

OVERSEAS EMPLOYMENT PROGRAM MONITORING SURVEY REPORT 2023



Department of Employment and Entrepreneurship
Ministry of Industry, Commerce and Employment
June, 2023



Department of Employment and Entrepreneurship
Ministry of Industry, Commerce and Employment
Royal Government of Bhutan

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Foreword

Our department is pleased to present the Survey Report, **Overseas Employment Program Monitoring Survey Report 2023**, which provides a comprehensive analysis of the experiences and perspectives of Bhutanese workers currently employed in Kuwait, Qatar, Bahrain, and the United Arab Emirates. This report serves as a valuable resource, shedding light on various aspects of overseas employment and offering insights into the challenges and opportunities faced by the Bhutanese Overseas Workers (BOWs).

The objective of this survey was to gather vital information from the BOWs regarding their decision to pursue overseas employment, their job titles while working in Bhutan, salaries, employment agents, pre-departure briefing, welfare-related concerns, and recommendations for enhancing the overseas employment program. We received responses from 895 participants currently working in these four countries, enabling us to draw meaningful conclusions from the collected data.

This survey report provides crucial insights into the experiences of the BOWs engaged in overseas employment. The report also provides recommendations for the Ministry and relevant stakeholders to analyse and address the identified areas of improvement, such as enhancing the pre-departure briefing process,

ensuring better job satisfaction and providing reintegration support upon their return to Bhutan. By utilising the findings presented in this report, we can work towards refining our overseas employment program and ensuring a more favourable and supportive environment for the BOWs.

We express our gratitude to all the participants who took the time to complete the survey and share their valuable experiences. We also extend our appreciation to the monitoring team, Royal Bhutanese Embassy (RBE) Kuwait, foreign employers and all the relevant agencies whose contribution added value to the survey report. We hope that this report guides us towards further progress and enhancement of the overseas employment program, ultimately improving the lives of the BOWs.



Kunzang Lhamu
Director General, DoEE

I. Executive Summary

This report presents the results of the monitoring survey conducted among the Bhutanese workers who are currently working in Kuwait, Qatar, Bahrain, and the United Arab Emirates. The survey aimed to gather information on various aspects of overseas employment, including the reasons for choosing overseas employment, job titles while working in Bhutan and the current job titles, salaries, employment agents, pre-departure briefing, welfare-related issues, and recommendations for improving overseas employment. The survey received responses from 895 participants who are currently working in these four countries.

The findings indicate that the top reasons for choosing overseas employment were due to financial problems, low wages in the country and lack of employment opportunities with their qualification. Of the 895 respondents, only 318 had worked in Bhutan prior to their overseas employment. The majority of them had occupation as Sales workers and Personal Service Workers in Bhutan, and a similar pattern was observed in their overseas employment.

Regarding pre-departure briefing, the majority of respondents reported that they were given pre-departure briefing by the Ministry and by the agents. Overall, the respondents felt that they were well-informed about the terms and conditions laid out in the undertaking form signed with the Ministry/Agent.

In terms of job satisfaction, the survey found that the respondents were somewhat satisfied with their Transportation/allowance and medical/allowance. However, majority of the respondents were unsatisfied with their salaries/wage, accommodation/allowance, salary increment, overtime payment, and other incentives.

Overall, the survey provides valuable insights into the overseas employment experience of Bhutanese citizens and highlights areas of improvement in terms of pre-departure briefing, job satisfaction, integration support upon returning to Bhutan. The findings can be used by the Ministry and relevant stakeholders to improve the overall employment experience for the Bhutanese citizens.

II. Background and Objectives

Overseas employment has become an attractive option for Bhutanese citizens seeking better employment opportunities, higher salaries, and international exposure. However, there are concerns about the experiences of Bhutanese citizens working overseas, including the pre-departure briefing process, job satisfaction, and integration support upon their return to Bhutan.

To address these concerns, this survey was conducted to gain insights into the overseas employment experiences and perspectives of Bhutanese who are currently working overseas.

The objective of the survey was:

1. To understand the reasons for choosing overseas employment.
2. To explore the employment history of Bhutanese citizens prior to working overseas.
3. To examine the current employment status of Bhutanese citizens overseas.
4. To collect the retrospective rating and feedback on their job satisfaction.
5. To assess the pre-departure process for Bhutanese citizens who work overseas.
6. To identify recommendations for improving government interventions in overseas employment, including necessary skills, attractive job opportunities, and preferred countries to work in.

III. Methodology

The survey was conducted using Google Form, and the respondents were contacted through social media and email. The survey consisted of 39 questions divided into five sections. The survey was open to Bhutanese workers who are currently working in Kuwait, Qatar, Bahrain and the United Arab Emirates. A total of 895 responses were received. The data collected were analysed using descriptive statistics and presented in tables and graphs.

IV. Results

Section A: Demographic Profile

Out of **895** respondents, **32%** were male and **68%** were female. The age group with the highest number of respondents were 25-29 years (**49.2%**).

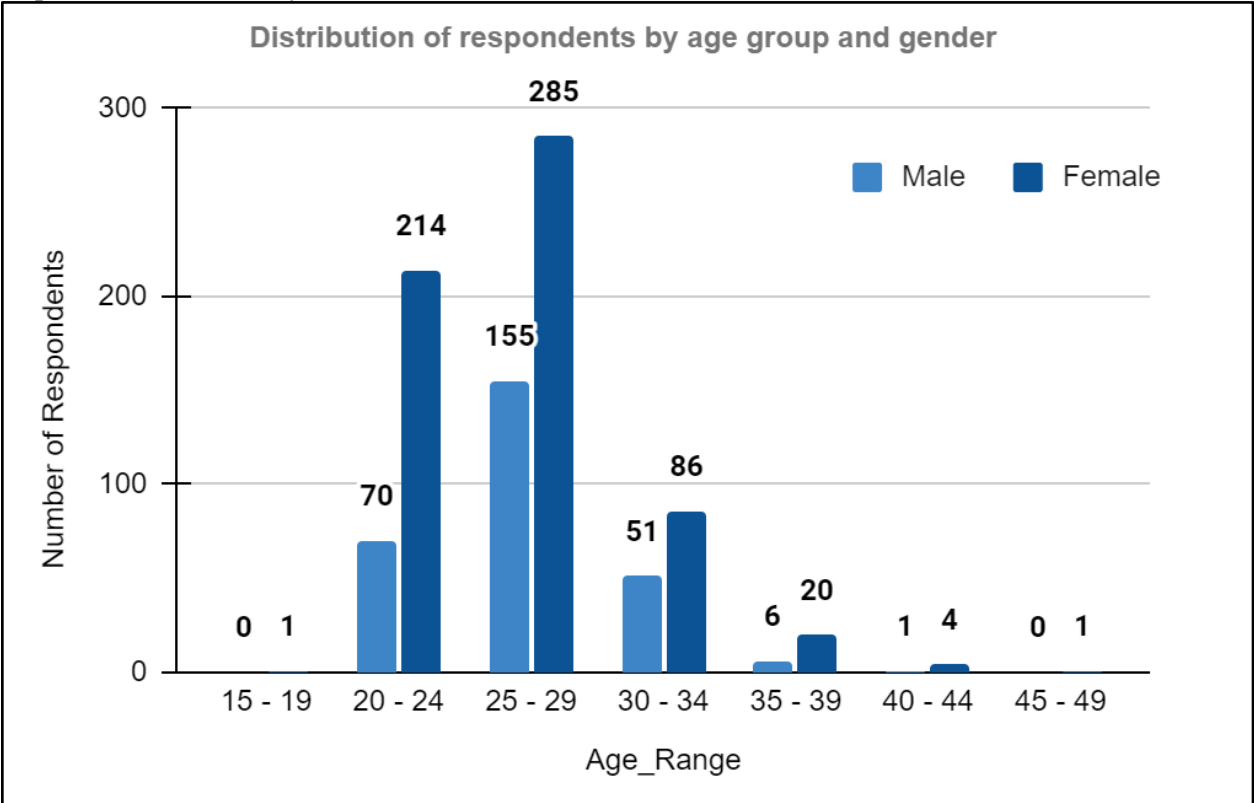


Figure 1: Distribution of respondents by age group and gender

The majority of respondents were currently working in Kuwait (**64.9%**), followed by Qatar (**28.8%**), UAE (**3.5%**), and Bahrain (**2.8%**).

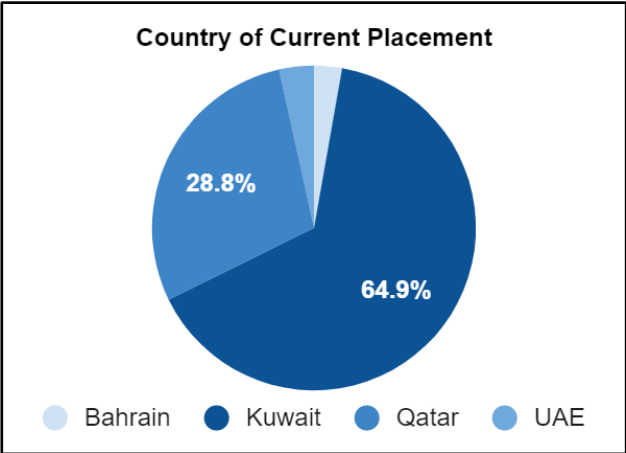


Figure 1.1: Distribution of respondents by country of placement

Duration of Working Overseas:

The average duration of working overseas was found to be 9 to less than 12 months. The duration of working overseas varied among the participants, with the majority (37%) having worked for 3 years and more. 18% of the participants had worked for less than 6 months, while 15% had worked for 6 to less than 9 months.

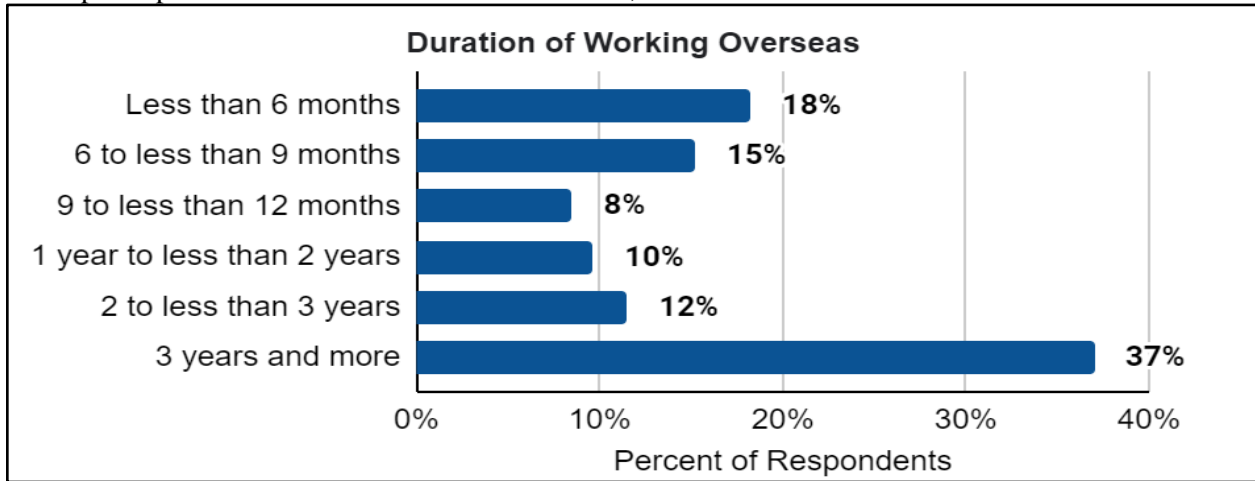


Figure 1.2: Duration of Working Overseas

Reasons for choosing Overseas Employment:

The most common reason for choosing overseas employment was financial problems (42%). Other reasons included interest to experience working overseas (38%), lack of job opportunities in the country (37%) and low wages in the country (34%).

