build partnerships and resolve conflicts</li> </ul>
Flexible mind to make change happen	<ul style="list-style-type: none"> <li>Many Indian workers (semi-skilled or below) are not open to change. This hampers their effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>Having a workforce that is open to change will lead to an overall increase in performance at work as workers will learn new ways to do tasks</li> </ul>

# Executive Summary

## Problems faced by Indian migrants in the migrating process

Problem area	Findings
Consultants/ recruitment agents	<ul style="list-style-type: none"><li>Agents charge commission from the company/ candidates for handholding of the process. However, they also cheat migrants by making false promises of high paying jobs and possibilities of getting citizenships abroad</li></ul>
Need and skill matching	<ul style="list-style-type: none"><li>Agents don't match skill sets with requirements and send people who pay the maximum for jobs, leading to unsatisfied employees and employers</li></ul>
Negotiation for salary/ terms of employment	<ul style="list-style-type: none"><li>The entire process of negotiation is based on faith of workers on the recruiting agent, who land up cheating employees by making them sign contracts with unfair conditions so as to earn extra commissions</li></ul>
Final selection	<ul style="list-style-type: none"><li>The employees take up any available jobs and don't really have an option to back out as they tend to sell their assets or heavily leverage their lands to pay recruiting agents</li></ul>
Departure/ Job related information	<ul style="list-style-type: none"><li>Agents don't provide information regarding departures and processes involved in starting the job, required documents in the country</li></ul>
Immigration process	<ul style="list-style-type: none"><li>Migrants are not aware of the immigration process from India and get to the airport without proper documentation, leading to being sent back home at times. No real handholding is done and no information is provided to migrants on requirements of travel</li></ul>
Arrival at destination	<ul style="list-style-type: none"><li>Migrants arrive at their destination with no lingual training and have no idea on how to proceed as they do not understand the signage and feel lost</li></ul>
Emigration process	<ul style="list-style-type: none"><li>After arriving at the destination, migrants are not aware of emigration processes and end up getting in trouble over carrying restricted products like idols of Indian deities in the Middle East. At times, migrants are provided fake documents by recruiting agents which leads to them being deported or arrested at their destination</li></ul>
Settling in	<ul style="list-style-type: none"><li>Migrants have no idea on what to do after they reach the new country. This leads to unnecessary stress among them. Without proper guidance and lingual barriers, migrants find themselves lost in countries far away from home</li></ul>

# Executive Summary

## **Key recommendations**

On benchmarking global best practices for migration, key recommendations included the formulation of a migration policy and a skills development framework.

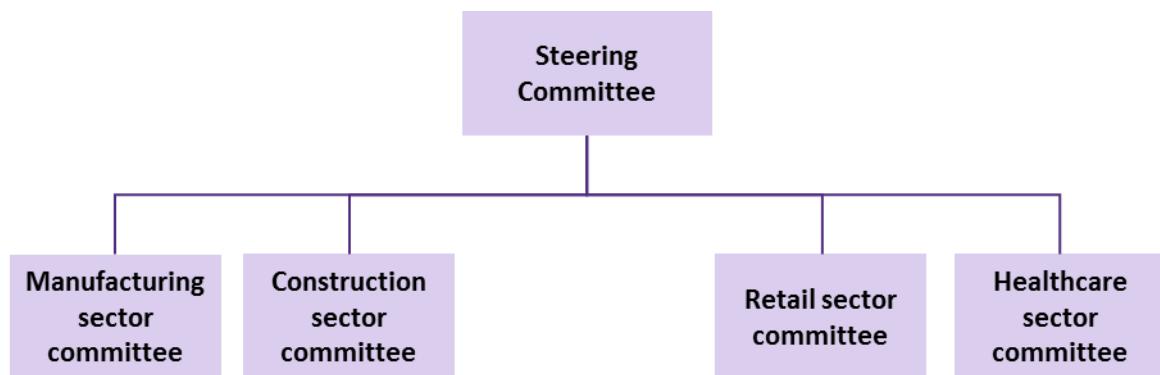
### **Migration policy**

The recommendation for formulation of a migration policy for Indian migrants is based on the best practice followed in Philippines that will regulate and assist smooth migration of Indians aboard. The policy should enable migrants to receive proper pre-migration training on social and work conditions abroad. It should cover migrants and his family for medical insurance, life insurance and pension plans, and also provide emergency loans for migrants. For the migrants registered under the policy, assistance should be provided to ensure smooth and safe return to the country. Further, it is also proposed that a partnership should be built with the governments of various countries on the lines of migration and the migration policy be recognized by these countries.

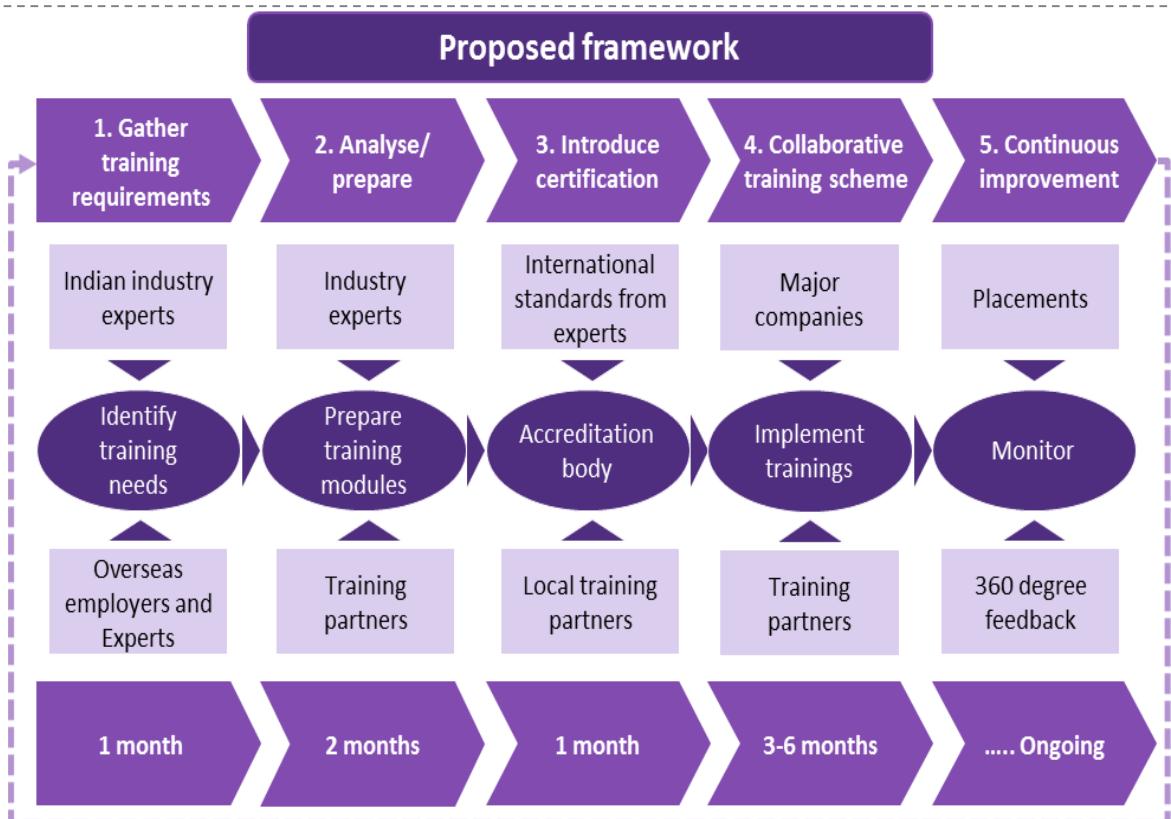
### **Skills development framework**

It is proposed that a skills development framework be formed including the top 4 sectors – **manufacturing, construction, retail, and healthcare** – that are expected to drive employment for Indian migrant workers across 20 countries, in the years ahead. Under this framework (as shown below), a steering committee should be formed that will comprise of members from National Skill Development Corporation (NSDC) and various other ministries involved in the upskilling program. It will overlook individual sector committees for the aforementioned top 4 sectors that will comprise of experts chosen from the top local and international companies operating in that sector, employment agents, training partners, and representatives from governing labour bodies.

The proposed skills development framework is shown below:



# Executive Summary



The action plan for the designed framework is described below:

1. Each individual sector committee, comprising of experts chosen from the top Indian and international companies operating in that sector, will evaluate key future business requirements of companies employing Indian migrants. Skill levels of Indian migrant workforce will be compared with future business requirements of international companies in the sector. Based on the outcome, training needs will be identified by each individual sector committee.
2. The steering committee will be responsible for empaneling recognized training partners to provide the finalized trainings. In collaboration with training partners, institutes should be established on the principles of 'train the trainer' to develop trainers with expertise in specific trades. Next, based on training needs of Indian migrant workforce, customized training modules should be prepared collectively by the individual sector committees and training partners.
3. A nationally recognized framework should be developed for trade-specific qualifications. The framework will include graded certification according to proficiency levels achieved, thus allowing upskilling of workforce in a more organized manner, as per international standards. The certification will incorporate inputs from international experts as well as local partners, and be at par with international benchmarks. Further, an accreditation body will be setup to validate trainings offered by training partners as well as to periodically evaluate the delivery model used.

# Executive Summary

- Under a collaborative training scheme, major private players will be incentivized by the steering committee to allow training partners to use their assets for providing accredited trainings. The scheme will be beneficial for Indian workers as they will get hands-on training using the latest technology and tools and be job-ready in international markets. The steering committee should also offer financial assistance to workers, in the form of grants or interest-free loans, so as to enable them to afford training expenses.
- The steering committee will be responsible for monitoring placement trends of trained workers and also collect 360 degree feedback from employers, peers, and workers themselves. The skills development framework will undergo continuous improvements as an ongoing process, based on employment trends and feedback of employed workers.

## **Recommendations for Stakeholders**

Below is a summary of recommendations for all the stakeholders involved in the skilling process:

Stakeholders	Recommendations
Government	<ul style="list-style-type: none"><li>Training infrastructure should be mapped to international standards and standardized</li><li>Form policies with international governments for migrant workers, for smooth settling and safety of the migrant workers</li><li>Government should give incentives to private players for letting the training providers use their infrastructure/ assets for training</li><li>Government should set up a National level certification and accreditation body which is acceptable in the migrant countries</li></ul>
Industry	<ul style="list-style-type: none"><li>Job-specific trainings based on equipments and tools used internationally</li><li>Trainings on international health and safety standards</li><li>Regular coordination with the government to identify skill gaps</li><li>Creation of a nodal agency to monitor the training ecosystem in the respective sector which is crucial to standardize the training according to international standards</li><li>Intensive marketing and media activities should be implemented by both government and industry players to improve the image and create awareness about the industry and training programs</li></ul>
Institutions	<ul style="list-style-type: none"><li>Hands-on trainings on high-end equipment used internationally</li><li>Trainings on usage of health and safety-related equipment used internationally</li><li>Regular coordination with the government to identify skill gaps</li><li>Training curriculum to be developed according to skill sets required by the industry</li><li>Training on soft skills and how to work in a team</li><li>Institutions/ training providers should impart generic skills such as project management. They should also develop and promote executive and management development programs to solve the problem of higher-order skill shortage</li></ul>
Job hunters/ recruiters	<ul style="list-style-type: none"><li>Regular coordination with institutions and industry to identify skill shortages in the industry</li><li>Provide local knowledge about the language, law, belief of the migrant countries, for smooth settling of the migrant workers</li><li>Agents should do skill matching before recommending people for the job</li></ul>

# Table of Contents

<b>Section 1 – Approach and Methodology</b>	8
<b>Section 2 – Economic Factors in India Leading to Migration</b>	19
a) India GDP	20
b) GDP Comparison	20
c) Per Capita Income Comparison	21
d) Poverty in India	22
e) Unemployment by State	23
f) Unequal Opportunities	24
g) Household Employment Participation	24
<b>Section 3 – Demographic Factors in India Leading to Migration</b>	25
a) Population and Labour Force Participation	26
b) Age Demographics	26
c) Unemployment by Age	27
<b>Section 4 – Sectoral Analysis of Employment Trends</b>	28
a) Employment in the Organized Sector	29
b) Industry-wise Analysis	30
c) Employment Elasticity	30
d) Sector Growth	30
<b>Section 5 – Current Labour Scenario</b>	31
a) State-wise Workforce Supply based on Skills	32
b) Current and Projected Employment by Sector	33
<b>Section 6 – Overview of Migration</b>	35
a) Global Migration and Trends	36
<b>Section 7 – Overview of Migration from India</b>	38
a) Major States Contributing to Migration from India	40
b) Demographic Profile of Migrants	42
<b>Section 8 – Reasons for Migration from India</b>	43
a) Low Wages	45
b) Demographic Transition and Labour Force	46
c) Stagnant Employment Growth	47
<b>Section 9 – Preferred Destination Countries for Indian Migrants</b>	48
a) Migration from India	49
b) Emigration Clearances Granted by Destination	50
c) Indians Migrating to GCC	52
d) Labour Outflow from India by Industry	54
e) Source State and Destination Country Mapping for Migrants	55

# Table of Contents

<b>Section 10 – Impact of Migration</b>	59
a) Remittances to India	61
b) Impact of Migration on Migrant Household	63
<b>Section 11 – Global Demand for Labour</b>	64
a) Global Demand by Country and Sector	65
b) Shortlisting Sectors	70
c) Sector Growth and Demand – Construction	71
d) Sector Growth and Demand – Manufacturing	77
e) Sector Growth and Demand – Retail	82
f) Sector Growth and Demand – Healthcare	89
<b>Section 12 – Country Summary for Indian Migration</b>	96
<b>Section 13 – Skill Gaps and Training Recommendations</b>	117
a) Job Roles - Construction	118
b) Skill Gaps by Job Role – Construction	119
c) Training Recommendations – Construction	122
d) Job Roles - Manufacturing	123
e) Skill Gaps by Job Role – Manufacturing	124
f) Training Recommendations – Manufacturing	126
g) Job Roles - Retail	127
h) Skill Gaps by Job Role – Retail	128
i) Training Recommendations – Retail	130
j) Job Roles - Healthcare	131
k) Skill Gaps by Job Role – Healthcare	132
l) Training Recommendations – Healthcare	133
m) Training Recommendations for other Key Sectors – Hospitality	134
n) Training Recommendations for other Key Sectors – Agriculture	135
o) Training Recommendations for other Key Sectors – Domestic Workers	136
p) Conclusion	137
<b>Section 14 – Employer Experience by Sector</b>	138
<b>Section 15 – Employee Experience</b>	143
<b>Section 16 – Benchmarking of Best Practices</b>	152
<b>Section 17 – Recommendations for Interventions by Stakeholders</b>	162
<b>Section 18 – Recommendations for Improving Migration Process Region wise</b>	164

# List Of Tables

<b>Table Number</b>	<b>Name of the Table</b>	<b>Page Number</b>
2.1	GDP Comparison by Country	20
2.2	Per-Capita Income Comparison by Country	21
2.3	Poverty in India by State	22
2.4	Unemployment per State (2011)	23
2.5	Unequal Opportunity Analysis	24
2.6	Household Employment participation by Area	24
3.1	Unemployment by Age and Gender	27
4.1	Employment in Public and Private sector	29
4.2	Share of GDP by Industry in India	30
5.1	State-wise Supply of Workforce (2012-2017)	32
5.2	Current And Projected Employment by Sector	33-34
6.1	Benefits and Costs of International Migration	36
6.2	Migration Patterns by Country	37
7.1	Number of Outward Migrants	40
7.2	Trends in International Labour Migration from selected Indian States based on ECR (2005-2012)	41
7.3	Age and Gender Profile as cleared by PoE offices	42
8.1	Growth of Employment by Gender (1983-2012)	47
9.1	Immigration of Indians by Country	50
9.2	Immigration clearance granted Destination wise	51
9.3	Proportion of South Asian migrants in GCC (1990-2013)	52
9.4	Stock of South Asian migrants in GCC by country of origin (1990-2013)	52
9.5	Stock of Indian migrants in select GCC by Gender (1990 &2013)	53
9.6	State-wise figures of workers granted immigration clearance/ECNR endorsement (2014)	56-58
10.1	Remittance to India	62
10.2	Summary Statistics on Remittance and Consumption	63
11.1	Summary Statistics by Country	65-69
11.2	Identification of top sectors by Country	70
11.3	Economic Statistics for select GCC Countries	72
11.4	Migrant statistics by Country of origin	74

# List Of Tables

<b>Table Number</b>	<b>Name of the Table</b>	<b>Page Number</b>
11.5	Migrant statistics by Country of origin (Saudi Arabia)	75
11.6	Migrant statistics by Country of origin (UAE)	76
11.7	Migrant statistics by origin-Construction sector (UAE)	76
11.8	Economic statistics for select Countries	78
11.9	Exports by top growth sectors-Germany	79
11.10	Migrant statistics by Country of origin (UK)	81
11.11	Size of Retail sector by Country	82
11.12	Value add in the Retail sector by Country	83
11.13	Economic statistics for select Countries	90
11.14	Indicators in Healthcare sector (Saudi Arabia)	92
11.15	Indicators in Healthcare sector (Australia)	94
11.16	Employment forecast by Sub-sector in Healthcare (Australia)	94
13.1	Skill-gaps by Occupation and Country (Construction sector)	119-121
13.2	Skill requirement and Training Recommendation by Occupation	122
13.3	Skill-gaps by Occupation and Country (Manufacturing sector)	124-125
13.4	Skill requirement and Training Recommendation by Occupation (Manufacturing sector)	126
13.5	Skill-gaps by Occupation and Country (Retail sector)	128-129
13.6	Skill requirement and Training Recommendation by Occupation (Retail sector)	130
13.7	Skill-gaps by Occupation and Country (Healthcare sector)	132
13.8	Skill requirement and Training Recommendation by Occupation (Healthcare sector)	133
13.9	Skill requirement and Training Recommendation by Occupation (Hospitality sector)	134
13.10	Skill requirement and Training Recommendation by Occupation (Agriculture sector)	135
13.11	Skill requirement and Training Recommendation by Occupation (Domestic Workers)	136
15.1	Issues and challenges faced by migrants	144
16.1	Trades offered by ITI's/ITC and their capacity	154
16.2	Training capacity of ITI's in Furniture and Furnishing sector	155
16.3	Total intake by pharmaceutical in state	155

## List Of Tables

<b>Table Number</b>	<b>Name of the Table</b>	<b>Page Number</b>
16.4	Key training institutes -Pharmaceutical	156
16.5	Key training institutes - Textile	157

# Section 1 – Approach & Methodology

# Objective of the study

## Background and objectives of the study

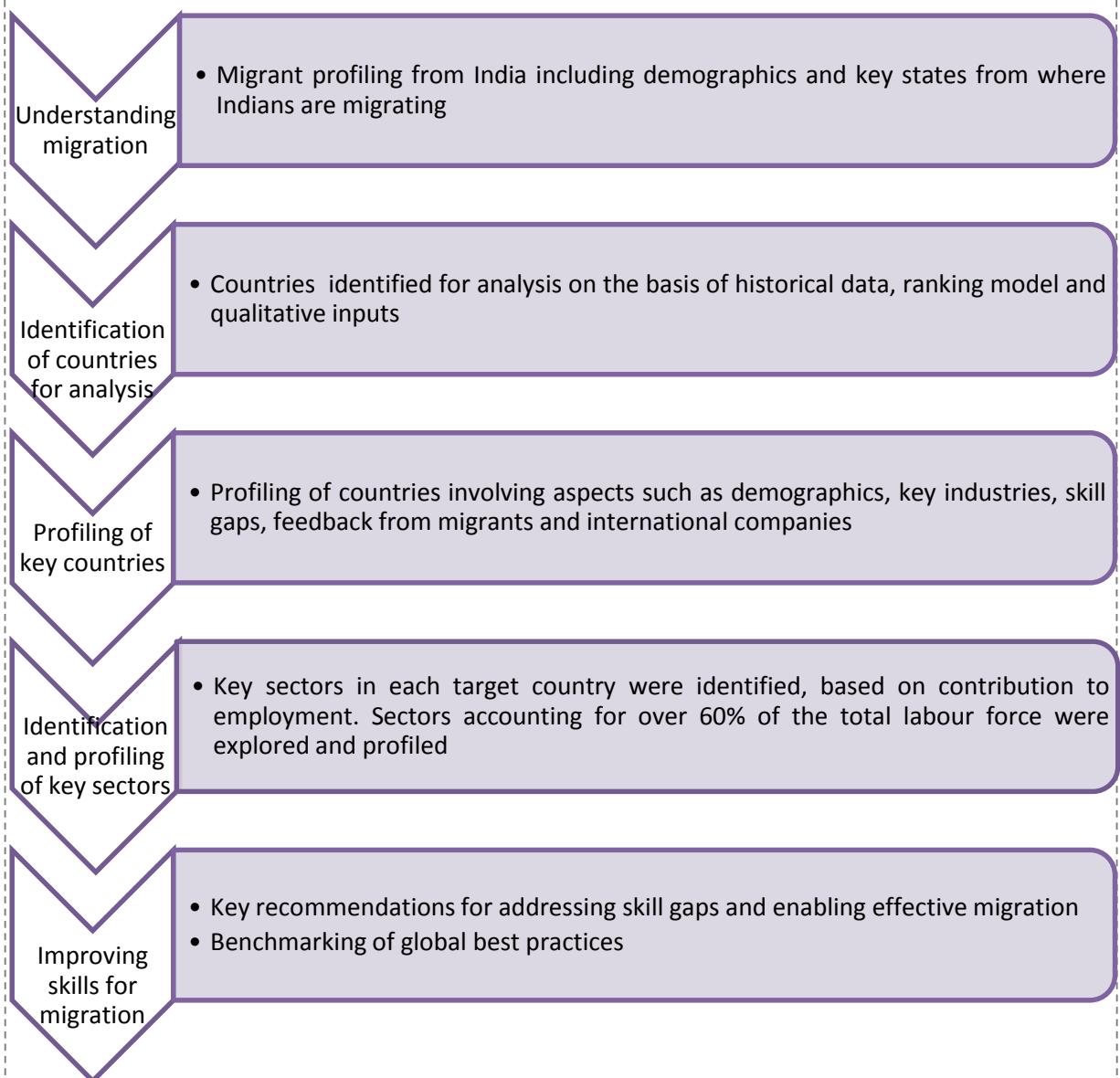
- Grant Thornton has been engaged by National Skill Development Corporation (NSDC) to undertake a detailed study to understand the causes, trends and patterns of Indian youth migrating for livelihood to foreign destinations. The study intends to analyse and map the profile of overseas migrants from India vis-a-vis the jobs available abroad. The generated insights are expected to pave a path for future investment and interventions in skilling for international migration.

### The key aspects covered in the study include the following:

- A snapshot of the global migration trends, with a focus on identifying top sectors in each country that are likely to increase demand for employment
- An overview of migration from India covering profile of migrant workers, factors leading to migration, key issues faced by migrants abroad, impact of migration to economy and the migrant household
- Geographic profiling of migrants covering preferred destinations, job roles/ trades open to emigrants, available job opportunities at different skill levels, remittances received and openness to deploy migrant workforce, etc.
- Identification of skill gaps and analysis of effectiveness of skill development opportunities available to migrating youth, that can reskill or enhance/ upskill the capability of migrants
- Employer experience with Indian workers, globally, across semi-skilled and unskilled category
- Analysis of challenges encountered by migrants in terms of their preparedness to take up employment in unfamiliar economic streams and social security at destination and decent employment
- Examination of pre-migration expectation and post-migration experience to arrive at an expectation mismatch, if any
- Identification of case samples/ best practices followed by countries to skill for international migration
- Benchmarking of the practices followed domestically, against the corresponding international standards, with a view to adopt international best practices
- Systemic interventions to skill for overseas migration from government, industry, academia, etc.
- Understand the factors leading to migration – education, self-employment or formal employment, and differences in migration patterns based on gender

# Approach and Methodology

For the purpose of establishing a working approach and methodology for this project, the scope of work has been bifurcated into the following modules:

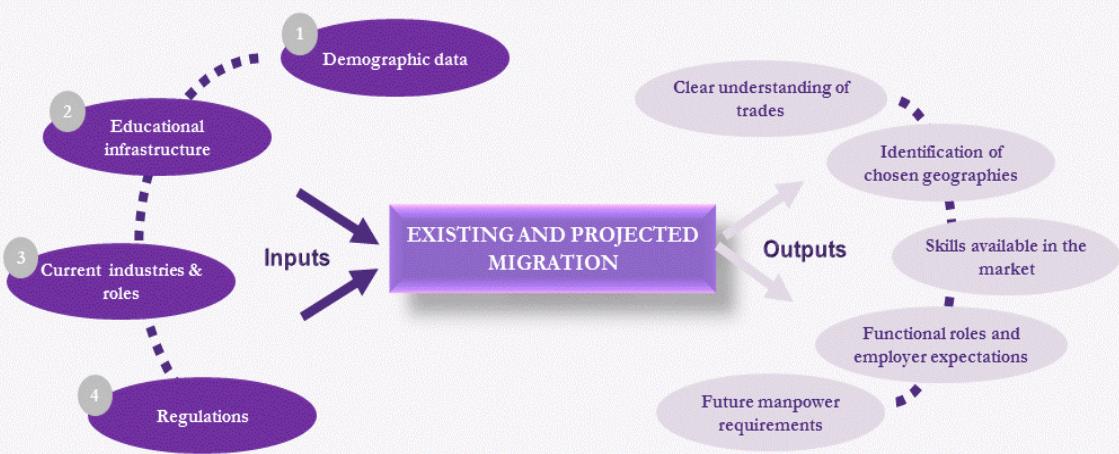


The detailed approach for each section is given below:

## Understanding migration

The aim of this module is to understand the current, historic and projected migration trends for Indian migrants and to undertake a detailed analysis of the reasons, thereof, as well as the profile of countries where Indian migrants are moving. A broad schematic view of the key aspects which were covered for analysis under the first module of understanding migration is represented in the figure on the following page:

# Approach and Methodology



## 1. Migrant profiling from India:

It aims to cover the following:

- **Overview of labour force in India:** This section provides the current employment trends of Indian labour across industries and lists the incremental requirement across these industries during 2013-2022. It also provides information on the state-wise workforce supply based on skills so as to identify any oversupply
- **Profile of Indian population that is migrating:** This covers a deep dive of the migrant profile based on factors such as destination, sector of employment, demographics (age, gender), trade-wise emigration, and inward remittance trend
- **Mapping of states from where Indian migrants are migrating:** The states have been mapped from where Indian migrants are moving abroad, to understand the following:
  - State-wise migrant population,
  - Demographic profile, and
  - Emigration trends by trade
- **Key reasons for Indian migrants to migrate:** Identifying the key reasons for movement of Indian migrants. Some of the key reasons analysed during the phase include demographic transitions of the Indian labour force, stagnant employment growth in India, financial incentives, and socio-economic factors
- **Key impact of skill migration in India:** Based on the analysis of the above points, the impact of migration from India has been mapped. Since key skill sets are leaving India in a negative brain drain (primarily for skilled and semi-skilled) as well as available manpower (for semi and unskilled workforce), the quantum of the impact, if any, on the following needs to be mapped and quantified:
  - Socio – economic impact of migration on the country
  - Socio – economic impact of migration on the migrant household
  - Remittance profiling for India – level of remittances received in India

## Approach and Methodology

**2. Identification of countries for analysis:** This step involved identification of countries to be included in the study. Based on the terms listed in the scope of work, the aim of this exercise was to identify countries that accounted for over 80% of the total Indian migrant population in 2015. For the purpose of this exercise, we have defined the Indian migrant population as Non Resident Indians (NRI) only. This excludes Persons of Indian Origin (PIO) since these are people who have taken the citizenship of another country and are assumed to be working in the said foreign destination with no intention of coming back to India. To make the study more effective, it is assumed that NRIs have dependent family members in India and will be either sending remittances or will eventually come back to India while PIOs will not by the sheer fact that they have surrendered the citizenship of India and adopted the migrant nation as their homeland.

Further, it was decided that apart from focusing only on countries where the historical trend shows more than 80% of the Indian migrant population to have moved, it is also important to identify the potential countries which may come up in the next few years. This identification and a deeper analysis of these new countries will assist us in preparing our workforce to be better equipped to deal with the functional skill requirements of these new countries as and when time arises.

Therefore, this section maps not only the countries where India is currently exporting more than 80% of its migrant population, but also the new countries which have the potential to attract a larger portion of the Indian migrant population in the next few years. This section also lists the methodology for shortlisting newly identified potential target countries.

- **Key steps involved in the identification of countries for analysis**

- **Shortlisting countries on the basis of historical migration:** Based on the 2015 migration numbers, the top 9 countries accounting for ~83% of the migrant population were identified
- **Identification of additional countries with the potential to attract a larger number of Indian migrants:** In order to arrive at the additional countries to be analysed, we have used a mix of several criteria in a two level shortlist. The criteria for the first level shortlist includes:
  - Coverage of countries accounting for more than 90% of the total number of Indian migrant's movement from India, basis 2015 migrant numbers
  - A positive CAGR (2012 – 2015)
  - Based on the CAGR (2012-15), the 2018 migrant numbers have been projected and the absolute movement of 25,000 people has been used as a criteria
  - Countries with migration of more than 10,000 people in 2015

Based on the above filters, 17 out 197 countries have been shortlisted for further analysis. Three other countries were chosen based on qualitative factors , assuming higher migration potential in the future.

## Approach and Methodology

Based on the first shortlist of 17 countries, several qualitative and quantitative parameters essential to the movement of migrants have been given due weightage. These factors have then been mapped for all countries in order to rank the 17 countries on the basis of a cumulative score. These parameters include:

Indicators	Weightage
Total Population Growth Rate (2012 - 2018)	20%
Labour Force Participation Rate	20%
International Migrant Stock (as % of population)	20%
Unemployment Ratio	20%
GDP (2012 - 2018) CAGR	10%
Global Sustainable Competitiveness Index	10%

For the purpose of this study, apart from the 9 countries identified using historical data, the top 6 countries from the ranking model given above also form part of this study. From the remaining 11 countries, an additional 5 countries were selected based on qualitative inputs. Thereby, the total sample set was the following 20 countries which, together account for over 90% of the total Indian migrant population (based on 2015 migration numbers).

## Approach and Methodology

The final list is as follows:

#	Country	Number of Indian migrants (2015)	% of total Indian migrants (2015)	Number of Indian migrants (2012)	CAGR (2012-2015)	Projected no. of Indian migrants (2018) based on CAGR (2012-15)
<b>On the basis of historical data : 9 countries</b>						
1	<b>Saudi Arabia</b>	2,800,000	24.6%	1,789,000	16.1%	4,382,337
2	<b>UAE</b>	2,000,000	17.6%	1,750,000	4.6%	2,285,714
3	<b>USA</b>	1,272,846	11.2%	927,283	11.1%	1,747,187
4	<b>Kuwait</b>	758,615	6.7%	579,058	9.4%	993,850
5	<b>Oman</b>	707,850	6.2%	718,000	-0.5%	697,843
6	<b>Nepal</b>	600,000	5.3%	112,500	74.7%	3,200,000
7	<b>Qatar</b>	600,000	5.3%	500,000	6.3%	720,000
8	<b>Bahrain</b>	350,000	3.1%	350,000	0.0%	350,000
9	<b>Singapore</b>	350,000	3.1%	350,000	0.0%	350,000
<b>On the basis of the ranking model: 6 countries</b>						
10	<b>New Zealand</b>	45,000	0.4%	35000	8.74%	57,857
11	<b>Uganda</b>	25,000	0.2%	15,000	18.56%	41,667
12	<b>Ethiopia</b>	10,000	0.1%	992	116.02%	100,806
13	<b>Australia</b>	251,000	2.2%	213,710	5.51%	294,797
14	<b>Canada</b>	184,320	1.6%	200,000	-2.68%	169,869
15	<b>Malaysia</b>	150,000	1.3%	150,000	0.00%	150,000
<b>On the basis of qualitative inputs: 5 countries</b>						
16	<b>Sri Lanka</b>	14,000	0.1%	1,600	106.10%	122,500
17	<b>South Africa</b>	50,000	0.4%	18,000	40.60%	138,889
18	<b>UK</b>	325,000	2.9%	1,500,000	-39.9%	70,417
19	<b>Germany</b>	43,000	0.4%	42,500	0.4%	43,506
20	<b>Netherlands</b>	20,000	0.2%	20,000	0%	20,000

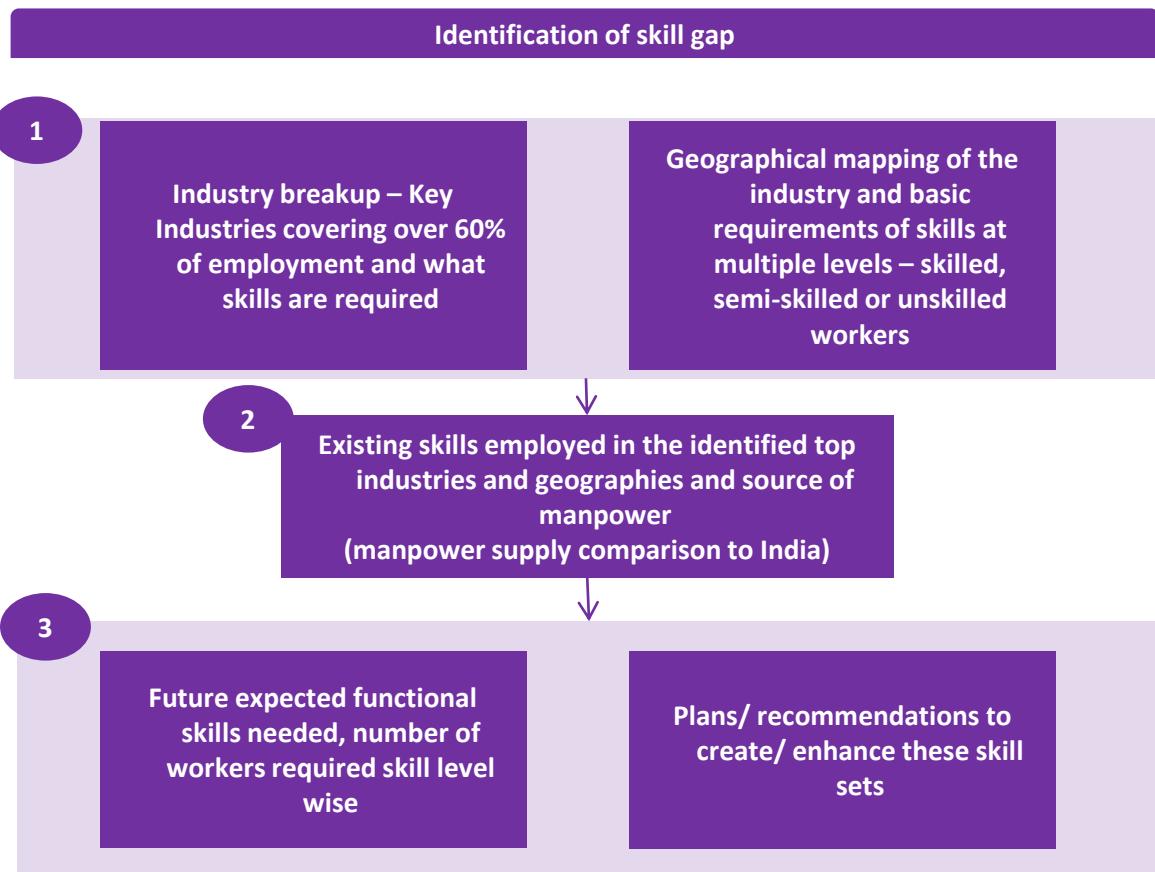
## Approach and Methodology

**3. Detailed assessment of key countries identified in the previous phase :** This section covers the profiling of key countries that the Indian migrant population migrates to, and the reasons thereof. This section enables us to understand these countries and their future requirements from the workforce perspective which in turn enables us to prepare our workforce better to suit these countries. Some of the key aspects covered in the profile of these countries are as follows:

- Most popular choice for migrant population and reasons thereof
- Job/ Trade of choice and reasons thereof
- Socio-economic advantages
- Ease of access
- Financial incentives
- Religious connections/ family ties

On the basis of the information gathered in this phase, a detailed critique on the key industries has been presented

**• Assessment of skill gaps :** Further, a detailed assessment is undertaken to identify the skill gaps that exist in these countries with respect to the Indian migrant population. A broad schematic view of the key aspects covered for the analysis has been represented in the figure below:



## Approach and Methodology

- **Primary interactions with international employers and Indian migrants:** Primary survey/ interactions were conducted with the target audience (comprising primarily of international employers who employ Indian migrant workforce, Indian migrants who work in these organizations as well as other involved parties such as chambers of commerce, recruitment agencies, etc., who are closely linked to the placement and directly interact with either the employer and/or the migrant employee. The key aspects explored as part of this section include:
  - Feedback of international employers for Indian migrants
  - Level and type of training required to bring the Indian migrants to the level of the minimum required functional skill set
  - Trades/ industries that will drive the demand for labour
  - Issues/ challenges faced by migrants abroad and reasons, thereof
  - Level of preparedness of Indian migrants to adjust abroad – economic and social preparedness
  - Pre-migration and post-migration expectation gap, if any
- 4. **Profiling of key sectors identified in the previous phase:** After profiling the countries, key sectors were identified on the basis of highest contribution towards employment. For Indian migrants, the following were identified as the key sectors for employment across our target countries:
  - Construction
  - Manufacturing
  - Retail
  - HealthcareThese sectors were profiled in detail to cover the following aspects:
  - Current and future projections, of sector performance, in the target country
  - Country-wise growth drivers
  - Employment trends across countries
  - Expected skill gaps across job roles in the sector and training recommendations, based on interviews with multiple international employers and migrant workers
- **The table on the following page lists the key sectors for each country and their total employment contribution:**

## Approach and Methodology

Country	Key sectors	Total employment contribution
Saudi Arabia	Construction, Retail trade, Manufacturing	57%
UAE	Construction, Retail trade, Real estate, Manufacturing	78%
USA	Education and health care, Retail trade, Manufacturing, Hospitality	66%
Kuwait*	Retail trade, Construction, Manufacturing, Real estate	41%
Oman	Construction, Retail trade	52%
Nepal	Agriculture, Manufacturing	80%
Qatar	Construction, Retail trade, Manufacturing, Mining and quarrying	64%
Bahrain	Construction, Retail trade, Manufacturing, Real estate	72%
Singapore	Construction, Retail trade, Manufacturing, Transportation and storage	NA
New Zealand**	Retail trade, Accommodation, Food services, Manufacturing	27%
Uganda	Agriculture	72%
Ethiopia	Agriculture	73%
Australia***	Retail trade, Construction, Healthcare, Accommodation and food services	41%
Canada****	Construction, Healthcare, Real estate, Manufacturing	42%
Malaysia	Manufacturing, Retail trade, Construction, Agriculture	56%
UK*****	Healthcare, Construction, Manufacturing, Retail trade	44%
Sri Lanka	Agriculture, Manufacturing, Retail trade	64%
Germany	Trade, Manufacturing, Business services, Construction	60%
South Africa	Public sector, Retail trade, Finance, Manufacturing	68%
Netherlands	Public sector, Trade, Business services	72%

\*Another major employer is the 'public sector' which is not covered in the country profile as the sector primarily employs the local population and only limited number of migrants. Hence, the sector is not attractive for Indian migrant workers. A total of 7 sectors account for over 60% of the labour force

\*\*Other major sectors with respect to contribution to employment include 'professional services' and 'public sector'. A total of 6 sectors account for over 60% of the labour force

\*\*\*Other major sectors with regards to contribution to employment include 'business services' and 'manufacturing'. A total of 7 sectors account for over 60% of the labour force

\*\*\*\*Other major sectors with regards to contribution to employment include 'business services' and 'trade'. A total of 7 sectors account for over 60% of the labour force

\*\*\*\*\*Other major sectors with regards to contribution to employment include 'business services' and 'education'. A total of 6 sectors account for over 60% of the labour force

## Approach and Methodology

**5. Recommendations:** The key objective of this last module of the study is aimed at giving recommendations based on the study of the aforementioned four modules to improve migration and to prepare a globally acceptable and skilled workforce from India. This analysis is based on extensive primary interactions with the target audience.

- **Skill programmes are required to up-skill the workforce for effective migration:**
  - Based on feedback collected through primary interactions with international employers, trade associations and migrant population:
    - Key skill gaps which can be built into current skill programmes/ new skill programmes to train people better
    - Recommended role of government, industry, academia, NSDC, companies, trade houses, unions etc. to create global workforce
- **Benchmarking of global best practices:** In order to recommend the most efficient way forward, best practices followed across the world as well as within India were mapped:
  - Best practices followed globally
  - Benchmarking domestic practices to international best practices to improve current practice
  - Systemic intervention to skills for overseas migration from government, industrial and academic institutions

For the study, we interviewed approximately 200 companies and 400 migrant employees across a spectrum of industries and countries considered in our study. An overview of the same is given in the table below:

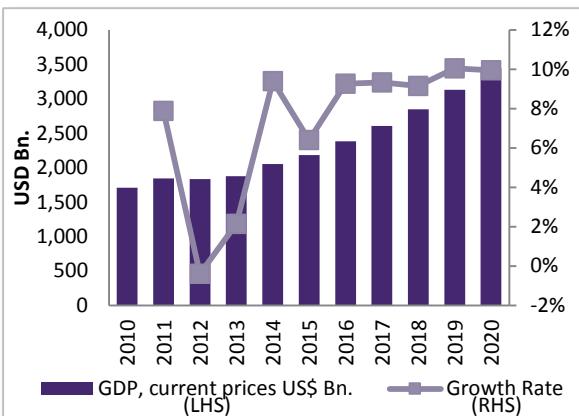
Regions	Employers	Recruitment agents	Migrant Employees
GCC	<b>63</b> (Construction - 18; Manufacturing - 18; Retail - 16; Healthcare - 11)	<b>5</b>	<b>135</b>
US/ Canada	<b>26</b> (Construction - 8; Manufacturing - 7; Retail - 3; Healthcare - 2)	<b>4</b>	<b>40</b>
Asia	<b>40</b> (Construction - 8; Manufacturing - 13; Retail - 10; Others - 9)	<b>4</b>	<b>80</b>
Australia/ New Zealand	<b>24</b> (Construction - 4; Manufacturing - 3; Retail - 6; Healthcare – 3; Others - 8)	<b>2</b>	<b>40</b>
Europe	<b>27</b> (Construction - 7; Manufacturing - 3; Retail - 6; Healthcare – 5; Others - 6)	<b>2</b>	<b>60</b>
Africa	<b>17</b> (Construction - 3; Manufacturing - 4; Retail - 3; Healthcare – 1; Agriculture - 6)	<b>3</b>	<b>45</b>

## **Section 2 – Economic Factors in India Leading to Migration**

# Economic Factors in India Leading to Migration

## Gross Domestic Product

- India's GDP grew from USD 1.71 trillion in 2010 to USD 2.18 trillion in 2015 at a CAGR of 5%
- The GDP is projected to grow at a CAGR of 9.5% CAGR to USD 3.44 trillion by 2020
- Revival of investments is expected to boost economic growth
- India is expected to be amongst the fastest growing economies in the world over the next few years, which points towards significant job creation and opportunity



## GDP Comparison

- India's GDP stood at USD 2.18 trillion during 2015, ranking seventh amongst the countries studied in terms of GDP at current prices and third in terms of GDP at PPP
- Most of the countries studied for the purpose of this report rank lower than India in terms of GDP at current prices, GDP at PPP and real GDP growth

### 2.1 GDP comparison by country

Country	GDP, current prices (Bn. USD)	World Rank 2015	GDP, PPP (Bn. USD)	World Rank 2015	Real GDP Growth Rate	World Rank 2015
United States	17,968.2	1	17,968.2	2	2.6%	101
Germany	3,371	4	3,842.0	5	1.5%	137
United Kingdom	2,865	5	2,659.7	9	2.5%	105
<b>India</b>	<b>2,183</b>	<b>7</b>	<b>8,027.0</b>	<b>3</b>	<b>7.3%</b>	<b>9</b>
Canada	1,573	10	1,628.4	16	1%	147
Australia	1,241	12	1,136.9	19	2.4%	112
Netherlands	751	17	831.4	27	1.8%	131
Saudi Arabia	632	20	1,681.2	14	3.4%	70
UAE	339	31	641.9	32	3%	91
South Africa	317	32	724.0	30	1.4%	141
Malaysia	313	33	813.5	28	4.7%	40
Singapore	294	37	468.9	40	2.2%	120
Qatar	192	49	324.2	51	4.7%	41
New Zealand	170.6	54	166.0	71	2.2%	118
Kuwait	123.2	57	288.8	52	1.2%	144
Sri Lanka	79.5	65	234.7	61	6.5%	20
Ethiopia	63	72	159.2	73	8.7%	2
Oman	60.2	74	171.7	68	4.4%	45
Bahrain	30.9	96	64.9	98	3.4%	73
Uganda	24.9	104	79.8	90	5.2%	29
Nepal	21.4	107	70.1	97	3.4%	75

Source: World Bank Data 2015

Source – IMF, World Bank, GT Analysis

# Economic Factors in India Leading to Migration

## Per Capita Income Comparison

- Despite a strong economy compared to the rest of the world, India stood third for negative net migration rate, which means that India has a larger number of people leaving the country than entering.
- This is due to the fact that India has the second highest population of 1.2, after China.
- The growing population puts excessive pressure on the economy and leads to a low per capita income, increased poverty, increased problems of unemployment and underemployment, food shortages and increased dependence on agriculture as a means of livelihood, and inadequate social infrastructure like education, housing and medical aid.

