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(I) Title Page

**ASSESSING JUSTICE AND
GLOBAL MIGRATION**

**(Indonesian Women Domestic Migrant Workers in
The United Arab Emirates)**

**Centre for Women and Gender Studies, University of Indonesia
&
International Development Research Center
2011**

(2) Abstract:

This study is aimed at describing access to justice for Indonesian women domestic migrant workers in the United Arab Emirates. It focuses on four pillars of access to justice: (1) the availability of law which ensures justice, (2) legal knowledge or legal literacy, (3) legal identity, and (4) legal aid or legal consultancy. How the substance of law which ensures protection to working migrants is critically assessed? To what extent is the access of these women domestic migrant workers to legal knowledge, legal identity and legal aid achieved? Restricted or non-existent access to justice for these workers has placed them in a disadvantaged group. There is barely any law specifically made (*lex specialist*) to protect them. This lack of law is strongly related to how domestic work is constructed socially and culturally. Their existence in migration business supports the livelihoods of many players in the complex chain of business involving family, village brokers, local recruiting agencies, government institutions, recruiting agencies in the destination countries and the global market. This research scrutinizes social embeddedness focuses on women and its power relations with many actors involve in their life and migrant industry. The Arab Land becomes a destination country by their own choice because of the various hopes it presents in connection with religious identity. The Arab Land is perceived as the Land of Hope, the Holy Land. However, these workers have no idea about the social and cultural contexts in Arab Land. In this placement phase of migration, many women stories can be told. For the ones who ran from their employer or agencies to the shelter provided by Indonesian Embassy, this is more or less the picture: they are wanted because they share the same religion, hardworking and obedient, and they do not mind low payment. It can be explained from the perspective of cultural hierarchial exists in destination country. They are considered as the other, sub-altern, given stereotypes and stigma as cheap and left behind simply because they are from different race, ethnic group, nationality, class and for sure: women.

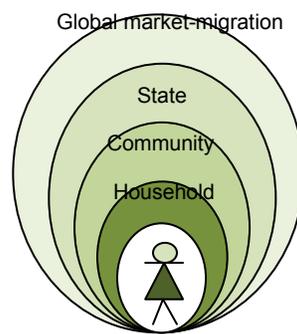
(3) Keywords: access to justice, legal knowledge, legal identity, legal aid, global migration, gendered migration,

II. The Research Problem

This research aims to help meets the challenge of how justice can be accessed by Indonesian women domestic migrant workers who are constrained due to (1) lack of understanding of the legal system and judicial system of the Uni Arab Emirates as well as of Indonesia; (2) lack of access to legal identity, and legal aid and consultancy.

Those concerned problems will be studied by scrutinizing the social embeddedness with the women domestic migrant worker as centre. It critically challenges how the woman is situated in such intersectional imbalance power relations connecting her with family, the recruiting agencies, and the home State (Indonesia). Continuously, it challenges the relations between the woman and the Destination State (UAE), recruiting agencies, employer and society in the Uni Arab Emirates.

Socio-legal embeddedness



ACCESS TO JUSTICE

1. Legal issues: how women are constructed in law
2. Legal knowledge
3. Legal identity
4. Legal aid & consultancy

Based on the background of study described above, this research could be formulated into several research questions.

Research Questions:

1. How women are projected in the Indonesian law? Does the law reflect realities and experiences of Indonesian women domestic migrant worker? To what extent does the law provide access to justice mainly in providing access to legal knowledge (legal literacy), legal identity and legal aid mechanism?
2. What is the legal problem in the UAE faced with? How does it influent the Indonesian domestic migrant worker?
3. How does the lack of access to justice can be clarified in the larger socio-cultural context by describing the position of Indonesian domestic power in

such configuration of intersectional power in line with race, class, and gender?

4. How do the existences of Indonesian women domestic migrant worker in the flow of global market can be clarified in social embeddedness reflects imbalance power relations which link them with family, the state and global market? It includes the home State and Destination State, recruiting agencies in Indonesia and the UAE, Arab society and employer.

(iii) Objectives

The General Objective of this research is to examine how access to justice for unskilled Indonesian female domestic migrant workers in the UAE is impeded by the legal and judicial systems of both countries, the substantive legal issues governing their situation, and the socio-legal context of the Emiratee communities and its impact on the relationship between parties involved in the migration sector.