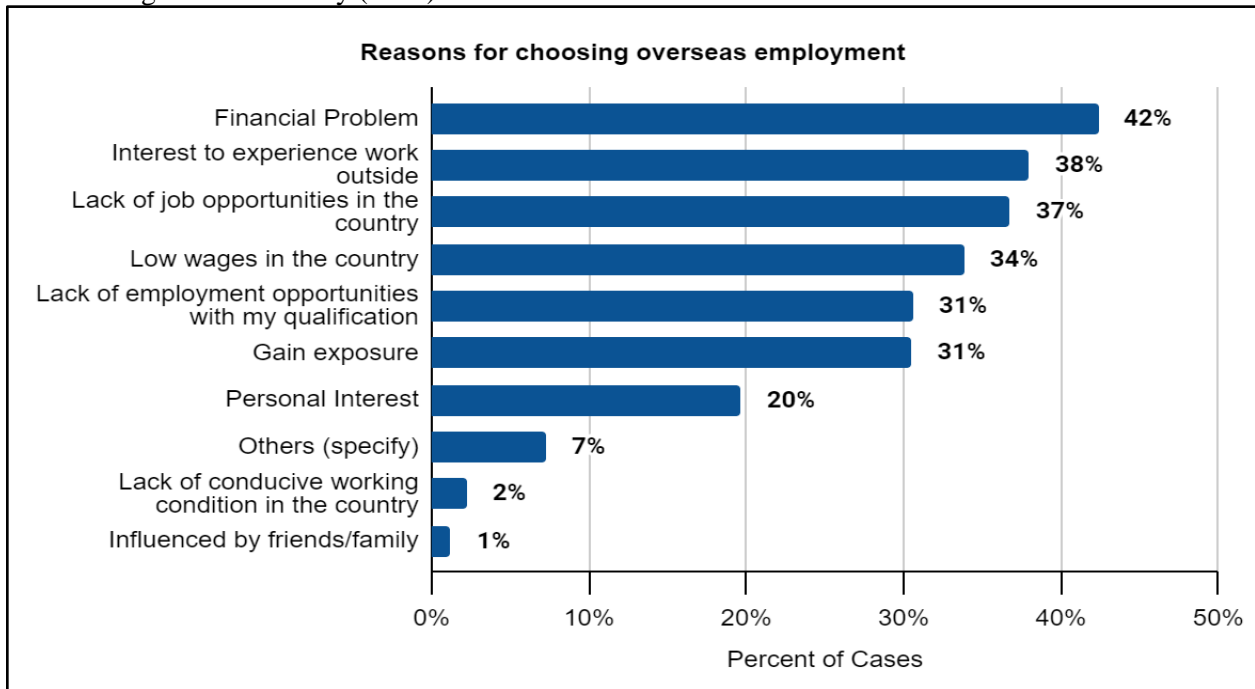


Figure 1.3: Reasons for choosing overseas employment.

***Note: Respondents were allowed to select up to three reasons for choosing overseas employment. Therefore, the percentage total may exceed 100%.

Section B: Employment Details in Bhutan

Of the 895 respondents, only 318 (35.5%) had worked in Bhutan prior to their overseas employment.

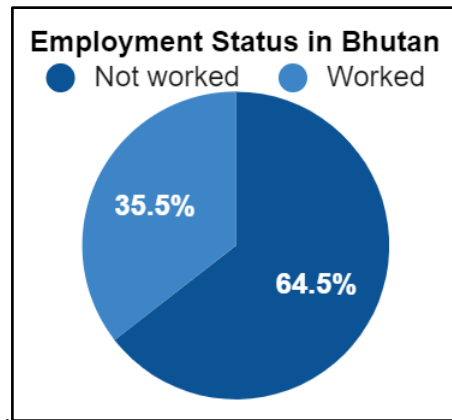


Figure 2: Employment Status of Respondents in Bhutan

The majority of them had occupations as Sales Workers (16.0%) and Personal Services Worker (15.7%), followed by General and Keyboard Clerks (9.1%) and Hospitality, Retail, and Other Services (8.5%).

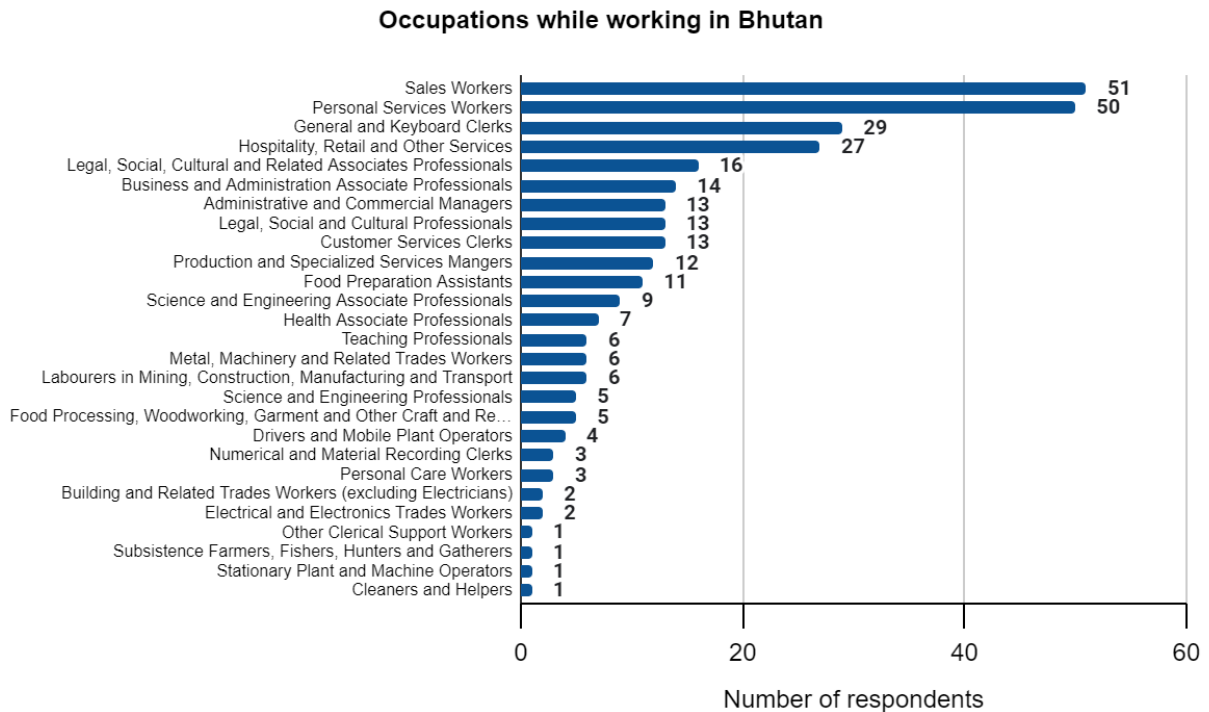


Figure 2.1: Occupation Distribution of Respondents While Working in Bhutan

The average monthly income while working in Bhutan was found to be between Nu.5,000 and Nu.15,000 (74%).

Table 2: Average monthly income while working in Bhutan

Average Monthly Income (Nu.)	Number of respondents	Percent
Below 5,000	9	2.83%
5,000 - 10,000	126	39.62%
10,000 - 15,000	109	34.28%
15,000 - 20,000	42	13.21%
20,000 - 25,000	8	2.52%
Above 25,000	8	2.52%

Section C: Overseas Employment Details

Current Employment Status:

Among the respondents working overseas, the most common occupation were Sales Workers (37%) and Personal Services Workers (22%), followed by Food Preparation Assistants (15%) and Hospitality, Retail, and Other Services (7%).

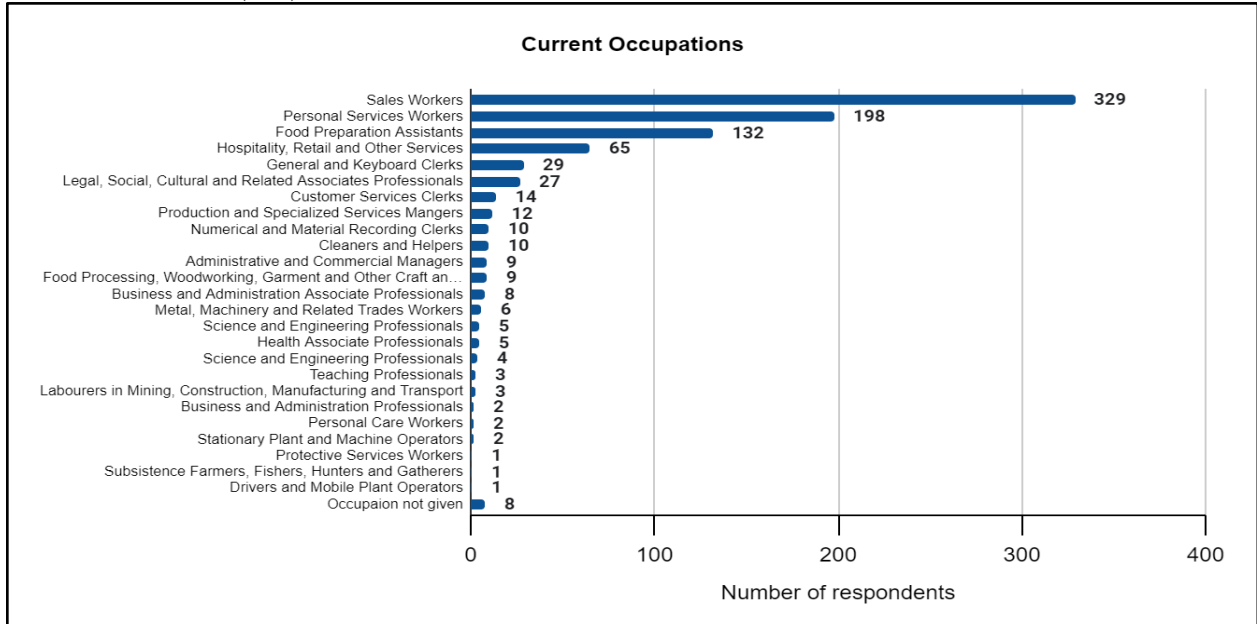


Figure 3.1.0: Current Occupation Distribution of Respondents

The average monthly income for Current employment was found to be between Nu.30,000 and Nu.40,000 (38%)

Table 3.1.0: Average Monthly Income of the Respondents in their Current Placement

Average Monthly Income (Nu.)	Number of respondents	Percent
10000 - 20000	7	1%
20000 - 30000	36	4%
30000 - 40000	332	38%
40000 - 50000	162	19%
50000 - 60000	71	8%
60000 - 70000	68	8%
70000 - 80000	51	6%
80000 - 90000	93	11%
90000 - 100000	15	2%
100000 - 110000	16	2%
Above 110000	14	2%

Employment Agency:

The most common agency used for current placement was MoICE (33.9%), followed by Wangchuk Overseas Employment Agency (27.5%) and Rumi Overseas Employment Agent (12.7%).