2.2 Per Capita Income Comparison by country

Country	GDP per capita, current prices USD	World Rank 2015	GDP per capita, PPP USD	World Rank 2015
United States	55,904	5	55,904	11
Germany	41,267	19	47,033	20
United Kingdom	44,118	14	40,958	28
<b>India</b>	<b>1,688</b>	<b>136</b>	<b>6,209</b>	<b>123</b>
Canada	43,935	15	45,489	22
Australia	51,642	7	47,318	18
Netherlands	44,333	13	49,094	15
Saudi Arabia	20,139	36	53,565	13
UAE	35,392	24	66,997	7
South Africa	5,784	84	13,197	89
Malaysia	10,073	60	26,141	47
Singapore	53,224	6	84,901	3
Qatar	78,829	3	133,040	1
New Zealand	36,963	22	35,966	31
Kuwait	29,983	25	70,259	5
Sri Lanka	3,768	112	11,120	101
Ethiopia	702	163	1,774	167
Oman	15,672	44	44,728	24
Bahrain	23,899	30	50,169	14
Uganda	625	169	1,999	159
Nepal	751	159	2,465	156

Source: World Bank Data 2015

Source – World Bank, GT Analysis

# Economic Factors in India Leading to Migration

## Poverty in India

- In India, more than 269 million people are below the poverty line, representing approximately 22% of the total population
- The share of poor people is higher in rural areas compared to the urban areas of the country. About 26% of the population live below the poverty line in rural India and 14% in urban India.

State-wise poverty levels in 2011:

**2.3 Poverty in India by state**

State	Rural		Urban		Total	
	% of the Population below Poverty Line	No. of people below poverty line (millions)	% of the population below poverty line	No. of people below poverty line (millions)	% of the population below poverty line	No. of people below poverty line (millions)
Andhra Pradesh	10.96%	6.18	5.81%	1.69	9.2%	7.88
Arunachal Pradesh	38.93%	.425	20.83%	.06	34.67%	0.49
Assam	33.89%	9.2	20.29%	0.92	31.98%	1.01
Bihar	34.06%	32.04	31.23%	3.78	33.74%	35.82
Chhattisgarh	44.61%	8.89	24.75%	1.52	39.93%	10.41
Delhi	12.92%	.05	9.84%	1.65	9.91%	1.69
Goa	6.81%	.03	4.09%	.04	5.09%	0.07
Gujarat	21.54%	7.54	10.14%	2.69	16.63%	10.22
Haryana	11.64%	1.94	10.28%	0.94	11.16%	2.88
Himachal Pradesh	8.48%	.53	4.33%	.03	8.06%	0.56
Jammu & Kashmir	11.54%	1.07	7.20%	0.25	10.35%	1.33
Jharkhand	40.84%	10.41	24.83%	2.02	36.96%	12.43
Karnataka	24.53%	9.28	15.25%	3.69	20.91%	12.98
Kerala	9.14%	1.55	4.97%	0.85	7.05%	2.39
Madhya Pradesh	35.74%	19.06	21%	4.31	31.65%	23.41
Maharashtra	24.22%	15.06	9.12%	4.74	17.35%	19.79
Manipur	38.8%	.75	32.59%	.28	36.89%	1.02
Meghalaya	12.53%	.30	9.26%	.06	11.87%	.36
Mizoram	35.43%	.19	6.36%	.04	20.40%	.23
Nagaland	19.93%	.28	16.48%	.01	18.88%	.38
Odisha	35.69%	12.61	17.29%	1.24	32.59%	13.85
Punjab	7.66%	1.34	9.24%	0.98	8.26%	2.32
Rajasthan	16.05%	8.42	10.69%	1.87	14.71%	10.29
Sikkim	9.85%	.05	3.66%	.01	8.19%	.05
Tamil Nadu	15.83%	5.92	6.54%	2.34	11.28%	8.26
Tripura	16.53%	.45	7.42%	.08	14.05%	.52
Uttarakhand	11.62%	.83	10.48%	.34	11.26%	1.16
Uttar Pradesh	30.40%	47.94	26.06%	11.88	29.43%	59.82
West Bengal	22.52%	14.11	14.66%	4.38	19.98%	18.49
Puducherry	17.06%	.07	6.30%	.06	9.69%	.12
Chandigarh	1.64%	.001	22.31%	.23	21.81%	.24

Source – 2011 Census, GT Analysis

# Economic Factors in India Leading to Migration

## Unemployment by State

- Unemployment in India stood at 4.9% in 2014 with a labour force participation rate of 52.5%
- Unemployment among the youth is also becoming a big concern in India. The unemployment rate for a person aged 18-29 years old and holding a degree in graduation and above is the highest at 28%

**2.4 Unemployment Rate for Persons of Age 15 Years and Above in States/UTs: 2011-12**

State/Union Territory	Rural		Urban	
	Female	Male	Female	Male
Andhra Pradesh	1.3%	1.8%	9.8%	4.3%
Arunachal Pradesh	8.1%	3.9%	25.2%	9.9%
Assam	6.9%	3.4%	13.9%	3.5%
Bihar	16.9%	5.7%	17.8%	4.3%
Chhattisgarh	0.4%	0.9%	5.3%	2.6%
Delhi	16.0%	2.4%	13.3%	3.0%
Goa	49.4%	6.6%	29.0%	6.2%
Gujarat	1.0%	0.5%	4.0%	1.2%
Haryana	3.8%	2.1%	11.2%	2.3%
Himachal Pradesh	0.4%	1.6%	9.9%	2.7%
Jammu & Kashmir	7.8%	2.5%	20.6%	4.2%
Jharkhand	4.3%	3.1%	7.1%	3.9%
Karnataka	1.9%	2.3%	3.4%	2.7%
Kerala	18.8%	2.9%	35.2%	4.0%
Madhya Pradesh	1.6%	1.4%	7.6%	3.8%
Maharashtra	2.1%	1.7%	10.1%	2.2%
Manipur	0.9%	2.0%	4.1%	7.6%
Meghalaya	1.0%	0.9%	8.4%	3.1%
Mizoram	0.5%	0.3%	0.7%	0.0%
Nagaland	4.0%	4.0%	6.0%	5.2%
Orissa	2.1%	2.3%	6.9%	3.6%
Punjab	4.1%	1.2%	7.6%	1.2%
Rajasthan	2.0%	1.1%	5.3%	1.5%
Sikkim	11.4%	4.7%	48.3%	9.5%
Tamil Nadu	2.3%	1.8%	4.0%	1.9%
Tripura	19.8%	4.5%	44.4%	13.9%
Uttarakhand	10.1%	2.9%	13.7%	1.9%
Uttar Pradesh	2.0%	2.0%	6.9%	3.2%
West Bengal	8.3%	3.3%	35.7%	7.8%
A & N Islands	32.6%	1.8%	33.1%	2.1%
Chandigarh	36.7%	12.6%	4.0%	0.8%
D & N Haveli	16.0%	1.2%	-	-
Daman & Diu	-	0.9%	-	0.3%
Lakshadweep	24.0%	28.4%	36.6%	7.6%
Puducherry	2.6%	0.5%	11.6%	4.2%
<b>All India</b>	<b>4.1%</b>	<b>2.4%</b>	<b>11.2%</b>	<b>3.1%</b>

Source – MOSPI, GT Analysis

# Economic Factors in India Leading to Migration

## Unequal Opportunities

- Migration happens internally between states in India and internationally to other countries
- Industries operating in various states (shaded in green) offer employment that is insufficient to cater to the large population in these states. This leads to lesser opportunities and a lower income for workers. States with lower levels of income and low job opportunities become source states for migrants looking for higher income or employment in more prosperous states or countries
- Employment in states like Delhi, Chandigarh, Maharashtra, Haryana, and Gujarat, that offer a relatively higher income and job opportunities to workers is currently skewed towards the service sectors such as finance and retail
- India is a major player in international migration and has a high number of individuals in the 16 – 34 age group that are most likely to migrate
- India's favourable demographic dividend will lead to continued migration from the country

Income/ Employment	Very High	High	Medium	Low	Very Low
Very High	Delhi Chandigarh				
High	Kerala, Maharashtra West Bengal	Assam, Tamil Nadu	Bihar		
Moderate		Haryana Karnataka	Andhra Pradesh	Odisha Madhya Pradesh	
Low		Jammu and Kashmir	Rajasthan Uttar Pradesh Uttarakhand	Chhattisgarh	
Very Low	Punjab	Gujarat	Himachal Pradesh Jharkhand		

## Household Employment Participation

- 49.1% of the households in India reported having more than 1 person employed in some capacity. This percentage is higher in rural households because of the employment of family members in agriculture
- Households with more than one earning member specially belonging to the agricultural sector have higher chances of migration, to increase the family income

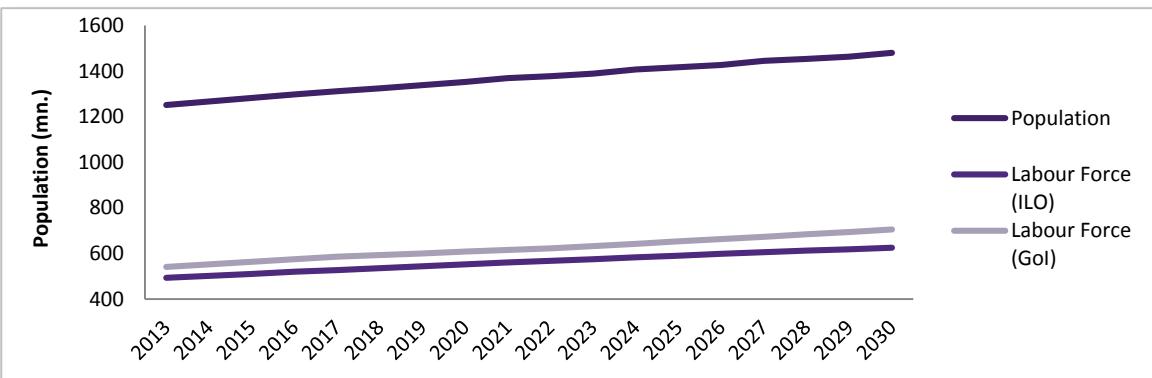
Number of Employed Members	None	1 person	2 persons	3 persons	4 & above persons
Rural	4.1%	42.6%	33.4%	12.7%	7.2%
Urban	5.7%	54.8%	27.1%	9.1%	3.3%
Rural + Urban	4.6%	46.3%	31.5%	11.6%	6.1%

Source – ISCA, GT Analysis

## **Section 3 – Demographic Factors in India Leading to Migration**

# Demographic Factors in India Leading to Migration

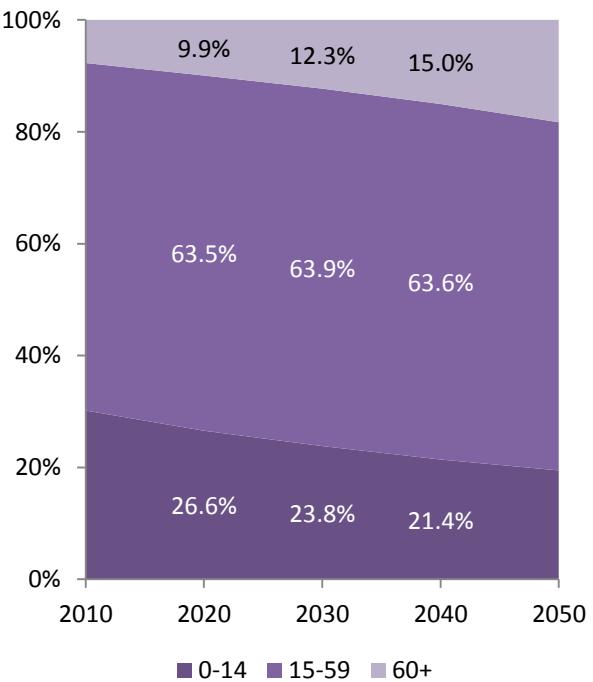
## Population and Labour Force Projections



- The International Labour Organization projects that the population of India will reach 1.48 billion people by 2030, growing at a CAGR of 1%
- The ILO projects the labour force in India to reach 626 million people by 2030, growing at a CAGR of 1.4%
- In its 11<sup>th</sup> year plan, the Government of India projected the labour force to reach 706 million people by 2030, growing at a CAGR of 1.6%
- The ILO projects the labour force to account for 42% of the total population in India by 2030, while the GoI projects this proportion to be closer to 48%. Whichever the number, the labour force of India will represent a large proportion of the world's labour force
- Given current demand trends, it will be difficult for India to provide employment for all this labour supply. This will lead to international migration of Indian labour

## Age Demographics

- India is currently experiencing a unique opportunity for skill development due to its favorable demographic dividend
- According to the World Bank, India is one of the youngest countries in the world with 62.2% of the population between ages 15-59
- However, due to the declining birth rate and the life expectancy stagnant at the age of 63, it is imperative to harness this opportunity in the immediate future
- The favourable demographic dividend is expected to create a large pool of employable youth. However, the number of jobs in the country are not sufficient to absorb all the youth that will enter the workforce. Hence, this mismatch of demand of jobs and the supply of jobs is expected to be met by migration



Source – Labour Bureau, GT Analysis

# Demographic Factors in India Leading to Migration

## Unemployment by Age

- Unemployment in urban areas is higher than that in rural areas across all age groups. This is because most members of the family in the rural areas are utilized for employment in agricultural farms
- Urban employees are also more likely to migrate internationally in search of a better wage and a higher standard of living
- Female unemployment under the age of 45 has been increasing over the years in both urban and rural areas. Women in India are increasingly migrating for marriage and employment

### 3.1 Unemployment Rate by Age and Sex

Year	15-29		30-44		45-59		60 & above		Total	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
<b>Rural</b>										
2006	1.2%	3.5%	0.2%	0.4%	0.0%	0.1%	0.1%	0.2%	0.4%	1.1%
2008	4.8%	6.1%	0.9%	0.4%	0.2%	0.1%	0.0%	0.2%	1.9%	2.3%
2010	6.6%	5.5%	1.0%	0.2%	0.2%	0.2%	0.5%	0.0%	2.4%	2.0%
<b>Urban</b>										
2006	2.5%	7.0%	0.6%	1.2%	0.0%	0.5%	0.0%	0.1%	1.0%	2.5%
2008	15.6%	9.9%	2.1%	1.1%	0.5%	0.4%	3.3%	0.3%	6.7%	4.0%
2010	17.4%	7.9%	2.5%	0.8%	0.6%	0.4%	0.0%	0.3%	7.0%	3.1%

- The factors listed in the preceding section explains the decisions of numerous workers in India to migrate outside their home state in search of employment
- There are two types of migration:

#### Internal migration across states within the country –

Based on the 2011 census, internal migration in India is set to reach 400 million, amounting to more than half of the global figure of 740 million. According to the NSSO 2007-08, women constitute 80% of the migration. Further, it was also observed that the male migration from rural areas is considerably lower than that from urban areas.

One probable cause for the high rate of internal migration for women is marriage followed by employment. The highest inter-state migration for the purpose of employment originated from Punjab, followed by Gujarat, Haryana and Uttarakhand.

According to the Industrial Classification of Migrant Workers (2008), maximum number of migrants worked in the agriculture sector followed by manufacturing and construction.

#### Outward international migration –

Around 25 million Indians are international migrants. These include migrants across all skill sets – highly skilled, skilled, semi-skilled and unskilled. This number also includes migration of family members.

International migration from India is the core focus of our study and will be analyzed in detail in the following sections:

## **Section 4 – Sectoral Analysis of Employment Trends**

# Sectoral Analysis of Employment Trends

## Employment in the Organized Sector

- Approximately 6% of the total employed population in India works for the organized sector. The rest is unorganized, and workers are not bound contractually to the job. The unorganized sector is also more competitive where employees tend to move from one job to another in search of better pay.
- Employment in the organized sector stood at 29 million people in 2011, of which 60.5% or 17.55 million was in public sector. Community, social and personal services is the largest industry in the public sector, accounting for 50.6% of the public sector employment in 2011
- Manufacturing is the largest industry in the private sector, accounting for 47.3% of the private sector employment in 2011
- Employment trend is shifting towards the private sector from the public sector as the segment provides more job opportunities for the employable Indian population. The private sector often does not have pension and social security schemes, and employees have shorter tenures. These employees are more likely to migrate in search of better paying jobs
- Private sector in international markets is more regulated and organized than the Indian private sector. Hence private sector employees are often lured by similar job opportunities abroad as they are better paying.

### 4.1 Employment in Public and Private Sector

#### Employment in Public Sector (000 persons)

Industry	2004	2005	2006	2007	2008	2009	2010	2011	CAGR
Agriculture, hunting etc.	493	496	469	475	471	477	478	477	-0.74%
Mining and quarrying	1,030	1,014	1,146	1,137	1,121	1,112	1,103	1,090	3.20%
Manufacturing	1,189	1,130	1,092	1,087	1,044	1,060	1,066	1,016	-2.65%
Electricity, gas and water	874	860	849	849	796	839	835	831	-1.17%
Construction	932	911	894	866	852	845	859	847	-1.40%
Wholesale and retail trade	181	184	182	178	165	174	171	170	-0.21%
Transport, storage and communication	2,815	2,751	2,675	2,637	2,634	2,601	2,529	3,084	0.60%
Finance, insurance, real estate etc.	1,408	1,408	1,390	1,369	1,347	1,356	1,413	1,361	-0.15%
Community, social & personal services	9,276	9,252	9,176	9,090	8,854	9,011	9,051	9,095	-0.68%
Total	19,126	19,206	17,873	17,626	17,321	17,175	17,525	17,971	0.42%

#### Employment in Private Sector (000 persons)

Industry	2004	2005	2006	2007	2008	2009	2010	2011	CAGR
Agriculture, hunting etc.	917	983	1,028	950	992	896	923	918	0.32%
Mining and quarrying	65	79	95	100	111	115	161	132	0.05%
Manufacturing	4,489	4,489	4,549	4,750	4,970	5,198	5,184	5,397	1.63%
Electricity, gas and water	47	49	40	50	51	64	64	70	4.30%
Construction	45	49	55	70	69	80	91	102	11.08%
Wholesale and retail trade	351	375	387	410	272	472	506	546	5.34%
Transport, storage and communication	81	85	87	100	104	132	166	189	11.52%
Finance, insurance, real estate etc.	458	523	652	880	1,096	1,311	1,552	1,718	19.04%
Community, social & personal services	1,792	1,820	1,878	1,950	2,173	2,023	2,140	2,350	3.71%
Total	8,245	8,452	8,771	9,260	9,838	10,291	10,787	11,422	3.89%

Source: Gol, GT Analysis

# Sectoral Analysis of Employment Trends

## Industry-wise Analysis

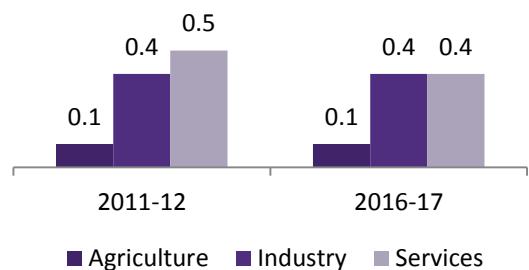
- Trade, hotel, transport and communications accounted for the highest proportion of the GDP amongst the industry classifications, with over 24% of the total GDP
- Agriculture and Finance, Insurance, Real Estate & Business services also contributed more than 18% each to the GDP
- Finance, Insurance, Real Estate & Business Services has been the fastest growing industry, growing at a 10.9% CAGR from INR 3.8 trillion in 2003 to 11.8 trillion in 2014 at 2005 prices

4.2 India (Share of GDP by Industry)			
Industry	2011-12	2012-13	2013-14
Agriculture & allied activities	17.9%	17.5%	18.2%
Mining & Quarrying	2.7%	2.4%	2.1%
Manufacturing	14.7%	14.1%	12.9%
Electricity, Gas & Water Supply	1.6%	1.7%	1.9%
Construction	8.2%	8.1%	7.8%
Trade, Hotel, Transport and Communications	24.7%	24.8%	24.0%
Finance, Insurance, Real Estate & Business Services	16.5%	17.2%	18.5%
Community, Social & Personal Services	13.8%	14.3%	14.5%

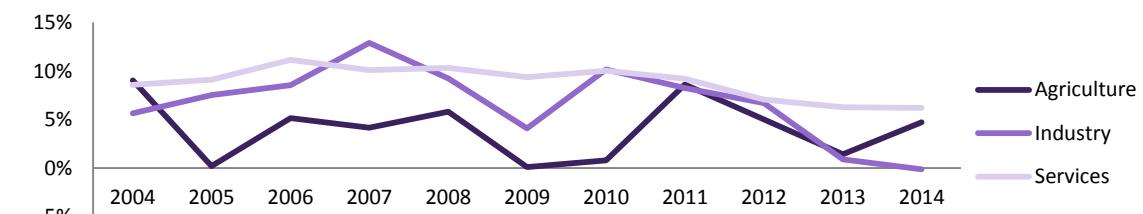
## Employment Elasticity

- Employment elasticity is an indicator of job creation in the country
- According to the NCEUS, at a GDP growth of 7%, job creation in the country is dominated by services, followed by industry and agriculture
- By 2017 industry and services are expected to create the maximum jobs while the jobs created in agriculture are expected to be lower

**Employment Elasticity ( at 7% GDP growth)**



## Sector Growth



- Services grew the fastest between FY 2004 and 2014, at a CAGR of 8.9% from INR 16.5 trillion to INR 38.7 trillion at constant 2005 prices
- Industry grew at a CAGR of 6.7% during this time frame, while Agriculture grew at a 3.6% CAGR
- Services also accounted for the largest proportion of value added to GDP, with 67.4% in 2014
- Therefore**, it is evident that employment in India will continue to shift away from agriculture into industry and services, and these workers are likely to migrate and require skill development

## **Section 5 – Current Labour Scenario**

# Current Labour Scenario

## State-wise workforce supply based on skills for 2012-2017

- In the following table, the positive numbers represent an undersupply, while the negative numbers represent an oversupply of human resources at the specified skill level
- In India, an oversupply of 6.7 million minimally skilled workers, and an excess demand of 5.8 million skilled and 6.2 million semi-skilled workers is projected
- Andhra Pradesh has the largest oversupply of minimally skilled workforce at 4.4 million, (~65% of the Indian oversupply)
- Uttar Pradesh has the largest oversupply of the semi-skilled workforce at 3.4 million workers
- The oversupply of minimally skilled workers in the country results in migration for relevant job opportunities, whether internal or external

(000s)

**5.1 State-wise supply of workforce (2012-2017)**

State	Skilled	Semi-Skilled	Minimally Skilled
Andhra Pradesh	6,106	1,940	(4,376)
Arunanchal Pradesh	(183)	5	(421)
Assam	(5,479)	(636)	(1,905)
Chhattisgarh	(134)	81	(321)
Delhi	(2,364)	157	(486)
Goa	10	29	31
Gujarat (lakh)	(59)	1,590	574
Haryana	66	1,173	1,152
Himachal Pradesh	15	239	715
J&K	(150)	(243)	101
Jharkhand	295	606	(1,110)
Karnataka	1,100	380	(1,180)
Kerala	266	163	(152)
Madhya Pradesh	(407)	224	(111)
Maharashtra	3,360	1,070	450
Manipur	(617)	23	(224)
Meghalaya	(432)	(40)	69
Mizoram	(250)	7	1
Nagaland	595	3	305
Odisha	-	-	-
Punjab	53	590	136
Rajasthan	(323)	(2,004)	973
Sikkim	162	0	32
Tamil Nadu	2,486	3,415	349
Tripura	(1,235)	17	(1,747)
Uttar Pradesh	2,080	(3,420)	(1,751)
Uttarakhand	225	119	(823)
West Bengal	651	755	3,031
<b>India</b>	<b>5,837</b>	<b>6,243</b>	<b>(6,688)</b>

Source: NSDC



## Current Labour Scenario

### Current and Projected Employment by Sector

- As of 2013, trade contributed 24.8% to the Indian GDP, making it the largest contributor to economic growth in the country. Further, between 2013 and 2022, the retail sector is expected to generate 8.4% of the total employment with an incremental demand of 17.13 million people
- After primary discussions, it was observed that workers who enter the Indian retail workforce migrate after a few years due to inadequate remuneration growth in the sector
- The dynamics of the construction sector mirror that of the retail sector, with a contribution of 8.1% to the GDP and 9.9% of the total employment in the country. The demand in the construction sector is also expected to exceed the supply. However, majority of the Indian emigrants to GCC work in construction
- The trend of increased emigration in the construction sector can be attributed to the extremely low wages, poor working conditions and the seasonality of jobs in the sector

5.2 Current and Projected employment by sector					
Sector	Employment base (2013) (million)	% Share of total employment 2013	Projected Employment (2022) (million)	% Share of total employment 2013	Incremental requirement (2013-22) (million)
Auto & Auto components	10.98	2.39%	14.88	2.57%	3.90
Beauty & Wellness	4.21	0.92%	14.27	2.47%	10.06
Food Processing	6.98	1.52%	11.38	1.98%	4.40
Retail	38.60	8.40%	55.73	9.63%	17.13
Media & Entertainment	0.40	0.09%	1.30	0.22%	0.90
Handlooms & Handicrafts	11.65	2.54%	17.79	3.07%	6.14
Leather & Leather Goods	3.09	0.67%	6.81	1.18%	3.72
Domestic Help	6.00	1.31%	10.88	1.88%	4.88
Gems & Jewellery	4.64	1.01%	8.23	1.42%	3.59
Telecommunications	2.08	0.45%	4.16	0.72%	2.08
Tourism, Hospitality & Travel	6.96	1.51%	13.44	2.32%	6.48
Furniture & Furnishings	4.11	0.89%	11.29	1.95%	7.18
Building, Construction & Real Estate	45.42	9.89%	76.55	13.23%	31.13 Contd..

Source: NSDC

## Current Labour Scenario

### Current and Projected Employment by Sector

Sector	Employment base (2013) (million)	% Share of total employment 2013	Projected Employment (2022) (million)	% Share of total employment 2013	Incremental requirement (2013-22) (million)
IT & ITES	2.77	0.60%	5.12	0.88%	2.35
Construction Material & Building Hardware	8.30	1.81%	11.00	1.90%	2.70
Textile & Clothing	15.23	3.31%	21.54	3.72%	6.31
Healthcare	3.59	0.78%	7.39	1.28%	3.80
Security	7.00	1.52%	11.83	2.04%	4.83
Agriculture	240.40	52.32%	215.60	37.26%	-24.80
Education & Skill Development	13.02	2.83%	17.31	2.99%	4.29
Transportation & Logistics	16.74	3.64%	28.40	4.91%	11.66
Electronics & IT	4.33	0.94%	8.94	1.55%	4.61
Chemicals & Pharmaceuticals	1.86	0.40%	3.58	0.62%	1.72
BFSI	2.55	0.55%	4.25	0.73%	1.70
<b>Total</b>	<b>459.46</b>		<b>578.62</b>		<b>119.16</b>

- According to the NSDC, Agriculture accounted for 52.3% of the total employment base in 2013, with 240.4 million workers. This percentage is expected to decline to 37.3% in 2022, after declining by 24.8 million workers
- All the other sectors except Agriculture are expected to witness an increase in employment both in actual value and % share terms.
- Building, construction and real estate, and retail are the only other sectors to account for over 4% of the employment base in 2013, at 9.9% and 8.4% respectively. These two sectors are expected to have the highest increments in employment till 2022, accounting for 40.5% of the total increase
- Manufacturing sector includes Auto and Auto components, Food processing, Handlooms and Handicrafts, Leather and Leather Goods, Furnishings and Furniture, Construction Material & Building Hardware, Textile & Clothing, Electronics & IT and Chemicals and Pharmaceuticals. Together they capture 14.47% in 2013 and are expected to reach 18.54% share of the total employment.
- Sectors like Beauty and Wellness, Media and Entertainment, Leather and Leather Goods, Telecommunications, Furniture and Furnishings, Healthcare, Electronics and IT are expected to witness more than 100% growth in employment by 2022.
- The shift from Agriculture to Industry and Service sectors further emphasizes the need for skill development in the country to ensure that the employment growth trends of these sectors are met by labour having the desired skill sets. This shift is also in sync with the sectors that Indian migrate to internationally like construction, retail and manufacturing.

Source: NSDC

## **Section 6 – Overview of Migration**

# Overview of Migration

## Global Migration

Migration has become an integral part of the current global economy. International migration can have major developmental and economic implications on migrant individuals and their families, for origin and destination areas, as well as for national economies

### Trends in International Migration

- *People's desire to migrate is related to the labor market situation at home* - young people's (15–24-year-olds) willingness to locate to another country permanently is above 25 per cent for most regions of the world. For example, in the two regions where the world's poorest populations are located – South Asia and Sub-Saharan Africa – around 30 per cent of the young people would like to move abroad permanently
- *Most migrants in the world continue to live in the developed economies and the European Union* - In 2013, 231.5 million people were living in a country other than the one in which they were born. The total number of migrants has risen by 57 million since 2000 and 19 per cent of this increase occurred within the past three years. Developed economies and the European Union (EU) continued to be the main destinations for migrants around the world with 51 per cent of all migrants living in this region
- *Male migrants were the main contributor, but there has been a change in migration patterns by gender across destinations with different levels of development* - Out of the 57 million new migrants across the globe in 2013 (compared to 2000), 56 per cent were between 25 and 50 years old. Within this age group, a larger share of the inflows corresponds to male migrants while the gender distribution is fairly similar for other age groups
- *Age distribution also shows that younger migrants tend to move towards less developed regions, while older ones relocate to more developed ones* - Between 1990 and 2013, the age distribution of migrants worldwide has changed: the percentage of migrants under 30 years old decreased from 39 per cent to 32 per cent while the share of migrants between the ages of 30 and 59 increased from 44 per cent to 52 per cent

6.1 Benefits and Costs of International Migration

Individual		Source Countries		Destination Countries	
Positive	Negative	Positive	Negative	Positive	Negative
Employment	Underemployment in receiving country	Remittances: spillover effects on education, poverty, local development	Brain drain, constraining growth	Economic growth & development	Competition for low skilled jobs
Wage Improvement	Subject to abuse	Reduced pressure to create jobs	Labour Shortage	Address ageing and working population decline	Downward pressure on wages in developed countries
Welfare enhancement	Costly/regulation regarding migration			Fulfilling skill needs shortages	
Better returns on skills and education					

Source- World bank

# Overview of Migration

## Global Migration

- Approximately one in seven people today are migrants: 232 million people are international migrants (3.2% of the world's population) and around 730 million people are internal migrants (10.1% of the world's population)
- The share of international migrants in the total population varies widely across countries: Migration is above 50% in some of the Gulf Cooperation Council countries (GCC) such as the United Arab Emirates (84%), Qatar (74%), Kuwait (60%) and Bahrain (55%) and is relatively high in traditional destination countries like Australia (28%) and Canada (21%). In main destination countries of Europe, namely Spain, Germany, the United Kingdom, France and Italy, migration usually stands between 10 and 12%, but in Sweden it is 16%.
- The following table depicts migration from country of origin to the destination country. The darker the shade, the more the migration proportion between the two countries

6.2 Migration Patterns by country										
Destination Country	Country of Origin									
	India	Mexico	Russia	China	Bangladesh	Pakistan	Ukraine	Philippines	UK	Afghanistan
Ethiopia										
Uganda										
South Africa										
Malaysia										
Singapore										
Nepal										
Sri Lanka										
Bahrain										
Kuwait										
Oman										
Qatar										
Saudi Arabia										
UAE										
UK										
Germany										
Netherlands										
USA										
Australia										
New Zealand										
*** Others ***	Here include the remaining 187 countries expect for the 19 countries mentioned									

From Afghanistan people migrate mostly to Iran and Pakistan

From China people migrate mostly to Hong Kong and Republic of Korea

From Russia people migrate mostly to Ukraine and Germany

From Ukraine people migrate mostly to Russia



## **Section 7 – Overview of Migration from India**

# Overview of Migration from India

## Overview of Migration from India

India has had one of the most diverse and complex migration histories in the world, from an early indentured labor situation in the far colonies of the British to the current highly skilled migrants in North America and low skilled migrants in the Middle East.

India regulates external labor migration flows, for which the 1983 Emigration Act provides the necessary legal framework. The office of the Protector of Emigrants, Ministry of Labour, is empowered by law to regulate the deployment of Indian nationals seeking foreign employment.

The main objective of state intervention is to ensure that nationals obtain legally valid employment abroad under acceptable conditions. This is achieved mainly by setting minimum employment standards and verifying employment contracts; regulating recruitment through licensing the agents, issuing emigration clearances for certain categories of emigrants, especially those considered less able to protect their own interests, and handling public grievances related to violation of employment contracts and recruitment abuse.

Two distinct types of labor migration have been taking place from India

- People with technical skills and professional expertise migrate to countries such as the USA, Canada, UK, EU and Australia as permanent migrants. Migrants on the skilled side move to developed countries in search of jobs that suit their qualifications. Skilled workers usually take up healthcare, management, financial services or information technology jobs in countries like USA, UK, Australia and the European Union.
- Unskilled and semi-skilled workers migrate mainly to oil exporting countries of the Middle East on temporary contracts. Migrants at the lower end of the market comprise mostly unskilled casual laborers or those who own or hire small means of livelihood such as carts or rickshaws and are self-employed. Unskilled labor looks to move to the Middle East majorly Saudi Arabia and UAE in search of construction and retail trade jobs as these economies offer more jobs due to shortage of labor in the region. They are economically sound countries offering better standard of living and income to unskilled laborers as compared to India.

# Overview of Migration from India

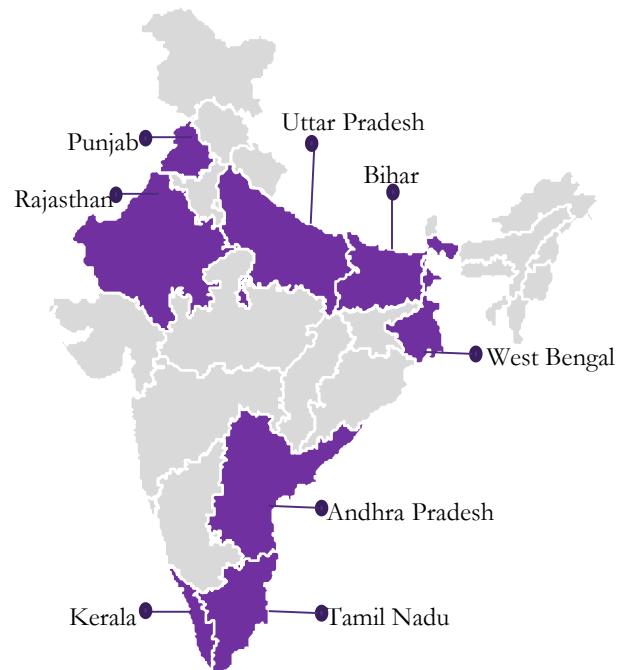
## Major states contributing to migration from India

- In 2014, the leading states for outward labour migration included Uttar Pradesh, Bihar, Tamil Nadu, Kerala, Andhra Pradesh, West Bengal, Punjab, and Rajasthan. Together, they accounted for over 80% of the migration from India during 2012-14
- Uttar Pradesh alone accounted for over 25% of the outward labour migration from India in 2014
- Recently, state migration has experienced a shift from relatively prosperous states such as Kerala and Karnataka to poor states such as Uttar Pradesh and Bihar. The core reason behind this shift is the excessive and sudden population growth in Uttar Pradesh and Bihar, leading to a higher demand for jobs
- This excessive demand has not been met with a consequent increase in the number of employers or available job positions, leading to outward migration in search of work

### 7.1 Number of outward migrants

Rank	State	2012	2013	2014
1	Uttar Pradesh	191,341	218,292	229,444
2	Bihar	84,078	96,894	98,721
3	Tamil Nadu	78,185	83,087	83,202
4	Kerala	98,178	85,909	66,058
5	Andhra Pradesh	92,803	103,049	53,104
6	West Bengal	36,988	41,916	51,561
7	Punjab	37,472	48,836	48,431
8	Rajasthan	50,295	41,676	48,123
	Others	77,701	87,472	126,234
	<b>Total</b>	<b>747,041</b>	<b>816,655</b>	<b>804,878</b>

- The key reason for the decline is that the number of people migrating from Kerala can be linked to the increase in literacy rate and people taking up jobs in the state , while the reason for a decrease in Andhra Pradesh numbers can be directly linked to the splitting of the state into 2 parts
- One of the key reasons for low official figures of outflow of labour migrants from India, is that persons holding secondary level of education are exempted from emigration clearance
- However, many of these are employed in semi – skilled job roles in the construction, manufacturing and retail sectors in countries outside India due do better earnings as compared to the Indian Market



Source- Primary interactions MOIA

# Overview of Migration from India

## Major states contributing to migration from India

- There has been a rapid shift in terms of the state of origin of labour outflow originating from relatively prosperous states such as Kerala and Karnataka to poorer states such as Uttar Pradesh and Bihar. This transformation can be explained in terms of the minimum wage rates across these states
- Wage rates, particularly for low-skilled workers in states like Kerala are fairly higher than the rates in poorer states like Bihar and Uttar Pradesh. This situation encourages low-skilled and less educated workers in poorer states to consider the option of migrating in hopes of earning greater income
- Outflows of labour from poorer states are dominated by relatively less educated workers (and hence require migration clearance that are reflected in the outflow data), while an increasing number of people migrating from states such as Kerala are more educated and thus remain outside the migration clearance requirement
- The states with maximum emigration are Uttar Pradesh, Kerala, Andhra Pradesh and Bihar. After primary discussions with migrants, it was observed that most people migrate due to the low wages and poor working conditions in these states
- Further, it was also observed that the migrants were primarily in the low-skilled and semi-skilled categories as they did not possess the funds to pay for the education

7.2 Trends in international labour migration from selected Indian states based on ECR, 2005–12			
State	2005	2010	2012
Uttar Pradesh	22,558	140,826	191,341
Kerala	125,075	104,101	98,178
Andhra Pradesh	48,498	72,220	92,803
Bihar	9,336	60,531	84,078
Tamil Nadu	117,050	84,510	78,185
Rajasthan	21,899	47,803	50,295
Punjab	24,088	30,974	37,472
West Bengal	5,102	28,900	36,988
Maharashtra	29,289	18,123	19,259
Karnataka	75,384	17,295	17,960
All India	<b>548,853</b>	<b>641,356</b>	<b>747,041</b>

- The annual low-skilled labour migration to GCC countries is estimated at 600,000– 800,000 workers, which is a small proportion of India's labour force (estimated at nearly 485 million). however in comparison to the annual addition to the labour force in the past two decades an average of 7 million to 8 million workers per year, the amount of labour outflow is quite significant and plays a crucial role in regulating unemployment in the Indian labour market
- In view of the long-term changes in demographic composition and ageing populations in most industrialized countries and the persisting demand for migrant labour in the Gulf, international migration from India will continue to be an important instrument to leverage India's upcoming and developing workforce

# Overview of Migration from India

## Demographic Profile of Migrants

- Hyderabad was the departure city of the largest number of women emigrating from India during January 2009 – August 2010, followed by Cochin and Mumbai
- From the available data, it is evident that the amount of emigration clearance provided by certain PoE offices is very high compared to others. For example, the PoE offices at Mumbai, Hyderabad, Delhi, and Chandigarh have provided more emigration clearances than those at Chennai, Cochin, Kolkata and Trivandrum
- This highlights the fact that more women are migrating from the south of the country, which is owing to higher education level in the south and higher levels of spoken English
- Another key reason for higher level of women migrating is that women from India migrate to be with their husbands

### 7.3 Age and gender profile of people as cleared by PoE offices (Jan 2009 – Aug 2010)

PoE	18-21 years		22-25 years		26-30 years		31-35 years		36-40 years	
	Male	Female								
<b>Chandigarh</b>	6,078		16,393		14,490	3	8,849	17	6,109	6
<b>Chennai</b>	768	0	9,635	0	14,859	0	10,557	563	7,934	661
<b>Cochin</b>	1,162	1	6,762	2	8,180	47	5,121	587	3,550	870
<b>Delhi</b>	2,690	0	24,461	0	26,757	1	15,838	52	10,362	66
<b>Hyderabad</b>	5,225	2	30,378	14	35,227	17	22,801	10,836	15,998	4,462
<b>Kolkata</b>	844	0	5,956	0	7,041	0	4,284	16	2,993	12
<b>Mumbai</b>	5,135	1	147,863	40	189,272	54	109,568	631	74,852	532
<b>Trivandrum</b>	833	0	3,836	1	4,784	35	3,096	384	2,548	499

PoE	41-45 years		46-50 years		51-55 years		56-60 years		61 years & above	
	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
<b>Chandigarh</b>	3,089	4	1,103	2	221		22		4	
<b>Chennai</b>	5,103	383	1,784	221	386	30	35	1	7	0
<b>Cochin</b>	1,881	907	660	583	70	15	4	0	0	0
<b>Delhi</b>	5,374	50	1,837	26	447	8	32	3	6	0
<b>Hyderabad</b>	8,572	1,400	3,124	319	483	24	44	4	12	2
<b>Kolkata</b>	1,616	8	514	5	95	1	17	0	2	0
<b>Mumbai</b>	41,456	394	14,681	214	3,132	42	378	5	51	0
<b>Trivandrum</b>	1,506	447	691	284	77	16	8	0	0	0

Source- - India Stat

## **Section 8 – Reasons for Migration from India**

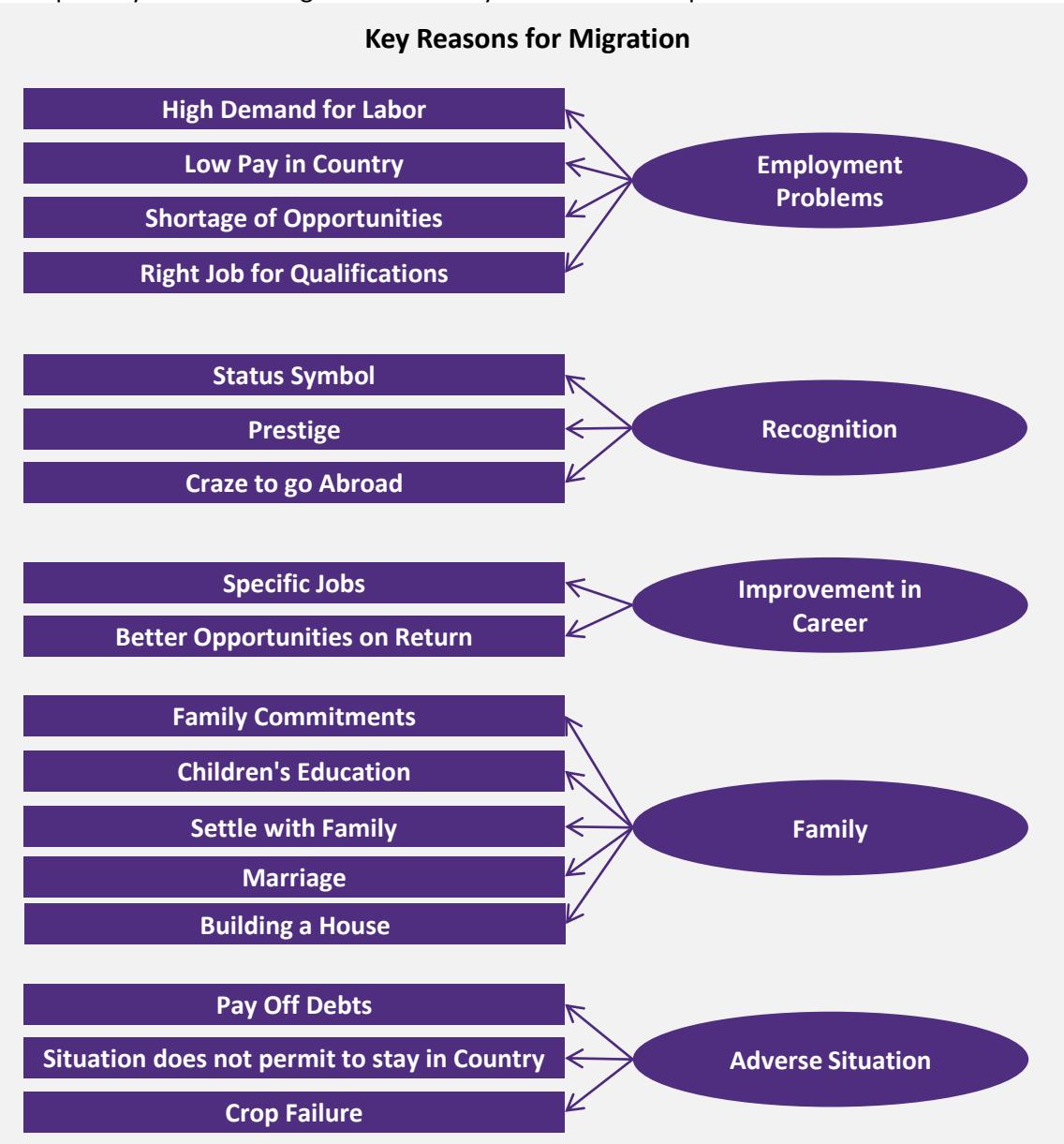
# Reasons for Migration from India

## Key reasons for migration from India

Migration is determined by both push and pull factors, however they do not work in isolation. Mobility occurs when workers in the source areas lack suitable options for employment/livelihood, and there is some expectation of improvement in circumstances through migration. The improvement sought may be better employment or higher wages/incomes, but also maximization of family employment or smoothing of employment/ income/consumption over the year

There are many motives for migration but they can be clubbed into 5 major subs namely employment problems, recognition, improvement in career, family and adverse situations at home.