Rooted in the research findings, recommendations will be proposed that aim to:

1. Raise Indonesian migrant domestic women's awareness of their rights and open their access to justice through using institutions when they need legal counsel, legal aid and representation;
2. Develop strategies and legal protection models for Indonesian female domestic migrant workers in the UAE by activating State procedures as well as the alternative, non-litigation mechanisms;
3. Provide recommendations to Indonesia and the UAE Governments (the respective institutions coping with migrant workers) in enhancing women worker's rights in general;
4. Disseminate information on bad practice and good practice to international bodies dealing with enhancing women's rights and access to justice for women in the migrant field.

Mostly objectives of the research proposed in the beginning can be preceded in the research activities.

The research report has been written into book. The Indonesian version of the book was published by Yayasan Obor Indonesia. It was launched in May 6, attended by Eileen Alma and Rosalia Sciortino from IDRC. Draft of the English version of the book has been submitted prior to this technical report.

(iv) Methodology

1. Documentary Research

Legal documents are analyzed using gendered perspective in law to challenge the existing legal problem. Those are:

1. The regulations and law in Indonesia, namely the Act No. 39/2004 on Placement and Protection of Indonesian Migrant Workers Abroad, and related regulations
2. The regulations and law in the UAE like immigration procedures, working contracts endorsed by the UAE government, and written agreement between the employer and the UAE Agency.
3. Some other documents like international conventions regarding the protection for migrant workers, and multilateral and bilateral agreements regarding protection for migrant workers are also analyzed

2. Field Work Research in Indonesia:

1. Interviews with the Indonesian authorities in Ministry of Labour, some NGOs resource persons and those who are knowledgeable about and directly in charge of the decision-making on migrant work issues. From their perspective it was investigated what was the law-making process and what problems can be identified around it
2. Interview and observation were carried out in Condet, East Jakarta. This area is a kind of “one stop trading centre”, as there are a lot of recruiting agency offices and surrounded by supporting facilities like medical centre, travel agent, training centre, expenditure office, etc. Research done in this area figures out rich of data of what is going on in the pre-departure phase of migration industry.

3. Field Work Research in the UAE

Scrutinizing social embeddedness how woman is situated in intersectional imbalance power relations: family, the State (Indonesia & UAE) & global market (from the village broker, agencies –in Indonesia & in UAE, employer and the UAE society)

1. Interviewing and observing domestic migrant workers who ran from their employer’s house or from the agency to Indonesian Embassy in Abu Dhabi and General Consulate in Dubai. The process of the interviews was done in two ways; first, the team researcher conducted group discussions, and applied a method called “a circle of life” and second, depth interviews to some domestic workers who had unique cases. A circle of life method is a method in which each participant of the group discussions was asked to draw her journey experience from the place of origin to the place of destination. With whom she met, to whom she relied on her lives, and what kind of relations did she find or develop? The team researchers allowed them to tell their everyday life experiences, their understanding about laws, in particular, and also on how they interpret those experiences.

2. Interviewing the owner of the agencies and agencies staff, Indonesian embassy staffs, employers in UAE, students at Zayed University in Dubai, teachers at the university, judges in Mahakamah Al-Ain, and some respective resource persons

3. By snowballing, the team researcher happened to meet some Indonesian domestic workers who have experienced “successes” in the UAE). The narrative of the interviews are analyzed, and put into the manuscript of the Indonesian publication. It is to meet a balanced argument of the Indonesian domestic workers’ faith - there in the destination workplace, the UAE.

This research did not conduct survey, but working under qualitative research procedure accordingly. We used ethnographic method with gender perspective in analysing the data. It explores some of domestic workers’ life stories and experiences. The research has a feminist perspective, according to the criteria established by Reinharz (2005) and others. Using domestic workers’ experiences as a database, a direction which leads the research for changes in women’s life and materials to construct theory on migration, specifically migrant workers, and this research has a solid ground to confirm its position as part of feminist studies. Other factors to justify that include the fact that the researchers are feminists, the research uses the feminist perspective in its analysis framework, it uses a participatory method, without hierarchy, and it is also in favour of the thoughts and experiences of women as a subject.

The data collected was abundant and most was presented “vividly” like a diorama performed just right before the researchers’ eyes. All data from the fieldwork, stories told by the subject, and details from observation made the researchers astounded, confused and filled with uncertainty. Emotional exhaustion, discussions and debates which often failed to arrive at a single explanation were apparent throughout the five-week fieldwork trip of the six researchers. Not only did the data suggest that the world is of many layers, not only limited to the multiculturalism in term of different ethnic groups and nations in the UAE, but it also revealed the paradoxical personalities of the persons researched. International migration business network is often depicted as “evil”, “human trafficking” and the employers who hire the workers are often portrayed as “violent”, “cold-blooded”, and “tight-fisted”. Unexpected things were also revealed: generosity, friendship, compassion, humanistic values, and growing solidarity among women of different countries.