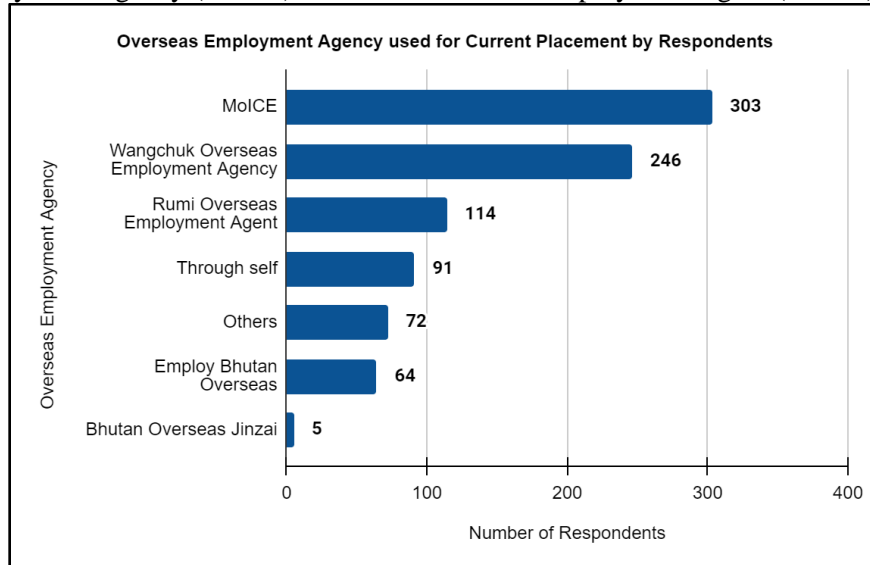


Figure 3.1.1: Overseas Employment Agency used for Current Placement by Respondents

Except for those going through the MoICE and through self, the average fees paid to the agents for current placement was found to be between Nu.20,000 and Nu.40,000 (73.1%)

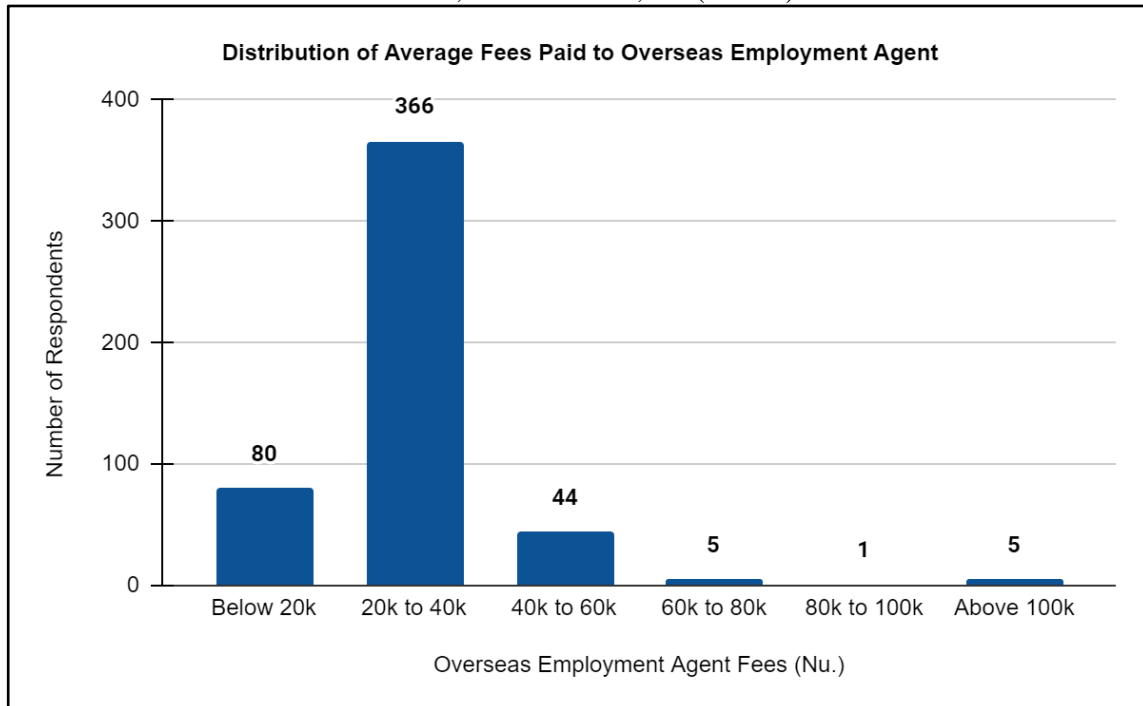


Figure 3.1.2: Distribution of Average Fees Paid to Overseas Employment Agent

First Overseas Employment:

Regarding the first overseas placement, only **171 (19.1%)** of the respondents had worked in another company overseas prior to their current employment.

The country of first placement for most respondents was Kuwait (**46.8%**), followed by Qatar (**25.7%**).

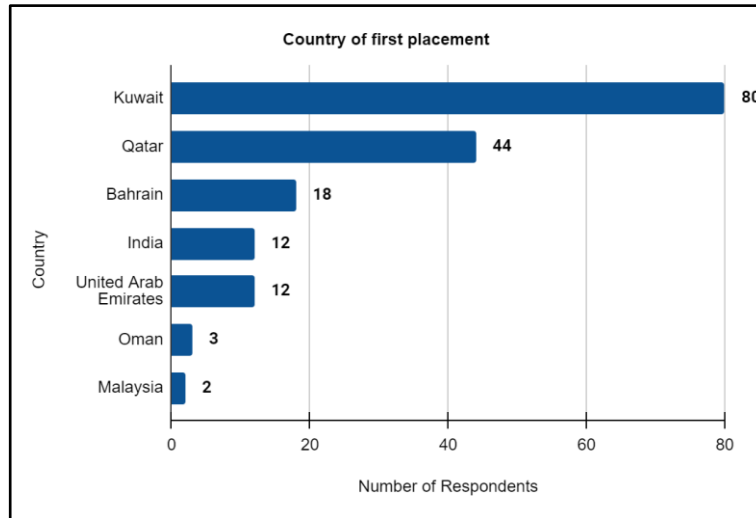


Figure 3.2.0: Country of First Placement for Respondents

Among the 171 respondents who had worked in other companies prior to their current employment, the most common occupation held by them were Sales Workers (**37%**) and Personal Services Workers (**22%**), followed by Food Preparation Assistants (**15%**) and Hospitality, Retail, and Other Services (**7%**).

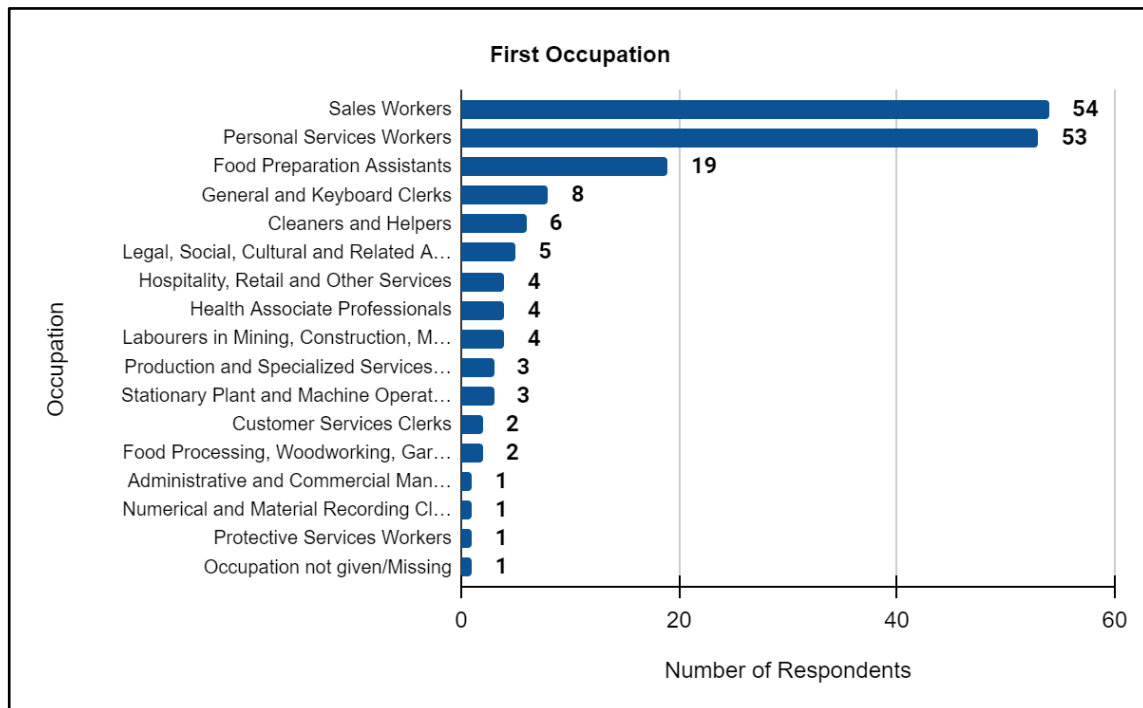


Figure 3.2.1: First Occupation Distribution of the Respondents.

The majority of respondents (**28.7%**) used MoICE for their first placement, followed by Rumi Overseas Employment Agent (**21.1%**) and Other Agencies (**17.5%**)

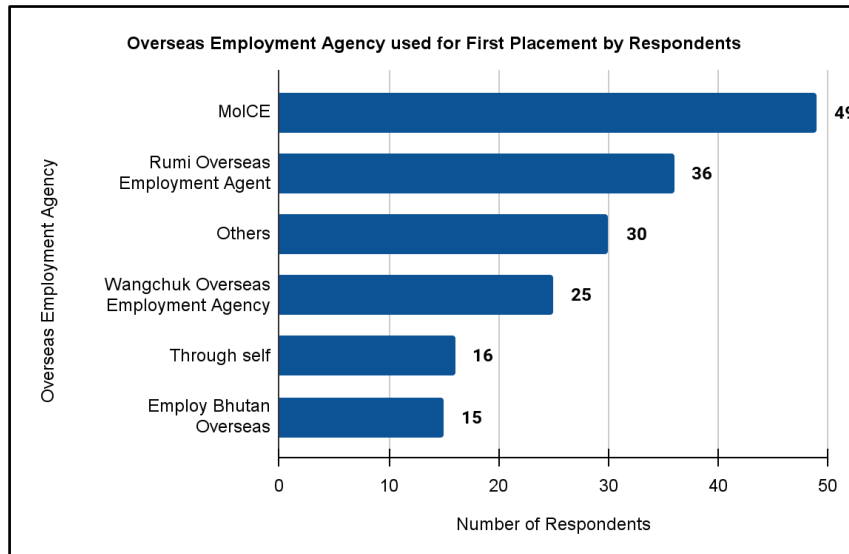


Figure 3.2.2: Overseas Employment Agency Used for First Placement by Respondents

Except for those going through the MoICE and through self, the average fees paid to the agent for the first placement was between Nu.30,000 and Nu.40,000 (**43.4%**)

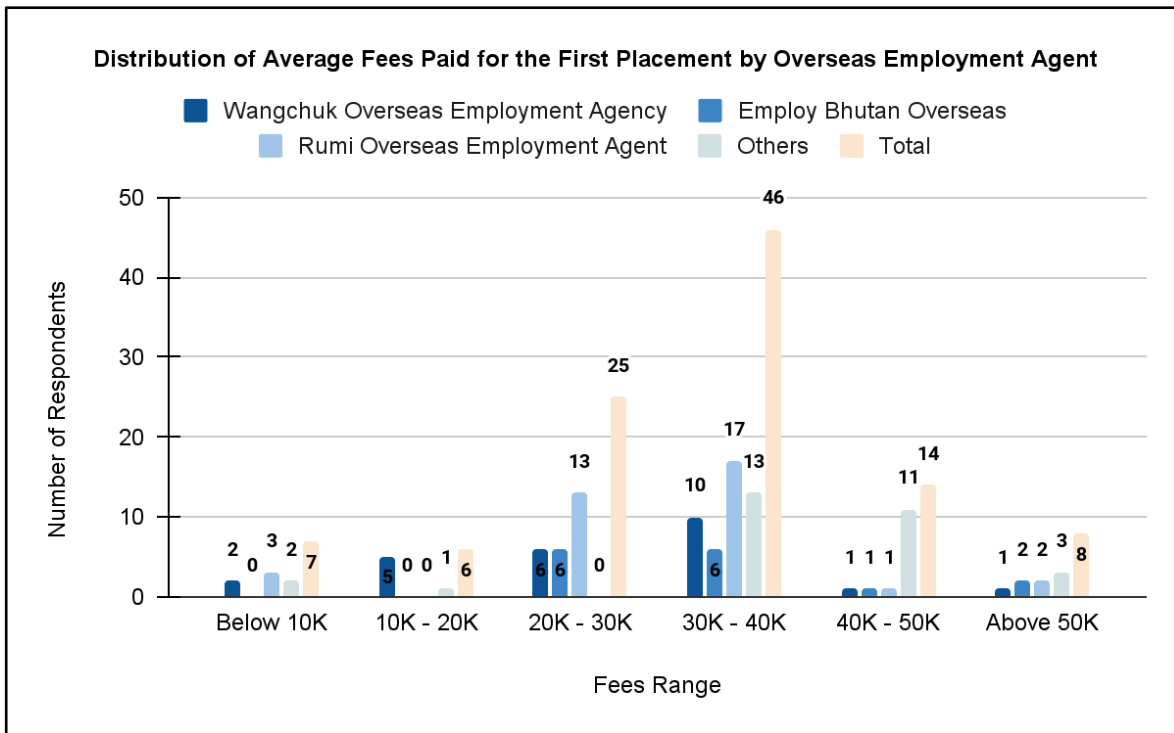


Figure 3.2.3: Distribution of Average Fees Paid for First Placement to Overseas Employment Agent

The average monthly income from the first job was found to be between Nu.30,000 and Nu.40,000 (**27%**).