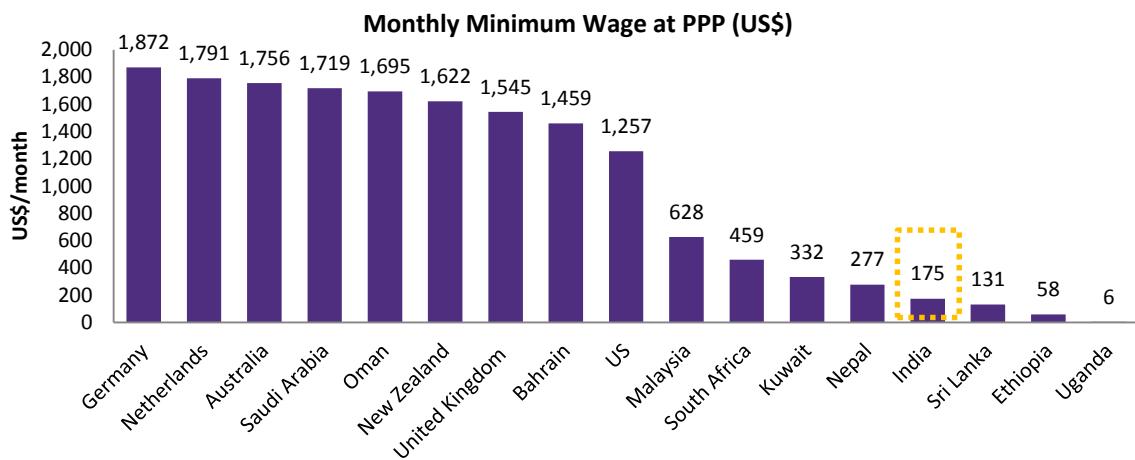
The primary motive for migration has always been economic problems



Source- GT analysis

# Reasons for Migration from India

## Low Wages

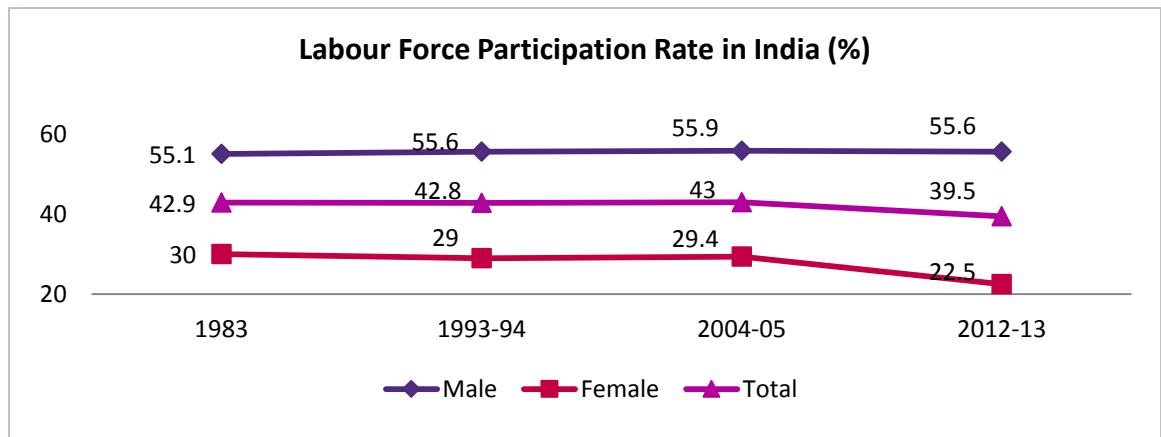


- Low wages are a major reason for migration from India. Amongst the countries considered, India has amongst the lowest minimum wages in Purchasing Power Parity terms
- The average monthly minimum wage amongst the European, GCC and Australasian counties is \$1,635 per month in PPP terms. This is 836% of the Indian minimum wage in PPP terms
- The minimum wage in Uganda has been frozen since 1984 at 6,000 Ugandan shilling per month. New minimum wage rates are expected in 2015
- There are certain countries for which minimum wages were not prescribed:
  - According to national policy, Singapore does not prescribe minimum wages for workers, whether local or foreign. Wages are determined by market demand and supply for labour, skills, capabilities and competency to perform the task
  - While the labour law in Qatar provides the emir with authority to set a minimum wage, he hasn't set one currently
  - No minimum wage has been prescribed under the UAE Labour Law. However, an employee with a monthly salary of less than Dhs. 4,000.00 will not be able to sponsor a resident visa for his spouse
  - Although UAE, Qatar and Singapore don't have minimum wages specified, they are still much higher than the Indian minimum wages, which is represented in the per capita income of these countries
- As illustrated by the graph, the wages in India are among the lowest in the world, forming the key reason for migration to countries such as Germany, UK, Saudi Arabia, Oman etc which have a higher monthly minimum wage

# Reasons for Migration from India

## Demographic transition and the labour force

- India is in the midst of a demographic transition, with declining rates of infant mortality and fertility along with longer life expectancy. The average annual population growth rate declined from 2.2% during 1981–1991 to 1.6% during 2001–11.
- There will be a major increase in the proportion of economically active population in the next decade, which will lead to a fall in the dependency ratio
- This will have significant implications on the labour market, both in the 5 year and 10 year forecasted periods. By 2021, nearly a quarter of India's population will be in the age cohort of 20–35 years
- In recent years, despite the increasing size of the working-age population, annual additions to the labour force have declined. This is primarily due to the increasing enrolment in secondary school and higher education. In the short run this may ease the pressure on generating employment, but in 10 years, this will lead to increasing pressure on generating employment, both quantitatively (because larger numbers of workers will enter the labour market) and qualitatively (because those who enter the labour market will have a high educational attainment as well as a high level of aspiration and expectation from the labour market)
- The labour force in India in 2011–12 was estimated at 483.7 million workers
- Given the country's current demographic transition, it is important to understand the trends in the labour force participation rate for the working age population
- The rate for the age group 15–59 years fell from 67.1% in 1993–94 to 66.6% in 2004–05 and then to 58.3% in 2011–12. This decline in recent years was mainly due to
  - A sharp decline in the labour force participation rate of workers aged 15–29 years, this decline was caused by an increase in people going for higher education
  - A drastic fall in the female employment rate, which declined at double the rate for male workers
  - Overall decrease in the population growth rate, has led to a reduction in number of people in the 15-59 year category



Source- Planning Commission o Indian

# Reasons for Migration from India

## Stagnant employment growth

- A major challenge for the Indian economy is the generation of adequate employment. Employment growth during the current decade has been much lower than that recorded during the two previous decades

8.1 Growth of employment, by gender, 1983–2012 (%)			
	Male	Female	Total
1983-1984	2.2	1.6	2
1994–2005	1.9	1.8	1.8
1983–2005	2	1.7	1.9
2005–12	1.5	-2	0.4

- One of the major concerns regarding the Indian labour market is the relatively high youth unemployment rate. While the unemployment rate (for all age groups) in India has been relatively low, the rate of unemployment among the youth (15-24 years) is almost double the overall rate
- The fall is primarily in the minimally skilled and semi-skilled categories of labour



- The demographic composition of the population, while providing a window of opportunity, could become a serious issue if jobs of adequate quality are not made available to the increasingly educated young entrants in the labour market
- One of the major challenges facing the Indian economy is the expected unemployment among the youth that will enter the workforce in the near future. In order to tackle the same, the Indian government is encouraging migration to other countries
- Although the generation of quality employment within the country is the surest means to enable sustainable livelihoods to the vast majority of the low-income and low-skilled population, it is also important to understand the role of overseas migration as it reduces pressure on domestic employment

Source- Reserve bank of India

## **Section 9 – Preferred Destination Countries for Indian Migrants**

# Preferred Destination Countries for Indian Migrants

## Migration from India

- Migration from India is dominated by the Gulf Cooperation Council (GCC) countries, with all 6 GCC countries featuring in the top 9 countries that account for over 80% of overseas Indian migrants. The main factors leading to attractiveness of middle east are economic attractiveness, relative political stability and modern infrastructure
- A majority of Indian migrants going to the Middle East, including GCC countries, for work are temporary migrants, semi-skilled and unskilled in nature, who return home once their contractual employment expires
- Saudi Arabia was the most popular destination for Indian migrants in 2015 with a total of 2.8 million Indians migrating to the country during the year, the reason Saudi Arabia attracts migrants is ease of availability of jobs to unskilled labor accompanied by higher wages when compared to India
- Migration to GCC (Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, and the United Arab Emirates) countries is not a new phenomenon; it was started in 1930s when the discovery of oil in the Gulf region but that time flow relatively small. Migration towards the gulf region become more prominent during early 1970-1973 due to oil boom led to an extremely rapid increase in the demand for foreign labor for the infrastructure development project. These countries attracted migrants' people across the world, especially from the South and South-east Asian countries such as Pakistan, Indian, Bangladesh, Malaysia, Indonesia, Sri Lanka and so on. India is also one of the labor contributing countries in the Middle East. Indians are working as skilled or unskilled/ semi-skilled occupation there.
- Many Muslims migrate to the middle east from India to be with family and relations, while finding better job opportunities
- Remittances has been plying vital role to reducing poverty and increasing household income specially those workers whose were not involved any economic activity in India before emigration.
- Poverty and high unemployment, low wages, poor standard of living, limited financial support of the government and allied agencies , low creation of job in the formal and informal sector have been contributing out migration from different states of India

# Preferred Destination Countries for Indian Migrants

## Migration from India

### 9.1 Emigration of Indians by Country

#	Country	Number of Indian migrants (NRI 2015)	Number of Indian migrants (NRI 2012)	CAGR (2012-2015)	% contribution based on 2015 numbers
1	Saudi Arabia	2,800,000	1,789,000	16.1%	24.6%
2	UAE	2,6300,000	1,750,000	4.6%	17.6%
3	USA	1,272,846	927,283	11.1%	11.2%
4	Kuwait	758,615	579,058	9.4%	6.7%
5	Oman	707,850	718,000	-0.5%	6.2%
6	Nepal	600,000	112,500	74.7%	5.3%
7	Qatar	600,000	500,000	6.3%	5.3%
8	Bahrain	350,000	350,000	0.0%	3.1%
9	Singapore	350,000	350,000	0.0%	3.1%
10	New Zealand	45,000	35,000	8.7%	0.4%
11	Australia	251,000	213,710	5.5%	2.2%
12	Canada	184,320	200,000	-2.7%	1.6%
13	Germany	43,000	42,500	0.4%	0.4%
14	UK	325,000	1,500,000	-39.9%	2.9%
15	Malaysia	150,000	150,000	0.0%	1.3%
16	Sri Lanka	14,000	1,600	106.1%	0.1%
17	South Africa	50,000	18,000	40.6%	0.4%
18	Netherlands	20,000	20,000	0.0%	0.2%
19	Ethiopia	10,000	992	116.0%	0.1%
20	Uganda	25,000	15,000	18.6%	0.2%
21	Other (186)	823,115	764,618	2.5%	7.2%
<b>Total</b>		<b>11,379,746</b>	<b>10,037,261</b>	<b>4.3%</b>	<b>100.0%</b>

Source- MOIA



# Preferred Destination Countries for Indian Migrants

## Emigration Clearances Granted by Destination

- The total emigration clearances granted in India increased at a CAGR of 6% between 2010 - 14
- Amongst destination countries, the six GCC countries together accounted for about 96% of labour outflows from India, thus highlighting the importance of the India-GCC migration corridor
- In 2014, Saudi Arabia attracted the most number of Indian workers and alone accounted for over 40% of the labour outflow from India. this is owing to higher wages and ease of availability to jobs
- In terms of CAGR Kuwait has the highest growth of 20.88% between 2010-14 whereas Oman has the highest decline of -16.55% for the same period, the increase in Kuwait can be linked to increase in industrialization in country and the fall in Oman numbers can be linked to the implementation of Omanization
- Saudi Arabia, UAE, Qatar and Malaysia all have witnessed positive growth in Emigration clearances whereas Bahrain and Other countries have witnessed a decline in the number of Emigration Clearances Granted
- Other countries include Iraq, Jordan, Lebanon, Sudan, Afghanistan, Libya, Thailand, Indonesia, Yemen and Syria
- The major reason that emigration clearances granted are on a decline in some middle eastern nations is the implementation of nationalization programs that reduce the dependence on migrant manpower. (Omanization and Bahrainization)

**9.2 Emigration clearance granted destination wise**

S. No.	Country	2010	2011	2012	2013	2014
1	<b>Saudi Arabia</b>	275,172	289,297	357,503	354,169	329,937
2	<b>UAE</b>	130,910	138,861	141,138	202,016	224,033
3	<b>Kuwait</b>	37,667	45,149	55,868	70,072	80,419
4	<b>Qatar</b>	45,752	41,710	63,096	78,367	75,935
5	<b>Oman</b>	105,807	73,819	84,384	63,398	51,318
6	<b>Malaysia</b>	20,577	17,947	21,241	22,388	22,926
7	<b>Bahrain</b>	15,101	14,323	20,150	17,269	14,220
8	<b>Others</b>	10,369	5,459	3,661	8,976	6,090
	<b>Total</b>	<b>641,355</b>	<b>626,565</b>	<b>747,041</b>	<b>816,655</b>	<b>804,878</b>

Source- MOIA

## Preferred Destination Countries for Indian Migrants

### Indians migrating to GCC (Gulf Cooperation Council)

- The dominance of GCC countries as a destination for migrants is evident in the change of total migrant stock, which grew from 8.9 million in 1990 to 22.3 million in 2013
- The share of migrants in the GCC region among the total world migrant stock also increasing, from 5.7% in 1990 to 9.7% in 2013

9.3 Proportion of South Asian migrants in Gulf Cooperation Council countries, 1990–2013				
GCC countries	1990	2000	2010	2013
Bahrain	62.5	63.7	63.4	63.4
Kuwait	62.5	63.6	63.4	63.4
Oman	83	80.7	83.1	83.1
Qatar	62.5	63.6	63.4	63.4
Saudi Arabia	41.9	46.3	50.5	50.5
United Arab Emirates	62.7	64.2	64.1	64.1
Total number of migrants in GCC countries	8,856,887	10,549,781	20,758,167	22,357,811

- South Asia continues to be the major source of labour migrants to GCC countries, capturing nearly two thirds of the migrant stock in the region. Among the South Asian countries, India continues to be the largest contributor of migrants to GCC countries

9.4 Stock of South Asian migrants in the Gulf Cooperation Council region, by country of origin, 1990–2013				
Country of Origin	GCC Countries			
	1990	2000	2010	2013
Afghanistan	16,690	16,451	26,324	28,320
Bangladesh	832,299	1,147,461	2,922,335	3,147,251
India	2,395,693	3,152,719	6,334,374	6,828,957
Nepal	17,712	17,459	27,939	30,057
Pakistan	1,087,910	1,388,615	2,707,694	2,915,556
Sri Lanka	244,090	196,127	302,826	326,088
<b>Total number of South Asian migrants in GCC countries</b>	<b>4,594,394</b>	<b>5,918,832</b>	<b>12,321,492</b>	<b>13,276,229</b>
<b>Total number of migrants in GCC countries</b>	<b>8,856,887</b>	<b>10,549,781</b>	<b>20,758,167</b>	<b>22,357,811</b>

- The number of Indian migrants increased dramatically from 1990 through 2013 in all GCC countries, with the growth rate being highest in the United Arab Emirates. Along with growth in absolute numbers, the proportion of Indians among the migrant population stock also increased in all countries except Saudi Arabia, where a marginal decline occurred
- The main reason of Indians migrating to GCC – The large oil wealth, the insufficient local population, relatively high labour compensation and stable political environment coupled close proximity to India
- Among the South Asia countries, India continues to be the largest contributor due to reasons including attractive salary, career opportunities, escape poverty, high standard of living, political reasons and cultural exposure

Source- MOIA

# Preferred Destination Countries for Indian Migrants

## Indians migrating to GCC (Gulf Cooperation Council)

- The total stock of female migrants in GCC countries has more than doubled in the past two decades, from 2.9 million in 1990 to 5.9 million in 2013. Women have become increasingly visible in the migratory movement from South Asia to the Gulf region.
- Nearly half of the female migrants in GCC countries originated from South Asia. Among the South Asian countries, there has been an increase in the share of migrant women workers from India and Nepal to work in low-skilled occupations, such as housemaids and cleaners

9.5 Stock of Indian migrants in select Gulf Cooperation Council countries, by gender, 1990 and 2013								
	1990				2013			
	Male	Female	Total	Total migrant stock	Male	Female	Total	Total migrant stock
Bahrain	46,828	13,665	60,493	173,200	199,767	63,088	262,855	729,357
Kuwait	380,458	173,123	553,581	1,585,280	541,143	189,415	730,558	2,028,053
Oman	180,878	31,678	212,556	423,572	551,885	92,819	644,704	1,112,032
Qatar	101,233	27,914	129,147	369,816	473,069	103,707	576,776	1,600,955
Saudi Arabia	652,957	328,665	981,622	4,998,445	1,223,522	538,335	1,761,857	9,060,433
United Arab Emirates	353,659	104,635	458,294	1,306,574	2,224,781	627,426	2,852,207	7,826,981

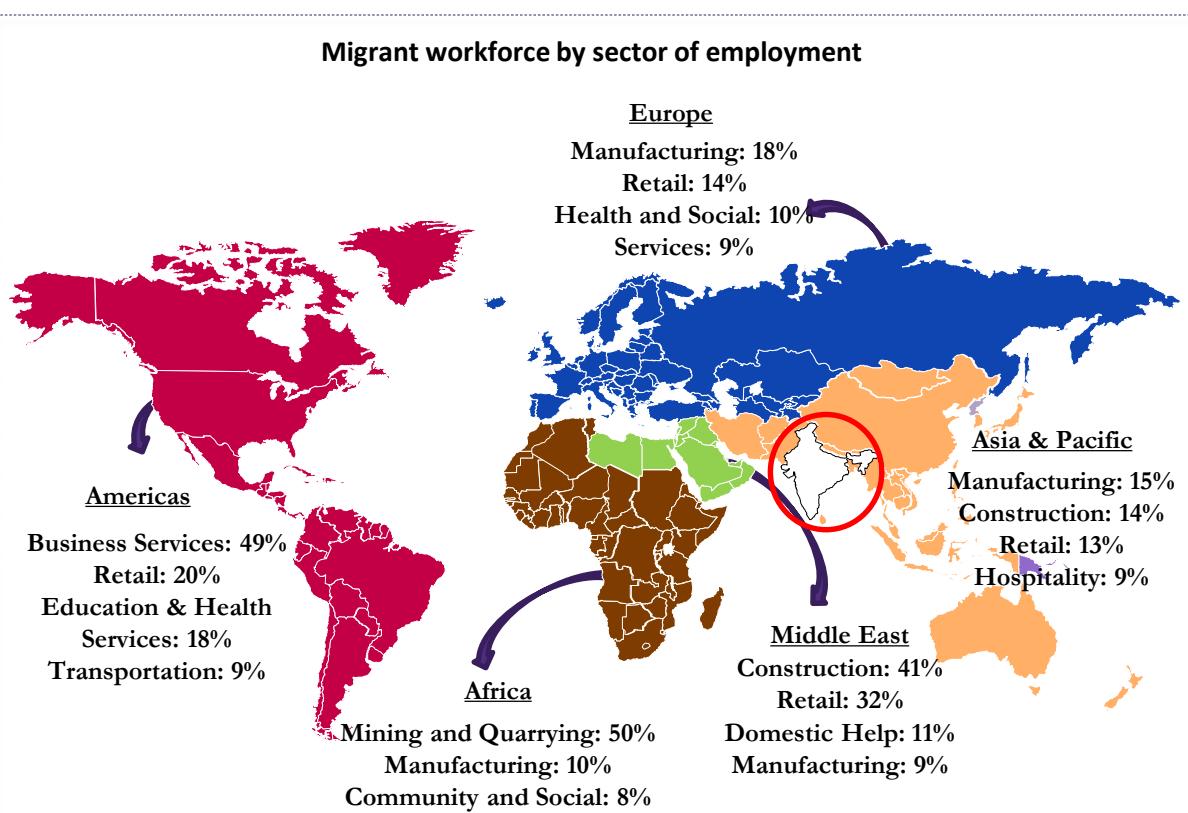
- In terms of absolute numbers, the Indian women migrant population in GCC countries increased from 2.4 million in 1990 to 6.8 million in 2013, with the growth in the number of female migrants outpacing that of their male counterparts across all countries. However, the male–female proportion in the total Indian migrant stock remained more or less the same during the past two decades
- Although there has been a significant increase in the stock of Indian women migrants in GCC countries, the labour flows from India are still male dominated
- Reasons why women live in GCC countries and others is due to economic opportunities. Millions are also forced to move due to negative conditions such as discrimination against ethnicity or they may be exploited or trafficked.
- Labour flows from India are still male dominated due to reasons including high demand in various sectors such as construction, manufacturing which are majorly male dominated. Further, migration among women is also lower due to their involvement in family

# Preferred Destination Countries for Indian Migrants

## Labour outflow from India by Industry

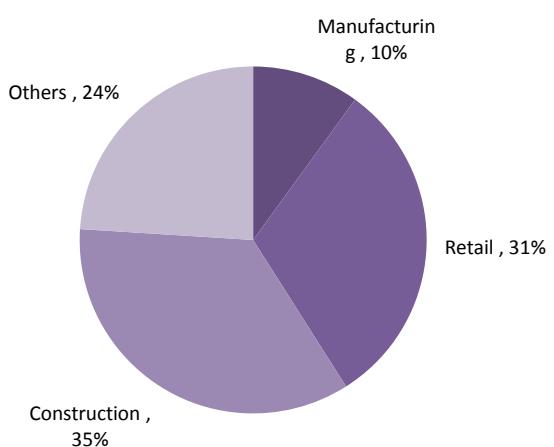
- Migrant labour outflow from India is dominated by the construction, manufacturing and retail sectors which account for over 85% of all migrant workers
- Over 60% of the Indian migrants travel in search of higher wages to the Middle East: 41% are employed in the construction sector, 32% are employed in the retail sector, 11% work as domestic help, 9% work in the manufacturing industry and remainder take up a variety of industries such as fishing and plantation work

## Migrant workforce by sector of employment



- 35% of the migrants from India are employed in the construction industry, closely followed by 31% in retail and wholesale trade, approximately 10% are employed in manufacturing while the remaining take up a wide gamut of industries from hospitality, healthcare, agriculture, fishing, Business services, social services, transportation and many others

## Indian migrants by sector of employment

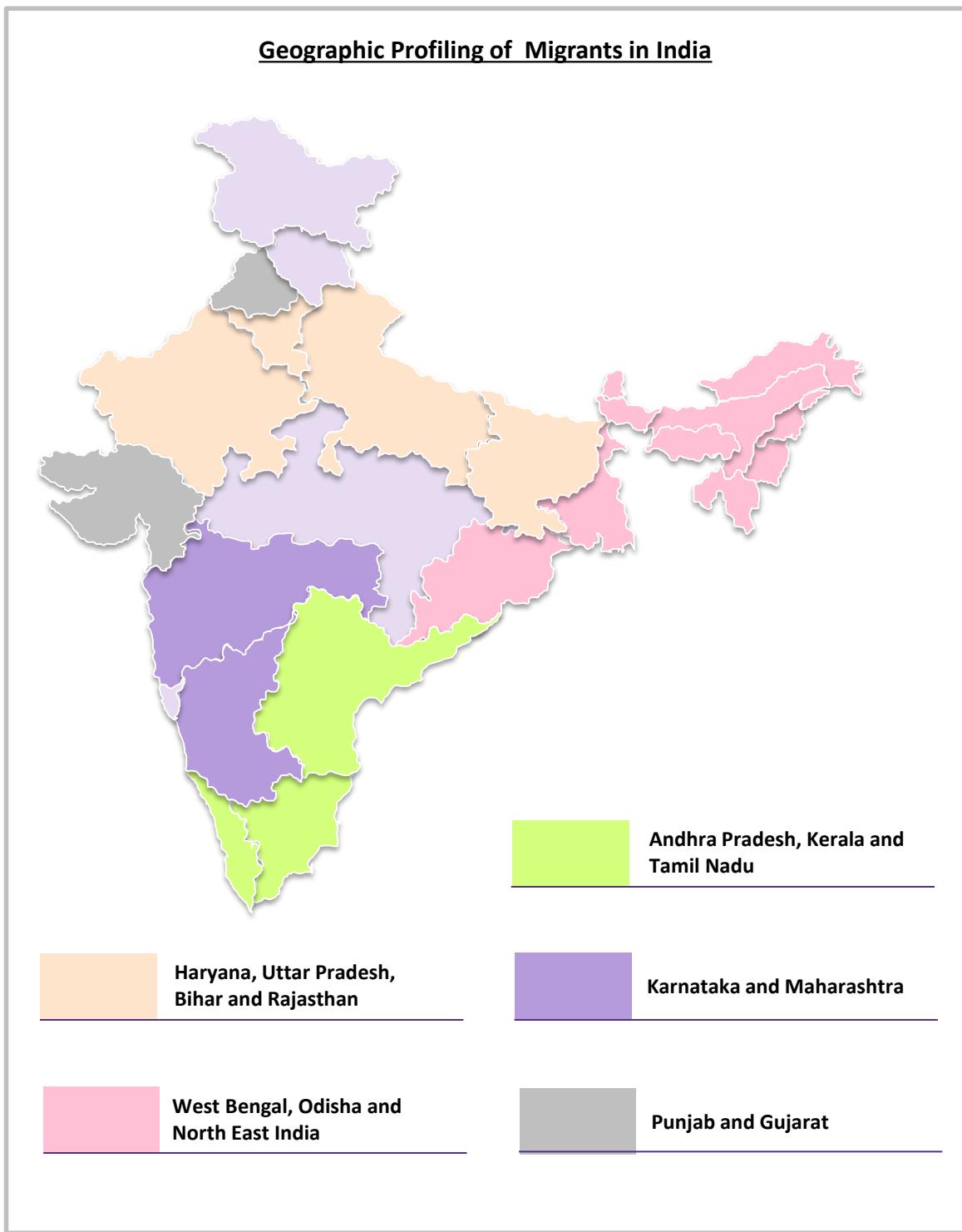


Source- MOIA, GT analysis

## Preferred Destination

### Source State and Destination Country Mapping for Migrants

The map below summarizes different clusters from where Indian Migrants originate, the countries they travel to and the job roles they occupy



Source- GT analysis

# Preferred Destination

## Source State and Destination Country Mapping for Migrants

### 9.6 State-Wise figures of workers granted Emigration Clearance/ECNR Endorsement 2014

1



States	Emigration Clearance
Uttar Pradesh	229444
Bihar	98721
Haryana	2178
Rajasthan	48123

- The states of Uttar Pradesh, Bihar, Haryana and Rajasthan accounted for 3.7 lakh workers that were granted Emigration clearance. Bulk of these clearances are for the Middle East region
- The migrants from these states are majorly unskilled and take up jobs in construction and retail industry
- The job roles offered to migrants from these states are masonry, carpentering, assistant electricians in the construction industry, followed by store cleaners, delivery boys and rental clerks in the retail sector

2



States	Emigration Clearance
Kerala	66058
Andhra Pradesh	53104
Telangana	38531
Tamil Nadu	83202

- The states of Kerala, Andhra Pradesh, Telangana and Tamil Nadu accounted for 2.4 lakh workers that were granted Emigration clearance. Bulk of these clearances are for the EU, Australia, the US and the Middle East
- The migrants from these states are majorly semi-skilled and take up jobs in healthcare, retail industry and manufacturing
- The job roles offered to migrants from these states are assistant nurse, medical record technicians, and pharmacy aides in the healthcare sector, followed by salesmen and cashiers in the retail sector

## Preferred Destination

### Source State and Destination Country Mapping for Migrants

#### State-Wise figures of workers granted Emigration Clearance/ECNR Endorsement 2014

3



States	Emigration Clearance
Maharashtra	19110
Karnataka	15054

- The states of Maharashtra and Karnataka accounted for 34 thousand workers that were granted Emigration clearance. Bulk of these clearances are for the EU and USA region
- The migrants from these states are majorly skilled and take up jobs in the information technology industry
- The job roles offered to migrants from these states are usually technical and highly professional in nature

4



States	Emigration Clearance
Gujarat	7893
Punjab	48431

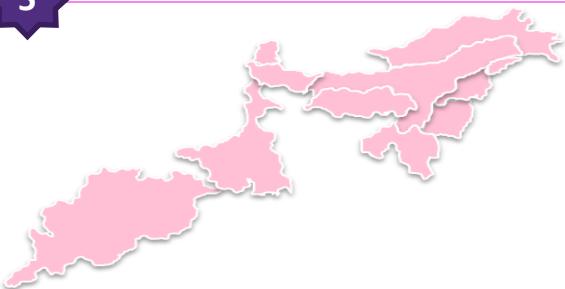
- The states of Gujarat and Punjab accounted for 56 thousand workers that were granted Emigration clearance. Bulk of these clearances are for the US, Australia, Malaysia and Singapore
- The migrants from these states are majorly entrepreneurs and are looking to move to other countries to set up their businesses. Most migrants from these states have social connects abroad and look to move and settle down in those countries
- Businesses started by migrants from Punjab include 7/11's, petrol pumps and trucking companies while migrants from Gujarat prefer to enter the Gold and Diamond industry followed by textiles and iron and steel works

## Preferred Destination

### Source State and Destination Country Mapping for Migrants

#### State-Wise figures of workers granted Emigration Clearance/ECNR Endorsement 2014

5



States	Emigration Clearance
West Bengal	51561
Odisha	13046
North East India	<5500

- The states of West Bengal, Odisha and North East India accounted for 70 thousand workers that were granted Emigration clearance. Bulk of these clearances are for the Middle East, Australia, Singapore and Malaysia
- The migrants from these states are majorly semi-skilled and take up jobs in the hospitality and retail industry
- The job roles offered to migrants from these states are waiters, front desk executives, and bar staff in the hospitality sector, followed by salesmen and demonstrators in the retail sector

Source- GT analysis

## Section 10 – Impact of Migration

# Overview of Migration from India

## Impact of Migration on Economy

Migration can to some extent relieve local unemployment and underemployment pressures by enabling a considerable number of people to find jobs overseas, while also generating large flows of remittances

The major impacts of migration on source areas occur through changes in the labor market, income and assets, and changes in the pattern of expenditure and investment.

- **Migrant remittance flows** - Migrant remittances are the most tangible benefit of migration, remittances usually go towards improved housing, nutrition, schooling and health care. Remittances therefore create human capital by financing education of children and health for all age groups, and improving food security for poor households. An important advantage of remittances is that they are better distributed than FDI, they are also a more reliable and stable source of income, tending to fluctuate less with economic cycles and thus to be less volatile than capital flows
- **Employment and Wages** - While there are many motivations behind individual decisions to migrate, a major force driving contemporary migration is the lack of decent work opportunities at home. In India, decent jobs are not being created fast enough to absorb the growing numbers of people ready to join the labor force every year. Migration can thus be seen as a means to increase economic security
- **Rural Out Migration** - Rural outmigration could cause a tightening of the labor market in some circumstances. There is also the problem of replacement of out-migrant male labor by female and even child labor
- **Reduction in poverty** – Migrants send money back home which increases the disposable income of households and their purchasing power, improving the resource base of migrant households and indirectly leading to reduction in poverty caused by the trickledown effect

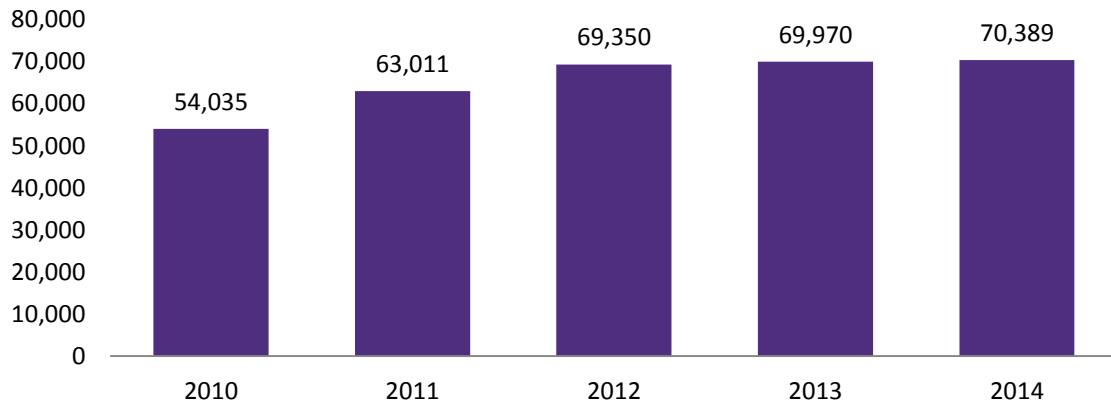


# Remittance Inflow Trends to India

## Remittances to India

- The Reserve Bank of India (RBI) reported that workers' remittances to India reached USD 70.4 billion for the year 2014, up from USD 2.1 billion in 1991
- India is the largest recipient of inward remittances, followed by China and Philippines. India accounts for approximately 12% of the world's remittances
- International workers' remittances constitute 4.6% of India's GDP and provide considerable support to India's balance of payments
- More than half of the remittances received by Indian households are used by migrants' families for food, education and health
- As per a survey conducted by the Reserve Bank of India, about 20% of the funds received are deposited in bank accounts, and about 7% in land, property, or securities
- Although a small share of remittances is used for investment, there is a second round effect on investment as the rising consumption of remittance-receiving households is likely to boost other sectors
- Several factors account for this increase in workers' remittances over the past 15 years:
  - In the 1990s, migration of skilled Indian labour to North America increased significantly, particularly among information technology (IT) workers
  - Increases in migrant labour coincided with better incentives to send and invest money, relaxed regulations and controls, more flexible exchange rates, and the gradual opening of the capital account after 1993. This also reduced the use of systems such as hundi/hawala to send remittances
  - Nonresident Indians (NRIs) have responded well to several attractive deposit schemes

**Remittances received by India (USD Million)**



- Growth in remittances has slowed down after 2012. This can largely be attributed to the increasing rate of the US Dollar, which appreciated from INR 54 for 1USD in December 2012 to INR 64 for 1 USD in December 2014, an increase of almost 19%

Source- World bank

# Remittance Inflow Trends to India

## Origin of remittance flows to India

- The origin countries for remittance flows to India correspond with the destination countries for Indian migrants.
- UAE contributes 18% of the remittances received by India, followed by USA at 16% and Saudi Arabia at 15%. The top 10 countries remitting to India account for 84% of the total remittances received
- The GCC region, namely Saudi Arabia, UAE, Qatar, Kuwait, Oman and Bahrain, contribute over 51% of the remittances received by India
- Saudi Arabia has the largest portion of India migrants but is the third largest remitter to India because of the nature of migration. Indians migrating to USA tend to be more skilled and higher paid

**10.1 Remittances to India (Million USD)**

Country of Origin	2010	2011	2012	2013	2014
UAE	12,344	14,251	15,685	12,563	12,638
USA	9,366	10,863	11,956	11,110	11,177
Saudi Arabia	6,461	7,616	8,382	10,771	10,836
Kuwait	2,342	2,678	2,947	4,712	4,740
Qatar	1,733	2,084	2,294	3,999	4,023
UK	3,359	3,877	4,267	3,619	3,641
Oman	2,057	2,375	2,614	3,450	3,471
Canada	2,708	3,146	3,463	2,751	2,767
Nepal	2,464	2,929	3,224	2,710	2,726
Australia	1,080	1,261	1,388	1,831	1,842
Bahrain	596	690	760	1,265	1,272
Sri Lanka	1,076	1,281	1,410	1,135	1,141
Singapore	957	1,113	1,225	840	845
Germany	355	415	457	311	313
New Zealand	226	260	287	310	312
Malaysia	421	497	547	261	263
South Africa	-	0	0	174	175
Netherlands	80	93	103	102	102
Uganda	-	0	0	15	15
Ethiopia	-	0	0	0	0
<b>Total of Above 20</b>	<b>47,626</b>	<b>55,431</b>	<b>61,007</b>	<b>61,926</b>	<b>62,297</b>
<b>Total Remittance to India</b>	<b>54,035</b>	<b>63,011</b>	<b>69,350</b>	<b>69,970</b>	<b>70,389</b>
<b>Share of above 20 in Total</b>	<b>88.14%</b>	<b>87.97%</b>	<b>87.97%</b>	<b>88.50%</b>	<b>88.50%</b>

Source- World bank

# Overview of Migration from India

## Impact of Migration on Migrant Households

- The impact of migration on households is that it reduces poverty at the family level. Short-term contract international migration has greater potential to reduce poverty than internal migration, because of the size of remittances received per household.
- Short-term contract international migration positively contributes to human capital formation in India. Our analysis shows that education and healthcare receive high priority in the spending of remittances. Elderly household members receive income support, but there is sometimes a vacuum of care for them because of absent household members.
- At times migrant remittances reduce incentives in order to generate their own income and employment

The below table summarize difference in family expenses with international, national and no migrant workers

10.2 Summary statistics on remittances & consumption			
Particulars	Households with International Migrant	Households with Domestic Migrants	Households with No Migrants
Number of households receiving remittances	<b>3,060</b>	26,881	22
% of migrant-sending households receiving remittances	<b>77.20%</b>	53.90%	
Median remittances (Rupees)	<b>46000</b>	12000	
Mean Remittances (Rupees)	<b>72,522</b>	21,260	
% urban households receiving remittances	<b>83.60%</b>	51.10%	
% of female headed households receiving remittances	<b>50.60%</b>	34.50%	
Mean household consumption expenditure (Rupees)	<b>83,651</b>	51,421	48,698
Mean household consumption expenditure per capita (Rupees)	<b>19,274</b>	11,058	10,797
Median household consumption expenditure (Rupees)	<b>66,260</b>	41,573	39,213
Median household consumption expenditure per capita	<b>16,255</b>	10,393	9,803
Median remittance as % of consumption expenditures of remittances receiving households	<b>72%</b>	34%	
Median food expenditure (Rupees)	<b>27,497</b>	22,143	21,170
Median education expenditure (Rupees)	<b>1,500</b>	550	580
Median health expenditure (Rupees)	<b>2,513</b>	1,217	730
Sample	<b>3,961</b>	49,905	71,712

- The average income for a migrant household with an international migrant is much higher when compared to a household with no migrant
- The average spends for migrant households with an international migrant dramatically increase in consumption, education and health leading to a better of standard of living

Source- GT analysis

## **Section 11 – Global Demand for Labour**

# Global Demand for Labour

## Global Demand by Country and Sector

- We analyzed the top 5 employing industries in each of the 20 shortlisted countries for our study. The top 5 industries in terms of total employment were largely also the top industries for employing migrant workers
- Analyzing the reasons for growth in each of the countries provides a direction as to where employment could arise in the short term
- Using projected employment growth rates, we were able to estimate the global demand for labour and the current supply gap. Over 280 million new jobs are expected to be created by 2020
- Given relative regional population growth rates and job growth, there will be a regional disparity in the creation of these new jobs, thereby requiring migrant workers to meet demand

11.1 Summary Statistics by country

Country	GDP (USD Billion)	Top 5 Industries	Reason for Growth in GDP	Employed Population (2014)	Expected Employment (2020)	CAGR (2014 – 2020)
United States Of America	16,768.1	<ul style="list-style-type: none"><li>Education and health</li><li>Wholesale and retail Trade</li><li>Professional and business services</li><li>Manufacturing</li><li>Leisure and hospitality</li></ul>	<ul style="list-style-type: none"><li>Increase in customer spending</li><li>Increase in Exports, state and local government spending, and residential fixed investment</li></ul>	146,305,000	157,729,160	1.26%
Saudi Arabia	1,668.0	<ul style="list-style-type: none"><li>Public administration and defence</li><li>Construction</li><li>Wholesale and retail trade</li><li>Education</li><li>Manufacturing</li></ul>	<ul style="list-style-type: none"><li>Growth in the private sector was due to strong government spending.</li><li>High capital spending in large projects</li></ul>	11,229,865	13,467,000	3.07%
Sri Lanka	74.5	<ul style="list-style-type: none"><li>Agriculture</li><li>Manufacturing</li><li>Wholesale and retail trade</li><li>Government services</li><li>Construction</li></ul>	<ul style="list-style-type: none"><li>Relaxed monetary policy</li><li>Increase in exports</li></ul>	8,417,674	8,262,000	-0.31%
United Kingdom	2,950.0	<ul style="list-style-type: none"><li>Health and social work</li><li>Wholesale and retail trade</li><li>Education</li><li>Manufacturing</li><li>Construction</li></ul>	<ul style="list-style-type: none"><li>Highly-accommodative monetary policy</li><li>Measures to support lending</li><li>Revive the housing market</li></ul>	29,531,000	32,767,000	1.75%

## Global Demand for Labour

Country	GDP (USD Billion)	Top 5 Industries	Reason for Growth in GDP	Employed Population 2014	Expected Employment (2020)	CAGR 2014-2020
Qatar	210.0	<ul style="list-style-type: none"> <li>• Construction</li> <li>• Wholesale and retail Trade</li> <li>• Activities of household as employers</li> <li>• Manufacturing</li> <li>• Public administration and defense</li> </ul>	<ul style="list-style-type: none"> <li>• Economy growth was driven by expansion in non-hydrocarbons, notably services</li> <li>• Construction output gathered momentum, propelled largely by Qatar's huge investments in infrastructure and real estate</li> </ul>	1,539,329	1,748,887	2.15%
Kuwait	172.3	<ul style="list-style-type: none"> <li>• Private households with employed persons</li> <li>• Wholesale and retail trade</li> <li>• Construction</li> <li>• Public administration and defence</li> <li>• Manufacturing</li> </ul>	<ul style="list-style-type: none"> <li>• Non-oil growth was projected to grow due to increase in domestic consumption and pick-up in government capital spending and private investment</li> <li>• Strong investment in real estate sector</li> </ul>	2,456,598	2,916,898	2.17%
Nepal	19.6	<ul style="list-style-type: none"> <li>• Agriculture and forestry</li> <li>• Wholesale and retail trade</li> <li>• Manufacturing</li> <li>• Construction</li> <li>• Education</li> </ul>	<ul style="list-style-type: none"> <li>• Strong remittance inflows</li> </ul>	13,486,422	15,441,344	2.28%
Germany	3,860	<ul style="list-style-type: none"> <li>• Wholesale and retail trade</li> <li>• Manufacturing</li> <li>• Business Services</li> <li>• Construction</li> <li>• Information and communication</li> </ul>	<ul style="list-style-type: none"> <li>• Fostering better balanced, socially inclusive and greener long-term growth with fiscal policies</li> <li>• Improving financial sector resilience</li> <li>• Strengthening the contribution of the services sector to economic growth</li> </ul>	38,306,000	45,477,000	2.90%

# Global Demand for Labour

Country	GDP (USD Billion)	Top 5 Industries	Reason for Growth in GDP	Employed Population 2014	Expected Employment (2020)	CAGR 2014 – 2020
South Africa	350.0	<ul style="list-style-type: none"> <li>• Community service and social work</li> <li>• Wholesale and retail trade</li> <li>• Finance</li> <li>• Manufacturing</li> <li>• Construction</li> </ul>	<ul style="list-style-type: none"> <li>• High spending on the infrastructure sector</li> <li>• Government plans for industrialization</li> </ul>	19,702,800	21,112,100	1.16%
Netherlands	866.3	<ul style="list-style-type: none"> <li>• Government and social care</li> <li>• Wholesale and retail trade</li> <li>• Business Services</li> <li>• Manufacturing</li> <li>• Construction</li> </ul>	<ul style="list-style-type: none"> <li>• Lower oil prices and falling interest rates have led to a reduction in production costs, thus providing boost to business confidence in the country</li> </ul>	8,739,000	8,211,000	-1.03%
Bahrain	24.4	<ul style="list-style-type: none"> <li>• Construction</li> <li>• Wholesale and retail trade</li> <li>• Manufacturing</li> <li>• Real estate</li> <li>• Hotels and restaurants</li> </ul>	<ul style="list-style-type: none"> <li>• High investments in the real estate sector</li> </ul>	542,767	633,805	2.62%
Australia	1.1	<ul style="list-style-type: none"> <li>• Wholesale and Retail trade</li> <li>• Construction</li> <li>• Healthcare</li> <li>• Professional and scientific services</li> <li>• Accommodation and food services</li> </ul>	<ul style="list-style-type: none"> <li>• Boosts in the export</li> <li>• Private investments in the real estate sector</li> </ul>	11,100,000	13,046,676	2.73%
New Zealand	198.1	<ul style="list-style-type: none"> <li>• Retail trade</li> <li>• Professional and support services</li> <li>• Manufacturing</li> <li>• Health and social work</li> <li>• Construction</li> </ul>	<ul style="list-style-type: none"> <li>• Strong fiscal and monetary policy frameworks and a healthy financial sector have yielded macroeconomic stability, underpinning growth.</li> </ul>	2,394,400	2,423,000	0.20%

## Global Demand for Labour

Country	GDP (USD Billion)	Top 5 Industries	Reason for Growth in GDP	Employed Population 2014	Expected Employment (2020)	CAGR 2014 – 2020
Malaysia	326.9	<ul style="list-style-type: none"> <li>• Manufacturing</li> <li>• Wholesale and retail trade</li> <li>• Construction</li> <li>• Accommodation and food services</li> <li>• Education</li> </ul>	<ul style="list-style-type: none"> <li>• Leading exporter of electrical appliances, electronic parts and components, palm oil, and natural gas</li> <li>• Accelerated implementation of productivity-enhancing reforms to increase the quality of human capital</li> </ul>	12,723,200	15,580,000	3.43%
Uganda*	27.6	<ul style="list-style-type: none"> <li>• Agriculture</li> <li>• Wholesale and retail trade</li> <li>• Other services</li> <li>• Manufacturing</li> <li>• Construction</li> </ul>	<ul style="list-style-type: none"> <li>• The moderation of international primary commodity prices</li> <li>• Government macroeconomic policies</li> </ul>	7,890,000	N/A	N/A
Ethiopia*	52.3	<ul style="list-style-type: none"> <li>• Agriculture</li> <li>• Wholesale and retail trade</li> <li>• Manufacturing</li> <li>• Construction</li> <li>• Education</li> </ul>	<ul style="list-style-type: none"> <li>• Positive government measure to increase jobs</li> <li>• Develop export oriented large scale cotton production</li> </ul>	22,886,711	N/A	N/A
United Arab Emirates	401.6	<ul style="list-style-type: none"> <li>• Construction</li> <li>• Wholesale and retail trade</li> <li>• Real estate</li> <li>• Manufacturing</li> <li>• Transport and storage</li> </ul>	<ul style="list-style-type: none"> <li>• Expansion in the oil sector</li> <li>• Heavy investments in the real estate sector</li> </ul>	4,417,200	4,881,579	1.68%

\* Projected employment data was unavailable for Uganda and Ethiopia. Further, historical employment data was available in disjointed labour force surveys and were insufficient to project future trends. Due to their governments' primary focus on unemployment, employment figures were not explored in detail.