From the observation, the researchers learned from and gained experiences about numerous humanistic issues in broader economic, political, cultural and socio-legal contexts. The learning of the methodology was extraordinary. The researchers had never dreamed of entering migration business network right to

its core, like *“inside the nest”*, and having enormous access to the male and female actors in the business although prior to the fieldwork they had not planned to meet, including the recruiting agencies, government officials in the Indonesian Embassy, police office, prison and even the court. Some individuals from those institutions became discussion partners, and the researchers even learned much from their experiences. From the experience using the methodology, the researchers learned: no judgment is allowed!

(v) Project Activities

Activities have been done:

- (1) presenting research findings in a seminar under collaboration between Faculty of Law-University of Indonesia and University of Kebangsaan Malaysia, Kuala Lumpur, June, 17-19, 2010
- (2) presenting research findings in Komnas Perempuan, Jakarta, September, 28, 2010
- (3) presenting research findings in a seminar “Metropolis Asia: Building Migration Research Co-operation”, Monash University in Malaysia, Kuala Lumpur, Nov 10-12, 2010
- (4) publishing a book written in Indonesian language and launched in May, 6, 2011
- (5) presenting research findings in the Course of Strengthening Socio-Legal Studies, collaboration between University of Brawijaya and Leiden Law School-the Netherlands, Malang, June 11-15, 2011
- (6) taking part to the public discussion responded “Ruyati Case” (an Indonesian domestic worker who was sentenced to death in Arab Saudi), done by Ministry of Labour, legislative member, Migrant Care, and researcher of Center for Women and Gender Studies UI, June, 24, 2011
- (7) invited to write an article in Kompas newspaper, titled “Membunuh Hukum” (Killing the Law), and published in June, 22, 2011
- (8) presenting research findings in international conference conducted under collaboration between School of Law Hankuk Korea and Faculty of Law, University of Indonesia, Depok, July 13, 2011
- (9) An article in the Jakarta Post titled ‘Complications for Indonesia’s unskilled migrant workers’, September 22, 2010
- (10) An article in the Jakarta Post titled ‘empowering our migrant workers: an urgent task’, December 9 2010

- (11) Invited by the Ambassador of the United Arab Emirates, the Dean of the Diplomatic Corps-Indonesia, in Jakarta – for a clarification concerning the debate of the research finding in the Indonesian Newspaper, the Jakarta Post, in which in connection with the death sentence to an Indonesian domestic worker in Arab Saudi.
- (12) Planning to publish a book in English version

Lesson learned:

This research has been contributing public discourse on migration issues in Indonesia, it is because:

- (a) Research on Indonesian women domestic migrant workers in Arab countries is scarce. Usually, studies on the Indonesian women domestic migrant workers was carried out by Indonesian researchers which took place in Indonesia or the place of origin (during a pre-departure period or the returnees). It was relatively new to do research in the place of destination and done by the Indonesian researchers, particularly female researchers. Generally, in the Arab countries, Indonesia women are identically recognized as domestic workers.
- (b) This research focuses on legal issues, and the framework used is interdisciplinary approach in law with women perspective.

VI) Project Outputs

As it has been mentioned in the previous question – the project activities, here some outputs of the research – according to the research plan:

- (1) presenting research findings in a seminar under collaboration between Faculty of Law-University of Indonesia and University of Kebangsaan Malaysia, Kuala Lumpur, June, 17-19, 2010
- (2) presenting research findings in Komnas Perempuan (National Commission on Violent against Women), Jakarta, September, 28, 2010
- (3) One of the researchers graduated from a master degree using parts of the research data, both the pre-departure data of Condet as well as data from the Embassy shelter; but using her own analysis and her own perspective. It is important, because it might also enrich to research for the other readers.
- (4) publishing a book written in Indonesian language and launched in May, 6, 2011; and
- (5) Making a book supplement containing a policy brief for the connecting parties (Indonesian government, the UAE government, and both Indonesia as well as the UAE agencies, and whoever in the middle of the migration process).
- (6) Planning to publish a book in English version