Table 3.2.0: Average Monthly Income of the Respondents in their First Placement

Average Monthly Income (Nu.)	Number of respondents	Percent
10000 - 20000	11	7.2%
20000 - 30000	61	40.1%
30000 - 40000	41	27.0%
40000 - 50000	11	7.2%
50000 - 60000	14	9.2%
60000 - 70000	8	5.3%
70000 - 80000	2	1.3%
80000 - 90000	2	1.3%
90000 - 100000	2	1.3%

Section D: Pre-Departure and Welfare Related Questions

Pre-Departure Briefing:

Most of the respondents (**84.8%**) reported that they were given the Pre-departure briefing by the Ministry and **75.2** percent of the respondents received the briefing from the overseas employment agent. In terms of the understanding of the terms and conditions laid out in the undertaking form signed, **91.96** percent of the respondents claimed to be fully aware of them, while **8.04** percent reported they were not fully aware.

Recommendations:

The majority of the respondents (**641**) were fine with the current briefing, but the rest had some recommendations on the contents of the pre-departure briefing. The recommendations included the provision of the Awareness Packages (**130**), the Awareness on rules and regulations (**58**), Information on destination country (**13**), Mentorship and Self Care (**13**), information on the terms and conditions of their employment (ToR) (**9**), Awareness on fake agents (**8**) and a requirement for the complaints redressal process (**5**). In the awareness packages, the respondents recommended providing individuals with information about the actual working conditions they may encounter in their host country, enabling them to mentally prepare for the transition. In addition to that, respondents recommended adding comprehensive information about the salary and incentives provided by the company they will be working under.

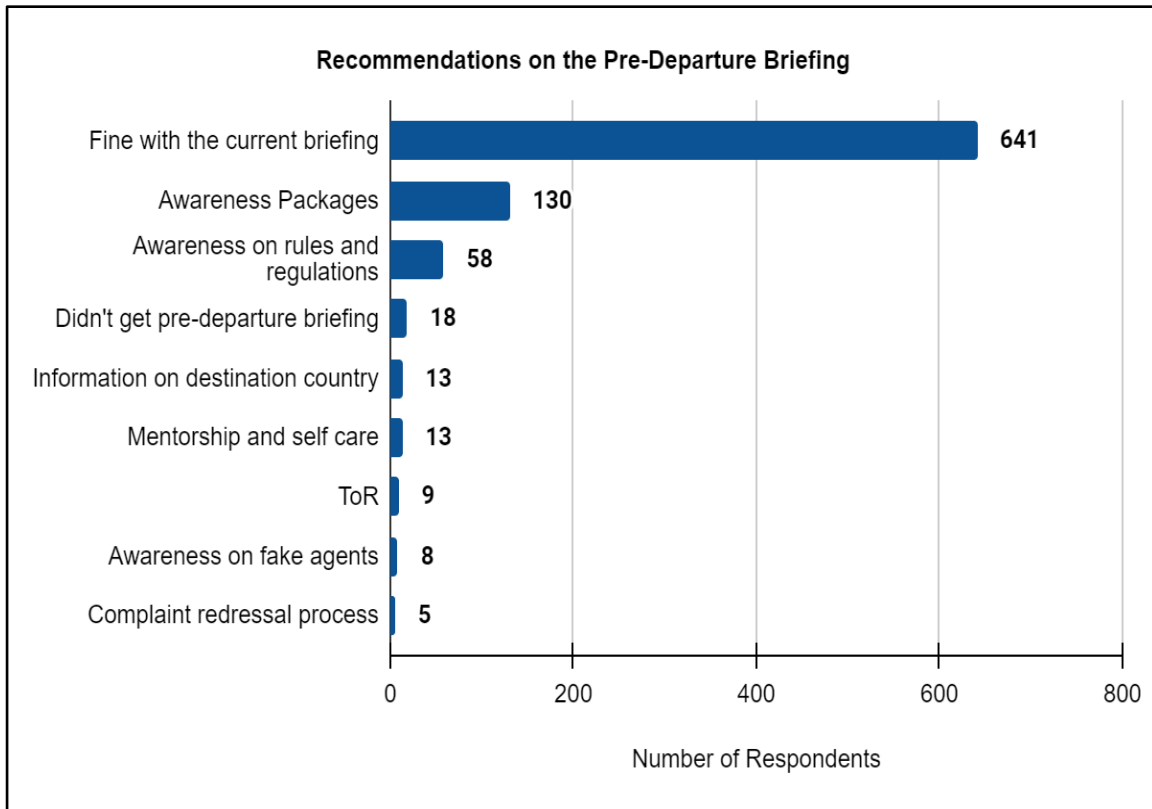


Figure 4.1: Frequency Distribution of the Pre-Departure Briefing Recommendations from the Respondents

Welfare Related Question:

Respondents were asked to rate their satisfaction with different welfare parameters on a scale of 1 to 5, with 1 being Very Dissatisfied and 5 being Very Satisfied.

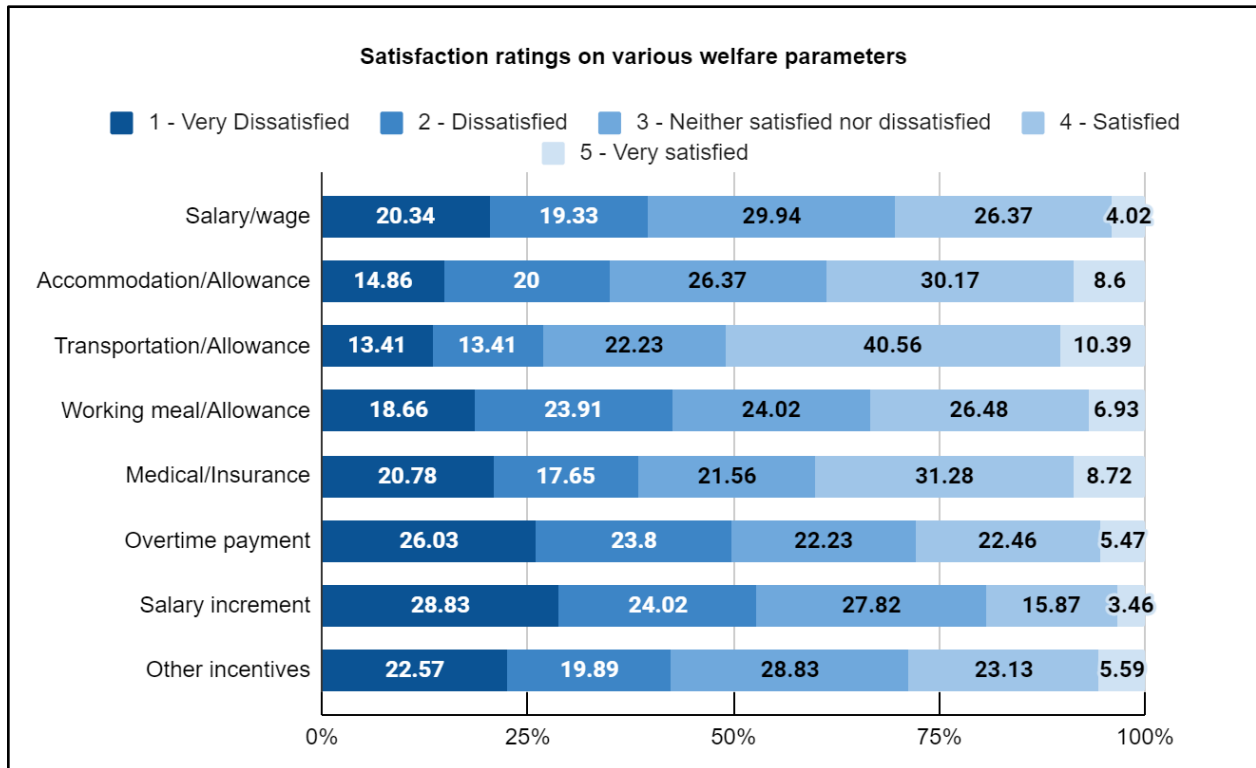


Figure 4.2: Satisfaction ratings on various welfare parameters

Salary/wage: The average rating for salary/wage was **2.74**, with **30%** of the respondents rating it as satisfactory.

Accommodation/Allowance: The average rating for accommodation/allowance was **2.98**, with **39%** of the respondents rating it as satisfactory.

Transportation/Allowance: The average rating for transportation/allowance was **3.21**, with **51%** of the respondents rating it as satisfactory.

Working meal/Allowance: The average rating for working meal/allowance was **2.79**, with **33%** of the respondents rating it as satisfactory.

Medical/Insurance: The average rating for medical/insurance was **2.89**, with **40%** of the respondents rating it as satisfactory.

Overtime payment: The average rating for overtime payment was **2.58**, with only **28%** of the respondents rating it as satisfactory.

Salary Increment: The average rating for salary increment was **2.41**, with only **19%** of the respondents rating it as satisfactory.

Other incentives: The average rating for other incentives was **2.69**, with only **29%** of the respondents rating it as satisfactory.

These values indicate that the respondents are dissatisfied with many of the welfare parameters except for the transportation/allowance and medical/insurance with 51% and 40% of the respondents rating it as satisfactory.

Recommendations: The government can take steps to improve the welfare conditions of Bhutanese workers overseas by collaborating with employment agents. The survey conducted among workers revealed several recommendations to improve their welfare, including increasing salaries, providing timely incentives and overtime payments, offering medical insurance, and providing allowances for accommodation, transportation, and food. Respondents also emphasised the importance of spacious accommodation and duty meals. The majority of the respondents (**52.7%**) recommended increasing their salary as the current amount of 120-150 KD which is equivalent to Nu. 32161.52 - 40201.90 is insufficient to meet their needs, so many respondents suggested providing salary increments and balancing workload with pay. In addition, the survey results showed that **18.6%** of the respondents reported not receiving incentives and overtime payments on time. According to these respondents, they were not being paid in accordance with their hard work, and they urged the Ministry to investigate this issue. As a solution, they suggested that receiving incentives and overtime payments in a timely manner would be highly advantageous for them. Furthermore, **8.8%** of the respondents recommended providing medical insurance from the company as the medical expenses are very high and without salary increments, they struggle to cover the costs of visiting hospitals for their own wellbeing. Some respondents (**4.7%**) also suggested providing accommodation allowances in order to afford spacious as well as safe accommodation.