## Global Demand for Labour

Country	GDP (USD Billion)	Top 5 Industries	Reason for Growth in GDP	Employed Population 2014	Expected Employment (2020)	CAGR 2014-2020
Canada	1,788.7	<ul style="list-style-type: none"> <li>• Wholesale and retail trade</li> <li>• Healthcare and social service</li> <li>• Manufacturing</li> <li>• Construction</li> <li>• Professional, scientific and technical services</li> </ul>	<ul style="list-style-type: none"> <li>• Increase in private consumption</li> <li>• New Job creation</li> <li>• Low Inflation</li> </ul>	17,978,000	19,046,000	0.97%
Singapore	307.9	<ul style="list-style-type: none"> <li>• Wholesale and retail trade</li> <li>• Education</li> <li>• Manufacturing</li> <li>• Transportation and storage</li> <li>• Professional services</li> </ul>	<ul style="list-style-type: none"> <li>• Increase in exports</li> <li>• Decrease in imports</li> </ul>	2,103,500	4,216,000	12.29%
Oman	77.7	<ul style="list-style-type: none"> <li>• Construction</li> <li>• Wholesale and retail trade</li> <li>• Manufacturing</li> <li>• Hotels and restaurants</li> <li>• Agriculture</li> </ul>	<ul style="list-style-type: none"> <li>• Increased investment through economic reforms introduced by the government</li> </ul>	2,022,000	2,392,100	2.84%

## Shortlisting Sectors

- The largest increase in job creation by 2020 is expected in the Asian emerging markets, with jobs in Singapore and Malaysia increasing by 100% and 22% respectively
- Bahrain and Saudi Arabia are expected to create more jobs by 2020 as compared to the other GCC countries. Construction in Saudi Arabia is expected to grow on the back of plans to overcome the housing shortage and efforts to develop the transport network
- Amongst the key sectors that we identified for each country, we shortlisted 4 sectors that were common across all the countries and were expected to account for the major portion of employment of low- and semi-skilled Indian migrants
  - Manufacturing
  - Construction
  - Wholesale and retail trade
  - Health care and education. For the purpose of this study we are only focusing on Healthcare as Education requires skilled workforce

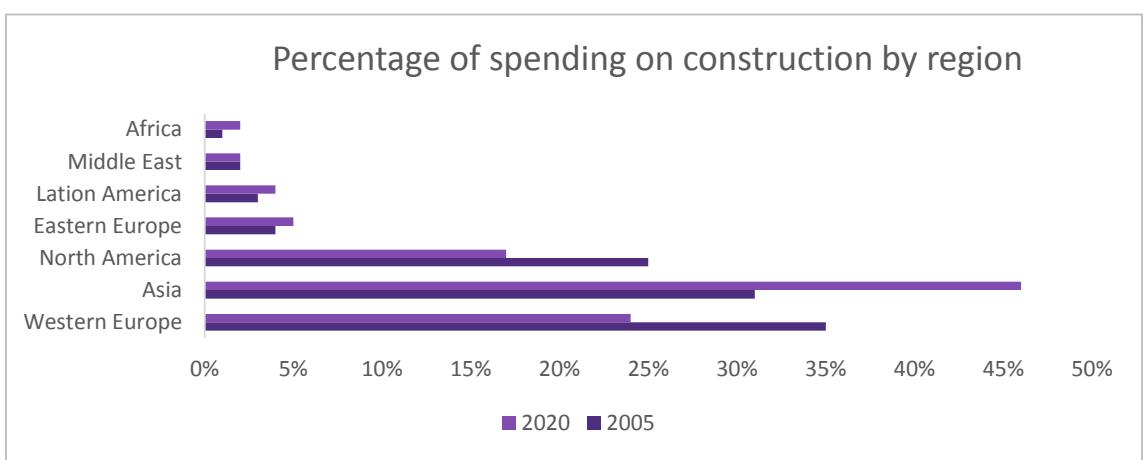
**11.2 Identification of top sectors by country**

Country	Agriculture	Manufacturing	Construction	Whole sale and retail trade	Hotels and restaurants	Transport and storage	Financial services	Real estate	Health care and education	Public administration and defense	Information and communication	Professional services and business	Activities of household employers
United States Of America	□□	✓ □	□□	✓ □	✓ □	□□	□□	□□	✓ □	□□	□□	✓ □	□□
Saudi Arabia	□□	✓ □	✓ □	✓ □	□□	□□	□□	□□	✓ □	✓ □	□□	□□	□□
Qatar	□□	✓ □	✓ □	✓ □	□□	□□	□□	□□	□□	✓ □	□□	□□	✓ □
Kuwait	□□	✓ □	✓ □	✓ □	□□	□□	□□	□□	□□	✓ □	□□	□□	✓ □
Nepal	✓ □	✓ □	✓ □	✓ □	□□	□□	□□	□□	✓ □	□□	□□	□□	□□
United Kingdom	□□	✓ □	✓ □	✓ □	□□	□□	□□	□□	✓ □	□□	□□	□□	□□
Germany	□□	✓ □	✓ □	✓ □	□□	□□	□□	□□	□□	✓ □	✓ □	✓ □	□□
South Africa	□□	✓ □	✓ □	✓ □	□□	□□	✓ □	□□	✓ □	□□	□□	□□	□□
Netherlands	□□	✓ □	✓ □	✓ □	□□	□□	□□	□□	✓ □	□□	□□	✓ □	□□
Malaysia	✓ □	✓ □	✓ □	✓ □	✓ □	□□	□□	□□	✓ □	□□	□□	□□	□□
Sri Lanka	✓ □	✓ □	✓ □	✓ □	□□	□□	□□	□□	□□	□□	□□	□□	□□
Uganda	✓ □	✓ □	✓ □	✓ □	□□	□□	□□	□□	□□	□□	□□	□□	□□
Ethiopia	✓ □	✓ □	✓ □	✓ □	□□	□□	□□	□□	✓ □	□□	□□	□□	□□
New Zealand	□□	✓ □	✓ □	✓ □	□□	□□	□□	□□	✓ □	□□	□□	✓ □	□□
Canada	□□	✓ □	✓ □	✓ □	□□	□□	□□	□□	✓ □	□□	□□	✓ □	□□
Singapore	□□	✓ □	□□	✓ □	□□	✓ □	□□	□□	✓ □	□□	□□	✓ □	□□
Oman	✓ □	✓ □	✓ □	✓ □	✓ □	□□	□□	□□	□□	□□	□□	□□	□□
United Arab Emirates	□□	✓ □	✓ □	✓ □	□□	✓ □	□□	✓ □	□□	□□	□□	□□	□□
Bahrain	□□	✓ □	✓ □	✓ □	✓ □	□□	□□	✓ □	□□	□□	□□	□□	□□
Australia										✓ □		✓ □	
<b>Total</b>	<b>5</b>	<b>19</b>	<b>18</b>	<b>20</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>12</b>	<b>4</b>	<b>1</b>	<b>7</b>	<b>2</b>

# Sector Growth and Demand – Construction

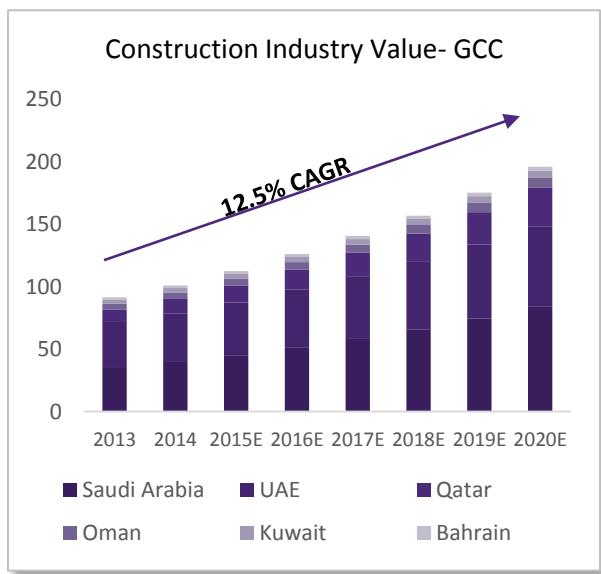
## Global Construction Sector: Introduction

- The global construction sector is expected to grow by 67% from USD 7.2 trillion in 2011 to USD 12 trillion in 2020
- By 2020, the sector will account for 13.2% of the world GDP, with a total spending of USD 97.7 trillion
- Construction will primarily be driven by emerging economies such as China and India, where factors such as rising population, rapid urbanization and strong economic growth will lead to increased growth in the sector
- However, construction in developed countries will be constrained by large public deficits, austerity programmes, declining population growth and slowing economic expansion
- Construction will make up 16.5% of GDP in emerging markets by 2020, up from 14.7% in 2010



## Global Construction Sector: Growth in Middle East

- Middle East's share in construction is estimated to double between 2011 and 2020
- Middle East and North Africa will spend USD 4.3 trillion over the next decade, representing a growth of 80% by 2020
- Qatar's construction market will experience the highest growth in the GCC. It plans to spend USD 100 billion on rail, roads, water and other infrastructure to prepare for the 2022 FIFA World Cup
- Growth in Saudi Arabia will be driven by its young and expanding population. This growth will further increase due to the expected changes to the mortgage laws, which will boost construction in the residential sector



Source- GT analysis

# Sector Growth and Demand – Construction

## Countries driving growth

- Out of the 20 considered for the study, we have identified the top 5 countries that contribute significantly to the global construction sector and are projected to grow substantially by 2020
- The following table lists the countries and their contribution of the construction sector as a proportion of their individual GDP's:

11.3 Economic Statistics for select GCC countries			
Country	Value Added (US\$ billion) (2014)	% of GDP (2014)	Employment
UAE	36.0	9%	1,478,300
Saudi Arabia	40.8	5.47%	1,461,474
Qatar	12.2	6.14%	568,676
Kuwait	2.7	1.80%	341,947
Germany	137.1	4.60%	1,930,000

## Growth Factors (Saudi Arabia)

- Saudi Arabia is the largest construction market in the GCC with the most infrastructure projects currently underway. A 7.8% annual growth is expected from the sector in 2015
- It also employed the largest number of people in the sector after UAE in 2014. There are planned projects worth USD180 billion between 2015 and 2019, out of which USD 80 billion are under construction. Some of the planned projects are listed in the table below:

Project Name	Value (US\$ million)	Completion Year
Riyadh Light Rail Transport	23,000	2018
Riyadh Dammam high speed rail	14,000	2023
Haramain high-speed rail network	13,743	2016
Jeddah Metro	9,500	2020
Dammam Metro	9,000	2021

## Growth Factors (Kuwait)

- To increase Kuwait's economic integration with the other countries in the GCC, the government is taking several steps to enhance the infrastructure in the country
- The sector is set to grow by nearly 15-20% over the next decade. Few of the major infrastructure projects in Kuwait are given below:

Project Name	Value (USD million)	Completion Year
Kuwait National Railroad	10,000	2018
Kuwait City Metro	7,000	2019
Sheikh Jaber Al Ahmed Al Sabah Causeway	2,600	2018

Source- GT analysis

# Sector Growth and Demand – Construction

## Growth Factors (UAE)

- The infrastructure and construction sector of the UAE declined during the 2008 financial crisis. However, the government has taken several steps to revive the sector post 2012
- Employing the highest number of people in the middle east, the UAE has invested heavily in the sector due to a rapid increase in population and to prepare for the 2020 Expo. The major projects underway are given below:

Project Name	Value (USD million)	Completion Year
Dubai Metro	14,352	2030
Emirates Roads Master plan	12,000	2016
Etihad railway Network	11,000	2018
Airport Expansion Project	7,800	2018

## Growth Factors (Qatar)

- The country has allocated a large proportion of its national budget to infrastructure to support the influx of visitors due to the FIFA World Cup 2022 and in line with the Qatar Vision 2030
- The total budget allocated is approximately USD 20 billion. Some key infrastructure projects underway are given below:

Project Name	Value (USD million)	Completion Year
Qatar integrated rail project	40,000	2026
Expressway programme	20,000	2018
Local Roads and Drainage Programme	14,600	2019

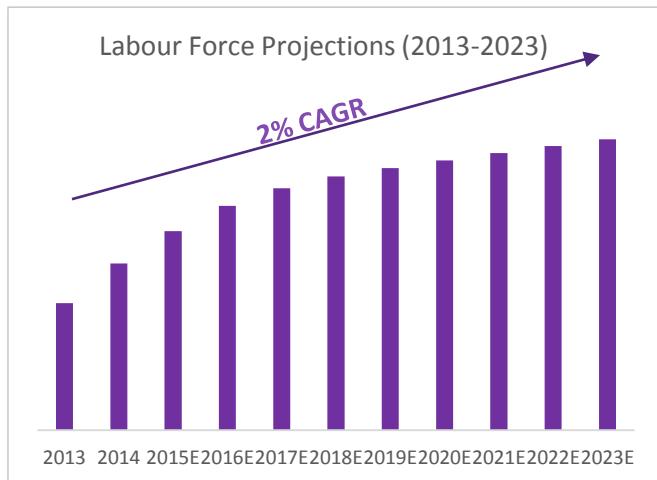
## Growth Factors (Germany)

- Even though Germany has a mature and developed infrastructure, it plans to invest in it significantly over the next decade. The investment will act as a driver for the construction industry and migration into the country
- Some Autobahns have reached their 50-year cycle and will need upgradation and capital investment. Further, USD 8.4 billion has been invested to build the Stuttgart 21 rail project that will connect Paris and Slovakia

# Sector Growth and Demand – Construction

## Employment Trend (Qatar)

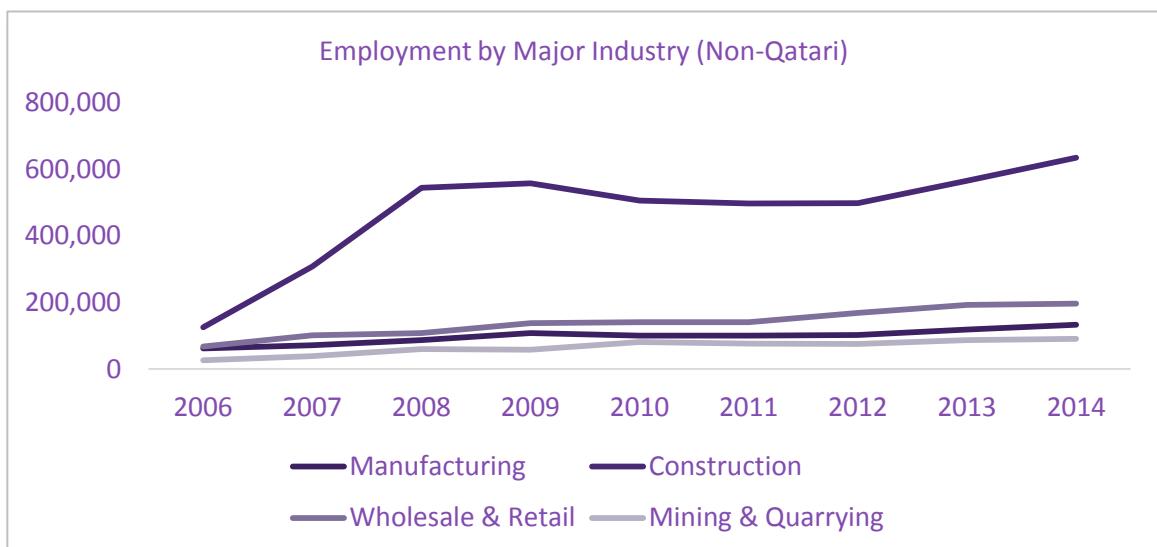
- The overall growth of the labour force in Qatar is expected to grow at a CAGR of 2% from 1.6 million people in 2013 to 1.9 million in 2023
- Of the total migrants in Qatar, Indians constitute 34.16%. Further, the number of Indian immigrants experienced an annual growth of 20% from 452,578 in 2013 to 545,000 in 2014



## 11.4 Migrant statistics by country of origin (Qatar)

Country of Origin	Population (2014)	% Total Population
India	545,000	23.58%
Nepal	400,000	17.30%
Philippines	200,000	8.65%
Egypt	180,000	7.78%
Bangladesh	150,000	6.49%

- The construction sector of Qatar has attracted the highest number of migrants relative to other sectors. In 2014, there were 634,833 non-Qatari's working in the construction sector, which amounted to 40% of the total migrants in the country. The following graph illustrates the number of non-Qataris in the major sectors of Qatar between 2006 and 2014



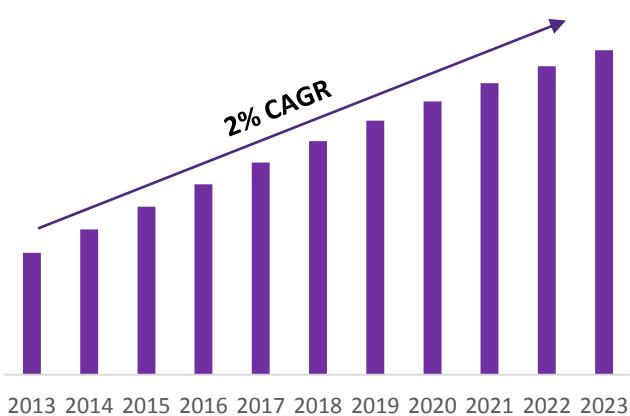
Source- GT analysis, Annexed country Profiles

# Sector Growth and Demand – Construction

## Employment Trend (Saudi Arabia)

- The labour force of Saudi Arabia is expected to grow at a CAGR of 2% from 28.8 million people in 2013 to 33.5 million in 2023
- Of the non-Saudi population in the country, the maximum number of immigrants are Indian

Labour Force Projections (2013-2023)

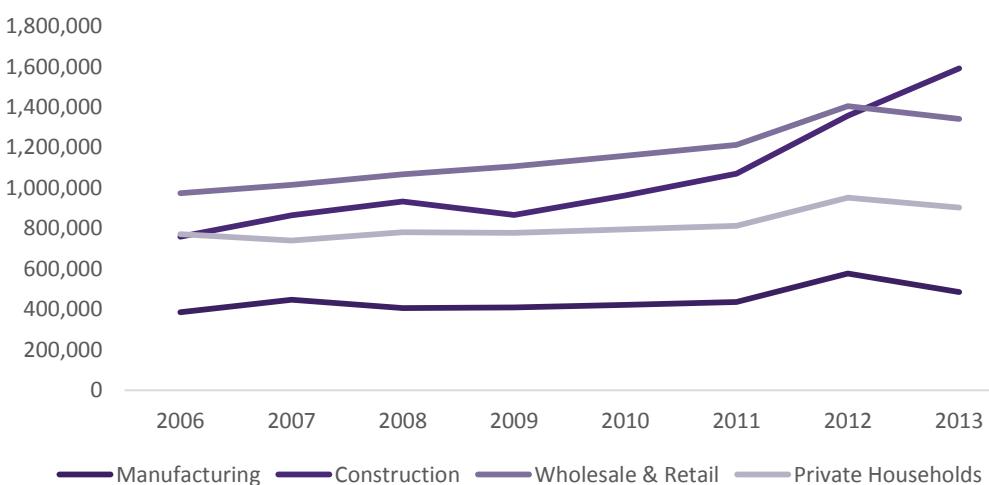


### 11.5 Migrant statistics by country of origin (Saudi Arabia)

Country of Origin	Population (2013)
India	2,800,000
Egypt	2,000,000
Pakistan	1,500,000
Bangladesh	1,500,000
Indonesia	1,500,000

- Over the last decade, the wholesale and retail industry in Saudi Arabia has had the maximum number of migrants. However, post 2012, the number of migrants in the construction sector has overtaken the number of migrants in the wholesale and retail sector
- Due to government's increased focus on infrastructure, the construction sector has had the highest CAGR of 11% among the other sectors. The following graph depicts the number of migrants in the major industries in Saudi Arabia:

Employment by Major Industry (Non-Saudi)

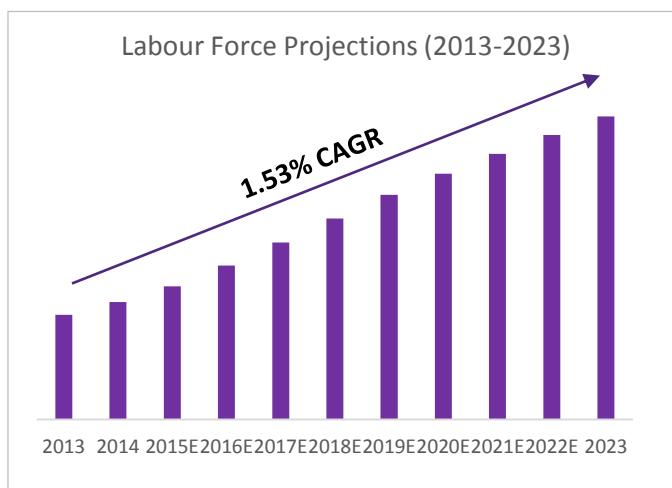


Source- GT analysis, Annexed country Profiles

## Sector Growth and Demand – Construction

### Employment Trend (UAE)

- The overall growth the labour force of UAE is expected to grow at a CAGR of 1.53% between 2013 and 2023
- The total number of Indians in Saudi Arabia as of 2013 was 2,600,000. Indian Immigrants represented 27.15% of the total Non-Saudi population



### 11.6 Migrant statistics by country of origin (UAE)

Country of Origin	Population	% Total Population
India	2,600,000	27.15%
Pakistan	1,200,000	12.53%
Bangladesh	700,000	7.31%
Philippines	525,530	5.49%
Iran	500,000	5.22%

- The construction sector of UAE employs the maximum Non-Emirati population in UAE. As depicted in the table below, Asians constitute the largest part of the non-Emirati population, followed by people from other Arab countries'
- Further, the number of Asians in the construction sector is significantly higher than those in other major industries. In addition, 277,000 more jobs are expected in the construction sector between 2013-2023 due to the 2020 Expo

### 11.7 Migrant statistics by origin- Construction sector

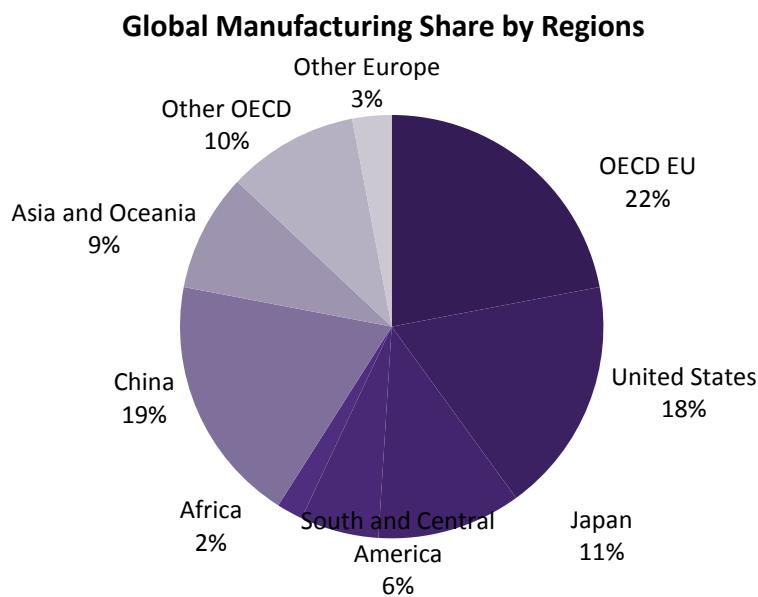
Nationality	United Arab Emirates	Asian Countries (Non-Arab)	European Countries	Other Arab countries	Americas, Africa, Oceania and Others
Manufacturing	2,805	364,057	2,010	31,140	31,880
Construction	3,219	925,565	4,834	65,343	68,563
Wholesale and Retail	6,035	435,490	6,015	67,270	70,554
Real Estate and related activities	4,234	174,579	6,061	33,871	35,693

Source- GT analysis, Annexed country Profiles

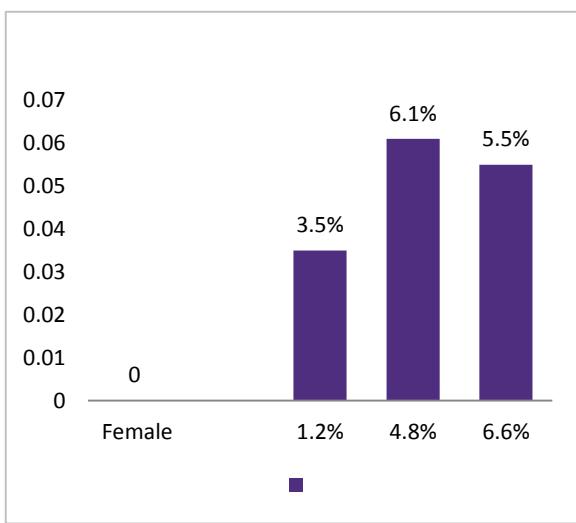
# Sector Growth and Demand – Manufacturing

## Global Manufacturing Sector: Introduction

- The manufacturing sector accounted for 16% of the world GDP and 14% of the total employment in 2014
- The sector's relative size in an economy varies with its stage of development. When economies industrialize, both employment and output for the sector rise rapidly
- Manufacturing will primarily be driven by developed economies such as USA, UK and Germany, where factors such as rising wages, lower costs and strong economic growth will lead to increased growth in the sector
- However, manufacturing in under-developed countries will be constrained by large public deficits and slowing economic expansion
- Manufacturing sector is expected to witness a rapid expansion in automobiles, electronics and chemical sub-sectors



- USA share in manufacturing is estimated at 18% of the overall manufacturing industry
- Manufacturing output has grown more rapidly in the USA over the past decade than in most European countries and Japan, although it has lagged in China, Korea, and other countries in Asia
- Germany is the 4<sup>th</sup> largest country in terms of manufacturing output behind USA, China and Japan. German manufacturing sector is poised to grow on the back of global demand for vehicles manufactured in Germany



Source- GT analysis, Annexed country Profiles

# Sector Growth and Demand – Manufacturing

## Countries driving growth

- Out of the 20 countries considered for the study, we have identified the top 5 countries that will contribute significantly to growth of the global manufacturing sector and are projected to grow substantially by 2020
- The following table lists the countries and their contribution to the manufacturing sector as a share of their individual GDPs:

11.8 Economic Statistics for select countries			
Country	Value Added (USD bn) (2014)	% of GDP (2014)	Employment
USA	1,731.1	10%	15,100,000
UK	243.2	9%	2,566,000
Kuwait	10.09	5%	144,156
Germany	677.0	22.6%	7,229,000
Qatar	10.08	5.7%	119,452

## Growth Factors (USA)

- USA is the 2nd largest manufacturing market in the world with most of its manufacturing products coming from plastics, printing, autos, chemicals and pharmaceuticals. It employed 12 mn people in 2014
- The key reason for growth expected in manufacturing in the USA is its reduced outsourcing to China, largely due to a decline in the manufacturing cost gap
- Many companies have moved manufacturing units back to the USA from China, owing to rising manufacturing and shipping costs

Company Name – comments	Industry	Operations moved back to USA
NCR	ATM manufacturer	2014
Ford	Automobiles	2014
Coleman Company	Plastic Coolers	2013
Peerless Industries	AV Mountings	2013

## Growth Factors (UK)

- UK is the world's 11<sup>th</sup> largest manufacturing market, with the country's manufacturing sector comprising of aerospace and defense, chemicals, automotive, and electronics
- The automobile and electronics sectors are expected to outperform the market on account of increased disposable incomes due to low oil prices and weak inflation
- The manufacturing sector is expected to grow at over 2% in 2015, and slightly over 2.2% in 2016 and 2017

Manufacturing sector	Growth in Order Inflow
Automobile	31%
Electronics	11%

Source- GT analysis, Annexed country Profiles

# Sector Growth and Demand – Manufacturing

## Growth Factors (Kuwait)

- The manufacturing sector in Kuwait is the top performing sector apart from oil and gas, recording 5% CAGR between 2007-2012, growing from USD 5.75 bn to USD 7.3 bn
- Key factors contributing towards growth of the industry in Kuwait are growth in domestic demand, increases in investment spending from the government, and increases in household income
- The leading manufacturing sub-sectors are coke, refined petroleum products, nuclear fuel (54%), chemical products (17%), and food & beverages (6%)

## Growth Factors (Germany)

- The German manufacturing sector is poised to grow on the back of increasing demand for consumer goods due to falling oil prices, increases in employment and rising wages, and the introduction of the minimum wage. All these factors have strengthened the purchasing power of the end consumer
- Foreign business has helped boost the German manufacturing sector, with exports to the USA particularly picking up at an annual 21.1% growth rate, and the Euro's slide vis-à-vis the US dollar lending support. Furthermore, exports to Spain and the UK increased at an above-average pace

11.9 Exports by top growth Sector

Sector	2013 (USD bn)	2014 (USD bn)	Growth
Automobiles	202.131	215.007	6.4%
Machinery and Equipment	89.799	92.685	3.8%
Pharmaceuticals	63.27	66.933	5.8%

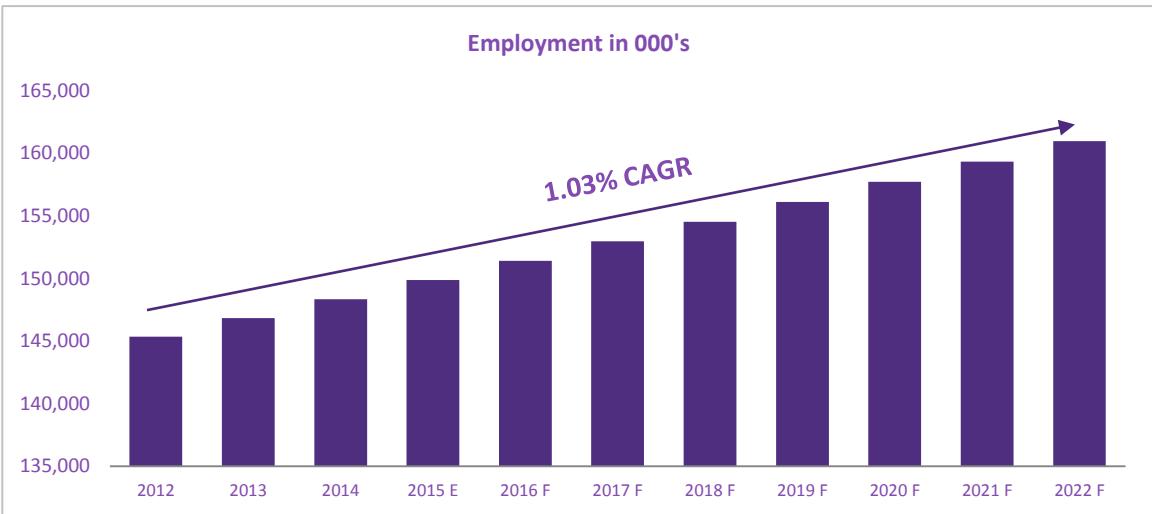
## Growth Factors (Qatar)

- The manufacturing sector in Qatar contributed to 10% of GDP in 2014 and grew 5.2% annually to become the 3<sup>rd</sup> largest contributor to GDP
- The country's local investments in industrial projects grew to USD 29.2 bn in 2014, with 35.4% of the total investments taking place in manufacturing
- The Qatar Primary Materials Company has started setting up a 60,000 ton capacity cement silo plant. Qatar Petroleum and Shell agreed to build a USD 6.4 bn petrochemical complex in Ras Laffan industrial city
- Manufacturing is expected to benefit from the booming construction sector due to growing demand for cement and metals

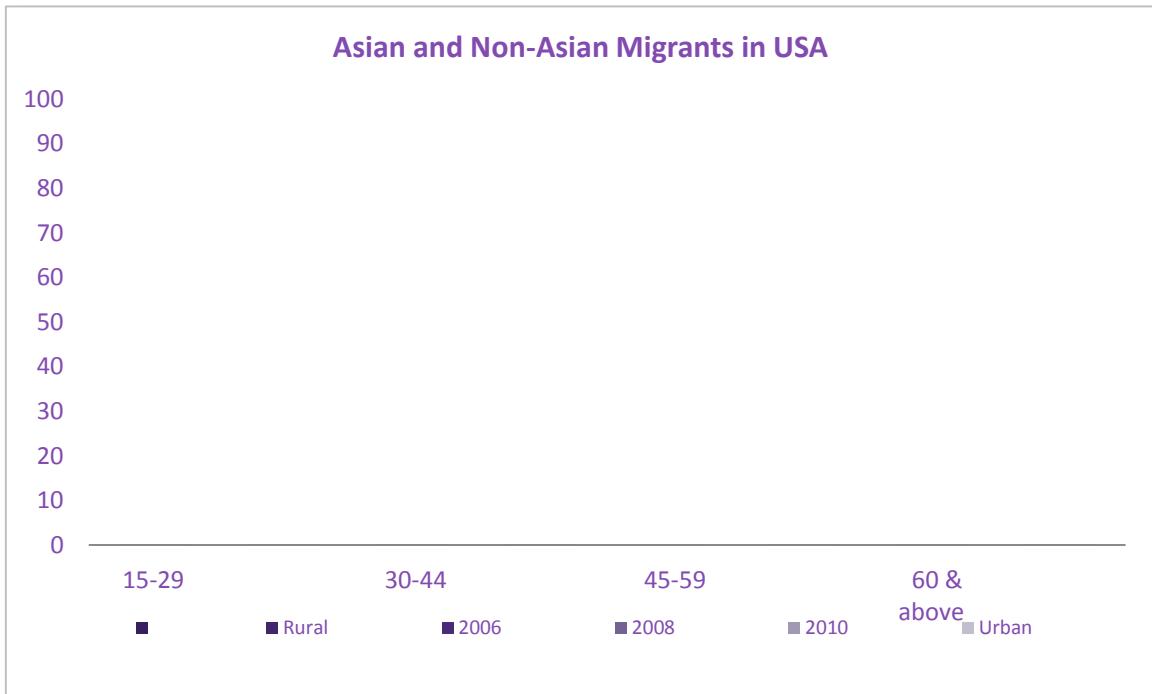
# Sector Growth and Demand – Manufacturing

## Employment Trend (USA)

- The overall labour force in USA is expected to grow at a CAGR of 1.03%, from 145 mn in 2012 to 160 mn in 2022
- There were over 1.2 mn. Indians in USA, accounting for 5% of the total immigrant population



- Historically, the manufacturing sector in USA has attracted a very low number of migrants compared to other sectors. In the coming years, growth in manufacturing sector employment will need to be fulfilled by expats due to a decreasing interest of native population to work in the sector

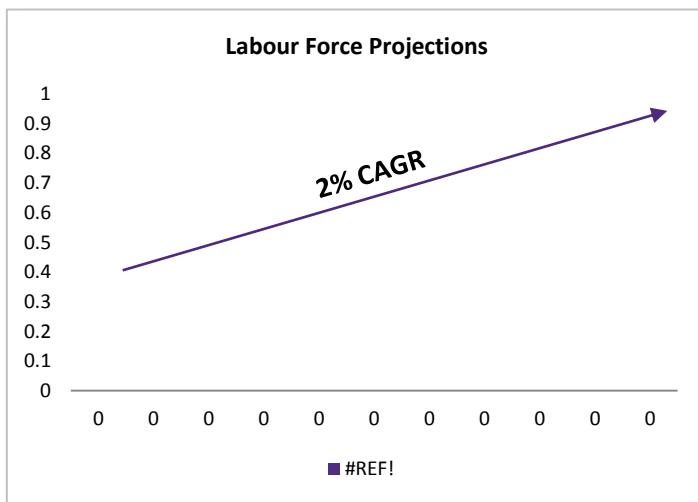


Source- GT analysis, Annexed country Profiles

# Sector Growth and Demand – Manufacturing

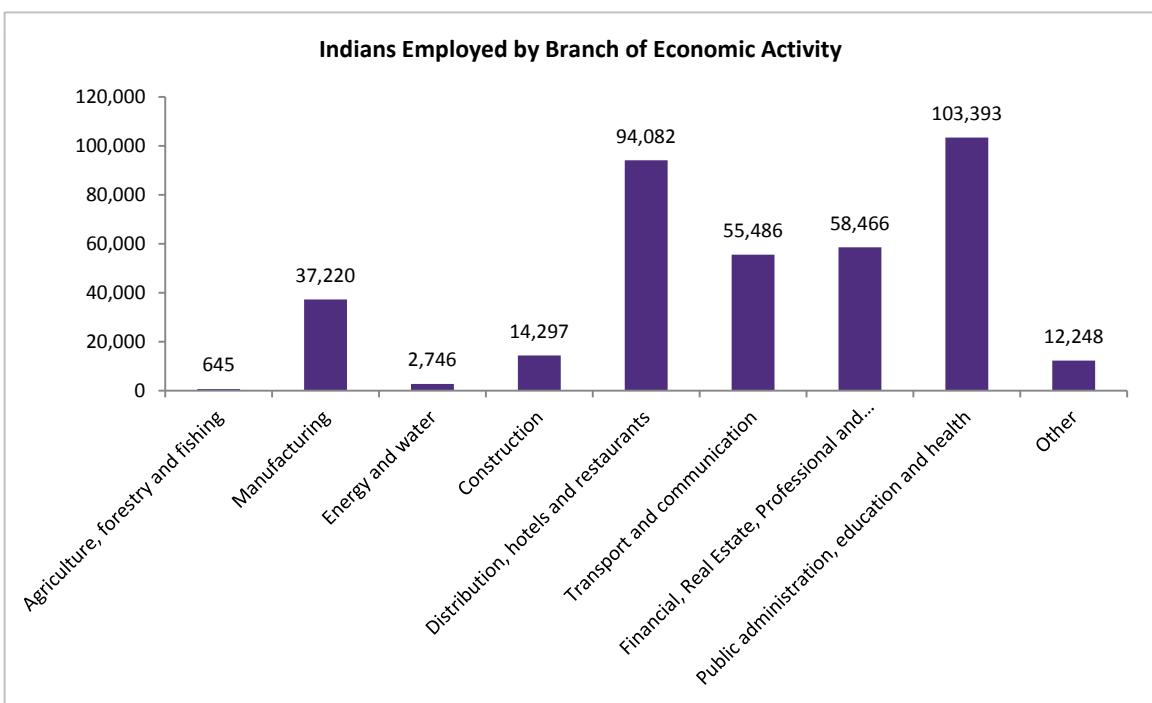
## Employment Trend (UK)

- The labour force in the UK is expected to grow at a CAGR of 0.7%, from 31.7 mn in 2012 to 34.0 mn in 2023
- Of the non-citizen population in the country, the maximum number are Indians



11.10 Migrant statistics by country of origin (UK)	
Country of Citizenship	Total Migrant Stock
India	793,000
Poland	790,000
Pakistan	523,000
Republic of Ireland	383,000
Germany	301,000
Bangladesh	212,000

- Due to increase in government spending and rising personal disposable income, the consumer durables segment of the manufacturing industry in UK has seen a tremendous jump

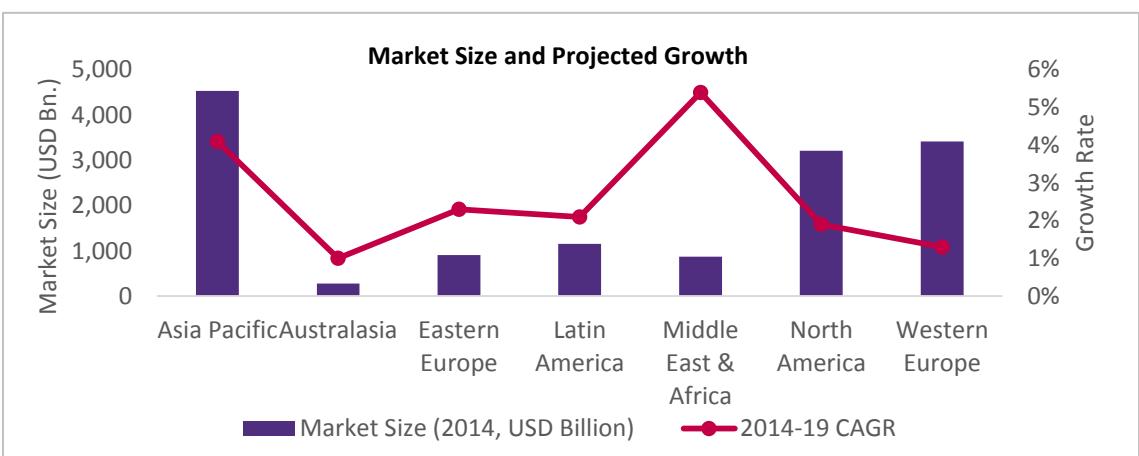


Source- GT analysis, Annexed country Profiles

# Sector Growth and Demand – Retail

## Global Retail Sector: Introduction

- The global retail market stood at USD 14.38 trillion in 2014 and is expected to reach USD 16.4 trillion by 2019
- Asia Pacific accounted for the largest proportion of the market with 31.5%. Western Europe and North America accounted for 23.8% and 22.3% of the market respectively
- Middle East and Africa is projected to have the highest retail growth until 2019, with a CAGR of 5.4%
- Asia Pacific is projected to grow at a 4.1% CAGR until 2019
- Store-Based retailing accounts for 91.6% of retail sales around the world
- Internet retailing is projected to continue as the fastest growing channel at a 12% CAGR until 2019



## Global Retail Sector: Top 10 countries by Size

11.11 Size of Retail sector by country		
Country	2014 Size (USD Bn.)	Employment (000s)
USA	2,896.94	15,091
China	1,930.36	29,570
Japan	1,103.86	7,522
Germany	612.76	2,174
United Kingdom	578.97	2,880
Russia	522.46	2,670
France	568.76	1,859
India	467.35	44,739
Italy	387.31	1,978
Brazil	353.36	7,402

- USA was the largest retail market in 2014 with a market size of USD 2.9 trillion. It is projected to grow at a CAGR of 1.9% until 2019. The US market currently employs 15.1 million people, which is 7% of total world employment in this sector
- India's retail sector accounts for 3.2% of the global market, but employs 44.7 million people, which is 21% of the world employment in the sector