- (7) presenting research findings in a seminar “Metropolis Asia: Building Migration Research Co-operation”, Monash University in Malaysia, Kuala Lumpur, Nov 10-12, 2010
 - (8) presenting research findings in the Course of Strengthening Socio-Legal Studies, collaboration between University of Brawijaya and Leiden Law School-the Netherlands, Malang, June 11-15, 2011
 - (9) presenting research findings in international conference conducted under collaboration between School of Law Hankuk Korea and Faculty of Law, University of Indonesia, Depok, July 13, 2011
- *On going activities:*
 - (1) taking part to the public discussion responding to “Ruyati Case” (an Indonesian domestic worker who was sentenced to death in Arab Saudi), lead by Ministry of Labor, legislative member, Migrant Care, and researcher of Center for Women and Gender Studies UI, June, 24, 2011
 - (2) invited to write an article in Kompas newspaper, titled “Membunuh Hukum” (Killing the Law), and published in June, 22, 2011
 - (3) Invited by the Ambassador of the United Arab Emirates, the Dean of the Diplomatic Corps-Indonesia, in Jakarta – for a clarification concerning the debate of the research finding in the Indonesian Newspaper, the Jakarta Post, in which in connection with the death sentence to an Indonesian domestic worker in Arab Saudi.
- *The main specific achievements in terms of research, capacity building, and policy/practice influence and lesson learned*
 - For us, doing research in qualitative way is always unique and challenging. It has been proven that every single method and activity during the field work as well as writing process was something new, enlighten, as well as deepen our understanding of human life, human experiences, as well as how the principles of neo-liberalism mechanism work in the real life. It has been a capacity building for us as researchers. It was also inform us about how marginalize women’s human right and laws mechanism in the field of domestic work areas.
 - It was true that we conducted some innovative methods of data collection (or we called them as strategies to get completed data, and balanced data) to fulfill the goals of the research. Our snowballing method was so invaluable and an unforgettable moment in our research paths – that we met some excellent resource persons who allow us to ask their perspective about Indonesian domestic workers. We learned from the domestic workers who stayed in the Embassy shelter about their life time spirit and struggle, their hopes, as well as their perspectives in facing tuft time and the making of their identity.

- During the field research, both here in Indonesia and there in the UAE, we learned about the related laws and policies – which we aware of the difficulties in implementation level. The influence of the laws and policies are definitely depended on the enforcement and the commitment of the officials. If we cannot expect anything from the agencies, then, the law enforcement should be rely on the official hands – including the better of diplomatic agreements.

Examples of outputs include:

Research:

- We have published a complete research finding into a book – Indonesian version, published by Yayasan Obor Indonesia. It has been launched early of May, and it was attended by Linda Gumelar, the Minister of Indonesian Women’s Empowerment, Ms. Eileen from IDRC Canada, and Ms. Rosalia Sciortino from IDRC Asia.
- Milestones achieved from research, that we gained, first, knowledge-building in labor migration, the network of those business, and some parties who involved in the business. We also learn how the laws, and most importantly the access of the domestic migrant workers to justice, legal protection, and legal aid were hard to achieve by those needed. Doing research in the place of destination also gave a lesson about the existing academic networking in migration, their development and how to link them in order to gain greater effect (such as Metropolis Asia, ISS with Than Dam Truong project).
- Previous description mentions about a youngest researcher who completed her Master Degree during the process of the study, she used parts of our field data, and analyzed with her own perspective.
- There were two structural trainings attending by the research members, both training locations were in Thailand. Those trainings were before our fieldwork in the UAE.
- Aside from those two trainings, our head of the research team attended some seminars, meetings both in Indonesia as well as abroad, such as in Kuala Lumpur Malaysia, and Hague, the Netherland.
- Unstructured capacity development activities or capacity development has occurred, all of us learned a lot from the research. Our institutions are also benefit from the activities, and get an indirect invaluable human resource development scheme. We notice that policymakers and stakeholders appreciate with this research, because it is true that research on domestic workers in destination country is relatively limited. Our findings, then, become

invaluable input to revise national as well as international policies of the Indonesian state, particularly the policies from the Ministry of Manpower.

- Coincidentally, after our book launched on May, there have been some tragedies of Indonesian domestic workers in Arab Saudi, and the book has been an important source to be quoted or referred by media, even though not all of the opinion gave good impact for us. Some incomplete quotation has created misunderstanding with the Embassy of UAE in Jakarta.