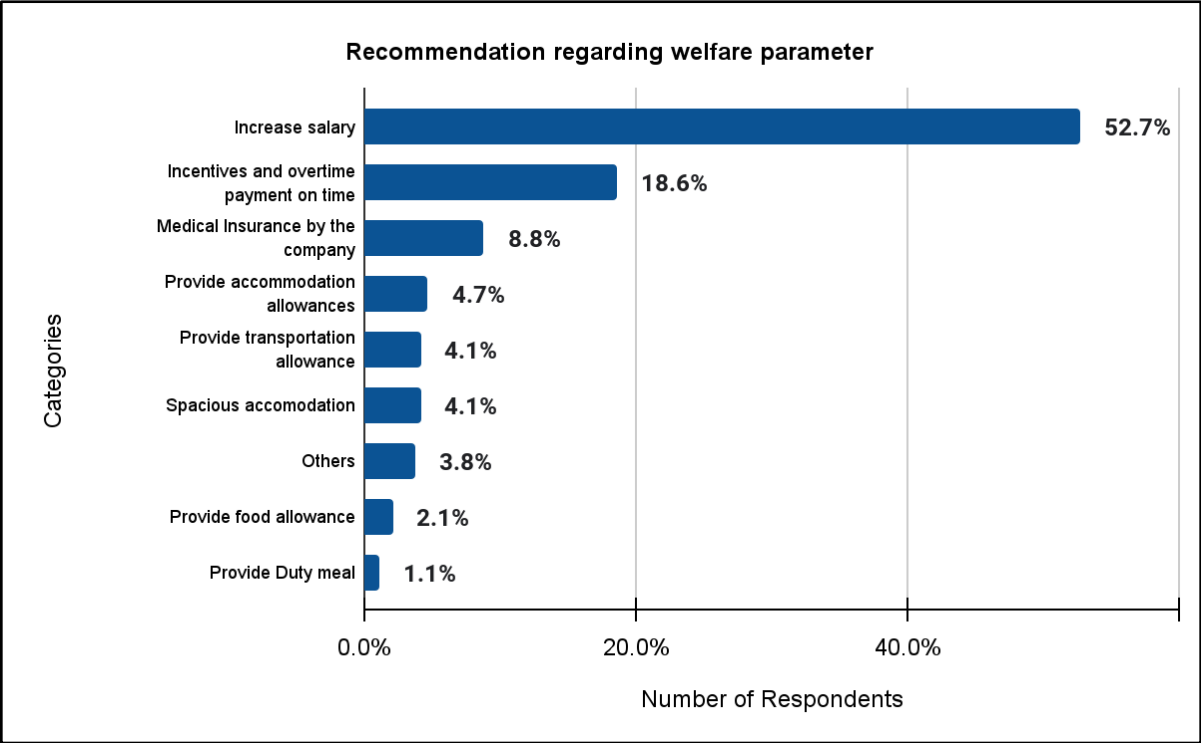


Figure 4.3: Frequency Distribution of Welfare Recommendations from the Respondent

Section E: Feedback on Oversea Employment

Government intervention required to improve overseas employment:

The Figure below shows the various recommendations provided by respondents regarding the government’s intervention for overseas employment. The top recommendation is to revise the salary and other allowance

(37.9%). This is followed by exploring more companies for better opportunities (12.5%). Some other recommendations provided by respondents include awareness packages, providing training before sending to other countries, embassy support, enhancing pre-departure briefing, frequent monitoring visits, documentation support, and revision of age and qualifications.

It is worth noting that some of the recommendations have relatively low counts such as complaints redressal, ease of financial transactions, revising agency fees, and direct flight. Nonetheless, all of these recommendations highlight the various aspects that the government should consider when intervening in overseas employment to ensure the welfare and protection of its citizens working abroad.

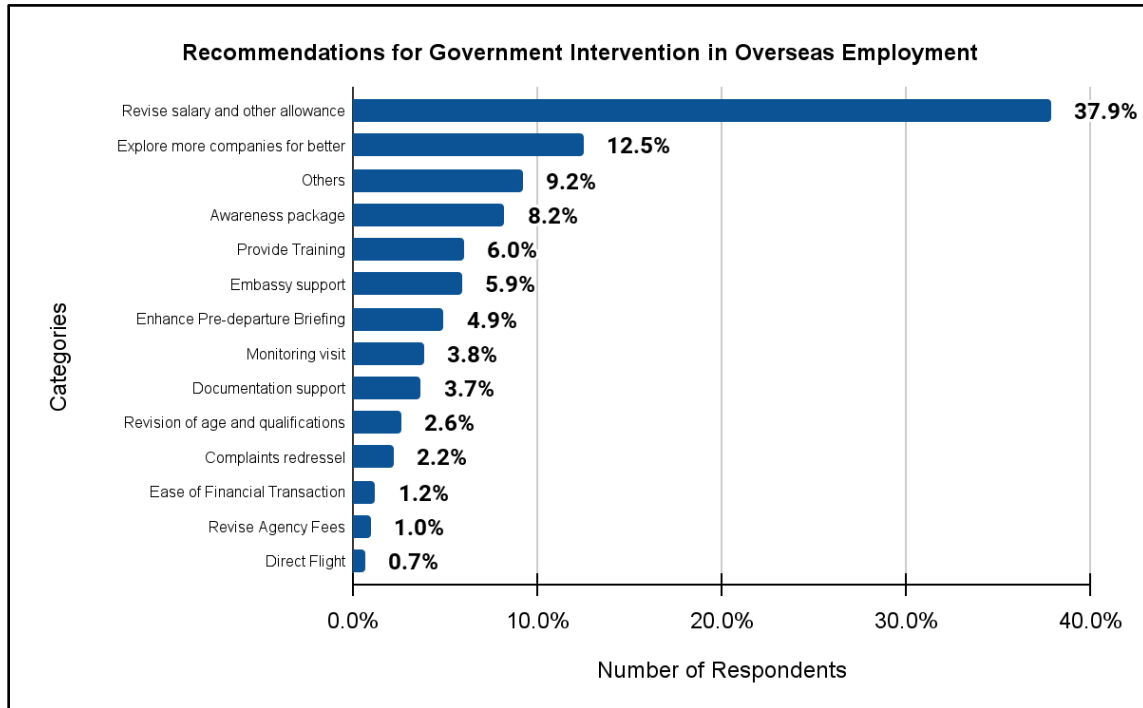


Figure 5.1: Recommendations for Government intervention in Overseas Employment.

Skills required for overseas employment:

The Figure below shows the various skills required for overseas employment based on the responses of the respondents. The top three skills identified by the respondents are communication skills, experience, and specific job-related skills with counts of 128, 126, 121 respectively. Other important skills mentioned include leadership skills, language skills, confidence and mental strength, computer and IT skills, awareness of the company and job requirements, hospitality and management skills, adaptability and flexibility, basic knowledge of business and finance, multitasking ability, and technical skills.

It is evident that a combination of hard and soft skills is required for successful overseas employment. Communication skills and experience are considered to be the most important skills, which is not surprising given the diverse and multicultural nature of many workplaces abroad. However, other skills such as leadership, language, and IT skills are also considered to be critical for a successful career abroad. Overall, the findings emphasise the importance of having a diverse set of skills that enable individuals to adapt and excel in overseas employment opportunities.

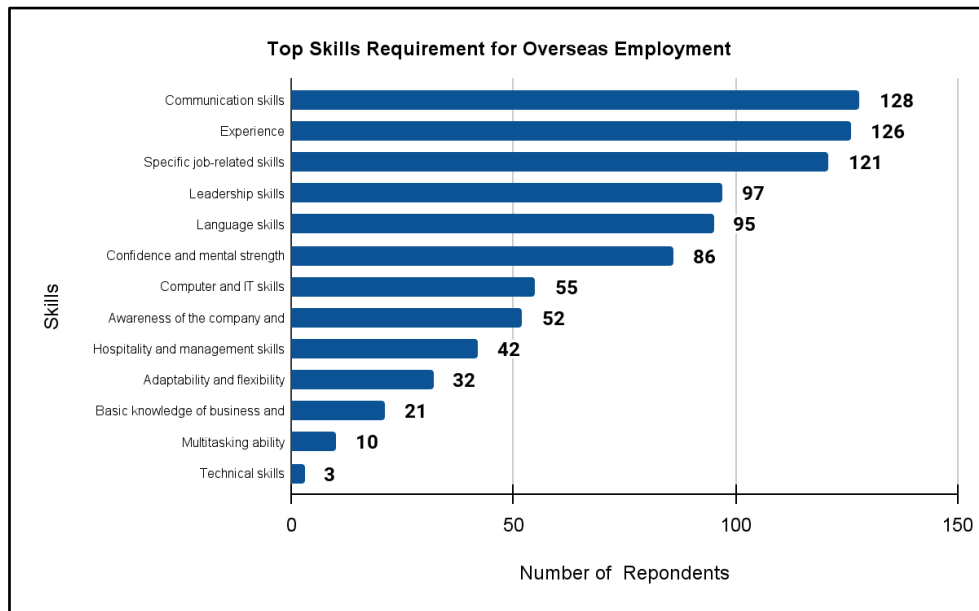


Figure 5.2: Top Skills Requirement for Overseas Employment.

Attractive Jobs for overseas employment:

The top three jobs identified by respondents were Salesperson/Sales Executive (27%), Barista (26%) and Hotel worker (including receptionist and housekeeping) (10%).

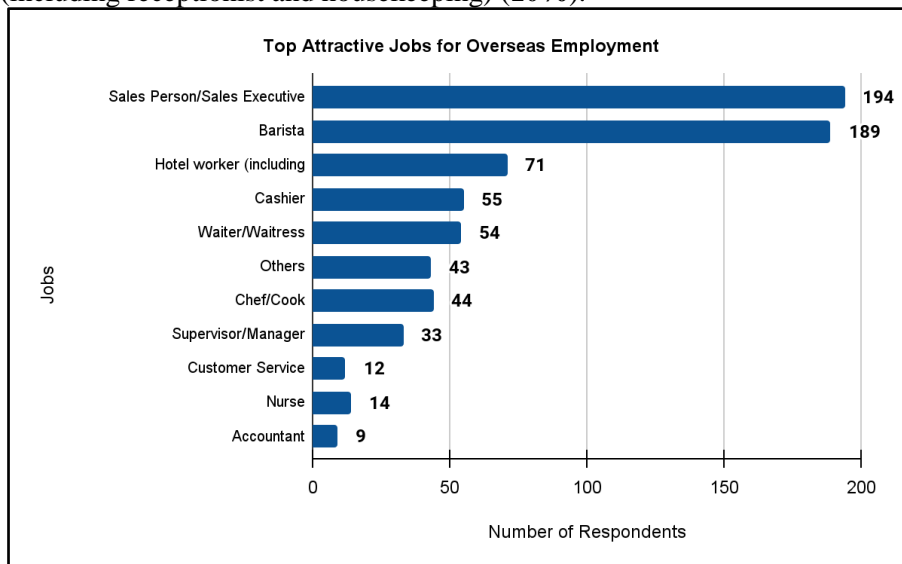


Figure 5.3: Top Attractive Jobs for Overseas Employment based on Respondents.

Preferred country for future work:

The survey found that the top three priority countries that respondents wished to work in were Australia, Canada, and the United States. The United Kingdom and Bhutan were also among the top five countries that respondents wished to work in.