Source- GT analysis, Annexed country Profiles

# Sector Growth and Demand – Retail

## Global Retail Sector: Value Added until 2019

11.12 Value added in the retail sector by country		
Country	2014-19 CAGR	Value Added (USD Mn.)
China	6.5%	719,216.50
USA	1.9%	289,542.60
India	4.1%	104,033.20
Russia	2.8%	77,487.90
Saudi Arabia	10.3%	71,728.80
Germany	1.6%	52,110.00
United Kingdom	1.4%	42,606.40
Nigeria	10.5%	37,133.00
Brazil	2.0%	36,603.30
Japan	0.7%	36,475.80

- China is expected to add the most retail value globally until 2019 with USD 719.2 bn. At USD 1.9 trillion, the country had the second largest retail market in 2014, and it is expected to grow at a CAGR of 6.5% until 2019
- Nigeria's retail sector is expected to grow the fastest until 2019 with a CAGR of 10.5%. Saudi Arabia follows closely at 10.3%
- India is projected to add the third most retail value until 2019 with USD 104 billion in added sales. India's retail market is growing at 4.1%

## Top 5 Countries Considered for Retail Sector

Rank	Country	2000-14 Employment CAGR	2014-19 Market CAGR
1	United Arab Emirates	8.0%	6.1%
2	South Africa	6.2%	3.4%
3	Saudi Arabia	3.1%	10.3%
4	Malaysia	2.5%	2.0%
5	Singapore	2.2%	2.1%

- Amongst the countries considered for this study, it is a coincidence that the top 5 countries in terms of forecasted retail market growth are the same as the top 5 countries for employment growth in retail since 2000
- The employment in the UAE retail sector grew at an 8% CAGR between 2000 and 2014 to reach 735,000 people
- South Africa also witnessed strong employment growth in the retail sector, growing at a CAGR of 6.2% to reach 1.1 million employees in 2014
- Saudi Arabia is projected to have the strongest retail market growth amongst the considered counties, growing at a 10.3% CAGR until 2019

Source: Euromonitor, GT Analysis

# Sector Growth and Demand – Retail

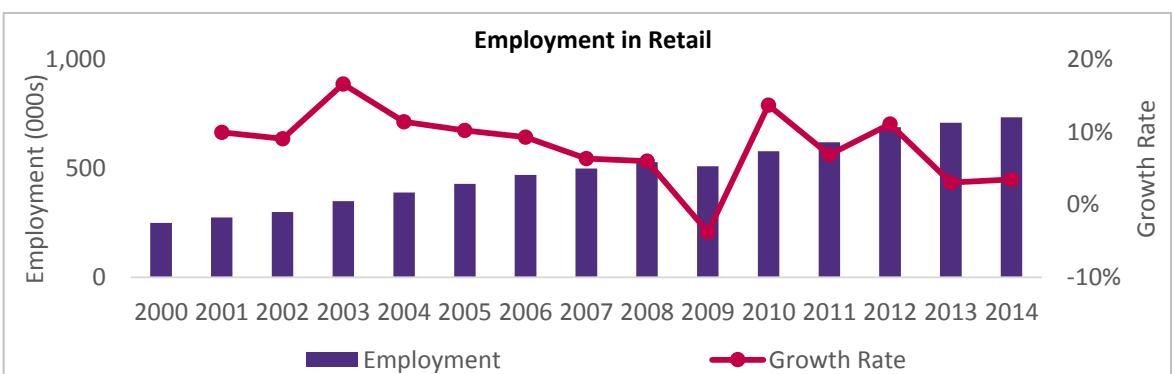
## Retail Market Growth (UAE)

- The retail market size in the UAE was USD 32.9 bn. in 2014
- The market is projected to grow at a 6.1% CAGR to reach USD 44.3 bn. by 2019



## Employment in the Retail Sector

- The UAE has witnessed a strong growth in retail sector employment, growing at a CAGR of 8% from 2000 to 2014, despite a brief decline in 2009 due to fears of a long economic downturn
- Employment in the sector increased from 250,000 people in 2000 to 735,000 in 2014



## Trends and Developments in the Retail Sector

- Consumer confidence is driving economic recovery, as real GDP increased by 4% in 2014, up from 2% in 2010
- The positive economic outlook for the UAE and buoyant consumer confidence are expected to encourage higher levels of spending, higher employment and higher expatriate arrivals following the announcement that Dubai has been chosen to host Expo 2020
- Despite internet retailing being at an early stage of its development, it experienced strong growth towards the end of 2014, in line with the rising use of the internet generally. Internet retailing increased in current value by 41% in 2014, rising to AED 2 billion in 2014, the strongest growth rate of any retailing channel in the country
- Busier lifestyles are leading to a strong convenience trend and supermarkets are recording strong growth

# Sector Growth and Demand – Retail

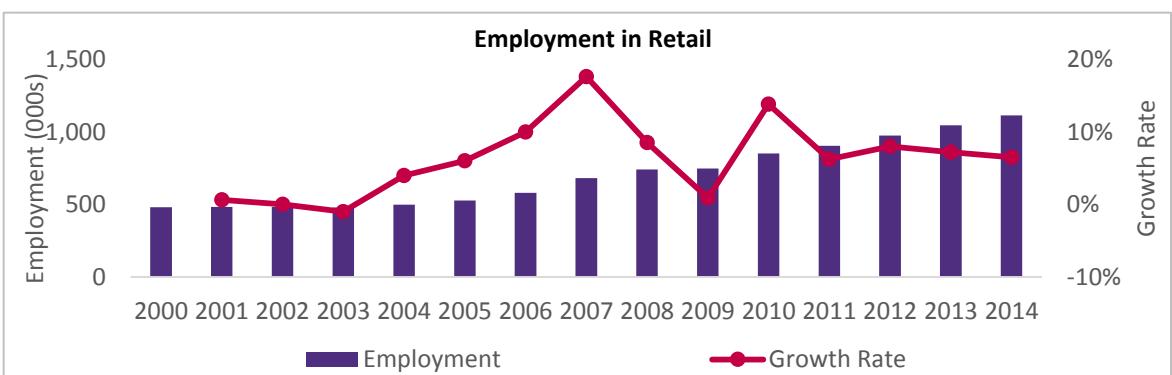
## Retail Market Growth (South Africa)

- The retail market size in South Africa was USD 81.4 bn. in 2014
- The market is projected to grow at a 3.4% CAGR to reach USD 96.3 bn. by 2019
- The growth rate is projected to decline in the forecast period as retailers' results have mirrored the economic environment in the country



## Employment in the Retail Sector

- Employment in the South African retail sector has grown at a 6.2% CAGR between 2000 and 2014 to reach 1.11 million employees
- The sector's strong employment growth began in 2004, with a small blip in 2009 due to global recession concerns



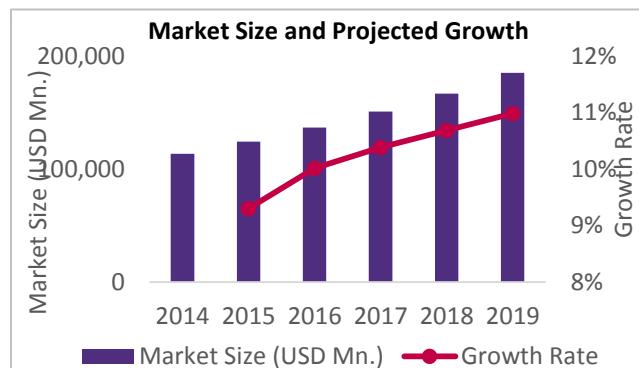
## Trends and Developments in the Retail Sector

- Macro and socio-economic factors such as the rising cost of utilities and fuel, labour riots, and the falling exchange value of the South African rand contributed to the challenging economic environment in South Africa
- Projected inflation and rising utility costs will continue to exert pressure on consumer spending. Consumers are expected to remain price sensitive and demand products that reflect more affordable price points
- Although accounting for only a small share of total retail sales, internet retailing continued to be the most dynamic channel in South Africa's retail market in 2014
- Grocery retailers remained the leading channel in the retail market in 2014. The dominance of grocery retailers can be attributed to the availability of greater brand variety in products that range from grocery to non-grocery items, and at competitive prices that offer cash-strapped consumers cheaper products as a result of discounts and products promotions

# Sector Growth and Demand – Retail

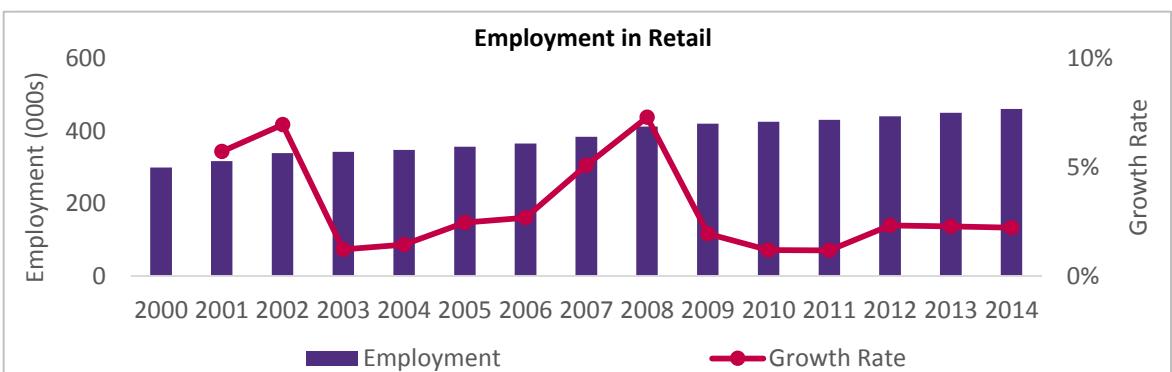
## Retail Market Growth (Saudi Arabia)

- The retail market size in Saudi Arabia was USD 113.7 bn. in 2014
- The market is projected to grow at a 10.3% CAGR to reach USD 185.5 bn. by 2019



## Employment in the Retail Sector

- Saudi Arabia has maintained a steady 3.1% CAGR growth in retail sector employment since 2000
- Apart from a few peak years, the growth rate has been maintained at around 2%



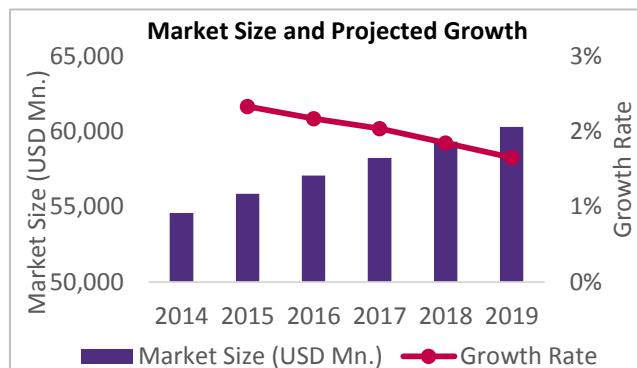
## Trends and Developments in the Retail Sector

- Growth is expected to increase at a higher rate on the back of growing demand. Since the retail market remains highly under-penetrated, players will work aggressively to take advantage of this high potential
- The major retail groups continued to open new outlets and invest heavily in attractive promotions, digital media and better after-sales service for customers
- Growing economic prosperity, with impressive GDP growth and lower unemployment helped to increase consumers' overall disposable incomes
- Non-grocery retailers witnessed stronger growth in 2014 compared to grocery retailers. Consumers' willingness to spend on branded apparel, footwear and health and beauty products, as well as luxury products, encouraged retailers to launch new products and open new stores

# Sector Growth and Demand – Retail

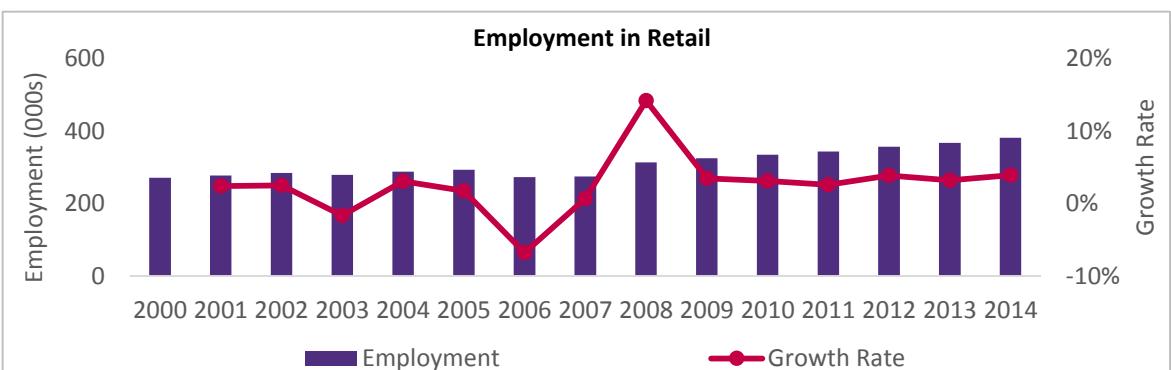
## Retail Market Growth (Malaysia)

- The retail market size in Malaysia was USD 54.6 bn. in 2014
- The market is projected to grow at a 2% CAGR to reach USD 60.3 bn. by 2019



## Employment in the Retail Sector

- Employment in the sector has grown at a 2.5% CAGR since 2000, with higher rates of growth in recent times
- There were ~381,400 people working in the sector in 2014



## Trends and Developments in the Retail Sector

- The increase in the shopping lifestyle in Malaysia over the past few years has resulted in the opening of many large shopping malls
- With growing consumer confidence and rising sophistication, the majority of consumers are willing to trade up to premium goods to improve their appearance and status of wealth
- Many internet platforms have emerged over the latter years of the review period, especially from modern grocery retailers
- The retail industry has been experiencing a rapid change in consumer behavior, which is now inclined to high expectations, such as extensive product ranges and an impressive shopping environment. However, traditional grocery retailers still remain important, but struggle to compete with the fast development of more modern retailers
- The goods and services tax (GST) is expected to have a short- to medium-term adverse impact on retailers in Malaysia. It is expected that purchasing power for the middle and lower income groups will be affected and will reduce sales of retailers

# Sector Growth and Demand – Retail

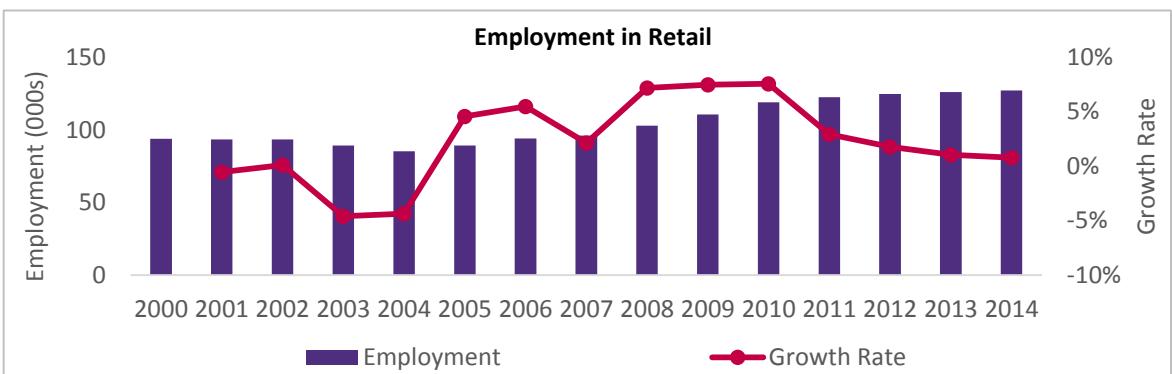
## Retail Market Growth (Singapore)

- The retail market size in Singapore was USD 25.3 bn. in 2014
- The market is projected to grow at a 2.1% CAGR to reach USD 28.2 bn. by 2019



## Employment in the Retail Sector

- Employment in the Singapore retail sector grew at a 2.2% CAGR between 2000 and 2014
- Employment has been extremely cyclical, and has recently been rising slowly after a period of high growth



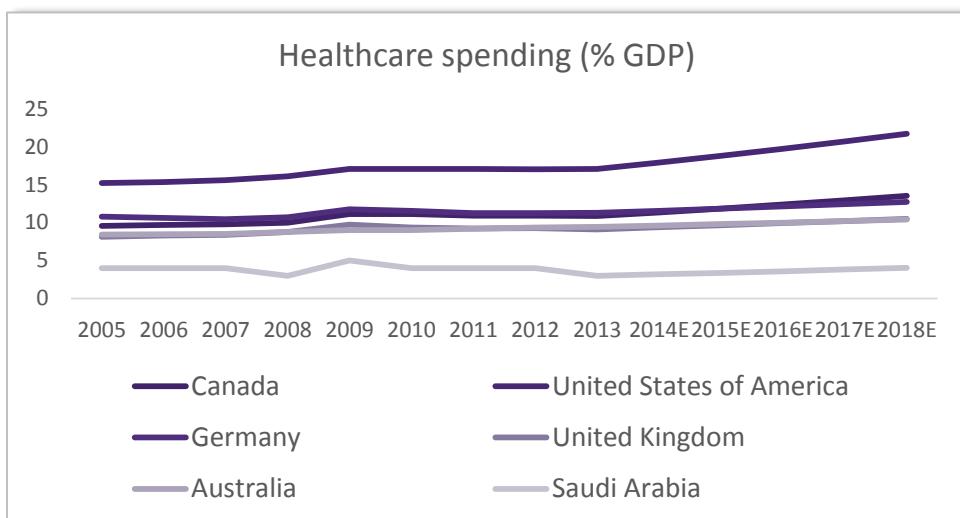
## Trends and Developments in the Retail Sector

- Despite the positive economic growth, consumers and tourists have been cautious with regard to their retail expenditure. Economic uncertainties have kept spending low amongst local consumers and the high exchange rate of the Singapore dollar has deterred tourist retail spending
- Grocery retailers remain dominant due to their long establishment in Singapore, as well as the wide ranging brands and products available for consumers
- Consumers are increasingly knowledgeable about products, and research well before making purchasing decisions. They want to make the right choices, and the internet has become an important channel for consumers to conduct their own product research
- Retailers are expanding their presence in suburbs

# Sector Growth and Demand – Healthcare

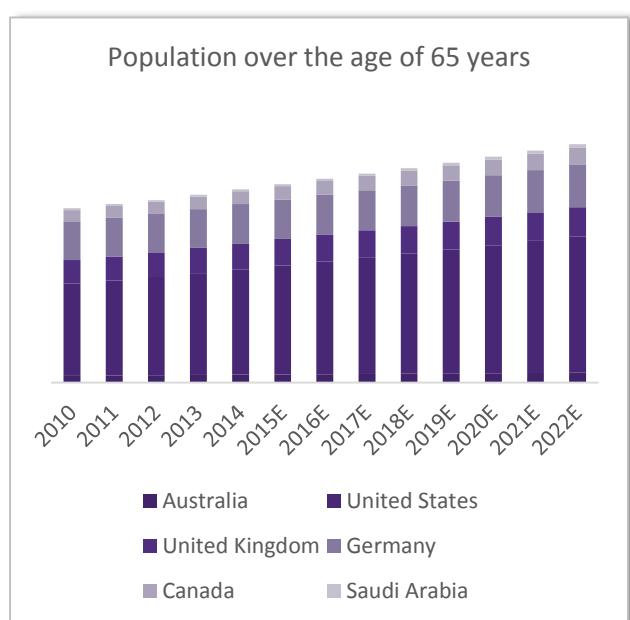
## Global Health Care Sector: Introduction

- Currently, 77% of the total spending on healthcare is by developed countries. However, the spending proportion of the developing countries is expected to significantly increase by 2018
- The global health care spend constitutes 10.6% of the world GDP and it is expected to grow at a rate of 5.2% annually to 2018
- Health care spending as percentage of GDP will remain the highest in North America



## Global Health Care Sector: Growth Drivers

- The increase in demand for health care will be primarily driven by an aging population, increase in deaths due to chronic diseases and advances in treatments
- Between 1980-2010, only 2.4% of the people were above age 60. However, between 2010-2040, this number is expected to increase to 7.6%.
- Among the chosen countries, 19% of the population in the United States and United Kingdom will be above 60 years of age
- In addition, total deaths from diabetes are projected to increase by 50% over the next 10 years and those from tobacco will account for 10% of the total deaths



Source- GT analysis, Annexed country Profiles

# Sector Growth and Demand – Healthcare

## Countries driving growth

- Out of the 20 considered for the study, we have identified the top 5 countries that will contribute significantly to the global health care sector and are projected to grow substantially by 2020
- In addition, among the GCC countries, Saudi Arabia will experience the highest growth in the sector. This is expected to be complemented by a growth in the immigrants in the country to fulfill the demand

11.13 Economic Statistics for select countries			
Country	Value Added (USD billion) (2014)	% of GDP (2014)	Employment
Australia	100,395	7%	1,382,600
United States (Education & Health)	1,435,333	8.24%	32,830,000
United Kingdom	405,896	18.22%	3,946,000
Canada	84,376	7%	2,219,700

## Growth Factors (Saudi Arabia)

- Among the GCC countries, Saudi Arabia is expected to experience the highest growth in the health care sector. The estimated health care expenditure in 2013 was USD 35.9 billion. The total health care spending is expected to increase at an average of 6.2% annually to reach USD 48.3 billion by 2018
- Since Saudi nationals are entitled to free health care, the demand for the sector has increased. Over the next five years, the government of Saudi Arabia has planned to increase the bed capacity from 38,000 to 68,000. This increase is being facilitated by the construction of 11 new hospitals, 11 new medical centers and 132 hospitals that are currently under construction
- This sector will carry huge potential for foreign migration as the workforce supply in the sector is expected to fall short of the demand. Majority of the demand is expected to arise in the clinical segment for clinical technicians, nurses and radiologists

## Growth Factors (United States)

- The health care sector in the United States constituted 8.24% of the total GDP in 2014
- The US spends more than any other country on healthcare. The spending on health care is expected to grow to nearly one-fifth of the US economy by 2023
- Among the countries chosen for the study, the United States is expected to have the largest percentage of people above the age of 65 years. The aging population of the United States will lead to increased demand in the sector
- Further, the Affordable Care Act (ACA) enforced in 2010 aims at increasing the health insurance coverage of people from 85% in 2013 to 95% in 2019. This mandatory increase in coverage of health insurance will further increase the demand for health care services and professionals in the country

# Sector Growth and Demand – Healthcare

## Growth Factors (UK)

- The healthcare sector constituted 18.22% of the total GDP in 2014. The total health care expenditure was 9.4% of GDP
- Approximately 19% of UK's population is expected to be over the age of 65 by 2020. The changing population demographics will raise the demand for health care services in the country

## Growth Factors (Australia)

- The healthcare sector has been the primary provider of new jobs in the Australian labour market. Over the next five years, the industry is projected to contribute one quarter of the total employment growth
- The employment in the health care sector is expected to grow to 229,400 - a percentage growth of 16.3%
- The major factors that will contribute to the strong growth include the implementation of the National Disability Scheme, Australia's ageing population, and the increase in demand for childcare and home based care services

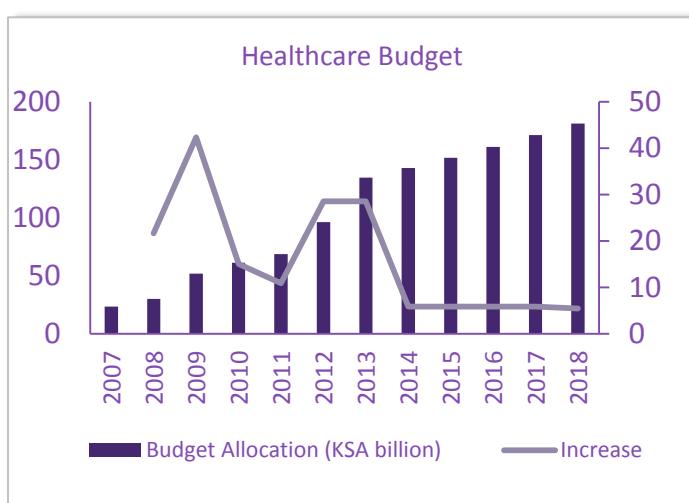
## Growth Factors (Canada)

- The total spending on health care in 2013 constituted around 11.3% of GDP. This spending is expected to rise by an average of 4.5% annually between 2014-18 to USD 464.3 billion
- Life expectancy is projected to increase from 72.6 years in 2012 to 73.7 years by 2017, raising the number of people in the 65+ age bracket and creating a demand for health care services
- In addition to the aging population, the number of people diagnosed with chronic ailments is expected to rise significantly, leading to increased demand for health care professionals

# Sector Growth and Demand – Healthcare

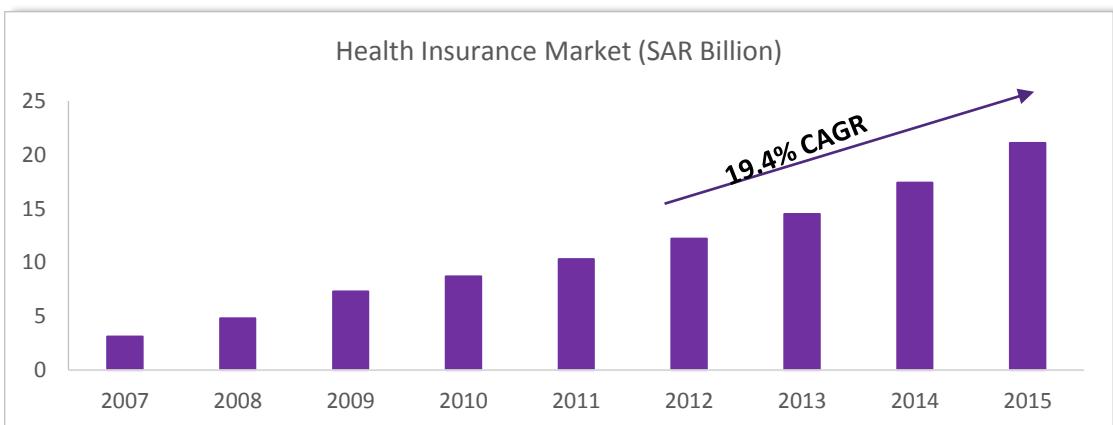
## Employment Trend (Saudi Arabia)

- Health care spending in Saudi Arabia is expected to rise from KSA 134.5 in 2013 to KSA 181 in 2018 at a CAGR of 6.8%
- Like the GCC countries, Saudi Arabia has implemented a mandatory health care policy for expatriates and free health care services for Saudi nationals. This policy change has significantly increased the demand for health care services and professionals in the country
- The chart below illustrates the increase in healthcare spending by the government of Saudi Arabia. The health care spending has increased at a CAGR of 20.4% between 2007 and 2018



11.14 Indicators in Healthcare sector (Saudi Arabia)	
Indicator	Value (2013)
Health expenditure per capita	345
% Budget Allocation	6.5%
Hospitals	249
Population 65 and above	2.86%

- To meet the demand, 11 new hospitals, 11 new medical centers are being constructed in addition to the 132 that are already under construction
- The government is increasing its allocation in the private sector as the rapid growth in lifestyle related diseases such as diabetes, hypertension, stress and obesity are creating multiple opportunities for growth
- The surge in population, policy changes and the increased allocation of government budget to health care points towards a strong growth in demand and the evident supply gap. The skills supply gap is expected to be met by migrants
- As a result, the health insurance market is also expected to experience strong growth. The market grew at a CAGR of 19.4% between 2012 and 2015

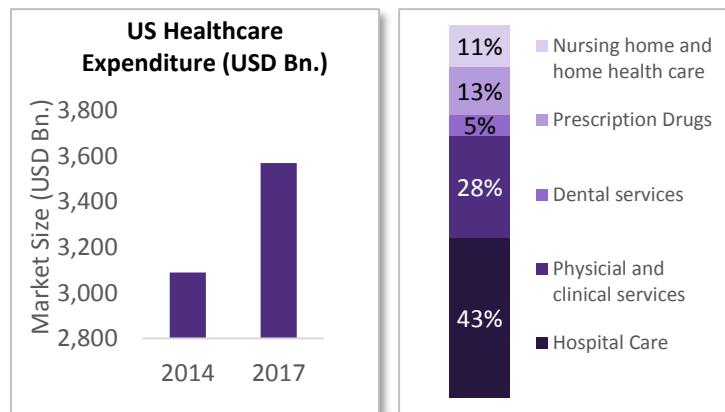


Source- GT analysis, Annexed country Profiles

# Sector Growth and Demand – Healthcare

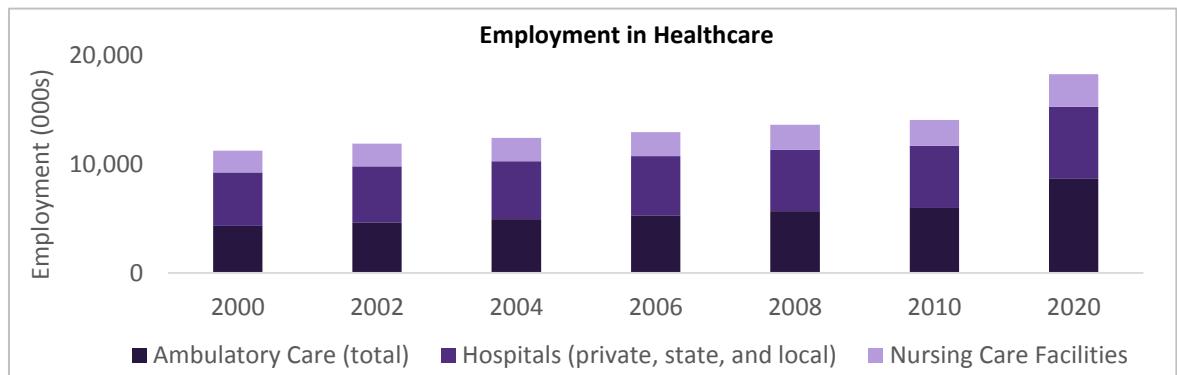
## Healthcare Market Growth (USA)

- Total U.S. health care expenditure was USD 3.09 tn. in 2014, and is projected to grow at a 4.9% CAGR to reach USD 3.57 tn. in 2017
- Hospital care was the largest segment in 2014, accounting for 43% of the total expenditure
- There were over 5,700 hospitals in the US, serving 36.1 mn. patients during the year



## Employment in the Healthcare Sector

- Total employment in the healthcare sector increased from 11.23 million people in 2000 to 14.07 million in 2010, at a CAGR of 2.3%
- Total employment is projected to grow at a CAGR of 2.6% to reach 18.27 million in 2020
- Ambulatory Care and hospitals are the largest segments of this employment, with around 40% each
- Employment in ambulatory care is expected to grow the fastest amongst the segments to reach 8.6 million people in 2020



## Trends and Developments in the Healthcare Sector

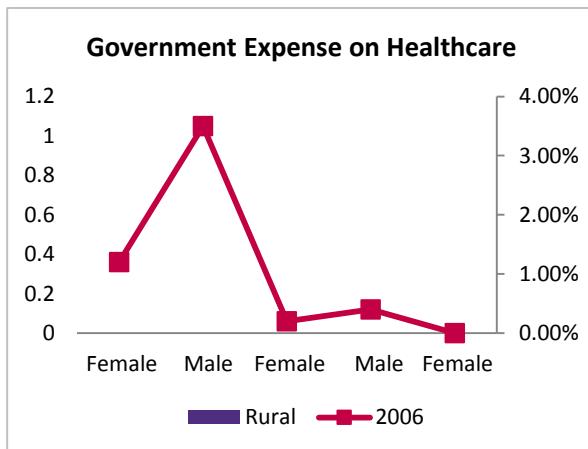
- While total U.S. employment dropped by over 2% between 2000 and 2010, health care employment grew by more than 25% during the same period
- Registered nurses, home health aides, and personal care aides are among the occupations projected to have the largest job growth between 2010 and 2020, adding more than 2 million jobs and another 700,000 job openings due to vacancies from attrition
- Health sector employment is expected to comprise a larger share of total U.S. employment by 2020 than it has in the past. By 2020, it is projected to increase to more than 11%
- Home health care is projected to experience the fastest job growth across all health settings, with an average annual growth of more than 8% between 2010 and 2020 (87,000 new jobs per year)

Source- GT analysis, Annexed country Profiles

# Sector Growth and Demand – Healthcare

## Employment Trend (Australia)

- The government health care spending in Australia for 2015 is planned at USD 51.5 billion which accounts for 16% of the government budget as per the Australian Budget review
- Australian government health expenditure is projected to increase as a proportion of GDP from 4.2 per cent in 2014–15 to 5.7 per cent of GDP in 2054–55. Real health spending per person would be USD 2,800 in 2014–15 and is expected to reach USD 6,600 in 2054–55



## 11.15 Indicators in Healthcare sector (Australia)

Indicator	Value (2013)
Health expenditure per capita	2,800
% Budget Allocation	16%
Hospitals	1,359
Population 65 and above	15.0%

- The increase in expenses from 2015-16 to 2018-19 is driven by a range of programmes within Medical Services and Benefits, Pharmaceutical Benefits and Services and Assistance to the States for public hospitals sub-functions. Higher demand for health services, and a growing and ageing population continue to be significant drivers of increasing health costs
- Government spending on hospitals is expected to increase from USD 10 billion in 2012-13 to USD 18 billion in 2024-25

Health Expenditure by Jurisdiction			
Jurisdiction	2009-10	2019-20	2049-50
Australian Government	12.50%	13.60%	20.70%
All State Governments	0.70%	0.80%	1.00%

Ageing Expenditure by Jurisdiction			
Jurisdiction	2009-10	2019-20	2049-50
Australian Government	15.40%	19.10%	25.10%
All State Governments	0.70%	0.70%	0.60%

## Employment Forecast

11.16 Employment forecast by sub-sector in healthcare (Australia)		
Industry	Employment level - November 2014 ('000)	Projected employment level - November 2019 ('000)
Hospitals	354.4	408.3
Medical and Other Health Care Services	453.3	543.6
Residential Care Services	215.9	262.6
Social Assistance Services	358.0	424.8
Health Care and Social Assistance	1.5	1.8

Source- GT analysis, Annexed country Profiles

## Conclusion

- In the context of the outbound migration, there is scope for more workers (including those previously in the agriculture sector) to move to foreign destinations, particularly GCC countries, to work in various occupational categories, both low-skilled (such as construction, the low-end service sector and domestic work) and medium-skilled (such as health care workers and high-end service activities). The destination countries studied (which this report draws from) sheds some light on the emerging sector-specific demand for migrant workers in each of them
- The GCC region emerged as the primary destination for South Asia migrant workers since the 1970s and has remained so due to the massive development brought in by the oil boom. Today, the GCC countries, with the exception of Saudi Arabia, have a small indigenous population in relation to their total population size, and they need human resources to meet the demands of their growth sectors. The employment situation in the private sector is a case in point. Foreign labour made up nearly 99% of the private sector's labour force in Qatar (2012); 93% in Kuwait (2013) and 89% in Saudi Arabia (2011)
- GCC countries will continue facing demand pressure to keep up with their growth, causing the demand for low-skilled and semi-skilled workers from India (as well as other countries in Asia and Africa) to continue in the short to medium terms. The extent of the pressure will depend on the demographic and policy shifts in those countries. Saudi Arabia is the only GCC country that has a larger national population than foreign (32% foreign compared with 94%, 89% and 69% in Qatar, United Arab Emirates and Kuwait, respectively)
- Nationalization policies combined with the increasing workforce participation of indigenous women are likely to result in labour-substitution effects as native workers take up positions occupied previously by labour migrants, reducing the demand for foreigners
- Despite these shifts, the population growth in the GCC countries is not likely to be adequate to create a domestic labour force capable of sustaining each country's growth patterns. The development trends of these countries suggest an overreliance on labor-intensive growth sectors, and the vast majority of the indigenous populations are not willing to work in low-skilled or semi-skilled work. The conclusion is that the demand for foreign labour migrants, including those from India, is likely to remain high for most of the GCC countries
- The patterns of growth and economic development in the labour-receiving countries are critical indicators of the likely course of demand for migrant workers. All GCC countries have made efforts to diversify their economies away from the oil and gas sector in order to reduce economic dependency on the sector. Kuwait, Qatar, Saudi Arabia and the United Arab Emirates have embarked on large-scale infrastructure development, such as those linked to the World Cup 2022 (in Qatar) and the World Expo 2020 (in the United Arab Emirates)

## **Section 12 – Country Summary for Indian Migration**

# Country Summary – Saudi Arabia



- Saudi Arabia is the wealthiest nation of GCC countries. It ranks at 20 according to the World bank 2015 GDP ranking at current prices and at 14 for GDP ranking at PPP valuation based
- India accounts for 28% of the total expatriate population of Saudi Arabia

- About 10% of the Indian migrants in Saudi Arabia are employed in manufacturing, followed by 5% in the agriculture and related activities. (1 Saudi Riyal= 17.3 INR)
- Majority of the Indian migrant workers are males in the age group 25-34

## Key Reasons for Migration to Saudi Arabia

- ★ **Employment opportunities** – The booming construction sector and dearth of local manpower, has made the migrant workers head to Saudi Arabia due to the certainty of finding jobs and to benefit from low crime rates and limited employment costs
- ★ **Higher pay** – Financial incentive was the most important reason for migration among Indians working in Saudi Arabia, with the bread-earner of the family working in Saudi Arabia, motivated primarily by monetary incentives
- ★ **Low bills** – For migrants working in Saudi, only 2% of the total wage is paid into the tax system. They also provide housing and transportation allowances

## Forecasted Performance of Key Sectors

- The Indian migrant workers in Saudi occupy jobs largely in the construction, wholesale and retail trade, and domestic workers sector.
- Manufacturing, Wholesale and retail trade, construction, Transport and communication, Finance and business services and Government services are sectors whose contribution in GDP is constantly increasing over the years.
- The construction sector in Saudi is poised to grow due to a rising population, plans to overcome the housing shortage and efforts to develop the transport network and renewable energy infrastructure. It is expected to be the largest employing sector by 2020.
- The retail sector is poised to grow primarily lead by an increase in consumer demands owing to higher disposable incomes in Saudi Arabia

## Life of Indian Migrants

- **Violation of minimum wage standards** – 40% of the employees surveyed were being paid under the minimum wage, though no deductions were made except social security tax.
- **Denial of permission to keep one's passport** – Almost half of the employees surveyed did not have their passports and mentioned that they were in possession of the employer for their entire duration of their stay abroad ensuring the workers do not flee the country
- **Delay in payment of salary** – As per inputs received from the migrant workers, delays in the payment of salary were a common practice and ranged from a few days to months.

## Country-Specific Interventions

- ➔ **Pre-departure Training** – There is a need to increase focus on English language training for Indian migrants during the skill training programs conducted in India. This will bridge and understand the gap between the industry expectations and skill set of Indian Migrants
- ➔ **Regulation of recruitment agencies** – A more ethical licensing program with checks for criminality is essential to securing rights for Indian workers. The investigation of Indian migrants by recruiting agents should be carried out before they leave for countries
- ➔ **Contractual adherence supervision** – The National Qualifications Authority of Saudi Arabia is in the process of developing their National Operating Standards, it would be in the best interest of Indian stakeholders to keep a keen eye on the development of these standards, and develop skilling initiatives on similar grounds

# Country Summary – UAE



- UAE is the second largest economy in GCC. In terms of per capita income UAE ranks 32 as opposed to India which ranks 123. (1 AED=17.5 INR)
- India accounts for approximately 27% of the total expatriate population of UAE

- Majority of the Indian migrants were unskilled or semi-skilled
- 57% of the Indian migrants were employed in the retail and construction sectors
- Indian expatriates to the UAE are majorly from Kerala and Tamil Nadu

## Key Reasons for Migration to UAE

- ★ **Economic opportunities** – Migrants reported that the core reason for their migration were better economic opportunities. They reported a 20 point increase in employment and a fivefold increase in the salaries
- ★ **Low cost of migration** – None of the commonly stated costs related with migration were reported by the Indian migrants in the UAE
- ★ **Better standard of living** – The standard of living in UAE especially in cities such as Dubai and Abu Dhabi were reported to be considerably higher than that in India. Further, the migrants reported that their expectation of the quality of life in UAE matched the reality

## Forecasted Performance of Key Sectors

- The retail sector is expected to grow at a CARG of 5% and generate 125,000 jobs by 2020. This growth will primarily be driven by world expo 2020 that is set to be hosted in UAE
- The construction sector is expected to further generate 500,000 additional jobs by 2019

## Life of Indian Migrants

- **Poor working conditions** – The employees reported that they were forced to work for very long hours in physically intensive jobs in extremely hot weather conditions
- **Request to Return** – The standard contract of an Indian migrant states return after 2 years of employment. However, upon the completion of the two years the return is often refused and delayed indefinitely
- **Transportation facilities** – The transportation arrangements made for the workers in UAE are most often unsafe and unhygienic
- **Delay in Payment** – Many employees report that their salaries are withheld without reason by the employer

## Country-Specific Interventions

- **Pre-departure seminars** – In addition to explaining the social aspects and norms that need to be followed in UAE, the government should pay special attention to informing Indian migrants of their rights as employees
- **Training** – The most common complaint received by the employers of the Indian migrants is that they are not satisfied with the quality of work delivered by the Indian worker. Further, reports regarding low level of skills to operate the machinery is often received. Hence, the Indian migrant should receive job-specific training before departure to UAE
- **English proficiency classes** – One of the major problems faced by the employers of Indian immigrants is the lack adequate English skills, hence, it will be beneficial to train Indians
- **Government Interventions** – Government level intervention in order to ensure that the job contracts given to the migrant workers are dually honored by their employers
- The amendment to the UAE federal law 8 outlines employee rights and enforces all aspects of the employee contract including hours of work, termination rights annual leaves etc. The Indian should intervene in case the contract is not honored

# Country Summary – United States of America



- US is the largest economy in the world with a per capita GDP that ranks 1 (1 USD= 64.1 INR)
- India accounts for 3% of the total expatriate population of United States of America
- 45% of the Indian migrants are highly skilled
- In the United states the majority of the Indian migrants are highly skilled

## Key Reasons for Migration to USA

- ★ **Social Security**-Indian expatriates migrate to the United States because of better social security such as Free health benefits, better education system for their children, retirement benefits
- ★ **Higher pay** – For Indian migrants, pay in the United States is more than the wage that they received at home. These migrants aim to accumulate wealth, and remit a large portion of their earnings back to their families
- ★ **Higher Standards of living** – Another very important reason for migration is better standards of living in the United States as compared to the standards of living in India

## Forecasted Performance of Key Sectors

- The key employing sectors of Indian workers are education and healthcare and professional and business services sector
- Hospitality sector is expected to add 1 million jobs by 2020
- The retail sector is expected to generate about 1.2 million jobs by 2020 according to the estimates of Labour statistics USA
- The manufacturing sector is expected to grow in the United States due to reduction of outsourcing operations to China. This sector will need to replace its current workforce with fresh graduates

## Life of Indian Migrants

- **Racial Discrimination** – Indian migrants are discriminated according to their caste, color and country of origin.
- **Unauthorized deduction in salary** – Indian migrant workers complained that the salaries received have unauthorized deductions
- **Delay in payment of salary** – As per inputs received from the migrant workers, delays in the payment of salary were a common practice
- **Excessive and Forced Work** – The workers said that they are often expected to work 12-19 hours at a stretch with no breaks
- **Wage Discrimination** - US natives earn 40% more than the foreign born

## Country-Specific Interventions

- **Pre-departure seminars** – In addition to explaining the social aspects and norms that need to be followed in United States, the government should pay special attention to informing Indian migrants of their rights as employees
- **Regulation of recruitment agencies** – A more ethical licensing program with checks for criminality is essential to securing rights for Indian workers. The government can also intervene in this market and provide placement services
- Maximum number of employees age between 35 and 44 indicating that the most migrants are professional rather than fresher's

# Country Summary – Kuwait



**439,669**  
Migrant Working Population



- Economy is largely depended on oil accounting for 51.5% of its GDP (1 Dinar= 218.53 INR)
- India accounts for 24.8% of the total expatriate working population of Kuwait
- 28.2% of this population are male employees and 10.7% female.
- Out of the Non- Kuwaitis employed in the family sector, Indians represent 43.2%

## Key Reasons for Migration to Kuwait

- ★ **Higher pay** – Kuwait has the highest-valued currency in the world which means more tax-free income to send home. These migrants aim to accumulate wealth, and remit a large portion of their earnings back to their families. There is no personal income tax in Kuwait, even for expats living and working there.
- ★ **Economic Conditions** - Improving the standard of living of the migrant's family back in India was an important driver of migration

## Forecasted Performance of Key Sectors

- The key employing sectors of Indian workers are 'wholesale and retail trade', construction and domestic work. Together these three sectors account for 66.2% of all Indian Migrant Workers
- The retail sector is expected to grow robustly due to increasing urbanization and for being an organized retail segment. The sector looks poised to employ over 500,000 people by 2020
- The infrastructure sector in Kuwait is estimated to grow 15-20% in 2015, with projects aimed at diversifying the country's economy so as to reduce dependency on the oil sector. A rise in demand for public housing will further drive growth in residential construction. This sector is expected to employ 700,000 people by 2020

## Life of Indian Migrants

- **Inhumane work hours** – There are instances where the employees are made to work for long hours at a stretch without any breaks and without overtime payment.
- **Salary discrimination** – Migrant workers are paid a much lower salary in comparison to the Kuwaiti workers. For instance, in the case of construction workers, migrants earned a maximum of KD 400 whereas the other Kuwaiti's worker earned up to KD 800
- **Denial to Change employers** - The Kuwaiti sponsorship system does not allow the migrant workers to change employers without administrative approval. Thus, the workers are forced to endure exploitative conditions and harassment situations for long periods of time

## Country-Specific Interventions

- ➔ **Pre-departure seminars** – In addition to explaining the social aspects and norms that need to be followed in Kuwait, the government should pay special attention to informing Indian migrants of their rights as employees and advise them to join licensed trade to protect their rights
- ➔ **Regulation of recruitment agencies** – A more ethical licensing program with checks for criminality is essential to securing rights for Indian workers. The government can also intervene in this market and provide placement services
- ➔ **Contractual adherence supervision** – Section 24 of the Indian Emigration Act prescribes penalties for violations of contracts. Proper enforcement of blacklists and forfeiture of bank guarantees will help deter employers from violating their obligations

# Country Summary – Oman



- Maximum number of people lie between ages of 25 to 30 indicating most of the migrants were fresh graduates
- India accounts for 37% of the total expatriate population of Oman

- 94.5% of this population comprise of male members, rest being female.
- Over 52% of the workers working in the private & family sector occupy jobs in 'construction' and 'wholesale and retail trade' sectors combined. (1 Rial= 172.72 INR)

## Key Reasons for Migration to Oman

- ★ **Employment opportunities** – Although 'Omanisation' has closed off certain industry sectors to expat jobseekers, it's still relatively easy to find a job in sectors like oil, medicine and education. Migrant workers have flocked to Oman due to the certainty of finding jobs
- ★ **Higher pay** – For Indian migrants Financial incentive was the most important reason for migration of Indians working in Oman, followed by improvement in standard of living
- ★ **Accommodation Arrangement** – Accommodation is usually included in the employment contract. Some companies provide a cash allowance to spend on rent, let an expat choose a property and even liaise directly with the landlord to make the payment on the expat's behalf.