- Capacity development for the institutions is definitely positive, particularly for the Women's Study of the Indonesian University. This research has multiplying effect to mention the important position as a women's research institution. Knowledge gained and perspective shown in the book are influential for the greater public knowledge.

- Concerning networks and partnerships are gradually increasing, include human resources.

- It is interesting to write about sustainability of increased institutional capacities, and on particular contributions to capacity building of women or marginalized social groups. It is clear that the research gives an invaluable chance to the researchers, for our academic progress and understanding of the social phenomena, and the women position as marginal group. This study is also important for the domestic workers who involved in this research. Some of them maintained their hope that their voices be heard. Their life experiences are listening to. They called for real justice and changes. We hope this research could be the tunnel to delivered their demands and hopes.

vii) Project Outcomes

o Scientific, research, or knowledge innovations

As mentioned earlier this research has applied a multidisciplinary approach to understand the life of Indonesian women domestic migrants' workers in relations with how they can access justice. We have managed to link gender, law, sociology and anthropological analysis to understand the world view of domestic migrants' workers. Applying a multidisciplinary approach to view particular issue is in itself a scientific, research and knowledge innovations.

Previously, the subject of migrant workers is viewed exclusively with labor, migration or gender theories.

As the result of this multidisciplinary approach we have gathered rich data on the subject of the research. The recommendations resulted from this multidisciplinary approach have given viable solutions to overcome the problem of injustice faced by Indonesian migrant domestic workers

Another research or scientific innovations that emerged from this research is that we managed to gathered primary data in such a spatial locus which is normally 'close' for foreign researchers, especially when this concern a sensitive issue on migrant workers. Our experience was indeed different with Human Right Watch. Human Right Watch has stated that it was difficult for them to enter Arabic countries to observe the experience of domestic workers. Therefore, they have to gather the data from returning workers in each respective country.

It was indeed an advantage for us to be able to interview the research subject in the social-cultural setting and structure in which they are expose to and have to adapt themselves with in their daily life.

o Changes in behavior, capacities, actions, or relationships of researchers, networks, or research institutions

Our research team consists of six people. We are diverse in terms of age, gender, ethnicity, and character, degree of qualification, area of interest, experience, and occupations/affiliation. Despite these diversities, we have managed to build a solid team. Our togetherness were filled by the efforts to understand each other characters, respecting other people's views and learn from each other knowledge and experience. Scientifically, our togetherness is a form of capacity building among the team member.

Among the 6 people, we originated from 4 different institutions. That is itself part of networking building. We have also benefited from the networking of each team member to support the implementation of this project. For example, one of our team members was the former labor attaché in the Indonesian Embassy in the UAE. Our research was made possible in the UAE partly through his networking.

Our togetherness as a team with diverse traits is in itself an asset for future project collaboration

o Changes in behavior, capacities, actions, or relationships of research users or those affected by the research process or findings

It was a blessing in disguise that the result from this research has found its momentum after a few unfortunate reported cases of tortured or even killed women domestic migrant workers in a few recipient countries. Normally the government has taken for granted or even undervalued and underestimate cases of mistreatment faced by domestic workers. On a few occasion they are only 'reactive' to some cases – but still lacking or without having any comprehensive grand strategy to solve the complexity of problems that concerns women domestic workers.

With pressure initiated by NGOs, media and academician, the government is finally 'forced' to seriously tackle issues of Indonesian domestic workers. The comprehensive research findings from this project could serve as 'first hand data' that the government or even civil society could benefit. As mentioned earlier, research on Indonesian women domestic workers, especially in the Arabic countries is still scarce. With such limitation in the data, government is seemingly 'ill-informed' on the real situation faced by Indonesian migrant domestic workers. The result of this research could help government understand or build their knowledge on the severity of the problems and take actions to solve them.

In general, this finding of this research has also attracted various parties, including the Ambassador of UAE in Jakarta. As the result of misquotation by media in one of our research findings, we were called by the Embassy to clarify. The Embassy claimed to be 'annoyed' with our findings. We met the Ambassador with a few of his staffs. This was indeed a fruitful meeting. Not only did we manage to clarify our research findings, we also obtained valuable data from them. This meeting has indeed enriched our understanding on the complexity of issues on domestic migrant workers. In addition, this meeting was part of our effort to expand our networking.

oPolicy influence (e.g., expanded policy capacities of researchers; broadening policy horizons of policymakers; and affecting policy regimes)

Positive outcome from this research is that it has narrow the distance between government and civil society in the effort to resolve problems of Indonesian domestic migrant workers. In other words, the government is now willing to sit together and gather inputs – engage in active discussion and constructing viable solutions with civil society or academician.