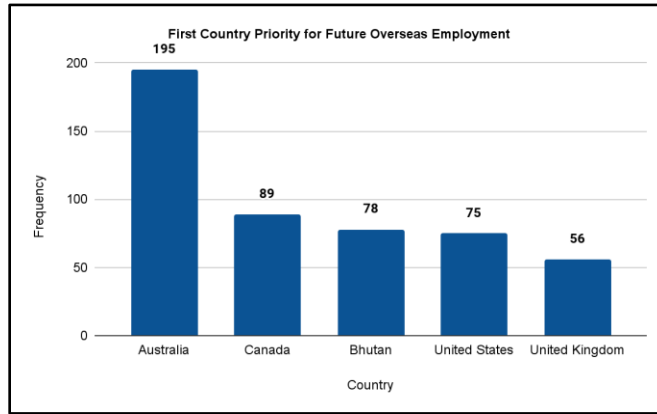


Figure 5.4.1: First Country Priority for Future Overseas Employment.

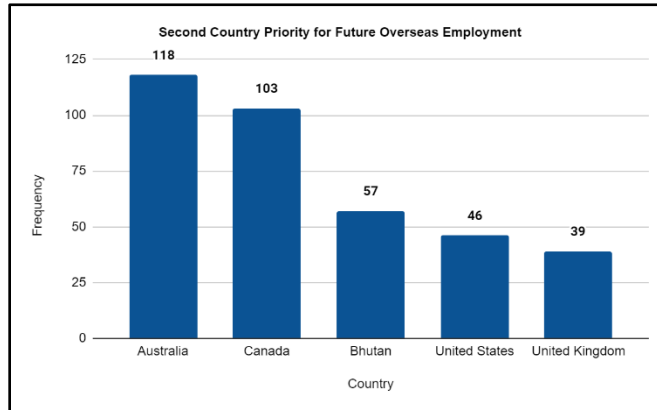


Figure 5.4.2: Second Country Priority for Future Overseas Employment.

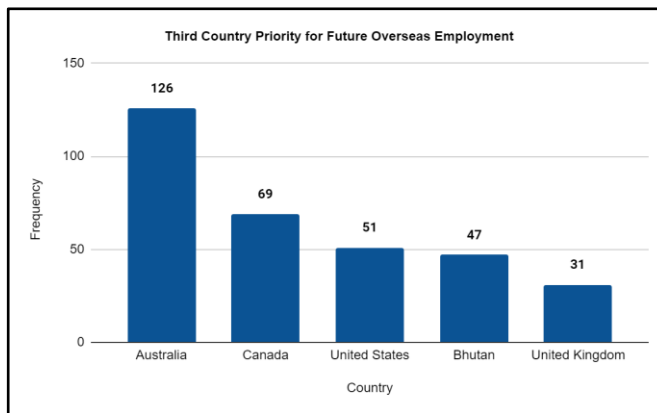


Figure 5.4.3: Third Country Priority for Future Overseas Employment.

Reintegration support required upon return:

Respondents suggested that the government should provide reintegration support in terms of financial assistance, relevant job placement services, and counselling services. Not only this, but the respondents also suggested providing them with more opportunities along with government's support and facilitation. Most of the respondents (**252**) suggested the government provide them with relevant job placement in which the respondents upon returning to Bhutan will have good job opportunities with good salary. Meanwhile, **122** of the respondents suggested providing them with more opportunities like an alternative approach to reaching popular destinations such as Australia, the UK, and Canada that could provide opportunities for both personal exploration and generating revenue for our country. Additionally, our government should examine the laws and regulations of foreign countries where Bhutanese citizens work, to ensure a smooth and compliant experience. In addition to this, the respondents also mentioned providing more entrepreneurial training and initiating skilling programs. Some of the respondents (**113**) also suggested that the government should facilitate and support the workers while they return home, especially in supporting and approving their business ideas and other similar plans, for instance, if the workers upon returning, have an idea and relevant experience that they wish to implement in Bhutan, then they would require government assistance to process necessary documents and secure loans. It's challenging to start a venture solely with equity and without any loan. Therefore, if the government could offer separate help desks or support for overseas entrepreneurs with innovative ideas and experience, the respondents suggested that it could be immensely helpful.

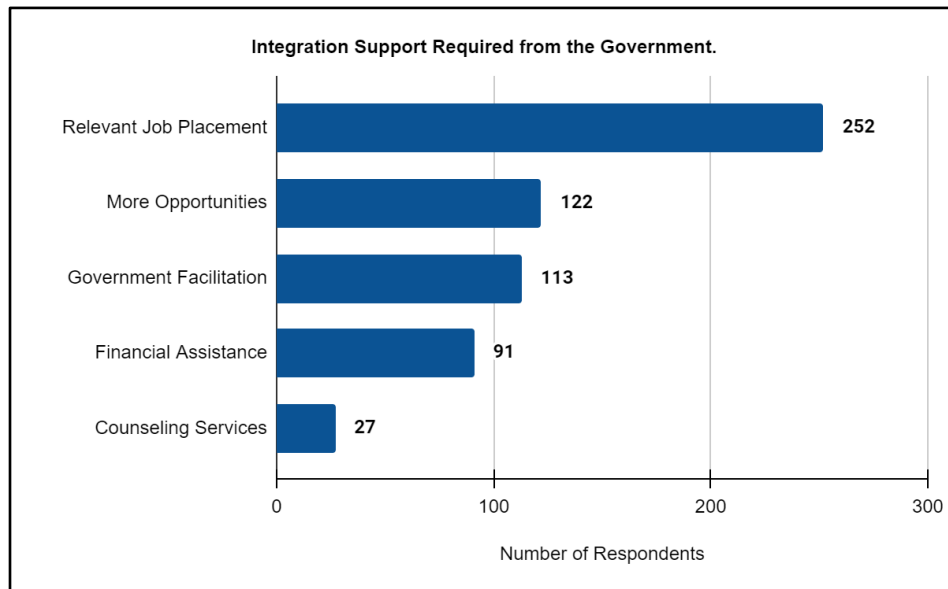


Figure 5.5: Recommendations for the Reintegration Support Required from the Government upon Return from Overseas Employment.

V. Conclusion and Recommendations

In conclusion, the survey provides insights into the overseas employment experience and perspectives of Bhutanese citizens working in Kuwait, Qatar, Bahrain, and United Arab Emirates. The findings highlight the reasons for choosing overseas employment, the employment history of Bhutanese Overseas Workers, their current employment status, job satisfaction, and the pre-departure briefing process.

The results show that financial problems were the primary reasons for Bhutanese citizens to choose overseas employment, followed by an interest in experiencing working overseas and the lack of job opportunities and low wages in the country. The majority of the respondents had not worked in Bhutan before their overseas employment, and their occupations while working in Bhutan were mainly in Sales and Personal Services Workers.

In terms of the current overseas employment status, the most common occupation held by Bhutanese Overseas Workers was Sales Workers, and the average monthly income was found to be between Nu. 30,000 and Nu. 40,000. The majority of respondents used MoICE for their current placement, followed by Wangchuk Overseas Employment Agency and Rumi Overseas Employment Agent.

Regarding the pre-departure briefing process, the majority of the respondents received the briefing from the Ministry, and most claimed to be fully aware of the terms and conditions laid out in the undertaking form signed. The survey also identified some recommendations to improve the pre-departure briefing process, including the provision of awareness packages, awareness of rules and regulations, information on the destination country, mentorship, and self-care.

Overall, the survey findings provide valuable insights for the Government to improve its interventions in overseas employment, including necessary skills, attractive job opportunities, and preferred countries to work in. It is hoped that the recommendations from this survey will be taken into account to improve the overseas employment experiences of Bhutanese Overseas Workers in the future.

VI. Glimpses from the Monitoring Visit (Team 1)



VII. Glimpses from the Monitoring Visit (Team 2)



VIII. Appendices

Appendix 1: Survey Questionnaire

<p>OVERSEAS EMPLOYMENT PROGRAM [Kuwait, UAE, Qatar & Bahrain] Program Monitoring Visit(Team 2) Ministry of Industry, Commerce and Employment</p> <p>The information collected for this questionnaire is highly confidential and shall be used for official purposes only.</p> <p>Thank you for your response.</p> <p><i>* Indicates required question</i></p> <p>1. Country of current placement * <i>Mark only one oval.</i></p> <p><input type="radio"/> Kuwait <input type="radio"/> UAE <input type="radio"/> Qatar <input type="radio"/> Bahrain</p> <p>SECTION A: DEMOGRAPHIC PROFILE</p> <p>2. Name * _____</p> <p>3. Age * _____</p>	<p>4. Gender * <i>Mark only one oval.</i></p> <p><input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Prefer not to say <input type="radio"/> Other: _____</p> <p>5. Phone number * _____</p> <p>6. Email address * _____</p> <p>7. CID * _____</p> <p>8. Duration of working overseas: * <i>Mark only one oval.</i></p> <p><input type="radio"/> Less than 6 months <input type="radio"/> 6 to less than 9 months <input type="radio"/> 9 to less than 12 months <input type="radio"/> 1 year to less than 2 years <input type="radio"/> 2 to less than 3 years <input type="radio"/> 3 years and more</p>
<p>9. What are your reasons for choosing overseas employment? * <i>Please select a maximum of THREE reasons</i></p> <p><i>Check all that apply.</i></p> <p><input type="checkbox"/> Personal Interest <input type="checkbox"/> Interest to experience work outside <input type="checkbox"/> Gain exposure <input type="checkbox"/> Lack of job opportunities in the country <input type="checkbox"/> Lack of employment opportunities with my qualification in the country <input type="checkbox"/> Low wages in the country <input type="checkbox"/> Influenced by friends/family <input type="checkbox"/> Financial Problem <input type="checkbox"/> Lack of conducive working condition in the country <input type="checkbox"/> Others (specify) _____</p> <p>10. Were you employed in Bhutan prior to working overseas? * <i>Mark only one oval.</i></p> <p><input type="radio"/> Yes <input type="radio"/> No <i>Skip to question 14</i></p> <p>EMPLOYMENT DETAILS IN BHUTAN</p> <p>11. Please specify your job title/position while working in BHUTAN * _____</p> <p>12. On average, what was your monthly income/earnings while working in BHUTAN? * _____</p> <p>13. What is the name of the company/organization while working in BHUTAN? _____</p>	<p>SECTION B: OVERSEAS EMPLOYMENT DETAILS</p> <p>14. Please specify your CURRENT job title/position * _____</p> <p>15. On average, what is your CURRENT monthly income/earnings? * Please provide a close estimate in local currency (Kuwaiti Dinar, Emirati Dirham, Qatari Riyal, or Bahraini Dinar)</p> <p>16. What is the name of the company/organization that you are CURRENTLY working in? _____</p> <p>17. Year of placement to the CURRENT company * _____</p> <p>18. Which overseas employment agent in Bhutan did you use for your CURRENT placement? * <i>Mark only one oval.</i></p> <p><input type="radio"/> Wangchuk Overseas Employment Agency <i>Skip to question 19</i> <input type="radio"/> Employ Bhutan Overseas <i>Skip to question 19</i> <input type="radio"/> Bhutan Overseas Jozak <i>Skip to question 19</i> <input type="radio"/> Rumi Overseas Employment Agent <i>Skip to question 19</i> <input type="radio"/> MolHR <i>Skip to question 20</i> <input type="radio"/> Through self <i>Skip to question 20</i> <input type="radio"/> Others <i>Skip to question 19</i></p>

Overseas Employment Agent: FOR CURRENT PLACEMENT

19. Fees paid to agent for the **CURRENT** placement (Specify in Ngultrums) *

First Overseas Placement Details

20. Did you work in any other company overseas prior to your current employment? *

Mark only one oval.

- Yes
 No Skip to question 29

First Overseas Placement Details

21. Please specify your **FIRST** job title/position *

22. On average, what was your monthly income/earnings in your **FIRST** placement? *
 Please provide a close estimate in local currency

23. What was the name of the company/organization that you were **FIRST** working in? *

24. Year of placement to the **FIRST** company *

25. Year of completion from the **FIRST** company *

26. Country of **FIRST** placement *

27. Which overseas employment agent in Bhutan did you use for your **FIRST** placement? *

Mark only one oval.