## Forecasted Performance of Key Sectors

- 39% of the construction workers in Oman are construction workers
- The construction sector is undergoing rapid expansion with increased government investment. The sector is expected to employ over 1.7 million expatriates by 2020, following a similar 10 year growth pattern as the industry.
- Activity in the retail segment is likely to pick up in the medium term through growing availability of leasable space. The sector is expected to employ over 325,000 people by 2020
- Oman has largely been driven by the petroleum sector. However, the government has been trying to reduce its dependency by expanding sectors such as tourism & hospitality , construction and retail

## Life of Indian Migrants

- **Exploitation** - Indian migrants working as domestic helps are not covered by Labour laws and are made to work without breaks or days off. Further, they have also reported cases of harassment
- **Poor living and working conditions** – Workers complained about unsatisfactory living and working conditions, harassment, ill- treatment and physical abuse
- **Forceful employment** -Workers reported forceful employment by employers even after their contract expires

## Country-Specific Interventions

- **Pre-departure seminars** – In addition to explaining the social aspects and norms that need to be followed in Oman, the government should pay special attention to informing Indian migrants of their rights as employees
- **Regulation of recruitment agencies** – A more ethical licensing program with checks for criminality is essential to securing rights for Indian workers. The government can also intervene in this market and provide placement services
- **Contractual adherence supervision** – Section 24 of the Indian Emigration Act prescribes penalties for violations of contracts. Proper enforcement of blacklists and forfeiture of bank guarantees will help deter employers from violating their obligations

# Country Summary – Nepal



- 87% of total expatriates in Nepal are from India, by far the most popular nationality in the country ( 1 Nepalese Rupee= 0.62 INR)
- 56% of the Indian migrants in Nepal live in the Tarai, or low-lying plains, region
- Indian migrants are largely semi-skilled, with a small portion of unskilled labourers

## Key Reasons for Migration to Nepal

- ★ **Marginally Higher Pay** – A large portion of the Indian migrants in Nepal are from the lesser developed Indian states of Uttar Pradesh and Bihar. A number of them migrate to Nepal due to higher wage rates in the destination companies
- ★ **Proximity** – Nepal shares a border with India, and migrants do not have to travel far to gain employment. Further, the cost to return back to their native region is low in case of the employment not turning out as planned
- ★ **No Work Permit Required** – Indian workers can work in Nepal without the bureaucratic requirements of a work permit. This makes migration for work a far easier process

## Forecasted Performance of Key Sectors

- The key employing sectors of Indian workers are agriculture, manufacturing and retail
- Agriculture will continue to grow at a moderate pace, with farmers shifting away from only growing one main rice crop towards diverse farming of more vegetables and high value crops, which Nepal produces competitively
- The high growth in Manufacturing in the 1990s that followed policy reforms could not be sustained. The current slower growth is greatly due to the abolition of protectionist policies against Indian industries

## Life of Indian Migrants

- **Payment in Indian currency** – Employers often refused to pay Indian employees their promised amounts of Indian currency. However, they were willing to pay the same amount in Nepali currency
- **Non-Registry with the labour department** – Most Indian migrants were not registered with the labour department of Nepal by their employers, causing them to feel vulnerable in case of any contractual disputes
- **Resigned to work premises** – Many Nepali employers restricted their Indian employees to within the work premises, citing communal violence as the reason

## Country-Specific Interventions

- ➔ **Mandatory registration requirement** – Indian authorities can oversee compliance of the mandatory registration requirement with the Nepali labour department. This will increase information for policy decisions and reduce employee violations
- ➔ **Regulation of labour contractors** – Overseeing the activities of labour contractors from India will help reduce the costs of the middle men and make more available to employees
- ➔ **Pre-orientation seminars** – Pre-orientation seminars should focus on the contractual obligations of both the employer and the employee. Employers found that the turnover was especially high with Indian migrant workers

# Country Summary – Qatar



- In 2013, Qatar ranked 2<sup>nd</sup> in the world in terms of per capita GDP as opposed to India that ranked 123 (1 QAR= 18.27 INR)
- India accounts for 37% of the total expatriate population of Qatar

- 83.1% of this population are employed, mostly on a contractual basis
- Almost 75% of the workers are unskilled and semi-skilled

## Key Reasons for Migration to Qatar

- ★ **Employment opportunities** – The booming hydrocarbon sector coupled with a dearth of local manpower forced Qatar's ruling family to import workers. Migrant workers have flocked to Qatar due to the certainty of finding jobs
- ★ **Higher pay** – For Indian migrants, pay in Qatar is often a multiple up to 5 times the wage that they received at home. These migrants aim to accumulate wealth, and remit a large portion of their earnings back to their families
- ★ **Low bills** – For most unskilled migrants in Qatar, housing and food is provided, and fuel is cheap. Most of the income is discretionary spending, which is often saved by the migrants

## Forecasted Performance of Key Sectors

- The key employing sectors of Indian workers are retail, construction, mining and quarrying, and manufacturing
- 90% of employees in the mining sector are Non-Qatari
- The retail sector is expected to grow robustly due to conference activities and growth in tourist arrivals. Non-Qatari employment in this sector has grown steadily since 2006
- The FIFA 2022 World Cup should yield considerable growth in contracts across the construction and infrastructure sectors. Over 99% of workers in this sector are non-Qatari
- The retail sector is expected to employ 548,000 people by 2020

## Life of Indian Migrants

- **Higher than prescribed fees by recruiting agents** - Agents were often charging about 45 working days salary to Indian migrant workers
- **Modification of contracts** – Indian migrant workers complained that their contracts were modified and substituted by their employers after their arrival in Qatar
- **Delay in payment of salary** – As per inputs received from the migrant workers, delays in the payment of salary were a common practice
- **Poor living and working conditions** – Workers complained about unsatisfactory living and working conditions, harassment, ill-treatment and physical abuse

## Country-Specific Interventions

- ➔ **Pre-departure seminars** – In addition to explaining the social aspects and norms that need to be followed in Qatar, the government should pay special attention to informing Indian migrants of their rights as employees
- ➔ **Regulation of recruitment agencies** – A more ethical licensing program with checks for criminality is essential to securing rights for Indian workers. The government can also intervene in this market and provide placement services
- ➔ **Contractual adherence supervision** – Section 24 of the Indian Emigration Act prescribes penalties for violations of contracts. Proper enforcement of blacklists and forfeiture of bank guarantees will help deter employers from violating their obligations

# Country Summary – Bahrain



- India accounts for approximately 49% of the total expatriate population of Bahrain
- 76.7% were registered as workers, whereas, 23.3% were registered as family members
- Indian's constitute 50% of the private sector employment

- Majority of the Indian migrants were employed in the construction (27.5%) and retail (23.9%) sector (1 BD= 173 INR)

## Key Reasons for Migration to Bahrain



**Employment opportunities** – Over the next 5 years, the total value of construction projects underway is USD 55 Billion. The large number of projects will require a large manpower which cannot be fulfilled by the Bahraini population.



**Better Wages** – For Indian migrants, the wages in Bahrain are considerably higher than the wages in India, this results in a better standard of living



**Low bills** – For most unskilled migrants in Bahrain, accommodation and food is provided under the contract and therefore the average Indian ends up remitting between INR 7000- INR 20,000 per month back to their families in India

## Forecasted Performance of Key Sectors

- The key employing sectors of Indian workers are retail and construction. A small number of Indian migrants are also employed as domestic workers
- The construction sector is expected to grow at a CAGR of 9% and generate an extra 50,000 jobs by 2019
- The retail sector is expected to grow at a CAGR of 8% and create 125,000 jobs by 2019

## Life of Indian Migrants

- Excessive and forced workers** – The workers are expected to work 12-19 hours at a stretch without any breaks. Further, they are not granted leaves for years
- Modification of contracts** – Indian migrant workers complained that their contracts that were signed before departure were deemed invalid upon arrival in Bahrain and substituted by new contracts
- Unsafe and unhygienic conditions** – The labour camps that the Indian migrants are given accommodation that are unhygienic and congested
- Delay in Payment** – Many employees report that their salaries are withheld without reason by the employer
- Wage Discrimination** – Bahraini workers have a minimum wage of BD 200/month. However no such law applies to migrants

## Country-Specific Interventions



**Pre-departure seminars** – In addition to explaining the social aspects and norms that need to be followed in Bahrain, the government should pay special attention to informing Indian migrants of their rights as employees



**Pre-requisite certifications** – The skills of the Indian migrants should be benchmarked to those required by the job in Bahrain. Further, it may be beneficial to require compulsory certification for job-specific skills that will reduce the gestation period between arrival in the destination country and the start of the job



**Contractual adherence supervision** – Section 24 of the Indian Emigration Act prescribes penalties for violations of contracts. Proper enforcement of blacklists and forfeiture of bank guarantees will help deter employers from violating their obligations



**Social Security** – Migrants are not entitled to any health benefits, pension schemes. The Government of India can intervene to help Indians access these failures

# Country Summary – Singapore



- Singapore is one of the world's top developed economies attracting migrants due to the high standards of living and work opportunities (1 SND= 47.18 INR)
- India accounts for 9.1% of the total resident population of Singapore
- There are 225,000 working age Indians and 150,000 migrant workers from India in Singapore

## Key Reasons for Migration to Singapore

- ★ **Low Taxation** – Singapore offers many benefits to migrants including low taxation which leaves migrants with a high disposable income which easily rivals what is on offer in India.
- ★ **Multiculturalism** – It will be very easy to adapt to the new country. Among other languages (such as Mandarin Chinese and Malay language), one of the official languages in this country is English. Thus migrants don't have to face with major cultural differences.
- ★ **Peace and Stability** – This condition has allowed immigrants who left India due to poverty and overpopulation. There are almost no racial riots due to the good town planning and strong law enforcements ensuring minimal conflicts.

## Forecasted Performance of Key Sectors

- The key employing sectors of Indian workers are construction and retail Market.
- The outlook for construction is favorable, as a result of the government's focus on major infrastructure and residential construction activities. Higher demand for institutional projects and investments in commercial and industrial projects will also support the construction industry.
- Retail is expected to grow at over 2.2% compounded annually till 2020 primarily lead by increase in consumer demands in food and personal products. This sector is expected to generate 72,000 jobs by 2020
- Construction sector is expected to generate 290,000 jobs by 2020

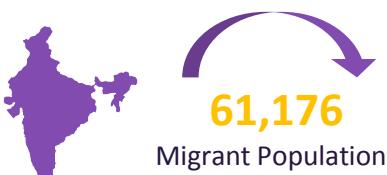
## Life of Indian Migrants

- **Unauthorized deductions from salary** - The employers make unauthorized deductions from the employee's salary on account of water, electricity, accommodation and food.
- **Poor working conditions** – The labourers are required to work in unsafe conditions and are denied any safe equipment.
- **Abuse and violation of human rights** – Migrant employees are complained of being treated very poorly. Their movements and behavior are tightly controlled by boss who can terminate their employment and send them back to India at any time without any justification

## Country-Specific Interventions

- **Ministry of Manpower Initiatives** – In order to raise awareness about safe working conditions and legal obligations, the Ministry of Manpower has published a guide for employers of migrant domestic workers. It has introduced two compulsory programs: an orientation for new employers, and a safety awareness seminar for all new migrant domestic workers.
- **Focus on adult labour**- The new requirements encourage the recruitment of older, English-speaking, formally educated migrant domestic workers. The Ministry of Manpower changed the minimum age of employment for a migrant domestic worker from eighteen to twenty-three. It also now requires domestic workers to possess at least eight years of formal education and to pass an English proficiency exam.

# Country Summary – New Zealand



- India accounts for 6.7% of the total expatriate population of New Zealand
- 14% of all permanent migrants to New Zealand in 2013/14 were from India
- India was the largest source country of skilled migrants with 20% of all skilled migrants
- Manufacturing and retail are the largest contributors to GDP (1 NZD= 43.3 INR)

## Key Reasons for Migration to New Zealand

- ★ **Ease of gaining residence** – Indian migrant employees found that the success rate for applications for residency or visas in New Zealand was high, especially if they studied in the country prior to the application
- ★ **Ease of transition from study to work** – Indian students in New Zealand found it easy to transition into work in New Zealand. Most of these respondents believed that their study aptly prepared them for their future work in the country
- ★ **Higher pay and standard of living** – For Indian migrants, pay in New Zealand is significantly higher than what they received at home. Further, they enjoyed higher standards of living

## Forecasted Performance of Key Sectors

- The key employing sectors of Indian workers are food services, retail, accommodation and manufacturing
- The food services sector is expected to grow moderately until 2017. Consumers are increasingly spending their discretionary budgets on higher cost hospitality services
- Retail is also expected to grow moderately, but will witness more cyclicalities. Retail sales of electronics goods is expected to grow fastest in the following years

## Life of Indian Migrants

- **Gaps in effective communication** - The difference in the English speaking accent was believed to be a major disadvantage for Indian employees. Migrants also did not know the correct etiquette for written communication
- **Difficulties with commute and accommodation** – Migrants often found it difficult to find appropriate housing and use public transport to reach their workplace
- **Consistency of regulations and procedures** – Indian migrants found it useful that many of the daily regulations and procedures in New Zealand were consistently followed. This made life as a migrant easier

## Country-Specific Interventions

- ➔ **Pre-departure seminars** – Employers found low skilled workers from India to lack a basic civic sense and understanding of the laws and regulations in the country. Employers also called for English language training, with a specific emphasis on accent
- ➔ **Maintenance of skill training standards** – For effective employment, India should monitor changes in operating standards in New Zealand, and maintain the pace of its own skilling initiatives
- ➔ **Focus on low-skilled migration** – The majority of Indian migrants to New Zealand are highly skilled. Conducting information seminars on the process of migration and opportunities for low and semi-skilled migrants would promote migration for this group as well
- ➔ **Language Training** – Many employers complained regarding Indian workers inability to communicate in English. It is advised to hold language fluency classes.

# Country Summary – Uganda



- India accounts for 0.8% of the total expatriate population of Uganda
- India accounted for 38.6% of all work permits issued in FY 2013, the largest source country
- Following their displacement by dictator Amin in 1969, most Indian businessmen did not return
- 1 UGX=0.0201 INR

## Indian Migrant History

- Indians were initially recruited to Uganda by the British in the late 19<sup>th</sup> century to work on railroad construction. These workers were paid more than what they would get in India, and also attracted shopkeepers and small merchants to the country who would sell to them
- The proportion of South Asian immigrants within the total population of Uganda has never amounted to more than 1.25%, which was during their peak population in the 1960s
- In 1969, the brutal dictator Idi Amin came to power in Uganda and expelled the large majority of Asians from Uganda. Over 50,000 Asians were displaced from the country without their wealth and belongings
- The economy faltered and economic desperation and pressure from the World Bank and other Western aid donors led the Ugandan government to seek the return of Asian businessmen. Efforts to attract these exiled businessmen have centered on the restoration of the thousands of confiscated properties belonging to them
- Yet, relatively few of the Indians and Pakistanis returned from abroad to reclaim their businesses. Many returnees have found difficulties in working through the bureaucratic procedures, although the more successful have been able to reclaim large amounts of wealth

## Current Migration Scenario

- Indians are allowed to search for jobs in Uganda on a tourist visa, and work permits can be obtained from the Immigration Control Board. There are new immigrant movements from Punjab and Kerala to Uganda. However, the numbers remain small at this stage
- Feedback from our interviews have suggested that there is not a large scope for migration of low and semi-skilled workers in the country. There is a large number of unemployed population in the country, and wage levels are lower than in India. The minimum wage in Uganda has been stagnant at 6,000 Ugandan shilling per month, since 1984. New minimum wage rates are expected in 2015

## Forecasted Performance of Key Sectors

- Agriculture remains the backbone of the Ugandan economy, and accounts for the largest share of GDP in Uganda amongst all sectors. This share has declined from 20.8% in 2005 to 14.2% in 2013
- Construction, Trade and Repairs accounts for over 10% of GDP. The expansive phase of the economy in Uganda has led to a strong 8% CAGR growth in the construction sector
- Transportation, Communications, Financial and Insurance have been the fastest growing sectors in recent years, indicating a shift towards a more service oriented economy

# Country Summary – Ethiopia



- There is no data for Indian migrants available in Ethiopia as the unemployment rate in Ethiopia is very high.
- Most migrants fall under the ages of 20 -39, indicating that the mix of fresh graduates and experienced individual migrate to the country
- 1 BIRR= 3.101 INR

## Forecasted Performance of Key Sectors

- Agriculture remains the backbone of the Ethiopian economy, and accounts for the largest share of GDP in Ethiopia amongst all sectors. It accounts for 46.3% of the GDP
- The economy of Ethiopia is driven by the agriculture sector, which accounts for 46.3% of GDP, 60% of exports, and 80% of total employment

## Unemployment in Ethiopia

- In Ethiopia, the unemployment rate is higher than the employment rate for the semi and unskilled labour force. As per GT's findings, the major part of the migrant population to Ethiopia from India are skilled and highly skilled. Therefore, we were unable to conduct a case-based analysis for the country
- Further, the minimum wage rate in Ethiopia is \$58.1 per month in PPP terms, which is lower than the \$174.7 per month minimum wage in India
- The government in Ethiopia is currently focused on reducing the local unemployment rate by incentivising firms to hire the local semi and unskilled workforce. The following are some of the incentives provided to the local workforce:
  - Employment security by providing written fixed term contracts and written employment particulars
  - Compensation for working overtime and night
  - Transport for work
  - Free health care insurance
  - Free protective gear
  - Training at workplace for better knowledge
  - Providing job security during sickness
  - Providing Disability and work injury benefits

# Country Summary – Australia



- Australia has the 5<sup>th</sup> largest per capita income making it attractive destinations for potential migrants (1 AUD=47 INR)
- India accounts for 6.6% of the total expatriate population of Australia

- Most of the Indian workers are employed either in the construction sector (27.5%) or in the wholesale and retail sector (23.9%)
- The majority of these migrants are from Punjab, Kerala and Tamil Nadu

## Key Reasons for Migration to Australia

- ★ **Ease of gaining residence** – Indian migrant employees found that the success rate for applications for residency or visas in Australia was high, especially if they studied in the country prior to the application
- ★ **Higher Pay** – A large number of Indian low-skilled employees were in Australia without their families. These workers saved most of their income in order remit income back to their families in India
- ★ **Higher standard of living** – For Indian migrants, they enjoyed higher standards of living than what they had in their hometowns

## Forecasted Performance of Key Sectors

- The construction sector is expected to generate 137,000 additional jobs by 2019
- The key employing sectors of Indian workers are retail, construction, healthcare and personal services and accommodation and food services
- The retail sector in Australia is poised to grow at over 3.7% annually till 2019 due to increases in consumer demands for food and personal products. Retail sector is expected to generate 83,000 jobs by 2020
- The employment in the healthcare and personal services sector is expected to grow at 3.5% annually till 2019 due to increase government healthcare spending

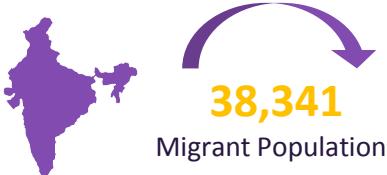
## Life of Indian Migrants

- **Gaps in effective communication** - The difference in the English speaking accent was believed to be a major disadvantage for Indian employees. Migrants also did not know the correct etiquette for written communication
- **Difficulties with commute and accommodation** – Migrants often found it difficult to find appropriate housing and use public transport to reach their workplace
- **Early termination of working visa and deportation** – Many low-skilled Indian migrant workers were threatened with suspension and early termination of work visas. This was especially serious for workers who contributed to a share of their relocation costs

## Country-Specific Interventions

- ⌚ **Pre-departure seminars** – Employers found low skilled workers from India to lack a basic civic sense and understanding of the laws and regulations in the country.
- ⌚ **Maintenance of skill training standards** – For effective employment, India should monitor changes in operating standards in Australia, and maintain the pace of its own skilling initiatives
- ⌚ **Contractual workshops** – Indian government authorities should explain the legalities of low-skilled migrant contracts and also give them a list of agencies that will help in case of various violations
- ⌚ **Language Training** – Many employers complained regarding Indian workers inability to communicate in English. It is advised to hold language fluency classes.

# Country Summary – Canada



- Majority of migrants are highly skilled due to the point based system used to distribute work visa that gives preference to highly skilled migrants
- India accounts for 15% of the total migrant population in the Canada
- In 2013, 33,000 Indians were issued work visas

- The average annual wage for immigrant women is equal to that of the female citizens. However, the average annual wage for immigrant males is relatively lower than that of male citizens
- The Majority of migrants were between the ages 30-34 indicates experienced workers are more likely to migrate to Canada (1 CND= 49.2 INR)

## Key Reasons for Migration to Canada

- ★ **Employment Opportunities** – The IT sector of Canada is currently experiencing a boom and the lack of manpower in the country leads to migrants
- ★ **Healthcare System** – Canada has one of the finest health care systems, services of which are usually available for free for all residents
- ★ **High Salaries** - In October 2015, the minimum wage in Canada was raised to \$10.50, making it one of the best salary benefits program in the world. In addition, the work culture in Canada is developed and sophisticated

## Key Sectors in Canada

- Canada is primarily a service based economy with trade employing the maximum number of people
- The real estate and related activities sector is expected to show the highest growth in the country, growing at a CAGR of 3%, followed by construction at a CAGR of 1.9% and Healthcare at a CAGR of 1.8%
- The IT sector in Canada also shows potential and is expected to further grow over the next decade
- The Canadian construction sector is expected to fall short of 250,000 workers by 2020 which will be primarily filled by migrants

## Life of Indian Migrants

- **Delays in acquiring initial certification** – Migrants reported that even after the rigorous screening conducted before departure, upon arrival, the candidate is required to gain additional certifications costing hundreds of dollars, taking up to 2-3 years. Further, they reported that even after this lengthy process the migrant is forced to settle for survival jobs
- **Language Barrier** – The official languages of Canada are French and English. If the candidate is not proficient in both, the probability of acquiring a job is very low

## Country-Specific Interventions

- ➔ **Language classes** - It is advisable that before the migrant departs for Canada, he/she attends compulsory classes for French and English
- ➔ **Pre-departure seminars** - Prior to the candidates departure, the candidate should be informed about all weather and cultural differences between India and Canada. They should also be briefed on all the supplies they might require to cope with the extreme weather conditions
- ➔ **Pre-validation of qualifications**– Before the migrants departs the country, the government should make sure that all their qualifications are benchmarked to the Canadian standards. In additions, the candidate should be required to acquire all the extra certifications in India itself

# Country Summary – Malaysia



- Malaysia is one of the most competitive economies in Asia and reported the second highest economic growth in the ASEAN region (1 Ringgit= 15.3 INR)
- India accounts for 9% of the total expatriate population of Malaysia

- South Indian states such as Kerala and Tamil Nadu supply the majority of expatriates to Malaysia
- 22% of the Indian citizens in Malaysia work in the services sector followed by 14.7% in the agriculture sector

## Key Reasons for Migration to Malaysia

- ★ **Incentives**– Financial incentives are one of the major reasons for Indians migrating to Malaysia .
- ★ **Higher pay** – For Indian migrants, pay in Qatar is often a multiple up to 5 times the wage that they received at home. These migrants aim to accumulate wealth, and remit a large portion of their earnings back to their families
- ★ **Support members in the home country**– Most of the workers are the only earning member in the family so in order the family have more money to survive they migrant to Malaysia.

## Forecasted Performance of Key Sectors

- The manufacturing sector has grown to 5.4% in 2013 from 4.5% in 2012. It continues to be the second largest contributor to national GDP, with its share growing by 3.4%. Manufacturing sector is expected to generate 27,553 additional jobs by 2020
- The wholesale and retail industry plays a major part in Malaysia's economy, contributing 12.7% to the country's GDP. In the second quarter of 2014, the industry registered a y-o-y growth of 8.88%

## Life of Indian Migrants

- **Lack of communication skills** - Employers rated Indian migrant workers fairly low on communication skills.
- **Conflicts between foreign workers of different nationalities** – Many Indian migrants have been involved in conflicts with migrants of other nationalities such as Pakistanis and Bangladeshis
- **Seizure of migrant workers' passports by employers**-Migrant worker advocates report that it is common practice for employers to seize migrant workers' passports upon arrival in Malaysia the migrant workers,
- **Poor living and working conditions** – Workers complained about unsatisfactory living and working conditions, harassment, ill- treatment and physical abuse

## Country-Specific Interventions

- **Pre-departure seminars** – In addition to explaining the social aspects and norms that need to be followed in Malaysia, the government should pay special attention to informing Indian migrants of their rights as employees
- **Regulation of recruitment agencies** – A more ethical licensing program with checks for criminality is essential to securing rights for Indian workers. The government can also intervene in this market and provide placement services

# Country Summary – Sri Lanka



- India accounts for approximately 27% of the total expatriate population of UAE
- 52% of the Indian migrants were male whereas 48% were females
- Of the total Indian migration, the migration to Sri Lanka constituted a very small number of workers
- 1 Sri Lankan Rupee = .46 INR

## Forecasted Performance of Key Sectors

- Construction, Manufacturing and Retail are the key sectors in Sri Lanka, constituting 55.6% of the national GDP
- The maximum number of people are employed in the wholesale and retail sector. It also employs the maximum number of non-Sri Lankans
- The share of the construction sector in GDP has experienced a steady growth between 2012 and 2014

## Life of Indian Migrants

- **Discrimination** – Majority of Indians that migrate to Sri Lanka are Indian Tamils. Indian Tamils reported multiple cases of discrimination against them
- **Low wage rate** – The wage rate in Sri Lanka is \$130.7/month which is lower than that of \$174.7 in India
- **Poor standards of living** – The migrants reported that the standards of living in Sri Lankan cities was lower than that in Indian cities
- **Unstable political environment** – The migrants reported that due to an unstable political atmosphere, they did not feel that the living conditions were safe

## Country-Specific Interventions

- **Pre-departure seminars** – In addition to explaining the social aspects and norms that need to be followed in Sri Lanka, the government should pay special attention to informing Indian migrants of the political scenario in Sri Lanka
- **English proficiency classes** – One of the major problems faced by the employers of Indian immigrants is the lack adequate English skills, hence, it will be beneficial to train Indians for the same

# Country Summary – South Africa



- India accounts for 4% of the total expatriate population of South Africa
- Of the working age population as a whole 3% are Indians.
- Indians migrating to South Africa for employment are a few in number, with a majority being hired for skilled job roles
- 1 South African Rand = 4.61 INR

## Indian Migration

- Of the total migrants, the migration to South Africa constituted a small number of workers
- Indians migrating to South Africa for employment are a few in number, with a majority being hired for skilled job roles
- The government of South Africa also limits migration for semi-skilled and unskilled job roles so as to combat the country's high unemployment
- Indian Labour lacks the basic math and reading skills, work habits, and interpersonal skills that most international employers require

## Reasons why Indians are not preferred for semi-skilled and unskilled jobs

- Lack of technical know-how and training on automated processes. Many tasks in India are performed manually, while tasks are usually automated across industries in South Africa
- Also, Indian migrant workers have little or no knowledge of international Health & Safety standards. Mindset of Indian migrant workers also needs to be changed to comply with Health & Safety standards
- Indian Labour lacks the basic math and reading skills, work habits, and interpersonal skills that most international employers require
- Team-work is another area of low scoring for Indian Labour. Many Indian workers (semi-skilled or below) are not open to change that hampers their effectiveness

## Forecasted Performance of Key Sectors

- Manufacturing and retail were the largest contributors to the GDP
- The key employing sectors of workers are community and social sector and retail trade.
- The community and social services sector is the largest employer in South Africa and is further expected to generate more number of jobs over the next five years following a similar 10 year growth pattern in the industry
- The retail trade sector is the second-largest employer in South Africa that is expected to generate less number of jobs over the next five years
- Retail and financial services sector are expected to employ 3.1 million and 2.3 million people by 2020

# Country Summary – UK



- UK is the 10<sup>th</sup> largest economy in terms of PPP with high standards of living, making it an attractive destination for migrants. (1 GBP= 99.3 INR)
- India accounts for 16% of the total migrant population in the UK

- Of the Indian migrant population, approximately 18% were issued work visas
- Public administration, education and health is the largest employing sector for Indian (approximately 27%)
- Most migrants are of ages 30-49, making the migrant workforce experienced

## Key Reasons for Migration to UK

- ★ **Superior healthcare facilities** – For residents of the UK, the National Health Services (NHS) provides free access to high quality health care
- ★ **Higher pay** – For Indian migrants, the salaries in the United Kingdom are considerably higher in both high skilled and low skilled jobs. This in turn helps the migrants to remit a sizable portion of their salaries back to their families in India
- ★ **Higher Standard of living** – The living standards of Indian migrants improve considerably when they move to the UK, some of the facilities include better sanitation, better health care, cleaner environment, well developed public transportation system etc.

## Key Sectors in the United Kingdom

- The key employing sectors of Indian workers are public administration, education and health and distribution, hotels and restaurants
- Manufacturing, Construction and Retail are expected to have skill shortages in the next decade. In manufacturing, the skill demand in the motor vehicles sector is expected to rise sharply
- The construction sector contracted after the 2008 financial crisis but is expected to rebound by 2020

## Life of Indian Migrants

- **Discrimination** – Multiple reports of discrimination on the basis of colour were reported by migrants where they were treated as inferior to the British nationals
- **Job Opportunities** – The citizens of the UK receive preference for non-UK citizens for any job opportunities that may arise
- **High Cost of Living** – Migrants reported that the cost of living in the UK is so high that after deduction of taxes and daily expenses, almost nothing can be saved

## Country-Specific Interventions

- ➔ **Pre-departure seminars** – In addition to explaining the social aspects and norms that need to be followed in the UK, the government should pay special attention to informing Indian migrants of their rights as employees
- ➔ **English proficiency classes** – One of the major problems faced by the employers of Indian immigrants is that the Indians lack adequate English skills, hence, it will be beneficial to train Indians for the same
- ➔ **Pre-validation of qualifications** – Employers of UK often face difficulty in validating the qualifications the Indian migrants possess. Therefore, in order to decrease the time period between migrating and actual employment, the government should make sure the qualifications of the migrants are pre-validated

# Country Summary – Germany



- India accounts for less than 1% of the total expatriate population of Germany
- Manufacturing and trade employees 44% of the total workforce
- Majority of the Indians migrate to Germany because of family followed by Remunerated activities
- Majority of Indians hired are highly skilled
- 1 EUR= 71.45 INR

## Forecasted Performance of Key Sectors

- The whole and retail sector in Germany is the largest employer in Germany and is expected to generate more number of jobs in the next 5 years reaching to a total of 10.2 million people by 2020
- The wholesale and retail trade sector grew by 11.2% in 2013 to EUR 216.9 billion
- The manufacturing sector is the second largest employer in Germany and is expected to employ 7.6 million people by 2020
- Business and financial services account with EUR 359 billion, together with other service related industries, for approximately 69% (EUR 1,638 billion) of the German gross value added in 2012.

## Indian Migrants

- Indians migrating to Germany for employment are few in numbers, with a majority being hired for skilled job roles
- For semi-skilled or lower job roles in Germany, personnel from within the EU or other regions in Asia are preferred. European workforce is more expensive but are trained on international working standards and processes, while other Asian regions offer a workforce that possesses similar skill levels compared with India's workforce and is cheaper

### Indians are not preferred for semi-skilled or unskilled job roles because of the following reasons:

- Lack of technical know-how and training on automated processes. Many tasks in India are performed manually, while tasks are usually automated across industries in Germany
- Also, Indian migrant workers have little or no knowledge of international Health & Safety standards. Mindset of Indian migrant workers also needs to be changed to comply with Health & Safety standards
- Indian labour lacks the basic math and reading skills, work habits, and interpersonal skills that most international employers require
- Team-work is another area of low scoring for Indian labour. Many Indian workers (semi-skilled or below) are not open to change that hampers their effectiveness

# Country Summary – Netherlands



- Netherlands is the 25<sup>th</sup> largest economy by GDP (PPP) in the world. (1 EUR= 71.32 INR)
- India accounts for less than 1% of the total expatriate population of Netherlands
- Of all the first permits issued to Indian nationals in 2014, about 48% were for remunerated activities while 38% were for family reasons

- Highly skilled workers accounted for the vast majority of 93% of the total Indian expatriates employed in Netherlands

## Forecasted Performance of Key Sectors

- Government and care and wholesale and retail trade sector are the two largest employing sector in Netherland employing about 32% of the total employed population
- The spending the care sector is expected to increase by EUR 219 million to increase the quality of nursing institutions
- The public sector is expected to employ around 2.6 million people by 2020 and is expected to rise by EUR 1.3 billion each year
- The wholesale and retail trade sector is expected to employ around 2.2 million people by 2020. The imports grew by 21% and the exports by 34% between the years 2009-2013
- The business services sector in Netherlands is projected to grow at an average of 4.5% during 2015 and 2016

## Indian Migrants

- Indians migrating to Netherlands for employment are a few in number, with majority being hired for skilled job roles
- Healthcare sector is the largest employer for Indian migrant workers, including doctors and nurses

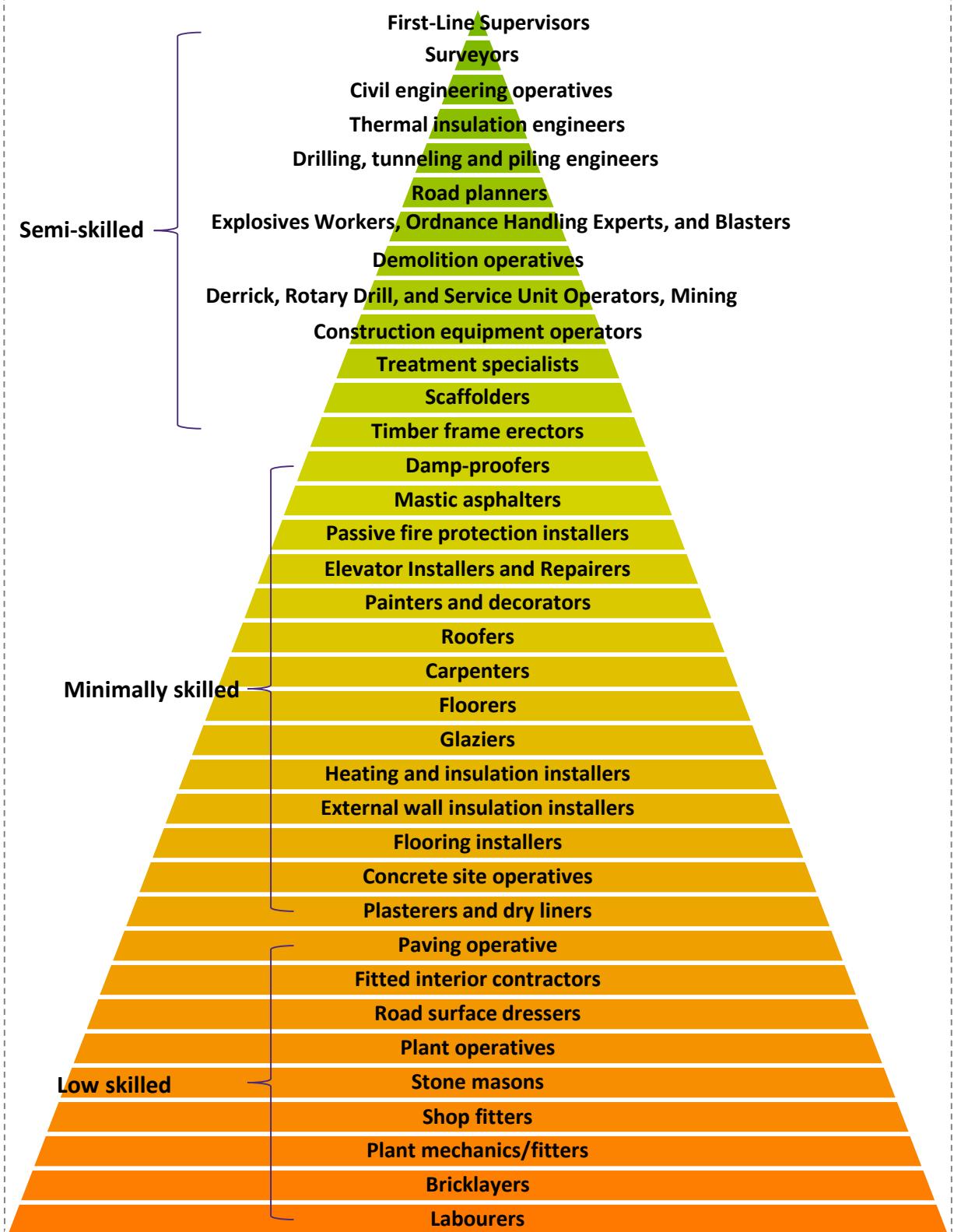
### Indians are not preferred for semi-skilled or unskilled job roles because of the following reasons:

- Lack of technical know-how and training on automated processes. Many tasks in India are performed manually, while tasks are usually automated across industries in Netherlands
- Also, Indian migrant workers have little or no knowledge of international Health & Safety standards. Mindset of Indian migrant workers also needs to be changed to comply with Health & Safety standards
- Indian Labour lacks the basic math and reading skills, work habits, and interpersonal skills that most international employers require
- Team-work is another area of low scoring for Indian Labour. Many Indian workers (semi-skilled or below) are not open to change that hampers their effectiveness

## **Section 13 – Skill Gaps & Training Recommendations**

## Job Roles - Construction

Below is a hierarchical representation of the various job roles in the construction sector:



## Skill Gaps by Job Role - Construction

After primary interviews and discussions with multiple employers in the 20 selected countries , we have compiled a list of job roles that are likely to have skill shortages over the next decade country wise. The table below lists the same:

**13.1 Skills Gaps by occupation and country**

Occupation	Skill Gaps	Countries
<b>First-Line Supervisors</b>	<ul style="list-style-type: none"> <li>• Lack of IT skills</li> <li>• Limited ability to read and follow blue prints and guidelines for execution of work</li> </ul>	<ul style="list-style-type: none"> <li>• GCC countries</li> <li>• Europe</li> </ul>
<b>Bricklayers</b>	<ul style="list-style-type: none"> <li>• Lack of training with regard to using specialist tools such as brick trowel, pointing trowel, hawks etc.</li> <li>• Unable to read technical plans</li> <li>• Lack geometric and algebraic skills, and incapable of reading measuring tools and blueprints</li> <li>• Inadequate quality of finishing</li> </ul>	<ul style="list-style-type: none"> <li>• GCC countries</li> <li>• Singapore</li> <li>• Australia</li> <li>• Malaysia</li> </ul>
<b>Elevator Installers and Repairers</b>	<ul style="list-style-type: none"> <li>• Lack of awareness of safety rules and practices</li> <li>• Don't possess the proper mindset for legal compliance of health and safety measures</li> </ul>	<ul style="list-style-type: none"> <li>• Kuwait</li> <li>• Bahrain</li> <li>• Singapore</li> <li>• Australia</li> </ul>
<b>Explosives Workers, Ordnance Handling Experts, and Blasters</b>	<ul style="list-style-type: none"> <li>• Unable to plan and organize explosives-related activities</li> <li>• Lack awareness and mindset to follow safety rules and practices</li> <li>• Lack of coordination/communication skills and team work</li> </ul>	<ul style="list-style-type: none"> <li>• GCC countries</li> </ul>
<b>Painters and decorators</b>	<ul style="list-style-type: none"> <li>• Lack geometric and algebraic skills, and reading blue prints with new generation painting designs and color mix</li> </ul>	<ul style="list-style-type: none"> <li>• GCC countries</li> <li>• Singapore</li> <li>• Australia</li> <li>• Malaysia</li> <li>• UK</li> </ul>
<b>Derrick, Rotary Drill, and Service Unit Operators, Mining</b>	<ul style="list-style-type: none"> <li>• Lack of technical understanding of using derrick and drills safely</li> </ul>	<ul style="list-style-type: none"> <li>• GCC countries</li> </ul>
<b>Plasterers and dry liners</b>	<ul style="list-style-type: none"> <li>• While the two occupations are grouped under one category, more emphasis is laid on mastering plaster techniques whereas very few are trained in dry lining</li> </ul>	<ul style="list-style-type: none"> <li>• Saudi Arabia</li> <li>• Germany</li> </ul>
<b>Roofers</b>	<ul style="list-style-type: none"> <li>• Lack knowledge about relevant equipment, policies, and procedures</li> <li>• Lack of awareness of safety rules and practices to work at heights</li> </ul>	<ul style="list-style-type: none"> <li>• UK</li> <li>• Germany</li> </ul>
<b>Floorers</b>	<ul style="list-style-type: none"> <li>• Lack computer aided design skills (CAD) as well as skills to read and follow dimensional accuracy through blue prints</li> <li>• Unable to provide accurate and quality finish</li> </ul>	<ul style="list-style-type: none"> <li>• UAE</li> <li>• Kuwait</li> <li>• Germany</li> </ul>

## Skill Gaps by Job Role - Construction

Occupation	Skill Gaps	Country
<b>Glaziers</b>	<ul style="list-style-type: none"> <li>Lack knowledge regarding watertight fittings using sealants or rubber strips</li> </ul>	<ul style="list-style-type: none"> <li>UAE</li> <li>UK</li> </ul>
<b>Concrete site operatives</b>	<ul style="list-style-type: none"> <li>Lack technical know-how to use new technological processes and equipment</li> <li>Incompetent in terms of qualitative and quantitative technical know-how on various mixes of concrete</li> <li>Unaware of consequential risks of inaccurate concrete mixes and precise requirements</li> </ul>	<ul style="list-style-type: none"> <li>Kuwait</li> <li>Bahrain</li> <li>Canada</li> </ul>
<b>Scaffolders</b>	<ul style="list-style-type: none"> <li>Lack technical know-how on various designs and quality of scaffolding materials as well as their appropriate use</li> <li>Unaware about safety procedures and principles of working at heights</li> </ul>	<ul style="list-style-type: none"> <li>UAE</li> <li>Saudi Arabia</li> <li>Germany</li> </ul>
<b>Plant operatives</b>	<ul style="list-style-type: none"> <li>Lack exposure to modern construction equipment and designs</li> <li>Unaware of consequential risks in terms of using damaged equipment and not following safety practices</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> </ul>
<b>Plant mechanics/fitters</b>	<ul style="list-style-type: none"> <li>Lack knowledge about modern technical tools</li> <li>Low levels of teamwork and communication skills</li> <li>Inflexible mindset and not willing to change ways of working as per conditions overseas</li> </ul>	<ul style="list-style-type: none"> <li>Kuwait</li> <li>Bahrain</li> <li>Singapore</li> </ul>
<b>Timber frame erectors</b>	<ul style="list-style-type: none"> <li>Lack technical know-how and tool handling practice</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> </ul>
<b>Labourers</b>	<ul style="list-style-type: none"> <li>Lack team-work spirit and communication skills</li> <li>Inflexible mindset and not willing to change ways of working as per conditions overseas</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> <li>Singapore</li> <li>Australia</li> <li>Malaysia</li> <li>Germany</li> </ul>
<b>Paving operative</b>	<ul style="list-style-type: none"> <li>Quality of work is below international standards due to lack of knowledge of handling tools</li> </ul>	<ul style="list-style-type: none"> <li>Qatar</li> <li>Saudi Arabia</li> </ul>
<b>External wall insulation installers</b>	<ul style="list-style-type: none"> <li>Lack of technical know-how to produce quality finish</li> </ul>	<ul style="list-style-type: none"> <li>UK</li> </ul>
<b>Surveyors</b>	<ul style="list-style-type: none"> <li>Lack of knowledge about modern surveying equipment and communication skills</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> </ul>
<b>Civil engineering operatives</b>	<ul style="list-style-type: none"> <li>Lack of adequate skills to produce designs and execute tasks as per safety standards</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> </ul>
<b>Road planners</b>	<ul style="list-style-type: none"> <li>Lack of planning skills with respect to available resources</li> </ul>	<ul style="list-style-type: none"> <li>UAE</li> <li>Saudi Arabia</li> </ul>