For the researcher, as the result of intensive interactions with policy makers, this project experience has enhanced the capacity of researcher to propose concrete policy recommendations.

Finally, this research findings has also made positive contributions to set ‘Resolving Problems that concern Indonesian Migrant Domestic Workers’ as a national policy agenda

Changes in the state of economic, social, health, political, or environmental conditions

Our main research objective is building foundation to empower Indonesian domestic migrant workers with access and knowledge to justice. This will be middle to long term objectives which will need further assessment to observe the changes.

viii) Overall Assessment and Recommendations

This research arrived at recommendation for many parties involved in migration business. And this recommendation has been already sent to the Indonesian Ministry of Labour and the Embassy of United Arab Emirates

As this research believes that science is not value free, it carries a mission for improvement and reform for betterment. This research eventually arrives at several recommendations addressed to a number of relevant parties.

1. To the Indonesian Government

1. To ensure there is a political breakthrough to overcome unequal relation between the sending and receiving countries in order to obtain a greater flexibility in providing protection for women domestic workers.

2. To realize a legal breakthrough which is not to send women migrant workers whose education is lower than high school degree. This is necessary following the Supreme Court’s rejection of the judicial review on the level of education of future migrant workers.

2. To conduct stringent supervision and monitoring over recruiting agencies in order that the training and preparation are done effectively and efficiently. If necessary, to take over the training and preparation mechanism in the pre-departure phase and implement a curriculum containing legal knowledge and cultural knowledge about the receiving countries.

In details:

- To ensure the domestic workers understand about their rights which are protected by Indonesian law such as the right to work, the right to be protected during employment, the right to receive healthcare and legal services during employment, and the right to claim the insurance when facing health and legal problems.
- To ensure that the training and preparation materials incorporate legal knowledge about laws and regulations in the United Arab Emirates which are important for women domestic workers, particularly those related to criminal charges for having a relationship with man, abortion, running away from the employer's house, theft, etc.
- To ensure that the agencies provide them with some knowledge about Arab culture such as the habits of Arab people, how they dress, what they eat, and the socio-economic-cultural contexts of Arab people (big house, large family, etc.)
- To ensure that the agencies do not teach them irrational survival knowledge such as the use of "magic". They should provide them with legal knowledge and legal protection instead.

2. To the Representatives of Indonesian Government in the United Arab Emirates (Indonesian Embassy):

- To realize a diplomatic breakthrough in order to create mutual understanding in which Indonesian representatives have more leverage and which benefits both parties in solving problems of domestic migrant workers.
- To prioritize diplomatic approach to the receiving country in order to expand the scope of the protection which right now is only limited since once the worker is inside the employer's house they are no longer protected.

Staff of the Labour Section (including the staff of the labour attaché)

- To have a complete understanding about issues related to migration and domestic migrant workers, and to have a gender perspective (this is important to note during the selection and preparation of the staff)
- To reconsider the staff's workload that is physically and psychologically demanding. Periodical work rotation is recommended
- To establish good assertive relation within the diplomatic corridor with agencies in the United Arab Emirates in order to ensure that they run the business by taking into account the humanistic values and the dignity of the women domestic workers
- To ensure there is always room for cooperation in the formulation and the bilateral agreement between agencies in order to prevent exploitation, a pure business-oriented relation, and a syndicate of human trafficking.

3. To the Government of the United Arab Emirates

1. To create an institution or a forum which specifically deals with settlement of disputes involving foreign workers, particularly domestic workers, in the United Arab Emirates. This can be done by cooperation with universities especially the faculty of law in the United Arab Emirates and legal aid organizations and legal clinics in universities in Indonesia
2. To ensure mutual understanding that benefits all parties in the domestic work.

To the agencies there should be regulations and the monitoring of the implementation of those regulations to ensure that:

- The agencies treat Indonesian workers in dignity and do not treat them as a commodity;
- The agencies provide a profile or at least information about the future employer to the domestic worker (So far only profile of worker is made available for future employers to select) in order that both parties can have understanding and reach a mutually beneficial agreement.

To the employers there should be regulations and the monitoring of its implementation to ensure a standard of salary, health insurance and work safety during employment which is implemented pursuant to the regulations (the contract) in the United Arab Emirates.