- Wangchuk Overseas Employment Agency Skip to question 28
 Employ Bhutan Overseas Skip to question 28
 Bhutan Overseas Jinzai Skip to question 28
 Rumi Overseas Employment Agent Skip to question 28
 MoLHR Skip to question 29
 Through self Skip to question 29
 Others Skip to question 28

Overseas Employment Agent: FOR YOUR **FIRST** PLACEMENT

28. Fees paid to agent for your **FIRST** placement (Specify in Ngultrums) *

SECTION C: PRE DEPARTURE RELATED QUESTIONS

29. Please answer the following with regards to pre-departure briefing *

Mark only one oval per row.

	Yes	No
It was given pre departure briefing by the Ministry	<input type="radio"/>	<input type="radio"/>

It was given pre departure briefing by the agent	<input type="radio"/>	<input type="radio"/>
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It am fully aware of the terms and conditions laid out in the undertaking form signed with the Ministry/Agent	<input type="radio"/>	<input type="radio"/>
---------------------------------------------------------------------------------------------------------------	-----------------------	-----------------------

30. Please provide recommendations (if any) regarding pre departure briefing by the ministry, pre departure briefing by the agent, and the terms and conditions laid out in the undertaking form signed with the Ministry/Agency? *

SECTION D: WELFARE RELATED QUESTIONS

31. Please rate your satisfaction on the following parameters from a scale of 1 to 5. *

Mark only one oval per row.

	1 - Very Dissatisfied	2 - Dissatisfied	3 - Neither satisfied nor dissatisfied	4 - Satisfied	5 - Very satisfied
Salary/wage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accommodation/Allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation/Allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working meal/Allowance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical/Insurance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overtime payment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Salary increment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other incentives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<ul style="list-style-type: none"> <input type="checkbox"/> Burkina Faso <input type="checkbox"/> Burma <input type="checkbox"/> Burundi <input type="checkbox"/> Cambodia <input type="checkbox"/> Cameroon <input type="checkbox"/> Canada <input type="checkbox"/> Cape Verde <input type="checkbox"/> Caribbean Netherlands (Netherlands) <input type="checkbox"/> Cayman Islands (UK) <input type="checkbox"/> Central African Republic <input type="checkbox"/> Chad <input type="checkbox"/> Chile <input type="checkbox"/> China <input type="checkbox"/> Christmas Island (Australia) <input type="checkbox"/> Cocos (Keeling) Islands (Australia) <input type="checkbox"/> Colombia <input type="checkbox"/> Comoros <input type="checkbox"/> Cook Islands (NZ) <input type="checkbox"/> Costa Rica <input type="checkbox"/> Croatia <input type="checkbox"/> Cuba <input type="checkbox"/> Curacao (Netherlands) <input type="checkbox"/> Cyprus <input type="checkbox"/> Czech Republic <input type="checkbox"/> Democratic Republic of the Congo <input type="checkbox"/> Denmark <input type="checkbox"/> Djibouti <input type="checkbox"/> Dominica <input type="checkbox"/> Dominican Republic <input type="checkbox"/> Ecuador <input type="checkbox"/> Egypt <input type="checkbox"/> El Salvador <input type="checkbox"/> Equatorial Guinea <input type="checkbox"/> Eritrea <input type="checkbox"/> Estonia 	<ul style="list-style-type: none"> <input type="checkbox"/> Ethiopia <input type="checkbox"/> Falkland Islands (UK) <input type="checkbox"/> Faroe Islands (Denmark) <input type="checkbox"/> Federated States of Micronesia <input type="checkbox"/> Fiji <input type="checkbox"/> Finland <input type="checkbox"/> France <input type="checkbox"/> French Guiana (France) <input type="checkbox"/> French Polynesia (France) <input type="checkbox"/> Gabon <input type="checkbox"/> Gambia <input type="checkbox"/> Georgia <input type="checkbox"/> Germany <input type="checkbox"/> Ghana <input type="checkbox"/> Gibraltar (UK) <input type="checkbox"/> Greece <input type="checkbox"/> Greenland (Denmark) <input type="checkbox"/> Grenada <input type="checkbox"/> Guadeloupe (France) <input type="checkbox"/> Guam (USA) <input type="checkbox"/> Guatemala <input type="checkbox"/> Guernsey (UK) <input type="checkbox"/> Guinea <input type="checkbox"/> Guinea-Bissau <input type="checkbox"/> Guyana <input type="checkbox"/> Haiti <input type="checkbox"/> Honduras <input type="checkbox"/> Hong Kong (China) <input type="checkbox"/> Hungary <input type="checkbox"/> Iceland <input type="checkbox"/> India <input type="checkbox"/> Indonesia <input type="checkbox"/> Iran <input type="checkbox"/> Iraq <input type="checkbox"/> Ireland
<ul style="list-style-type: none"> <input type="checkbox"/> Isle of Man (UK) <input type="checkbox"/> Israel <input type="checkbox"/> Italy <input type="checkbox"/> Ivory Coast <input type="checkbox"/> Jamaica <input type="checkbox"/> Japan <input type="checkbox"/> Jersey (UK) <input type="checkbox"/> Jordan <input type="checkbox"/> Kazakhstan <input type="checkbox"/> Kenya <input type="checkbox"/> Kiribati <input type="checkbox"/> Kosovo <input type="checkbox"/> Kuwait <input type="checkbox"/> Kyrgyzstan <input type="checkbox"/> Laos <input type="checkbox"/> Latvia <input type="checkbox"/> Lebanon <input type="checkbox"/> Lesotho <input type="checkbox"/> Liberia <input type="checkbox"/> Libya <input type="checkbox"/> Liechtenstein <input type="checkbox"/> Lithuania <input type="checkbox"/> Luxembourg <input type="checkbox"/> Macau (China) <input type="checkbox"/> Macedonia <input type="checkbox"/> Madagascar <input type="checkbox"/> Malawi <input type="checkbox"/> Malaysia <input type="checkbox"/> Maldives <input type="checkbox"/> Mali <input type="checkbox"/> Malta <input type="checkbox"/> Marshall Islands <input type="checkbox"/> Martinique (France) <input type="checkbox"/> Mauritania <input type="checkbox"/> Mauritius 	<ul style="list-style-type: none"> <input type="checkbox"/> Mayotte (France) <input type="checkbox"/> Mexico <input type="checkbox"/> Moldova <input type="checkbox"/> Monaco <input type="checkbox"/> Mongolia <input type="checkbox"/> Montenegro <input type="checkbox"/> Montserrat (UK) <input type="checkbox"/> Morocco <input type="checkbox"/> Mozambique <input type="checkbox"/> Namibia <input type="checkbox"/> Nauru <input type="checkbox"/> Nepal <input type="checkbox"/> Netherlands <input type="checkbox"/> New Caledonia (France) <input type="checkbox"/> New Zealand <input type="checkbox"/> Nicaragua <input type="checkbox"/> Niger <input type="checkbox"/> Nigeria <input type="checkbox"/> Niue (NZ) <input type="checkbox"/> Norfolk Island (Australia) <input type="checkbox"/> North Korea <input type="checkbox"/> Northern Mariana Islands (USA) <input type="checkbox"/> Norway <input type="checkbox"/> Oman <input type="checkbox"/> Pakistan <input type="checkbox"/> Palau <input type="checkbox"/> Palestine <input type="checkbox"/> Panama <input type="checkbox"/> Papua New Guinea <input type="checkbox"/> Paraguay <input type="checkbox"/> Peru <input type="checkbox"/> Philippines <input type="checkbox"/> Pitcairn Islands (UK) <input type="checkbox"/> Poland <input type="checkbox"/> Portugal

- Puerto Rico
- Qatar
- Republic of the Congo
- Reunion (France)
- Romania
- Russia
- Rwanda
- Saint Barthelemy (France)
- Saint Helena, Ascension and Tristan da Cunha (UK)
- Saint Kitts and Nevis
- Saint Lucia
- Saint Martin (France)
- Saint Pierre and Miquelon (France)
- Saint Vincent and the Grenadines
- Samoa
- San Marino
- Sao Tom and Principe
- Saudi Arabia
- ~~Senegal~~
- ~~Serbia~~
- Seychelles
- Sierra Leone
- Singapore
- Sint Maarten (Netherlands)
- Slovakia
- Slovenia
- Solomon Islands
- Somalia
- South Africa
- South Korea
- South Sudan
- Spain
- Sri Lanka
- Sudan
- Suriname

- Svalbard and Jan Mayen (Norway)
- Swaziland
- Sweden
- Switzerland
- Syria
- Taiwan
- Tajikistan
- Tanzania
- Thailand
- Timor-Leste
- Togo
- Tokelau (NZ)
- Tonga
- Trinidad and Tobago
- Tunisia
- Turkey
- Turkmenistan
- Turks and Caicos Islands (UK)
- Tuvalu
- Uganda
- Ukraine
- United Arab Emirates
- United Kingdom
- United States
- United States Virgin Islands (USA)
- Uruguay
- Uzbekistan
- Vanuatu
- Vatican City
- Venezuela
- Vietnam
- Wallis and Futuna (France)
- Western Sahara
- Yemen
- Zambia

37. What reintegration support do you think the government should provide upon your * return to the country?

38. Specify any issues and challenges that you would like to share? *

39. Any other comments

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Appendix 2: Detailed Tables

Table 6.1: Respondents' Age Distribution by Gender

Gender	Age Range							Total
	15 - 19	20 - 24	25 - 29	30 - 34	35 - 39	40 - 44	45 - 49	
Male	0	70	155	51	6	1	0	283
Female	1	214	285	86	20	4	1	611
Total	1	284	440	137	26	5	1	895

Table 6.2: Distribution of Respondents by Country of Placement

Country of Current placement	Frequency	Percent
Bahrain	25	2.8%
Kuwait	581	64.9%
Qatar	258	28.8%
UAE	31	3.5%
Total	895	100%

Table 6.3: Reasons for Choosing Overseas Employment

Reason for choosing overseas employment	Frequency
Financial Problem	379
Interest to experience work outside	340
Lack of job opportunities in the country	329
Low wages in the country	303
Lack of employment opportunities with my qualification	274
Gain exposure	273
Personal Interest	176
Others (specify)	65
Lack of conducive working condition in the country	20
Influenced by friends/family	11

Table 6.4: Duration of Working Overseas

Duration of working overseas:	Frequency	Percent
Less than 6 months	163	18%
6 to less than 9 months	136	15%
9 to less than 12 months	76	8%
1 year to less than 2 years	86	10%

2 to less than 3 years	103	12%
3 years and more	331	37%
Total	895	100%

Table 6.5: Respondent's Employment Status in Bhutan

Employment Status	Frequency	Percent
Not worked	577	64.47%
Worked	318	35.53%
Total	895	100

Table 6.6: Respondents' Occupation Distribution While Working in Bhutan

Occupation	Freq.	Percent
Sales Workers	51	16.04%
Personal Services Workers	50	15.72%
General and Keyboard Clerks	29	9.12%
Hospitality, Retail and Other Services	27	8.49%
Legal, Social, Cultural and Related Associates Professionals	16	5.03%
Business and Administration Associate Professionals	14	4.40%
Administrative and Commercial Managers	13	4.09%
Legal, Social and Cultural Professionals	13	4.09%
Customer Services Clerks	13	4.09%
Production and Specialized Services Managers	12	3.77%
Food Preparation Assistants	11	3.46%
Science and Engineering Associate Professionals	9	2.83%
Health Associate Professionals	7	2.20%
Teaching Professionals	6	1.89%
Metal, Machinery and Related Trades Workers	6	1.89%
Labourers in Mining, Construction, Manufacturing and Transport	6	1.89%
Science and Engineering Professionals	5	1.57%
Food Processing, Woodworking, Garment and Other Craft and Related Trades Workers	5	1.57%
Drivers and Mobile Plant Operators	4	1.26%
Numerical and Material Recording Clerks	3	0.94%