## Skill Gaps by Job Role - Construction

Occupation	Skill Gaps	Country
Carpenters	<ul style="list-style-type: none"> <li>Lack technical know-how to use modern hand tools and safety equipment</li> <li>Incompetent at reading and following dimensional accuracy through blue prints</li> <li>Unable to provide accurate and quality finish</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> <li>Australia</li> </ul>
Stone masons	<ul style="list-style-type: none"> <li>Lack knowledge about hand-tools to produce specialist carving</li> <li>Poor team-work spirit and mindset</li> <li>Unable to provide quality finish</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> <li>Australia</li> </ul>
Passive fire protection installers	<ul style="list-style-type: none"> <li>Incompetent in terms of product knowledge and awareness of international safety standards</li> </ul>	<ul style="list-style-type: none"> <li>Europe</li> </ul>
Fitted interior contractors	<ul style="list-style-type: none"> <li>Lack skills with regards to CAD and quality finish</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> <li>Europe</li> </ul>
Treatment specialists	<ul style="list-style-type: none"> <li>Unaware of international safety practices</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> <li>Singapore</li> <li>Australia</li> </ul>
Mastic asphalters	<ul style="list-style-type: none"> <li>Lack of asphalt surfacing skills</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> </ul>
Construction equipment operators	<ul style="list-style-type: none"> <li>Lack awareness and mindset for safe operation of equipment</li> <li>Lack computer-related skills to operate modern and computerized equipment</li> <li>Incompetent in terms of basic reading/ writing skills</li> </ul>	<ul style="list-style-type: none"> <li>UAE</li> <li>Saudi Arabia</li> <li>Oman</li> </ul>
Flooring installers	<ul style="list-style-type: none"> <li>Lack skills to provide proper finishing to floors</li> </ul>	<ul style="list-style-type: none"> <li>UAE</li> <li>Canada</li> </ul>
Demolition operatives	<ul style="list-style-type: none"> <li>Lack knowledge about relevant equipment, policies, and procedures</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> </ul>
Damp-proofers	<ul style="list-style-type: none"> <li>Lack knowledge about infestations and appropriate treatments, and implementing treatment methods including damp proofing</li> </ul>	<ul style="list-style-type: none"> <li>Saudi Arabia</li> <li>UK</li> </ul>
Thermal insulation engineers	<ul style="list-style-type: none"> <li>Lack knowledge about insulating materials and producing quality finish</li> <li>Unaware of safety hazards caused by insulating materials</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> </ul>
Road surface dressers	<ul style="list-style-type: none"> <li>Lack of practical surfacing skills and surface treatment processes</li> </ul>	<ul style="list-style-type: none"> <li>Bahrain</li> </ul>
Drilling, tunneling and piling engineers	<ul style="list-style-type: none"> <li>Lack technical know-how and awareness of international safety rules and practices</li> </ul>	<ul style="list-style-type: none"> <li>UAE</li> <li>Kuwait</li> <li>Oman</li> </ul>
Heating and insulation installers	<ul style="list-style-type: none"> <li>Lack practice with modern tools used in insulation installations and unable to provide quality finish</li> </ul>	<ul style="list-style-type: none"> <li>Saudi Arabia</li> <li>UK</li> </ul>
Shop fitters	<ul style="list-style-type: none"> <li>Lack skills to read blue prints</li> <li>Incompetent to handle tasks with safety, using appropriate tools</li> </ul>	<ul style="list-style-type: none"> <li>UAE</li> <li>Canada</li> </ul>

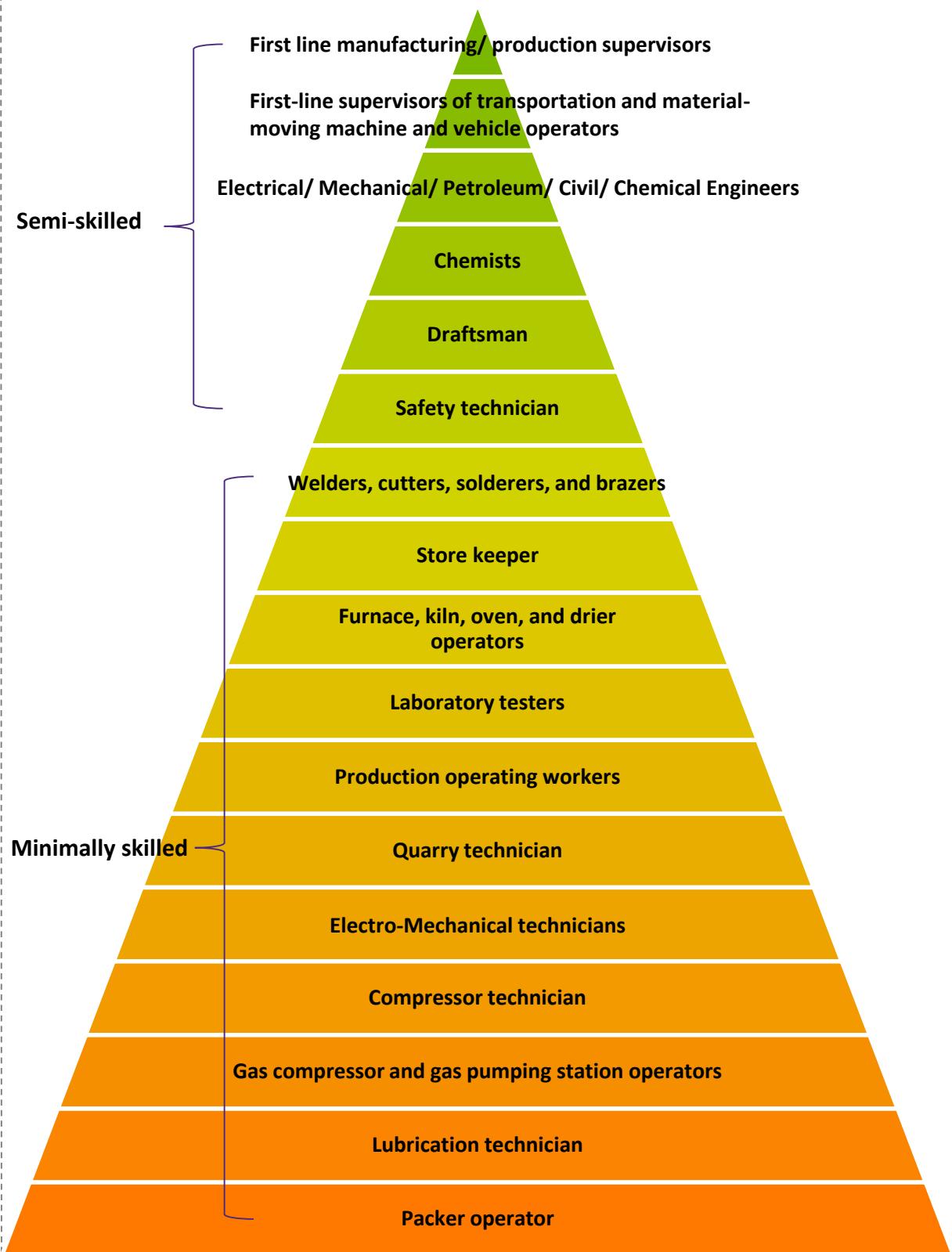
## Training Recommendations – Construction

### 13.2 Skill requirements and training recommendations by occupation

Profiles	Skills Required	Training Recommendations
<b>Supervisors and Foremen</b>	<ul style="list-style-type: none"> <li>Ability to monitor and improve quality of the end product</li> <li>Read and interpret drawings and designs</li> <li>Awareness of international health and safety standards</li> <li>Good Communication Skills</li> </ul>	<ul style="list-style-type: none"> <li>Certifications in international health and safety standards</li> <li>Trainings related to technical drawings and designs</li> <li>Soft skills trainings to enhance communication skills</li> </ul>
<b>Mechanical Trades (Welders and Fitters)</b>	<ul style="list-style-type: none"> <li>Strong technical know-how is essential</li> <li>Awareness of international health and safety standards</li> </ul>	<ul style="list-style-type: none"> <li>Job-specific trainings based on equipment's and tools used internationally</li> <li>Trainings on international health and safety standards</li> </ul>
<b>Scaffolders and Carpenters</b>	<ul style="list-style-type: none"> <li>Ability to work with modern tools, with a focus on quality finish</li> <li>Awareness and mindset to follow international health and safety practices</li> </ul>	<ul style="list-style-type: none"> <li>Hands-on trainings on high-end construction equipment used internationally</li> <li>Trainings on usage of health and safety-related equipment used internationally</li> </ul>
<b>Operators (Construction equipment)</b>	<ul style="list-style-type: none"> <li>Knowledge of modern equipment and technology used in the sector</li> <li>Awareness of international health and safety standards</li> <li>Knowledge of legal compliances of the destination country</li> </ul>	<ul style="list-style-type: none"> <li>Training modules to upskill workers with regards to modern equipment used in the destination country</li> <li>Trainings in international health and safety procedures</li> <li>Awareness trainings on all the legal compliances applicable internationally</li> </ul>
<b>Bar-bender, Mason, Plumber, Painter</b>	<ul style="list-style-type: none"> <li>Basic knowledge of construction engineering</li> <li>Ability to operate cranes, loading and unloading mechanisms</li> <li>Awareness regarding safety and quality compliances</li> </ul>	<ul style="list-style-type: none"> <li>Develop courses to provide technical knowledge regarding construction engineering in destination country</li> <li>Develop practical training schedules for workers to operate cranes</li> <li>Certifications in international health and safety standards</li> </ul>

## Job Roles - Manufacturing

Below is a hierarchical representation of the various job roles in the manufacturing sector:



## Skill Gaps by Job Role – Manufacturing

After primary interviews and discussions with multiple employers in the 20 selected countries , we have compiled a list of job roles that are likely to have skill shortages over the next decade country wise. The table below lists the same:

13.3 Skill gaps by occupation and country		
Occupation	Skill Gaps	Country
<b>First line manufacturing/ production supervisors</b>	<ul style="list-style-type: none"> <li>Employees do not recognize the importance of quality of production activities</li> <li>Lack the ability to plan and organize logistics required for increasing efficiency in production activities</li> <li>Lack of awareness about safety rules and legal requirements related to production activities</li> <li>Have an inflexible mindset to make change happen under different conditions and working environment</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> <li>Europe</li> </ul>
<b>Draftsman</b>	<ul style="list-style-type: none"> <li>Lack awareness of safety rules and legal requirements related to production activities</li> <li>Have an inflexible mindset to make change happen under different conditions and working environments</li> </ul>	<ul style="list-style-type: none"> <li>Saudi Arabia</li> <li>UAE</li> <li>Oman</li> </ul>
<b>Furnace, kiln, oven, and drier operators</b>	<ul style="list-style-type: none"> <li>Lack skills related to team-work and effective communication</li> <li>Unaware about safety rules and legal requirements related to production activities</li> <li>Possess weak report writing as well as IT skills</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> </ul>
<b>First-line supervisors of transportation and material-moving machine and vehicle operators</b>	<ul style="list-style-type: none"> <li>Lack the ability to plan and organize logistics required for increasing efficiency in production activities</li> <li>Lack skills of team-work and effective communication</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> <li>Europe</li> </ul>
<b>Quarry technician</b>	<ul style="list-style-type: none"> <li>Lack awareness of safety procedures under different quarrying conditions and country-specific legal requirements</li> <li>Rigid mindset and careless behavior</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> </ul>
<b>Store keeper</b>	<ul style="list-style-type: none"> <li>Lack knowledge about organized warehousing</li> <li>Lack the ability to plan and organize store arrangements</li> </ul>	<ul style="list-style-type: none"> <li>Europe</li> <li>Australia</li> <li>Canada</li> </ul>
<b>Safety technician</b>	<ul style="list-style-type: none"> <li>Lack of specific technical know-how and strict safety procedures</li> <li>Lack skills of team-work and effective communication</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> <li>Europe</li> </ul>

## Skill Gaps by Job Role – Manufacturing

- After primary interviews and discussions with multiple employers, we have compiled a list of job roles that are likely to have skill shortages over the next decade. The table below lists the same:

Occupation	Skill Gaps	Country
<b>Electrical/ Mechanical/ Petroleum/ Civil/ Chemical Engineers</b>	<ul style="list-style-type: none"> <li>Lack ability to perform wide range of execution types involved in the same profile of work</li> <li>Unable to perform given tasks with reasonable speed without compromising safety and quality of work</li> </ul>	<ul style="list-style-type: none"> <li>UAE</li> <li>Saudi Arabia</li> <li>Kuwait</li> <li>Oman</li> </ul>
<b>Electro- Mechanical technicians</b>	<ul style="list-style-type: none"> <li>Lack of accuracy and quality finish</li> <li>Unable to perform given tasks with reasonable speed without compromising safety and quality of work</li> </ul>	<ul style="list-style-type: none"> <li>Canada</li> <li>UK</li> </ul>
<b>Compressor technician</b>	<ul style="list-style-type: none"> <li>Lack skills related to technical know-how</li> <li>Unaware about country-specific safety rules and legal requirements</li> </ul>	<ul style="list-style-type: none"> <li>UAE</li> <li>Saudi Arabia</li> </ul>
<b>Lubrication technician</b>	<ul style="list-style-type: none"> <li>Unable to perform given tasks with reasonable speed and lack technical know-how</li> <li>Lack awareness of health &amp; safety procedures</li> </ul>	<ul style="list-style-type: none"> <li>Bahrain</li> <li>Kuwait</li> </ul>
<b>Welders, cutters, solderers, and brazers</b>	<ul style="list-style-type: none"> <li>Unable to complete tasks with quality finish and accuracy</li> <li>Unaware about country-specific health and safety practices</li> <li>Lack team-work spirit and communication skills</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> <li>Europe</li> </ul>
<b>Chemists</b>	<ul style="list-style-type: none"> <li>Lack of job-specific technical know-how and strict safety procedures</li> <li>Lack skills related to team-work and effective communication</li> </ul>	<ul style="list-style-type: none"> <li>Europe</li> <li>Canada</li> <li>UK</li> </ul>
<b>Laboratory testers</b>	<ul style="list-style-type: none"> <li>Inflexible mindset and not willing to change ways of working as per conditions overseas</li> <li>Incompetent in terms of job-specific knowledge and awareness of international safety standards</li> </ul>	<ul style="list-style-type: none"> <li>UAE</li> <li>Saudi Arabia</li> </ul>
<b>Production operating workers</b>	<ul style="list-style-type: none"> <li>Unable to plan and synchronize with available resources</li> <li>Lack awareness and mindset for safe operation of equipment</li> <li>Lack team-work spirit and communication skills</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> </ul>
<b>Gas compressor and gas pumping station operators</b>	<ul style="list-style-type: none"> <li>Lack the ability to design, plan and organize own work as well as the work of his/her subordinates</li> <li>Unaware of international safety practices</li> </ul>	<ul style="list-style-type: none"> <li>Europe</li> <li>Canada</li> </ul>
<b>Packer operator</b>	<ul style="list-style-type: none"> <li>Lack knowledge about relevant equipment, policies, and procedures</li> <li>Incompetent to handle tasks with safety, using appropriate tools</li> <li>Lack team-work spirit and communication skills</li> </ul>	<ul style="list-style-type: none"> <li>UAE</li> <li>Saudi Arabia</li> </ul>

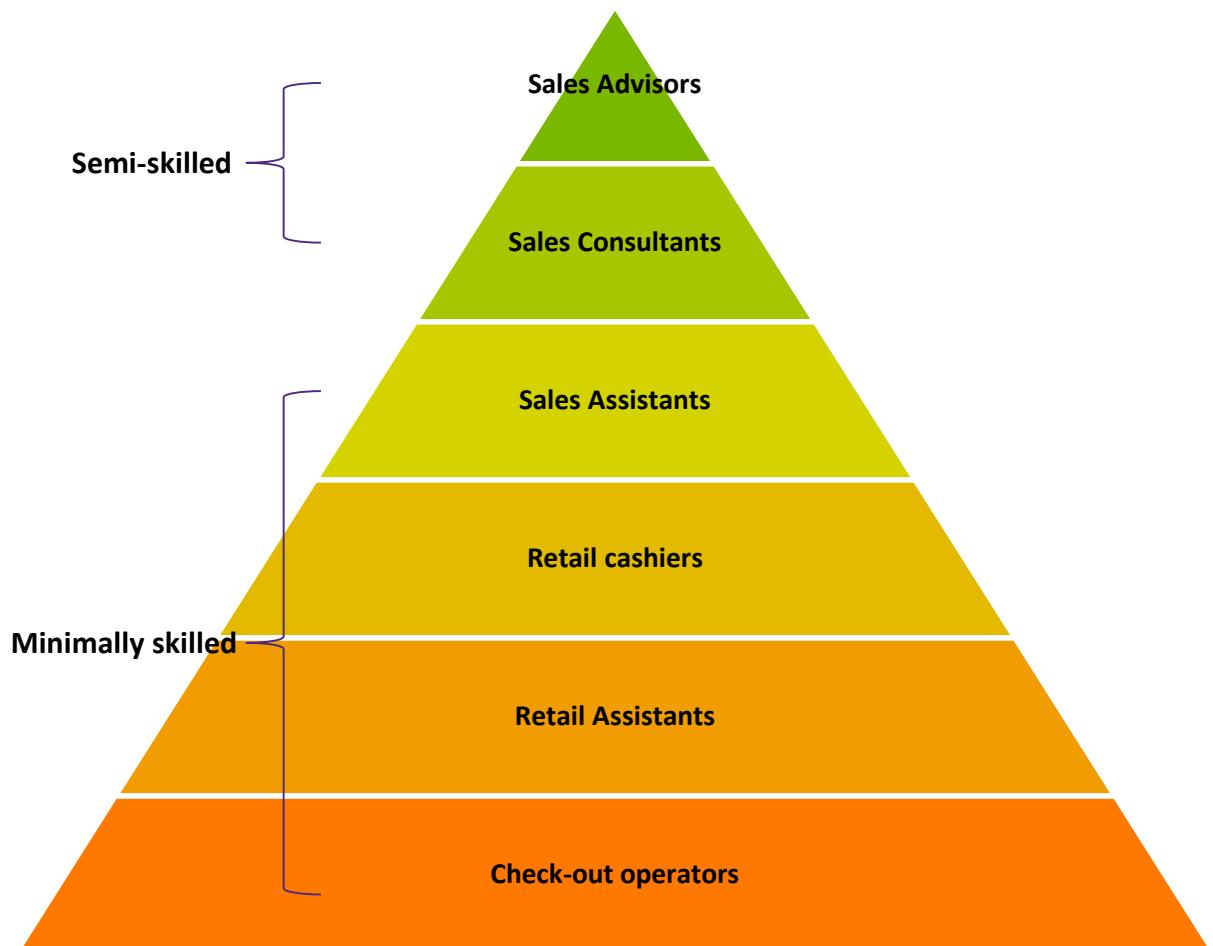
## Training Recommendations – Manufacturing

### 13.4 Skill requirements and training recommendations by occupation

Profiles	Skills Required	Training Recommendations
<b>Supervisors, Foremen, and Quality Control Technicians</b>	<ul style="list-style-type: none"> <li>Awareness and mindset to follow international health and safety practices</li> <li>Ability to mentor subordinates and improve quality of processes</li> <li>Decision making skills, planning/ organization, and ability to utilize resources</li> <li>Good communication and team-work skills</li> </ul>	<ul style="list-style-type: none"> <li>Importance of Health &amp; Safety needs to be translated; Trainings on usage of health and safety-related equipment used internationally</li> <li>Trainings on soft skills to enhance decision making, planning/ organization, managerial and communication skills</li> </ul>
<b>Manufacturing-specific occupations (including grinding and storage of raw materials, firing of raw-materials/ clinkerisation, clinker milling, cement grinding)</b>	<ul style="list-style-type: none"> <li>Knowledge of manufacturing processes and modern equipment's used internationally</li> <li>Carrying out tasks accurately</li> <li>Awareness of quality improvement practices, and international health and safety standards</li> </ul>	<ul style="list-style-type: none"> <li>Hands-on training on modern equipment's and industry processes adopted internationally</li> <li>Trainings should also focus on improving quality and accuracy of workers</li> <li>Importance of Health &amp; Safety needs to be translated to Indian labour so as to increase compliance</li> <li>Trainings on usage of health and safety-related equipment used internationally</li> </ul>
<b>Digging and exploration (Mine and Quarry labourers, Quarryman, Freight Lifters/ Handlers, Mining Operators)</b>	<ul style="list-style-type: none"> <li>Understanding of processes, materials and tools used globally, with a focus on mechanization</li> <li>Awareness of international health and safety practices</li> </ul>	<ul style="list-style-type: none"> <li>Technical hands-on trainings of processes in mining and quarrying</li> <li>Trainings should be provided on international health and safety standards followed globally</li> </ul>
<b>Production (Clay Feeder, Brick Kiln Operators, Mechanics, Machine Operator, Firemen, Foreman)</b>	<ul style="list-style-type: none"> <li>Knowledge of job-specific processes and operating standards</li> <li>Quality-finish is essential</li> <li>Ability to work in teams and effective communication skills</li> <li>Awareness of international health and safety standards</li> </ul>	<ul style="list-style-type: none"> <li>Trainings should focus on specific technical know-how, required in each occupation, and quality</li> <li>Soft skills trainings focused on team-work and communication skills</li> <li>Trainings to make workers aware of international health and safety standards. Also provide trainings on usage of health and safety-related equipment used internationally</li> </ul>

## Job Roles - Retail

Below is a hierarchical representation of the various job roles in the retail sector:



## Skill Gaps by Job Role – Retail

After primary interviews and discussions with multiple employers in the 20 selected countries , we have compiled a list of job roles that are likely to have skill shortages over the next decade country wise. The table below lists the same:

13.5 Skill gaps by occupation and country		
Occupation	Skill Gap	Country
Retail Assistants	<ul style="list-style-type: none"> <li>Employers found the communication skills of Indian immigrant retail assistants to be lacking. This was found to be the case for both verbal and written communication tasks</li> <li>General literacy and numeracy was found to be insufficient for the low-skilled employees</li> <li>Employers found that the workers often had insufficient soft skills to liaison with the stores and purchase departments. Cross-department communication and organization was extremely poor</li> <li>Assistants often had insufficient product knowledge and showed a lack of concern for learning more about the products that their employer was selling</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> <li>USA</li> <li>Singapore</li> <li>New Zealand</li> <li>Australia</li> <li>Sri Lanka</li> <li>United Kingdom</li> </ul>
Retail cashiers and check-out operators	<ul style="list-style-type: none"> <li>Cashiers often found difficulties in dealing with consumer issues, especially when it came to product dissatisfaction</li> <li>Cashiers were poorly versed with product and return policies</li> <li>Employees often had insufficient knowledge of all types of payment techniques</li> </ul>	<ul style="list-style-type: none"> <li>GCC countries</li> <li>USA</li> <li>Singapore</li> <li>Australia</li> <li>Malaysia</li> <li>United Kingdom</li> <li>Germany</li> <li>Netherlands</li> </ul>
Sales Advisors	<ul style="list-style-type: none"> <li>Employers have stated the need for better English language skills to converse with customers. Certain employers also mentioned a need for accent tuning in order to be better understood</li> <li>Increased need for softer skills to deal with all types of consumers</li> <li>Advisors often lacked knowledge about competitor's products and prices in other stores</li> <li>Migrants had limited knowledge of local customs and culture, creating difficulties in the sales process</li> <li>Need for enhancement of sales skills such as negotiation and persuasion, especially for well-informed consumers</li> <li>Lack of IT skills, especially for e-retail</li> <li>Limited understanding of government controls and regulations, notably in terms of consumer health considerations</li> </ul>	<ul style="list-style-type: none"> <li>Kuwait</li> <li>Qatar</li> <li>Singapore</li> <li>Australia</li> <li>Sri Lanka</li> <li>South Africa</li> <li>United Kingdom</li> <li>Germany</li> <li>Netherlands</li> </ul>

## Skill Gaps by Job Role – Retail

Occupation	Skill Gap	Country
Sales Assistants	<ul style="list-style-type: none"> <li>Some employers complained about the lack of common sense, especially given their high visibility in stores. Employers also spoke about poor appearance and grooming of sales assistants</li> <li>Sales assistants often found it difficult to adapt to new sales and inventory technologies</li> <li>Employers felt that sales assistants could improve their organizational and data management skills</li> <li>Phone communication was also pointed out as a weak aspect of migrant sales assistants</li> <li>Other aspects that employers felt could be worked upon were body language and professionalism</li> </ul>	<ul style="list-style-type: none"> <li>USA</li> <li>GCC countries</li> <li>Singapore</li> <li>New Zealand</li> <li>Australia</li> <li>Malaysia</li> <li>South Africa</li> </ul>
Sales Consultants	<ul style="list-style-type: none"> <li>Need for improved data management skills</li> <li>Some employees have shown poor regard for the importance of customer loyalty and a general lack of other business understanding</li> <li>Employers have found that a number of migrant workers have problems with self-motivation. Initiative is often lacking</li> <li>Migrants often have difficulties with local connections and networking</li> </ul>	<ul style="list-style-type: none"> <li>USA</li> <li>Kuwait</li> <li>New Zealand</li> <li>Sri Lanka</li> <li>South Africa</li> <li>Germany</li> <li>Netherlands</li> </ul>

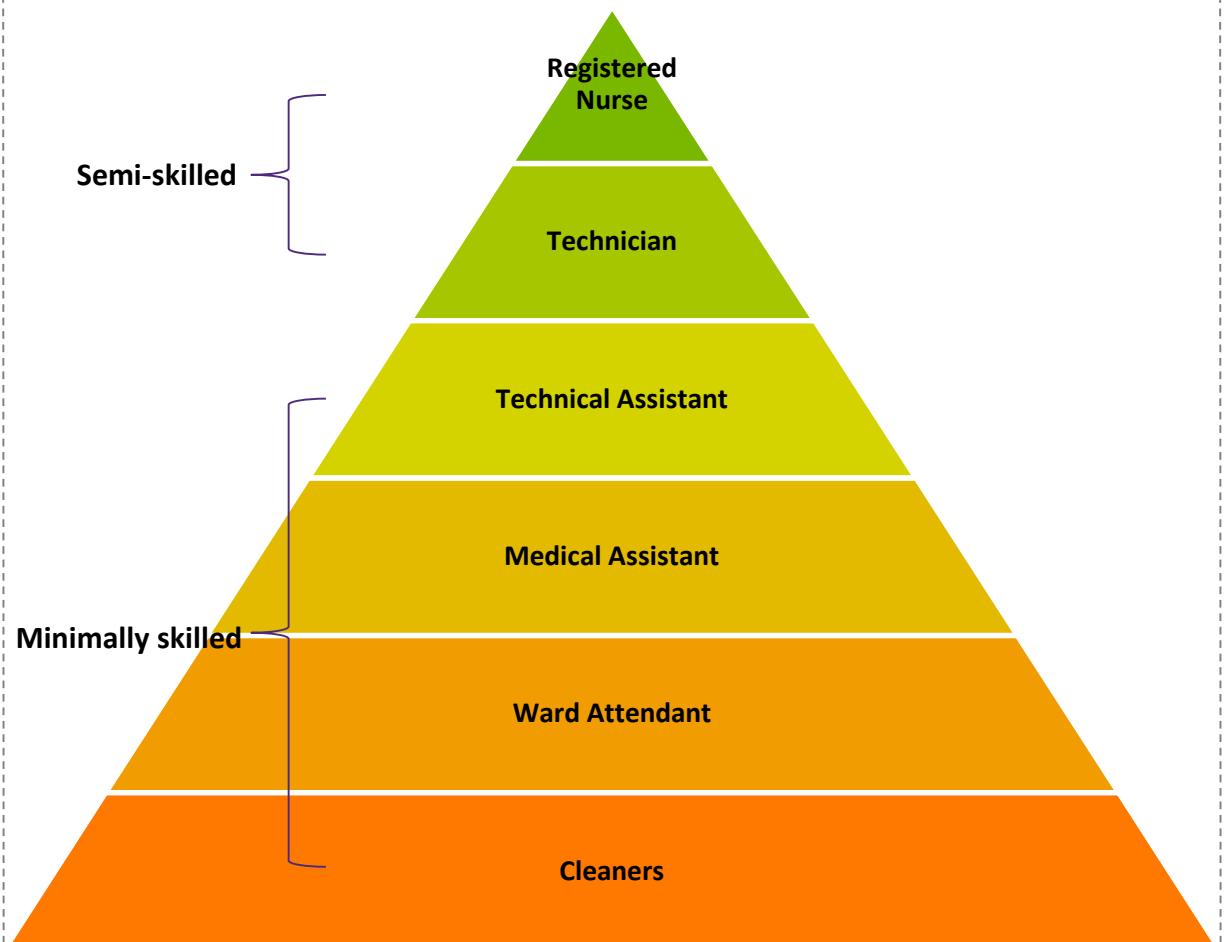
## Training Recommendations – Retail

### 13.6 Skill requirements and training recommendations by occupation

Profiles	Skills Required	Training Recommendations
<b>Supervisors and Assistants</b>	<ul style="list-style-type: none"> <li>Skills related to management of stores, customer handling, and leadership</li> <li>Strong interpersonal and communication skills</li> <li>Ability to address customer grievances with ease and maintain coordination between all functions during peak hours</li> </ul>	<ul style="list-style-type: none"> <li>Develop courses for personality development to, focusing on interpersonal and communication skills</li> <li>Trainings to enhance leadership skills</li> <li>Implementation of a buddy program in international retail outlets so as to provide international exposure to Indian supervisors and assistants</li> </ul>
<b>Customer servicing – primary customer interaction</b>	<ul style="list-style-type: none"> <li>Require adequate product knowledge and customer handling skills</li> <li>Need to maintain a certain degree of hygiene and possess grooming skills</li> <li>Ability to adapt to changing technology so as to be updated with marketing practices in digital media</li> </ul>	<ul style="list-style-type: none"> <li>Develop courses for personality development</li> <li>Country-specific trainings aimed at understanding local culture and language</li> <li>Trainings focused on enhancing hygiene and grooming skills</li> <li>Trainings on the latest digital technology and using social media channels for marketing and demonstrating products</li> </ul>
<b>Customer servicing – after sales service</b>	<ul style="list-style-type: none"> <li>Product-related technical expertise is essential</li> <li>Good communication skills to effectively demonstrate and market products</li> </ul>	<ul style="list-style-type: none"> <li>Domain-specific trainings to standardize service offerings for sales of specific products</li> <li>Soft skills trainings focused on communication skills</li> </ul>
<b>Cashiers</b>	<ul style="list-style-type: none"> <li>Ability to operate modern Point of Sale (PoS) terminals and payment processing systems</li> <li>Ability to manage books, have basic product knowledge, and process and scan transactions with speed</li> </ul>	<ul style="list-style-type: none"> <li>Develop courses on operations of new PoS terminals and payment mechanisms</li> <li>Trainings on accounting standards and bookkeeping skills</li> </ul>

## Job Roles - Healthcare

Below is a hierarchical representation of the various job roles in the healthcare sector:



## Skill Gaps by Job Role – Healthcare

After primary interviews and discussions with multiple employers in the 20 selected countries , we have compiled a list of job roles that are likely to have skill shortages over the next decade country wise. The table below lists the same:

13.7 Skill gaps by occupation and country		
Occupation	Skill Gap	Country
Medical Assistant	<ul style="list-style-type: none"> <li>Employers found that a large proportion of medical assistants had an inadequate ability to adhere to standard hospital procedures</li> <li>Employers found low levels of aspiration to achieve customer satisfaction levels amongst Indian assistants</li> <li>Migrant workers in general were found to have gaps in communication ability</li> <li>Some employers found that the medical assistants showed poor paperwork diligence and low inclination for documentation</li> </ul>	<ul style="list-style-type: none"> <li>USA</li> <li>Canada</li> <li>UK</li> <li>Netherlands</li> </ul>
Registered Nurse	<ul style="list-style-type: none"> <li>Employers found that there was an inadequate exposure to technology and thus the hands-on experience of operating machines</li> <li>Some nurses cited difficulties in using electronic health records technology</li> <li>Employers also felt that their workers could improve their ability to adopt new medical coding standards and software</li> <li>Migrant workers generally had an inability to work in community health promotion and employers felt that they did not grasp the importance of it</li> <li>Employers felt that registered nurses in general could improve upon their knowledge of drugs and physiology. Their lack of knowledge restricted their ability to administer medication</li> <li>Employers found that Indian nurses lacked the necessary soft skills to deal with the more aged patients</li> </ul>	<ul style="list-style-type: none"> <li>Australia</li> <li>Canada</li> <li>UK</li> <li>Netherlands</li> </ul>
Ward Attendant	<ul style="list-style-type: none"> <li>Ward attendants from India showed an unwillingness/ hesitation to interact with patients. Employers believed that this stemmed from poor communication skills</li> <li>Employers felt that a large proportion of migrant attendants lacked the adequate level of personal hygiene and sanitation</li> </ul>	<ul style="list-style-type: none"> <li>Australia</li> <li>Canada</li> </ul>
Technician	<ul style="list-style-type: none"> <li>Employers found that many technicians had inadequate statistical knowledge</li> <li>Employers also felt that technicians often do not keep up with latest technological trends and advancements</li> </ul>	<ul style="list-style-type: none"> <li>USA</li> <li>Australia</li> <li>UK</li> <li>Netherlands</li> </ul>
Technical Assistant	<ul style="list-style-type: none"> <li>A large proportion of employers found that migrant assistants kept a poor level of equipment maintenance</li> <li>Many technical assistants did not abide well with hospital procedures</li> </ul>	<ul style="list-style-type: none"> <li>USA</li> <li>Australia</li> <li>Canada</li> <li>UK</li> </ul>

## Training Recommendations – Healthcare

### 13.8 Skill requirements and training recommendations by occupation

Profiles	Skills Required	Training Recommendations
Assistants (Medical, ward, and technical)	<ul style="list-style-type: none"> <li>Knowledge on the various medical procedures to be able to assist specialists</li> <li>Good communication skills to interact with patients and their family members</li> <li>Knowledge on modern equipment's used in hospitals globally</li> <li>Ability to handle paper work in hospitals/ clinics for admissions and discharge formalities</li> </ul>	<ul style="list-style-type: none"> <li>Trainings on modern tools and equipment's used during medical procedures</li> <li>Soft skills trainings, focusing on communication skills</li> <li>Develop a course to train people on the international paper work procedures</li> </ul>
Technicians	<ul style="list-style-type: none"> <li>Knowledge on modern equipment's/ machines used in international hospitals</li> <li>Ability to read reports generated for patients so as to notify emergencies</li> </ul>	<ul style="list-style-type: none"> <li>Develop training modules to upskill technical assistants on modern equipment's used in the healthcare sector globally</li> <li>Develop specialized courses to train technicians in reading patient reports</li> </ul>
Nurses	<ul style="list-style-type: none"> <li>Good communication skills</li> <li>Knowledge of medical procedures to assist specialists</li> <li>Ability to provide pre- and post-operation care</li> <li>Ability to handle patient samples, read temperature, pulse, and blood pressure</li> </ul>	<ul style="list-style-type: none"> <li>Soft skills trainings, focused on communication skills</li> <li>Trainings on modern tools and equipment's used during medical procedures</li> <li>Technical trainings enhancing skills to read temperature, pulse, and blood pressure</li> </ul>
Record Clerks	<ul style="list-style-type: none"> <li>Creating and processing patient record folders</li> <li>Maintaining continuity of work operations by documenting and communicating actions, and irregularities</li> </ul>	<ul style="list-style-type: none"> <li>Trainings to enhance skills related to entering and maintaining hospital records</li> </ul>

# Training Recommendations for other key sectors –

## Hospitality

### 13.9 Skill requirements and training recommendations by occupation

Profiles	Skills Required	Training Recommendations
<b>Hotels (Front office associates, F&amp;B service associates, Housekeeping associates) and Food Services (Waiters and Stewards)</b>	<ul style="list-style-type: none"> <li>• Field related technical knowledge and a high degree of customer orientation is required</li> <li>• Good communication skills</li> <li>• Knowledge of various service offerings</li> </ul>	<ul style="list-style-type: none"> <li>• Develop training programs to equip candidates with the necessary customer orientation skills</li> <li>• Develop courses to train people in soft skills and international languages</li> <li>• Inform and train people regarding the various service offerings in the field</li> </ul>
<b>Kitchen staff (Commis, Line cook)</b>	<ul style="list-style-type: none"> <li>• Knowledge of using culinary utensils</li> <li>• Basic hygiene and good communication skills</li> <li>• Time management skills</li> </ul>	<ul style="list-style-type: none"> <li>• Certifications in culinary skills</li> <li>• Trainings focused on enhancing hygiene and communication skills</li> <li>• Conduct trainings to improve time management skills</li> </ul>
<b>Sales Staff</b>	<ul style="list-style-type: none"> <li>• Good customer orientation skills</li> <li>• In-depth knowledge of the field</li> <li>• Good communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct simulated workshops to train candidates in customer care</li> <li>• Develop courses to train people in the necessary technical skills</li> </ul>

# Training Recommendations for other key sectors –

## Agriculture

### 13.10 Skill requirements and training recommendations by occupation

Profiles	Skills Required	Training Recommendations
<b>Horticulture (Quality seed grower, Seed processing worker, Paddy and Banana farmer, Gardner)</b>	<ul style="list-style-type: none"> <li>Knowledge on cultivation of seeds to produce foundation seeds</li> <li>Knowledge on how to take samples for testing</li> <li>Drying seeds to optimum moisture levels</li> <li>Beautification of built environment</li> </ul>	<ul style="list-style-type: none"> <li>Hands-on training on modern equipment's and industry processes adopted internationally</li> <li>Trainings should also focus on improving quality and accuracy of workers</li> </ul>
<b>Non- Horticulture ( Bee keeper, Shrimp farmer, Marine catcher fisherman, Dairy worker)</b>	<ul style="list-style-type: none"> <li>Carrying out bee-keeping operation - understanding bee biology, behavior and harvesting</li> <li>Purchase seeds from hatcheries and deciding the type of species to harvest</li> <li>Choosing the appropriate crafts and methods to catch fish and marine life</li> <li>Care, feed, and milk livestock in the dairy farm</li> </ul>	<ul style="list-style-type: none"> <li>Trainings should focus on specific technical know-how, required in each occupation, and quality</li> </ul>
<b>Farm mechanism/ infrastructure/ information/ others (Tractor Operator, Micro irrigation technician, Agriculture extension service provider, Warehouse worker)</b>	<ul style="list-style-type: none"> <li>Maintain vehicle in working condition, take up basic repair wherever feasible</li> <li>Installation, testing, commissioning of micro irrigation system to ensure uninterrupted supply of water</li> <li>Guide and demonstrate on latest technologies related to agriculture</li> <li>Keep records and assist in documenting</li> </ul>	<ul style="list-style-type: none"> <li>Trainings on modern equipment's used in the agriculture sector</li> </ul>
<b>Support Activities</b>	<ul style="list-style-type: none"> <li>Require strong technical skills in the related field</li> <li>Good communication skills</li> </ul>	<ul style="list-style-type: none"> <li>Develop course to train people in soft skills and international languages</li> <li>Trainings on modern equipment's used in the agriculture sector</li> </ul>

## Training Recommendations for other key sectors – Domestic workers

### 13.11 Skill requirements and training recommendations by occupation

Profiles	Skills Required	Training Recommendations
<b>Drivers</b>	<ul style="list-style-type: none"> <li>• Knowledge of international driving standards and traffic regulations</li> <li>• Good communication skills to interact with customers or locals</li> </ul>	<ul style="list-style-type: none"> <li>• Trainings to make drivers aware of international traffic standards. Also provide trainings on traffic regulations in the destination country</li> <li>• Develop course to train people in soft skills and international languages</li> </ul>
<b>Nanny/ child care provider</b>	<ul style="list-style-type: none"> <li>• Knowledge of local culture and child care techniques</li> <li>• Good communication skills to interact with employer and other stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Develop courses to train domestic workers on child care techniques implemented internationally</li> <li>• Trainings focused on enhancing hygiene and communication skills</li> </ul>
<b>Kitchen Assistant</b>	<ul style="list-style-type: none"> <li>• Knowledge of local culture and cuisines</li> <li>• Good communication skills to interact with customers or employers</li> </ul>	<ul style="list-style-type: none"> <li>• Develop courses to train domestic workers on child care techniques implemented internationally</li> <li>• Trainings focused on enhancing hygiene and communication skills</li> </ul>
<b>Housemaid</b>	<ul style="list-style-type: none"> <li>• Knowledge of local culture and various types of chores to be done</li> <li>• Good communication skills to interact with customers or employers</li> </ul>	<ul style="list-style-type: none"> <li>• Develop courses to train domestic workers on the various housekeeping practices implemented internationally</li> <li>• Develop course to train people in soft skills and international languages</li> </ul>

## Conclusion

Problem area	Findings	Recommendations
<b>Occupation-wise skill gaps (Technical)</b>	<ul style="list-style-type: none"> <li>Many tasks in India are performed manually by labour (semi-skilled or below)</li> <li>Globally, tasks are usually automated across industries. E.g.. – materials handling in construction projects</li> </ul>	<ul style="list-style-type: none"> <li>Every occupation has a different set of tools and processes followed internationally. Training on these will increase global mobility and acceptance of Indian labour</li> </ul>
<b>Health &amp; Safety – Knowledge and compliance</b>	<ul style="list-style-type: none"> <li>Health &amp; Safety procedures are given utmost importance globally</li> <li>Indian migrant workers have little or no knowledge of international Health &amp; Safety standards</li> <li>The mindset of Indian migrant workers needs to be changed to comply with Health &amp; Safety standards</li> </ul>	<ul style="list-style-type: none"> <li>Importance of Health &amp; Safety needs to be explained to Indian labour so as to increase compliance of safety practices</li> <li>Having an Indian workforce that is certified on international Health &amp; Safety standards will significantly increase their employability globally</li> <li>An example of globally recognized Health &amp; Safety certification is awarded by NEBOSH (The National Examination Board in Occupational Safety and Health)</li> </ul>
<b>Job-relevant skills (Communication/ personal skills)</b>	<ul style="list-style-type: none"> <li>Indian labour often lacks the basic math and reading skills, work habits, and interpersonal skills that most international employers require</li> </ul>	<ul style="list-style-type: none"> <li>Indian labour needs to be trained on soft skills in addition to basic reading/ writing skills</li> <li>Soft skills trainings should be provided to increase global acceptability of Indian workers. Egg. - Adapting to new conditions, punctuality, problems solving, and communication skills</li> </ul>
<b>Cooperation/ Team-work</b>	<ul style="list-style-type: none"> <li>Team-work is another low scoring area for Indian labour</li> </ul>	<ul style="list-style-type: none"> <li>Trainings should be provided to communicate the importance of team-work to Indian workers</li> <li>This will lead to an overall behavioral and mindset change, allowing workers to build partnerships and resolve conflicts</li> </ul>
<b>Flexible mind to make change happen</b>	<ul style="list-style-type: none"> <li>Many Indian workers (semi-skilled or below) are not open to change. This hampers their effectiveness</li> </ul>	<ul style="list-style-type: none"> <li>Having a workforce that is open to change will lead to an overall increase in performance at work as workers will learn new ways to do tasks</li> </ul>

## Section 14 – Employer Experience

## Employer Feedback – Construction



Employers reported that the Health and Safety and Cost and Value management are areas which require training.



Employers feel that the migrants are not trained to operate the tools and equipment that are used in the country. Core job roles under this category include roofers, brick layers, floorers and glaziers.



24% employers reported that they would prefer a national than a non-national because the migrants lack good communication skills.



Most companies feel that the Indian migrants face difficulty with adjusting to the work culture.



Employers interviewed in the GCC area reported that the highest demand of both skilled and unskilled labour will arise in Qatar.



A major concern for the employers is the migrant's the lack of local knowledge .



Indian migrants often lack Computer Aided Design (CAD) skills necessary for job roles such as shop fitters, floorers and fitted interior contractors.



15% employers reported that they find it hard to retain Indian workers because of cultural difference.

- In the GCC, most foreign labour is employed in the private sector with less than tertiary education and therefore are paid lower wages. In addition to the above mentioned inputs from employers, we also discovered that the employers are hesitant to hire Indian migrants as they lack training in soft skills
- We suggest that in order to bridge the skills gap, job specific training may prove to be beneficial to improve the employer perception of Indian labour. Further, workers should also be trained in basic communication skills and interpersonal skills
- It is also recommended to learn the language in the destination country in order to ease the transition
- In addition before the migrant departs, he/she should be briefed about the culture and the health and safety protocols in the destination country

## Employer Feedback – Manufacturing



Employers reported that speed and accuracy are areas in which Indian migrants require training



Employers feel that the migrants are not trained to operate the tools and equipment that are used in the country



Employers reported that they would prefer a national than a non-national because the migrants lack good communication skills



Most companies feel that the Indian migrants face difficulties with adjusting to the work culture



Employers interviewed in the EU area reported that the highest demand of both skilled and unskilled labour will arise in Germany



A major concern for the employers is the migrant's lack of local knowledge and languages



Indian migrants often lack Computer Aided Design (CAD) skills necessary for job roles such as electro- mechanical engineers

- In the GCC, most foreign labour employed in the private sector have less than a tertiary education and therefore are paid lower wages. In addition, we also discovered that the employers are hesitant to hire Indian migrants as they lack training in soft skills
- We suggest that in order to bridge the skill gaps, job specific training may improve the employer perception of Indian labour. Further, workers should also be trained in basic communication skills and interpersonal skills
- It is also recommended that the migrants learn the language in the destination country in order to ease the transition
- In addition, before the migrant departs, he/she should be briefed about the culture and health and safety protocols in the destination country

## Employer Feedback – Retail

Employers reported that soft skills were a major issue for Indian employees in retail. Personal development training is essential, with special emphasis on cultural assimilation

Migrant workers often lacked the IT skills required to understand and help consumer with e-retail processes

Indian migrant workers were found to have poor body language and a lack of professionalism

Induction trainings are necessary to brief workers about basic local cultural norms and manner of conversation

English language classes should pay particular emphasis on verbal skills, especially on clarity of speech. Many employers suggested that Indian migrant workers speak quickly and with a heavy accent

The retail industry relies on sales ability. Many employees were found to be forceful and insistent in their effort to persuade customers, which was largely not successful

Employers found that they needed to spoon feed information about their products to the migrant employees. There was a lack of initiative on the employee's part to learn about the product and its features

- Employers in the retail sector believe that Indian immigrants lack core sales skills. These skills include basic IT skills, English speaking skills and soft skills
- It is recommended that workshops and classes be held to train workers travelling for employment in the retail sector. A course in English language proficiency and soft skills may improve the quality of workers

## Employer Feedback – Healthcare



Employers reported that soft skills were a major issue for Indian employees, especially when dealing with aged patients. Personal development training is essential, with special emphasis on cultural assimilation



Employers felt that registered nurses in general could improve upon their knowledge of drugs and physiology. This restricted their ability to administer medication



Employers found low levels of aspiration to achieve customer satisfaction levels amongst Indian assistants



Employers found that there was an inadequate exposure to technology and thus the hands-on experience of operating machines



Indian employees were found to keep low levels of equipment maintenance and had to be repeatedly instructed to do it



Employers felt that a large proportion of migrant attendants lacked the adequate level of personal hygiene and sanitation, which was essential in the healthcare sector



Employers recommended that trainings be provided to employees that expanded their skill set further than just the roles expected from their job description

- Employers reported that Indian immigrants have inadequate knowledge of the field and were not motivated to learn. They also reported that the Indian immigrants lacked personal hygiene, which is integral in the healthcare sector
- Further, Indians also lack basic language and communication skills required to interact with patients and customers

# Section 15 – Employee Experience

# Overview of Migration from India

## Key issues faced by Migrants Abroad

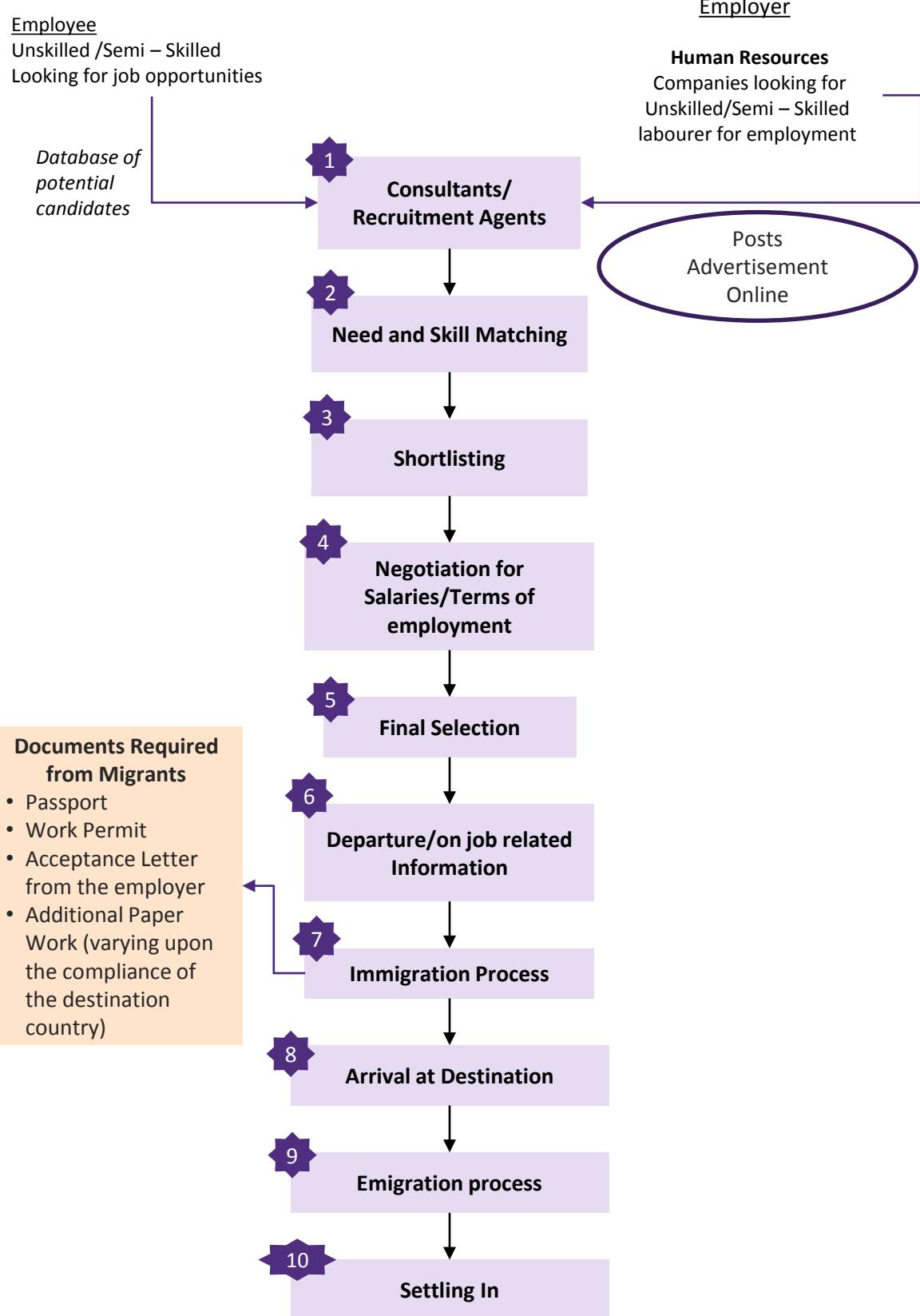
Migrants face multiple issues on migration which start at pre-departure point and continue till return and reintegration with society

The diagram below attempts to summarize issues that have impacted migrant workers and their families

15.1 Issues and Challenges faced by migrants	
Migration Stage	Issues Faced
Pre Departure	<ul style="list-style-type: none"><li>• Problems of recruitment: agents and sub-agents (migrants are cheated out of money by false promises of getting them high paying jobs)</li><li>• Decision making to migrate (understanding that their migration will leave their family alone, and they will be far from home)</li><li>• Preparing to migrate (ticketing, visa and lingual issues)</li></ul>
In-service (The time that migrant spends in the destination country from arrival to departure back home)	<ul style="list-style-type: none"><li>• Physical and sexual harassment and abuse at workplace</li><li>• Violation of contracts and abuse of contractual obligations</li><li>• Lack of communication at the workplace (majorly lingual barriers)</li><li>• Lack of communication with home and family (migrants are not allowed to speak to their family, access to telephones)</li><li>• Isolation and loneliness</li><li>• Health issues (made to work in bad conditions leading to deteriorating health)</li><li>• Permanent disability</li><li>• Death</li><li>• Remittance management (Inability to send money back home)</li></ul>
Return and Reintegration	<ul style="list-style-type: none"><li>• Migrant workers forcibly repatriated, sick, injured or without money</li><li>• Income generation upon return (finding suitable jobs for their current qualifications)</li><li>• Migrant workers in distress over marital issues and children's issues</li></ul>

Source- GT analysis

# Employee Feedback – Overall Process



# Employee Feedback – Overall Process

## Problems faced by migrants in the migrating process

1

Consultants/ Recruitment agents - These agents charge commission from the company/ candidates for handholding of the process. Consultants and recruitment agents cheat migrants out of money by making false promises of high paying jobs and possibilities of getting citizenships abroad

2

Need and Skill Matching - Agents don't actually match skill sets with requirements and send people who pay the maximum for jobs, leading to unsatisfied employees and employers.

3

Shortlisting - As agents don't match skills with requirements and migrant employees have no clue of the jobs they are actually being hired for no shortlisting actually takes place

4

Negotiation for salary/ terms of employment - The entire process of negotiation is based on faith of workers here on the recruiting agent, who land up cheating employees by making them sign contracts with unfair conditions so as to earn extra commissions

5

Final Selection – The employees take up any available jobs and do not have an option to back out as they tend to sell their assets or heavily leverage their lands to pay recruiting agents

6

Departure/ Job related information – Agents don't provide information regarding departures and processes involved in starting the job, required documents in the country

# Employee Feedback – Overall Process

## Problems faced by migrants in the migrating process

7

Immigration process- Migrants are not aware of the immigration process from India and get to the airport without proper documentation, leading to being sent back home at times. No real handholding is done and no information is provided to migrants on requirements of travel

8

Arrival at destination- Migrants arrive at their destination with no lingual training and have no idea on how to proceed they do not understand the signage and feel lost

9

Emigration process - After arriving at the destination, migrants are not aware of emigration processes and norms and end up getting trouble over carrying restricted products like idols of Indian deities in the Middle East. At times migrants are provided fake documents by recruiting agents which leads to them being deported or arrested at their destination

10

Settling In- Migrants have no idea on what to do after they reach the new country, This leads to unnecessary stress among them. Without proper guidance and lingual barriers migrants find themselves lost in countries far away from home

## Employee Feedback – Construction



The temporary nature of migration to the GCC countries does not entitle the low skilled worker to acquire minimum conditions for social protection schemes



Low skilled employees are not allowed to join trade unions, which prevents them from ensuring a decent and safe working system



Many Indians have been reported victims of violent treatment and harassment. Further, the prevalence of the Kafala system<sup>1</sup> makes the situation worse



Employees are forced to work long inhumane hours and jobs that were not included in their scope of work



Construction workers are generally given accommodation in labour camps which lack basic necessities such as clean water for drinking and washing clothes



Construction workers report unsafe working conditions as they are made to work long hours without any break in the hot summer months



Employers are often known to delay or withhold salary without reason and the lack of adequate labour laws leaves the migrant in a difficult situations



Employers often withhold the workers' passports and consequently, the workers are forced to succumb to the exploitation. They are treated as the modern day slaves

- Most workers in the construction sector are known to migrate to GCC countries. Workers reported unsafe working and living conditions, with limited access to healthcare facilities
- Most workers found it difficult to work with machinery and equipment used in the destination country as they lacked sufficient training to operate them
- It would be beneficial to train workers on country-specific equipment and health and safety procedures in order to equip them with the necessary skills and ease their transition process

<sup>1</sup>Under the Kafala system, a migrant worker's immigration status is legally bound to an individual employer or sponsor (kafeel) for their contract period. The migrant worker cannot enter the country, transfer employment nor leave the country for any reason without first obtaining explicit written permission from the kafeel

## Employee Feedback – Manufacturing

- The temporary nature of migration to the GCC countries does not entitle the low skilled worker to acquire minimum conditions for social protection schemes
- Low skilled employees are not allowed to join trade unions in USA and UK, while no trade unions exist for manufacturing in the GCC
- Many Indians have been victims of violent treatment and harassment. Further, the prevalence of the Kafala system<sup>1</sup> makes the situation worse
- Employees are forced to work long inhumane hours and jobs that were not included in their scope of work
- Manufacturing workers are not provided accommodation or food in the GCC region and have to travel long distances to work place
- Manufacturing workers report unsafe working conditions as they are made to work long hours without any breaks in the hot summer months in the GCC. Manufacturing workers in Germany, USA and UK were fairly happy with working conditions
- Employers in the GCC are often known to delay or withhold salary without reason and the lack of adequate labour laws leaves the migrant in difficult situations. Employees in the US and the EU reported that they don't face many of such issues

- Workers were generally unaware of the health and safety practices in the destination country
- Most workers reported unsafe working and living conditions, with limited access to healthcare facilities
- It was discovered that workers migrating to countries such as UK, Germany and USA reported a considerably higher level of satisfaction as compared to those migrating to GCC

<sup>1</sup>Under the Kafala system, a migrant worker's immigration status is legally bound to an individual employer or sponsor (kafeel) for their contract period. The migrant worker cannot enter the country, transfer employment nor leave the country for any reason without first obtaining explicit written permission from the kafeel

## Employee Feedback – Retail



A majority of the employees explained that they found it difficult to understand cultural mannerisms of the customers in their store. Many of them stated that they are often nervous when trying to speak to customers



Some of the respondents found it difficult to work with the data management and billing software as it was more complex



The temporary nature of migration to the GCC countries does not entitle the low skilled worker to acquire minimum conditions for social protection schemes



Some employees stated that they felt racially discriminated against by both employers and customers at their outlets



Some employees in the GCC countries said that their employers withheld passports and subjected them to exploitation, such as delaying salary and forcing them to work longer hours than their contracts stated



Over 60% of the employees were not part of labour unions, and a number of them cited lack of knowledge about labour unions and laws in the country

- Majority of migration in the retail sector was to GCC countries primarily due to higher salaries
- Migrants complained about being compelled to stay in the destination country under abusive conditions to support their families financially
- The migrants also reported exploitative working conditions and racial discrimination by employers and customers

## Employee Feedback – Healthcare

- The salary of expatriate health care professionals in Saudi Arabia is considerably lower than that of Saudi nationals and often does not even cover their cost of living
  - Employees reported that they were expected to work over time without any overtime pay
  - Nurses with cultural differences are put up in shared accommodations with sub-standard facilities
  - When free, nurses are forced to perform non-nursing duties such as those of auxiliary staff like clerks
  - Expatriate healthcare professionals in the United States report fairly decent accommodation and good working conditions
  - Stability and religious freedom have been reported as incentives for healthcare workers to work in the United States
  - Several workers mentioned that the key reasons for why they came to work in the US included better health standards, financial conditions and better living conditions
  - Healthcare employees report good working conditions in Australia. They also report that they are given mandatory health insurance
- It was discovered that even though migrant workers were paid much lower than GCC nationals, the salary was considerably higher than that in India
  - The challenges faced by migrants in the healthcare sector included performing activities out of their scope of work, working overtime without pay and living in sub-standard accommodations
  - In contrast, workers working in the US reported a higher level of satisfaction with good living conditions, on time salaries and religious independence. The feedback from migrants in Australia was similar to that from migrants in the US

## Section 16 – Benchmarking of Best Practices

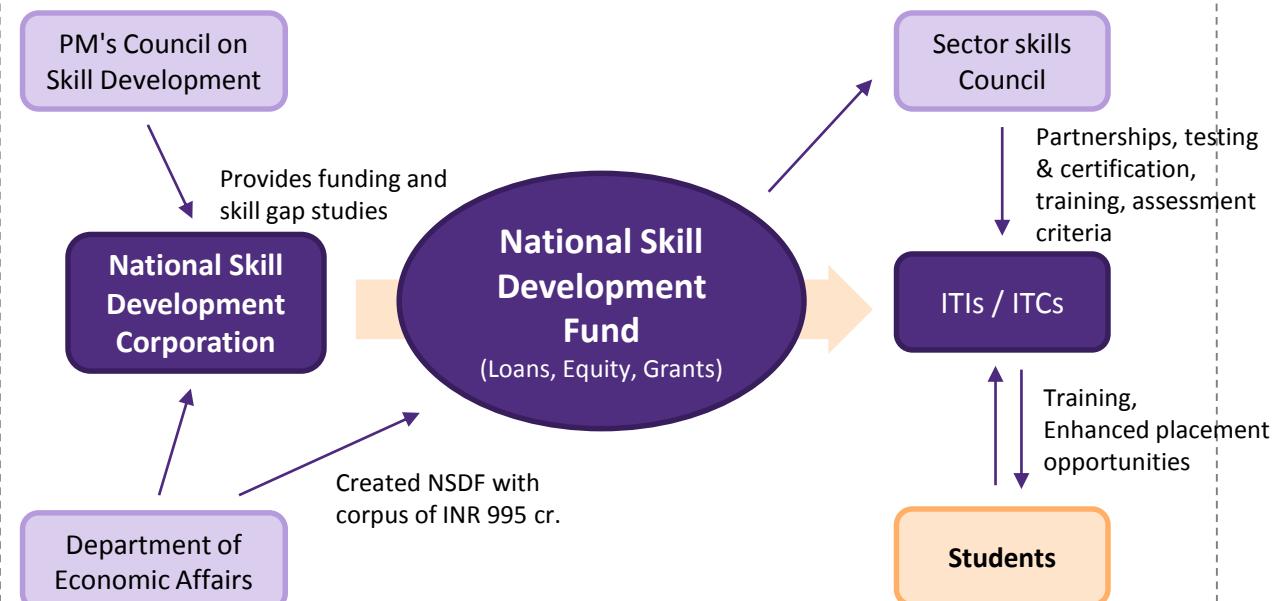
# Skill Development in India

There are two aspects to being the supplier of a high quality workforce – having a well-organized skill development program and an effective migration policy. In terms of having a well-established skill development program, India stands at par with respect to the best programs implemented globally, as per our findings. However, India lags behind in terms of having an effective migration policy. There is an immediate need to formulate a migration policy, that includes the various international best practices (discussed in the subsequent slides), so as to promote migration and eliminate the prevailing negative effects.

The current model in India in which ITIs and ITCs offer training along the lines of a curriculum set by the Sector Skills Councils, as explained below, has been successful so far in its deployment across the country. It is recommended to build on the success of this model as it has led to the skilling of over 5 million people (cumulatively) in the last five years (until May 2015) in the construction sector alone, while 1,537,657 (cumulatively) have been placed. However, this model can be further enhanced by incorporating best practices\* from across the world, like the official migration program developed by Philippines.

## Current Skill Acquisition Model

- The major part of skill acquisition in India takes place informally in the unorganized sector
- Formally, the modes of delivery for skill education include professional technical institutes, vocational schools, specialized institutes for technical training and apprenticeship training by industry
- Elementary, secondary and higher education is governed by the Ministry of Human Resource Development. The All India Council for Technical Education (AICTE) plans, regulates and coordinates the technical education system
- Vocational training is imparted through government-run Industrial Training Institutes (ITIs) and privately operated Industrial Training Centers (ITCs)
- The National Council on Vocational Training (NCVT) develops the curriculum, formulates policies, sets standards and certifies institutes through a trade test
- The National Skill Development Council (NSDC) was set up under the Ministry of Finance to provide viability gap funding and promote private skill initiatives



\*Other best practices are discussed in the subsequent slide

# Skill Development in India – Key Initiatives and Best Practices

## Key Skill Development Initiatives

- Basics Academy for Building Lifelong Employability (B-Able) –
  - Procured funds from NSDC and receives fee subsidies from state governments
  - Provides content under a franchise model, focusing on the farm sector
- Gram Tarang Employability Training Services (GTETS) –
  - Using soft funding from NSDC, GTETS offers a portfolio of courses in collaboration with both the government and private firms
- Everonn Skill Development Limited (ESDL) –
  - Partnered by the NSDC, it is a technology-driven enterprise offering customized courses through VSAT and 3G technology

## Construction Related Trades Offered by ITIs/ ITCs and their Capacity

Trades	No. of Units		No. of ITI's		Unit Size
	Govt.	Pvt.	Govt.	Pvt.	
Architectural Assistant	21	139	18	84	16
Carpenter	443	119	379	91	16
Draughtsman Mechanical	455	535	288	342	16
Draughtsman Civil	760	1709	509	891	
Electrician	3029	24764	1702	9898	16
Foundryman	174	7	118	6	16
Fitter	3438	18274	1730	8619	16
Interior Decoration and Designing	44	56	32	36	16
Mason(Building Constructor)	109	94	93	56	16
Machinist	1124	135	441	84	12
Mechanic Machine Tool Maintenance	105	9	70	6	16
Plumber	332	581	283	369	16
Operator Advanced Machine Tool	4	1	4	1	
Painter(General)	202	74	168	69	16
Sanitary Hardware Fitter	9	21	8	14	16
Sheet Metal Worker	304	55	235	50	11
Wireman	1600	888	1021	595	16
Welder	899	1237	653	833	
Welder(Gas & Electric)	1088	701	666	438	12

## Key Training Institutes - Construction

- Construction Skills Training Institute (CSTI)
- Construction Industry Development Council (CIDC)
- National Academy of Construction
- National Institute of Construction Management and Research (NICMAR)

# Skill Development in India – Key Initiatives and Best Practices

## Training Capacities in Industrial Training Institutes (ITIs) for Furniture and Furnishing

16.2 Training Capacity of ITIs in furniture and furnishing sector				
ITI Trades	No. of ITI's		Capacity	
	Govt.	Pvt.	Govt.	Pvt.
Carpenter	379	91	7088	1904
Cane,willow, bamboo work	1	1	32	16
Fitter	1731	8650	55040	293792
Interior decorating & designing	32	36	704	896
Machinist	441	84	17964	2160
Mechanic machine tool maintenance	70	6	1680	144
Operator advanced machine tool	4	1	0	0
Upholsterer	1	0	16	0
Upolster	3	2	48	32

## Key Training Institutes – Furniture and Furnishing

- National Institute of Design (NID)
- Indian Institute of Crafts & Design (IICD)
- MIT School of Energy & Lighting
- Srishti School of Art, Design & Technology

## Total Intake in important Clusters - Pharmaceuticals

16.3 Total intake in Pharmaceuticals by state	
State/UT	Total Intake
Maharashtra	10240
Karnataka	8410
Andhra Pradesh	5682
Madhya Pradesh	4250
Tamil Nadu	3390
Kerala	2205
Uttar Pradesh	2200
Rajasthan	2069
Gujarat	2025
Punjab	1920
Haryana	1745
Orrisa	1370

# Skill Development in India – Key Initiatives and Best Practices

16.4 Key Training Institutes- Pharmaceuticals	
Chemistry (graduate and post graduate courses in biochemistry, organic chemistry & inorganic chemistry)	Loyola college, Chennai St Stephens, Delhi Miranda House, Delhi Christ University, Bangalore St. Xavier's College, Mumbai Fergusson College, Pune Hansraj College, Delhi Hindu College, Delhi Ramjas College, Delhi
Biotechnology (engineering courses in biotechnology)	Indian Institute of Technology Kharagpur (IIT KGP), Kharagpur Indian Institute of Technology Roorkee (IIT Roorkee), Roorkee Indian Institute of Technology (IIT Guwahati), Guwahati National Institute of Technology, Warangal Netaji Subhas Institute of Technology, Delhi PSG College of Technology, Coimbatore Thapar University, Patiala Manipal Institute of Technology, Karnataka Vellore Institute of Technology (VIT), Vellore BMS College of Engineering, Bangalore National Institute of Technology, Durgapur Chaitanya Bharathi Institute of Technology, Hyderabad
Management in pharmaceuticals (MBA in pharmaceutical administration )	Indian Institute of Pharmaceutical Marketing (IIPM), Lucknow ASM's Institute of International Business & Research (IIBR), Pimpri, Pune SVKM's NMIMS (Narsee Monjee Institute of Management Studies SIES College of Management Studies, Navi Mumbai, Mumbai Lovely Professional University, Jalandhar Tilak Maharashtra Vidyapeeth, Gultekadi, Pune Jamia Hamdard University, Hamdard Nagar, Delhi Panjab University (PU), Chandigarh Mahatma Jyoti Rao Phoole University, Jaipur

# Skill Development in India – Key Initiatives and Best Practices

## Major textile training institutes and capacity

16.5 Key training institutes- textile			
	Institute	No.	In take Capacity
Institutional Training	Industrial Training Institute	1654	31,840
	Industrial Training Centre	887	18,624
	Apparel training design centers (SMART, apparel vocational institutes)	14	
	AICTE-Approved Textile Engineering Colleges	39	1,816
	NIFT	15	
Textile Research Associations	Ahmadabad Textile Industries' Research Association Northern India Textile Research Association Southern India Textile Research Association Bombay Textile Research Association Jute TRA Wool Industries TRA	8	
Others	Power loom service centers	44	
	Weavers services centers	24	

# Skill Development in India – Key Initiatives and Best Practices

## **Best Practices (International)**

### **Partial State Funding**

- Partial funding by the state is essential for the functioning of skill development programs, as is the case for countries such as India and Sri Lanka. However, it is important to ensure that financial assistance is linked to performance in order to ensure optimal utilization of funds
- In the USA community college model, colleges are funded by the local community and the graduates are often absorbed by the local economy. Foreign students pay higher fees

### **Incentive Mechanisms**

- Incentive programs help induce private players and students to invest in their development
- The Korean levy-grant system and the South African statutory levy mobilize funds from the private sector by collecting a mandatory levy towards skill development, and provides subsidies to employers who conduct their own training schemes
- Singapore's Skill Development Fund is created through employee contributions

### **Integration**

- Dual systems, such as those in Germany and Switzerland, integrate work-based and school-based learning to impart practical skills. These systems mandate time-sharing of students between education and work experience
- The Australian VET system allows easy movement in and out of vocational training for students

### **Partnership**

- A strong system of communication and interaction between multiple agencies is a consistent theme across skill development initiatives
- The South Africa levy system addresses the problem of under-investment in training and simultaneously ensures broad participation by various stakeholders in the skill development process

### **Migration Policy (Philippines)**

- The official migration program in Philippines offers migrants a number of subsidized benefits like pre-migration training on social and work conditions abroad, medical insurance, life insurance and pension plans, and eligibility for pre-departure and emergency loans
- The benefits are administered by the Overseas Workers Welfare Administration (OWWA) and require mandatory registration for a fee of \$200 per year. The fee is paid by recruitment agencies, either out of worker's wages or directly by the migrant

# Skill Development in India – Recommendations

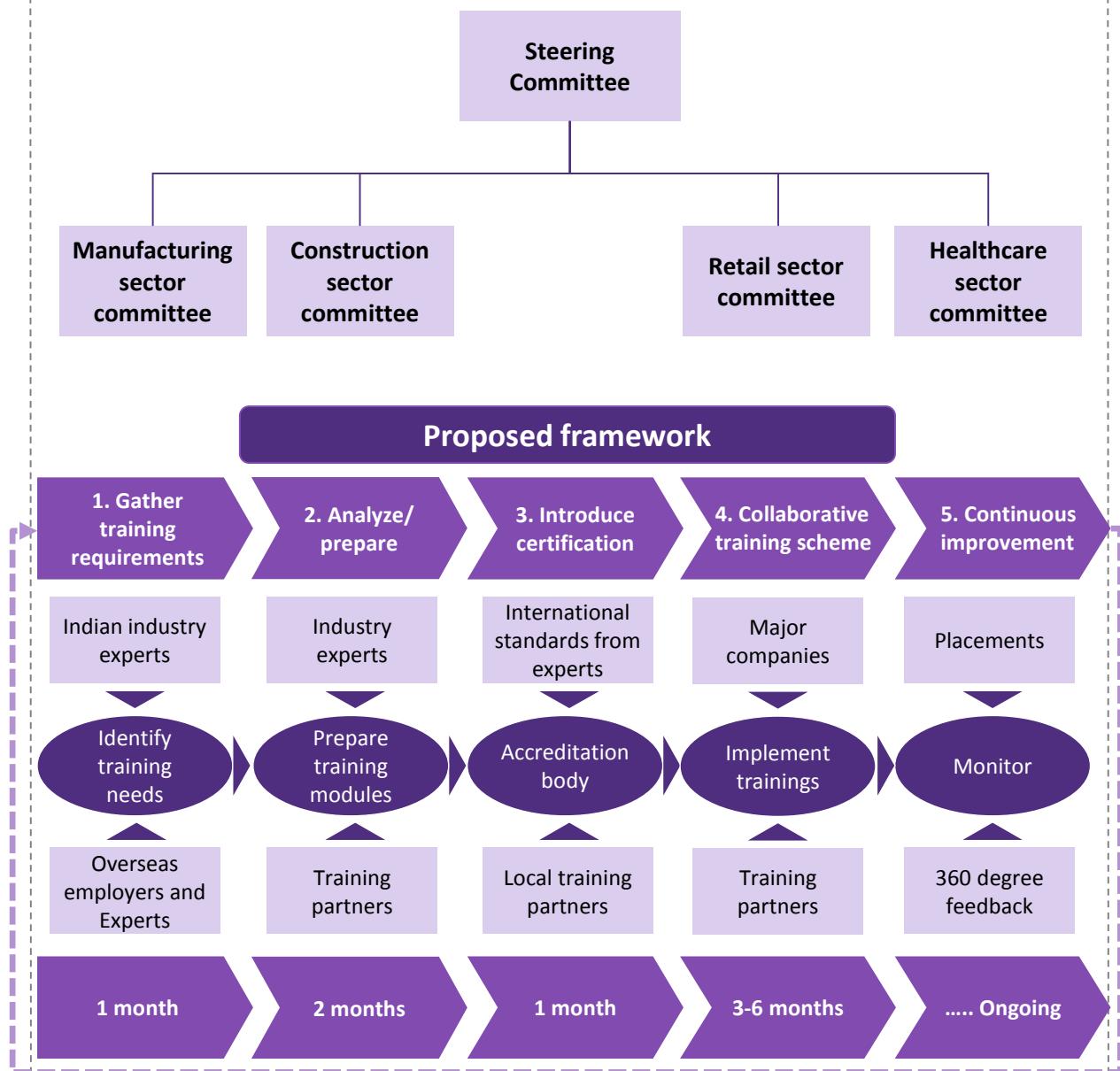
## Key Recommendations for Regulating and Skilling Indian Migrants

- Formulation of a Migration Policy for Indian Migrants (Best Practice Philippines) to regulate and assist smooth Migration of Indians Aboard
  - The policy should enable migrants to receive proper pre-migration training on social and work conditions abroad
  - Policy should cover migrants and his family for medical insurance, life insurance and pension plans
  - Policy should provide emergency loans for migrants
  - Policy should facilitate smooth execution of the contracts to ensure that factors like tenure and salary are duly honored
  - For the migrants registered under the policy, assistance to ensure smooth and safe return back to the country should also be provided
  - Further, recruiters sending migrants abroad should be registered under the policy
  - Various labour governing bodies of international countries should be registered under the policy as partner countries
- Recognition of the Policy with various nation governments
  - The migration policy should be recognized by various governments of the nation's Indians are migrating to
- Including international curriculum to the existing training programmes
  - India is sitting on a vast pool of skill development agencies who are training people on an ongoing basis for the domestic market
  - These training institutes need to develop courses as per international standards and introduce them in the existing system
  - Close association with the International industries and working in accordance National occupational standards of the destination countries while preparing training programs
- Financial assistance to be given to training institutes to develop and execute international level skill development
- Accreditation and certification for the migrants undergoing specific skill development training for the international market
  - These certifications and accreditations are to be recognized by the destination countries
- Regulation of the recruitment agencies to submit all documents with the government in order to avoid exploitation of migrants
  - Maximum commission norms (One month salary) should be enforced on the recruiting agencies.
- Pre and post migration handholding
  - Special teams assisting in smooth settling of the migrants in the destination countries
- For further detailed framework on how the government, industry, academia and training institutes would work as listed in the following chapters. These highlight the Skill development training framework at a sector level. Further, country wise recommendations are highlighted to address specific problem

# Skills development framework and action plan

The top 4 sectors – **manufacturing, construction, retail, and healthcare** – that are expected to drive employment for Indian migrant workers across 20 countries, in the years ahead, were identified during the study. For detailed analyses on the sectors, please refer to individual sector sections.

- **Steering committee:** This committee, sponsored by the government, will comprise of members from National Skill Development Corporation (NSDC) and various other ministries involved in the upskilling program. It will overlook individual sector committees described below
- **Individual sector committees:** Each individual sector committee, for the top 4 sectors mentioned above, will comprise of experts chosen from the top local and international companies operating in that sector, employment agents, training partners, representatives from governing labour bodies



# Skills development framework and action plan

1

- Each individual sector committee, comprising of experts chosen from the top Indian and international companies operating in that sector, will evaluate key future business requirements of companies employing Indian migrants
- Skill levels of Indian migrant workforce will be compared with future business requirements of international companies in the sector. Based on the outcome, training needs will be identified by each individual sector committee
- Besides technical skills, the Indian workforce will also be trained on behavioral as well as soft skills to increase employability

2

- Steering committee will be responsible for empaneling recognized training partners to provide the finalized trainings
- In collaboration with training partners, institutes should be established on the principles of 'train the trainer' to develop trainers with expertise in specific trades
- Next, based on training needs of Indian migrant workforce, customized training modules should be prepared collectively by the individual sector committees and training partners

3

- A nationally recognized framework should be developed for trade-specific qualifications
- The framework will include graded certification according to proficiency levels achieved, thus allowing upskilling of workforce in a more organized manner, as per international standards
- The certification will incorporate inputs from international experts as well as local partners, and be at par with international benchmarks
- An accreditation body will be setup to validate trainings offered by training partners as well as to periodically evaluate the delivery model used

4

- Under a collaborative training scheme, major private players will be incentivized by the steering committee to allow training partners to use their assets for providing accredited trainings
- The scheme will be beneficial for Indian workers as they will get hands-on training using the latest technology and tools and be job-ready in international markets
- The steering committee should also offer financial assistance to workers, in the form of grants or interest-free loans, so as to enable them to afford training expenses

5

- The steering committee will be responsible for monitoring placement trends of trained workers and also collect 360 degree feedback from employers, peers, and workers themselves
- The skills development framework will undergo continuous improvements as an ongoing process, based on employment trends and feedback of employed workers

# **Section 17 – Recommendations for Interventions by Stakeholders**

## Recommendations for Stakeholders

Stakeholders	Recommendations
Government	<ul style="list-style-type: none"> <li>Training infrastructure should be mapped to international standards and standardized</li> <li>Form policies with international governments for migrant workers, for smooth settling and safety of the migrant workers</li> <li>Government should give incentives to private players for letting the training providers use their infrastructure/ assets for training</li> <li>Government should set up a National level certification and accreditation body which is acceptable in the migrant countries</li> </ul>
Industry	<ul style="list-style-type: none"> <li>Job-specific trainings based on equipment and tools used internationally</li> <li>Trainings on international health and safety standards</li> <li>Regular coordination with the government to identify skill gaps</li> <li>Creation of a nodal agency to monitor the training ecosystem in the respective sector which is crucial to standardize the training according to international standards</li> <li>Intensive marketing and media activities should be implemented by both government and industry players to improve the image and create awareness about the industry and training programs</li> </ul>
Institutions	<ul style="list-style-type: none"> <li>Hands-on trainings on high-end equipment used internationally</li> <li>Trainings on usage of health and safety-related equipment used internationally</li> <li>Regular coordination with the government to identify skill gaps</li> <li>Training curriculum to be developed according to skill sets required by the industry</li> <li>Training on soft skills and how to work in a team</li> <li>Institutions/ Training providers should impart generic skills such as project management. They should also develop and promote executive and management development programs to solve the problem of higher-order skill shortage</li> </ul>
Job Hunters/ Recruiters	<ul style="list-style-type: none"> <li>Regular coordination with institutions and industry to identify skill shortages in the industry</li> <li>Provide local knowledge about the language, law, belief of the migrant countries, for smooth settling of the migrant workers</li> <li>Agents should do skill matching before recommending people for the job</li> </ul>

## **Section 18 – Recommendations for Improving Migration Process Region wise**

## Recommendation for Improving Migration Process – GCC

Problems	Recommendations
<ul style="list-style-type: none"> <li><b>Illegal passport retention</b> – It is a common practice for employers to maintain possession of migrant workers' passports for the entire duration of their stay. As a result, workers are unable to leave or transfer employment or even prove their nationality in case of emergency. This practice is often framed by employers as a means to ensure that the workers do not flee the country or otherwise abscond from their contractual obligations</li> </ul>	<ul style="list-style-type: none"> <li>The Indian authorities should issue an identity/biometric card to every migrant worker which can be used for banking, casting NRI votes, and in case of an emergency</li> <li>Companies possessing workers' passports should be punished as it is against regulations to do so</li> </ul>
<ul style="list-style-type: none"> <li><b>Modification of contracts</b> – Indian migrant workers complain that their contracts are modified and substituted by recruitment agents after their arrival in the destination country. A number of workers are provided incomplete or incorrect information about the contract period, salary, overtime and related details</li> </ul>	<ul style="list-style-type: none"> <li>Duping of Indian migrants by employers and recruiting agents should be investigated, as well as exploitation of maids and domestic workers should be prohibited through strict action</li> </ul>
<ul style="list-style-type: none"> <li><b>Visa trading</b> – The recruitment agencies charge an extremely high price for visa from migrants, thus indulging in visa trading</li> </ul>	<ul style="list-style-type: none"> <li>The Government should monitor the visa issuance process</li> </ul>
<ul style="list-style-type: none"> <li><b>Higher than prescribed fees by recruiting agents</b> – The MOIA has stipulated a maximum of INR 20,000 for recruitment agency fees, but in reality agencies charge three to four times that amount. Agents often charge about 45 working days' salary of Indian migrant workers</li> </ul>	<ul style="list-style-type: none"> <li>With regard to recruitment practices, GCC should enter into renewed bilateral arrangements with India to ensure proper regulation and policing of recruitment agencies and individual recruiters</li> <li>For those employers who do not recruit directly, a government-run website can serve as a recruiting house that would reduce the need for intermediaries</li> </ul>

## Recommendation for Improving Migration Process – Asia

Problems	Recommendations
<ul style="list-style-type: none"> <li><b>Excessive deduction from wages (without consent or approval)</b> – Wages provided to the migrants have unnecessary deductions, therefore lowering their annual wage. This deduction is done without informing migrant workers and without their approval</li> </ul> <p>( Common in Malaysia, China)</p>	<ul style="list-style-type: none"> <li>The labourer should have the right to file a wage claim where they can claim unauthorized deductions from wages</li> <li>Investigate duping of Indian migrants by employers and recruiting agents, and look into exploitation of workers</li> </ul>
<ul style="list-style-type: none"> <li><b>Unsafe and unhygienic accommodation</b> – Restricted access to basic needs such as identity documentation, social entitlements, housing, and financial services. Many migrants also face harassment and political exclusion</li> </ul>	<ul style="list-style-type: none"> <li>Living conditions should be investigated by responsible agencies before migration. Migrants should be informed about the living conditions before they migrate abroad</li> </ul>
<ul style="list-style-type: none"> <li><b>Difference between job role promised and actual job</b> – It is the scenario where migrants are promised one job before migration but on their arrival are directed to work on an entirely different job</li> </ul>	<ul style="list-style-type: none"> <li>Implement Pravasi Bhartiya Bima Yojna (PBBY)</li> <li>There is a need to increase focus on English language training for Indian migrants. This will help bridge the gap between industry expectations and skill set of Indian migrants</li> </ul>

## Recommendation for Improving Migration Process – Australia/ New Zealand

Problems	Recommendations
<ul style="list-style-type: none"> <li><b>Illegal passport retention</b> – It is a common practice for employers to maintain possession of migrant workers' passports for the entire duration of their stay. As a result, workers are unable to leave or transfer employment or even prove their nationality in case of emergency. This practice is often framed by employers as a means to ensure that the workers do not flee the country or otherwise abscond from their contractual obligations</li> </ul>	<ul style="list-style-type: none"> <li>The Indian authorities should issue an identity/biometric card to every migrant worker which can be used for banking, casting NRI votes, and in case of an emergency</li> <li>Companies possessing workers' passports should be punished as it is against regulations to do so</li> </ul>
<ul style="list-style-type: none"> <li><b>Multiple contracts</b> – Many employees report that they are made to sign two contracts, one in the origin country and another amended contract on arrival</li> </ul>	<ul style="list-style-type: none"> <li>Duping of Indian migrants by employers and recruiting agents should be investigated</li> <li>Migrants should be given the right to complain and action should be taken against employers who make workers sign amended contracts on arrival</li> </ul>
<ul style="list-style-type: none"> <li><b>Difficulties in commuting and accommodation</b> – Some workers found it difficult to find appropriate housing and using public transport to reach their workplace</li> </ul>	<ul style="list-style-type: none"> <li>Pre-migration workshops are essential to teach migrants the basic ways of life in the destination country, and prepare them with the important laws and regulations to be strictly followed</li> </ul>

# Recommendation for Improving Migration Process – Europe

Problems	Recommendations
<ul style="list-style-type: none"><li><b>Tier-based visa system</b> – The UK follows a tier-based visa system which analyzes applicants on the level of skill they possess. This system makes it hard for low skilled and unskilled candidates to acquire visas</li></ul>	<ul style="list-style-type: none"><li>The government should make sure that the applicants possess the right level of skill before they apply for work permit</li><li>The government can also train workers on European standards so as to improve chances of migration</li></ul>
<ul style="list-style-type: none"><li><b>Language Barriers</b> – Most employers face problems with Indian employees due to poor communication skills</li></ul>	<ul style="list-style-type: none"><li>The Indian government should hold language classes in association with respective embassies in order to ensure that migrants have the requisite language skills</li></ul>
<ul style="list-style-type: none"><li><b>Deductions from salary</b> – Migrant workers report that employers makes additional deductions from their salaries for water, electricity and other taxes</li></ul>	<ul style="list-style-type: none"><li>Before the worker departs, the government of India can ensure that the work contract mentions all deductions to be made and the employee is fully informed about the same</li></ul>
<ul style="list-style-type: none"><li><b>Inability to adjust</b> – Often migrants face difficulty to adjust to the extreme weather conditions and work culture in Europe</li></ul>	<ul style="list-style-type: none"><li>The government is advised to hold workshops before departure to inform and brief workers regarding the labour laws in the destination country</li><li>The migrants should also be informed about the trade unions they can join in order to protect themselves</li></ul>

## Migration Gaps and Recommendation : US/ Canada

Problems	Recommendations
<ul style="list-style-type: none"> <li><b>Delays in acquiring visas and initial certifications</b> – Canada and the US use a point-based system that gives a preference to candidates with higher skill levels</li> <li>However, even after the candidate passes the requisite criteria, they need to acquire additional certifications which is reported to be lengthy as well as costly</li> </ul>	<ul style="list-style-type: none"> <li>The government should ensure that before the candidate departs the country, all the necessary certifications are acquired</li> <li>Further, it was observed that majority of candidates migrating to the US and Canada are highly skilled. This is due to the rigid point-based system followed by both the countries which makes it difficult for unskilled or low-skilled workers to migrate</li> </ul>
<ul style="list-style-type: none"> <li><b>Language barriers</b> – The most widely spoken languages in the US are English and Spanish, whereas, those in Canada are English and French. Hence, mostly a job requires the worker to be fluent in both languages</li> </ul>	<ul style="list-style-type: none"> <li>The Indian government should hold language classes in association with the respective embassies in order to make sure that migrants have the requisite language skills</li> </ul>
<ul style="list-style-type: none"> <li><b>Ill-treatment and harassment</b> – Multiple cases of harassment have been reported by Indian migrants where they are falsely accused of crimes such as theft, leading to imprisonment or deportation</li> </ul>	<ul style="list-style-type: none"> <li>The Indian authorities can set up a fast track helpline in the Indian embassy in the US and Canada to help migrants in such cases</li> </ul>
<ul style="list-style-type: none"> <li><b>Inability to adjust</b> – Often migrants face difficulty to adjust to the extreme weather conditions and work culture in Canada and US</li> </ul>	<ul style="list-style-type: none"> <li>Before the worker departs, the government should hold seminars and workshops to brief the candidates regarding the culture and laws prevalent in the destination country</li> <li>Further, the government should also provide workers with a list of amenities that they might need, to deal with weather and living conditions in the destination country</li> </ul>