Personal Care Workers	3	0.94%
Building and Related Trades Workers (excluding Electricians)	2	0.63%
Electrical and Electronics Trades Workers	2	0.63%
Other Clerical Support Workers	1	0.31%
Subsistence Farmers, Fishers, Hunters and Gatherers	1	0.31%
Stationary Plant and Machine Operators	1	0.31%
Cleaners and Helpers	1	0.31%
Occupation not given	7	2.20%
Total	318	100.00%

Table 6.7: Respondents' Current Occupation Distribution

Current Occupation	Freq.	Percent
Sales Workers	329	36.76%
Personal Services Workers	198	22.12%
Food Preparation Assistants	132	14.75%
Hospitality, Retail and Other Services	65	7.26%
General and Keyboard Clerks	29	3.24%
Legal, Social, Cultural and Related Associates Professionals	27	3.02%
Customer Services Clerks	14	1.56%
Production and Specialized Services Managers	12	1.34%
Numerical and Material Recording Clerks	10	1.12%
Cleaners and Helpers	10	1.12%
Administrative and Commercial Managers	9	1.01%
Food Processing, Woodworking, Garment and Other Craft and Related Trades Workers	9	1.01%
Business and Administration Associate Professionals	8	0.89%
Metal, Machinery and Related Trades Workers	6	0.67%
Science and Engineering Professionals	5	0.56%
Health Associate Professionals	5	0.56%
Science and Engineering Professionals	4	0.45%
Teaching Professionals	3	0.34%
Labourers in Mining, Construction, Manufacturing and Transport	3	0.34%
Business and Administration Professionals	2	0.22%

Personal Care Workers	2	0.22%
Stationary Plant and Machine Operators	2	0.22%
Protective Services Workers	1	0.11%
Subsistence Farmers, Fishers, Hunters and Gatherers	1	0.11%
Drivers and Mobile Plant Operators	1	0.11%
Occupation not given/Missing	8	0.89%
Total	895	100.00%

Table 6.8: Overseas Agency Used for Current Employment

Which overseas employment agent in Bhutan did you use for your CURRENT placement	Freq.	Percent
MoICE	303	33.9%
Wangchuk Overseas Employment Agency	246	27.5%
Rumi Overseas Employment Agent	114	12.7%
Through self	91	10.2%
Others	72	8.0%
Employ Bhutan Overseas	64	7.2%
Bhutan Overseas Jinzai	5	0.6%
Total	895	100.0%

Table 6.9: Respondent's Employment Status Prior to the Current Employment

Did you work in any other company overseas prior to your current employment	Number of Respondents
No	724
Yes	171
Total	895

Table 6.9: Distribution of Country of First Placement

Country of first placement	Freq.	Percent
Kuwait	80	46.8
Qatar	44	25.7
Bahrain	18	10.5
India	12	7.0
United Arab Emirates	12	7.0

Country of first placement	Freq.	Percent
Kuwait	80	46.8
Qatar	44	25.7
Bahrain	18	10.5
India	12	7.0
Oman	3	1.8
Malaysia	2	1.2
Total	171	100

Table 6.10: First Occupation Distribution

First Occupation	Freq.	Percent
Sales Workers	54	31.6%
Personal Services Workers	53	31.0%
Food Preparation Assistants	19	11.1%
General and Keyboard Clerks	8	4.7%
Cleaners and Helpers	6	3.5%
Legal, Social, Cultural and Related Associates Professionals	5	2.9%
Hospitality, Retail and Other Services	4	2.3%
Health Associate Professionals	4	2.3%
Labourers in Mining, Construction, Manufacturing and Transport	4	2.3%
Production and Specialized Services Managers	3	1.8%
Stationary Plant and Machine Operators	3	1.8%
Customer Services Clerks	2	1.2%
Food Processing, Woodworking, Garment and Other Craft and Related Trades Workers	2	1.2%

Administrative and Commercial Managers	1	0.6%
Numerical and Material Recording Clerks	1	0.6%
Protective Services Workers	1	0.6%
Occupation not given/Missing	1	0.6%
Total	171	100.0%

Table 6.11: Overseas Employment Agency Used for First Employment

Which overseas employment agent in Bhutan did you use for your First placement	Freq.	Percent
MoICE	49	28.7%
Rumi Overseas Employment Agent	36	21.1%
Others	30	17.5%
Wangchuk Overseas Employment Agency	25	14.6%
Through self	16	9.4%
Employ Bhutan Overseas	15	8.8%
Total	171	100.0%

Table 6.12: Distribution of Average Fees Paid for First Placement by Agency

Overseas Employment Agent Fees for Current Placement	Wangchuk Overseas Employment Agency	Employ Bhutan Overseas	Rumi Overseas Employment Agent	Others	Total	Percent
Below 10K	2	0	3	2	7	6.6%
10K - 20K	5	0	0	1	6	5.7%
20K - 30K	6	6	13	0	25	23.6%
30K - 40K	10	6	17	13	46	43.4%
40K - 50K	1	1	1	11	14	13.2%
Above 50K	1	2	2	3	8	7.5%

Table 6.13: Distribution of Top Skills Requirement for Overseas Employment

Skills	Frequency
Communication skills	128
Experience	126
Specific job-related skills	121

Leadership skills	97
Language skills	95
Confidence and mental strength	86
Computer and IT skills	55
Awareness of the company and job requirement	52
Hospitality and management skills	42
Adaptability and flexibility	32
Basic knowledge of business and finance	21
Multitasking ability	10
Technical skills	3

Table 6.14: Distribution of Top Attractive Jobs for Overseas Employment

Job Title	Frequency
Sales Person/Sales Executive	188
Barista	180
Others	87
Hotel worker (including receptionist and housekeeping)	64
Cashier	53
Waiter/Waitress	51
Chef/Cook	41
Supervisor/Manager	27
Customer Service Representative	12
Nurse	11
Accountant	4

Table 6.15.1: Distribution of First Country Priority for Future Overseas Employment

First country Priority	Freq.
Australia	195
Canada	89
Bhutan	78
United States	75
United Kingdom	56
Austria	41

Switzerland	32
Kuwait	29
Cocos (Keeling) Islands (Australia)	24
South Korea	22
Japan	20
Christmas Island (Australia)	19
United States Virgin Islands (USA)	18
Singapore	17
American Samoa (USA)	14
Germany	14
Poland	13
New Zealand	11
Norfolk Island (Australia)	11
Guam (USA)	8
Qatar	8
United Arab Emirates	7
France	6
Maldives	6
British Virgin Islands (UK)	5
Malta	4
Swaziland	4
Bahrain	3
Denmark	3
Finland	3
Italy	3
Luxembourg	3
Netherlands	3
Northern Mariana Islands (USA)	3
Norway	3
Spain	3
Sweden	3

Anguilla (UK)	2
Ireland	2
Isle of Man (UK)	2
Malaysia	2
Thailand	2
Afghanistan	1
Armenia	1
Belgium	1
Brazil	1
Croatia	1
Egypt	1
Ethiopia	1
Fiji	1
French Guiana (France)	1
Georgia	1
Guernsey (UK)	1
Hong Kong (China)	1
Iceland	1
Jersey (UK)	1
Jordan	1
Mexico	1
Nepal	1
New Caledonia (France)	1
North Korea	1
Portugal	1
Reunion (France)	1
Saint Barthelemy (France)	1
Saint Helena, Ascension and Tristan d..	1
Saint Martin (France)	1
Saint Pierre and Miquelon (France)	1
Seychelles	1

Slovenia	1
Turkey	1
Uganda	1
Total	895

Table 6.15.2: Distribution of Second Country Priority for Future Overseas Employment

Second country Priority	Freq.
Australia	118
Canada	103
Bhutan	57
United States	46
United Kingdom	39
United States Virgin Islands (USA)	28
Kuwait	24
Switzerland	24
Japan	19
South Korea	16
American Samoa (USA)	15
Austria	14
Singapore	14
Thailand	10
Swaziland	8
Christmas Island (Australia)	7
Germany	7
Maldives	7
Qatar	7
France	6
United Arab Emirates	6
Cocos (Keeling) Islands (Australia)	5
New Zealand	5
Norfolk Island (Australia)	5
Portugal	5

British Virgin Islands (UK)	4
Guam (USA)	4
Poland	4
Bahrain	3
China	3
Denmark	3
Luxembourg	3
Montserrat (UK)	3
Netherlands	3
Norway	3
Estonia	2
Isle of Man (UK)	2
Italy	2
Jersey (UK)	2
Jordan	2
Malaysia	2
Northern Mariana Islands (USA)	2
Saint Martin (France)	2
Svalbard and Jan Mayen (Norway)	2
Sweden	2
Armenia	1
Azerbaijan	1
Caribbean Netherlands (Netherlands)	1
Czech Republic	1
French Guiana (France)	1
French Polynesia (France)	1
Gibraltar (UK)	1
Grenada	1
Guernsey (UK)	1
Nepal	1
North Korea	1

Russia	1
Saint Barthelemy (France)	1
South Africa	1
Spain	1
Taiwan	1
Turks and Caicos Islands (UK)	1
Vietnam	1
Western Sahara	1

Table 6.15.3: Distribution of Third Country Priority for Future Overseas Employment

Third country Priority	Freq.
Australia	126
Canada	69
United States	51
Bhutan	47
United Kingdom	31
Switzerland	22
United States Virgin Islands (USA)	21
South Korea	19
Singapore	15
Kuwait	13
Austria	12
Maldives	11
American Samoa (USA)	9
Christmas Island (Australia)	9
Germany	9
Sweden	8
France	7
Cocos (Keeling) Islands (Australia)	6
Japan	6
Norfolk Island (Australia)	6
Poland	6

Swaziland	6
United Arab Emirates	6
Italy	5
Qatar	5
Malaysia	4
Netherlands	4
British Virgin Islands (UK)	3
Guam (USA)	3
New Zealand	3
Portugal	3
Falkland Islands (UK)	2
Israel	2
Malta	2
North Korea	2
Northern Mariana Islands (USA)	2
Thailand	2
Argentina	1
Bahamas	1
Belgium	1
Bermuda (UK)	1
Caribbean Netherlands (Netherlands)	1
China	1
Faroe Islands (Denmark)	1
Finland	1
French Guiana (France)	1
French Polynesia (France)	1
Greenland (Denmark)	1
Guernsey (UK)	1
India	1
Isle of Man (UK)	1
Macau (China)	1

Mauritius	1
Mexico	1
Monaco	1
New Caledonia (France)	1
Nicaragua	1
Pitcairn Islands (UK)	1
Russia	1
Saint Barthelemy (France)	1
Samoa	1
Saudi Arabia	1
Spain	1
Svalbard and Jan Mayen (Norway)	1
Turks and Caicos Islands (UK)	1
Ukraine	1

Appendix 3: List of Overseas Employment Agents in Bhutan

1. Wangchuk Overseas Employment Agency
2. Employ Bhutan Overseas
3. Bhutan Overseas Jinzai
4. Rumi Overseas Employment Agent
5. MoICE

Appendix 4: Glossary of Terms

- **Pre-departure briefing:** Orientation provided to the youths who would be going overseas for employment and their guardian on the do's and don'ts at the destination country during their stay, sharing information on the destination country, their job responsibilities, travel advisory, complaint redressal mechanisms, and reintegration support upon their return.
- **Reintegration support:** Support services provided to the overseas returnees including but limited to psychological, social and economic reintegration.
- **Overseas Employment:** Overseas Employment is a program where Bhutanese job seekers are placed to work in foreign countries for a specific period of time. This program aims to provide gainful employment opportunities for Bhutanese individuals, contribute to the country's economy through remittances and gain skills through exposure.