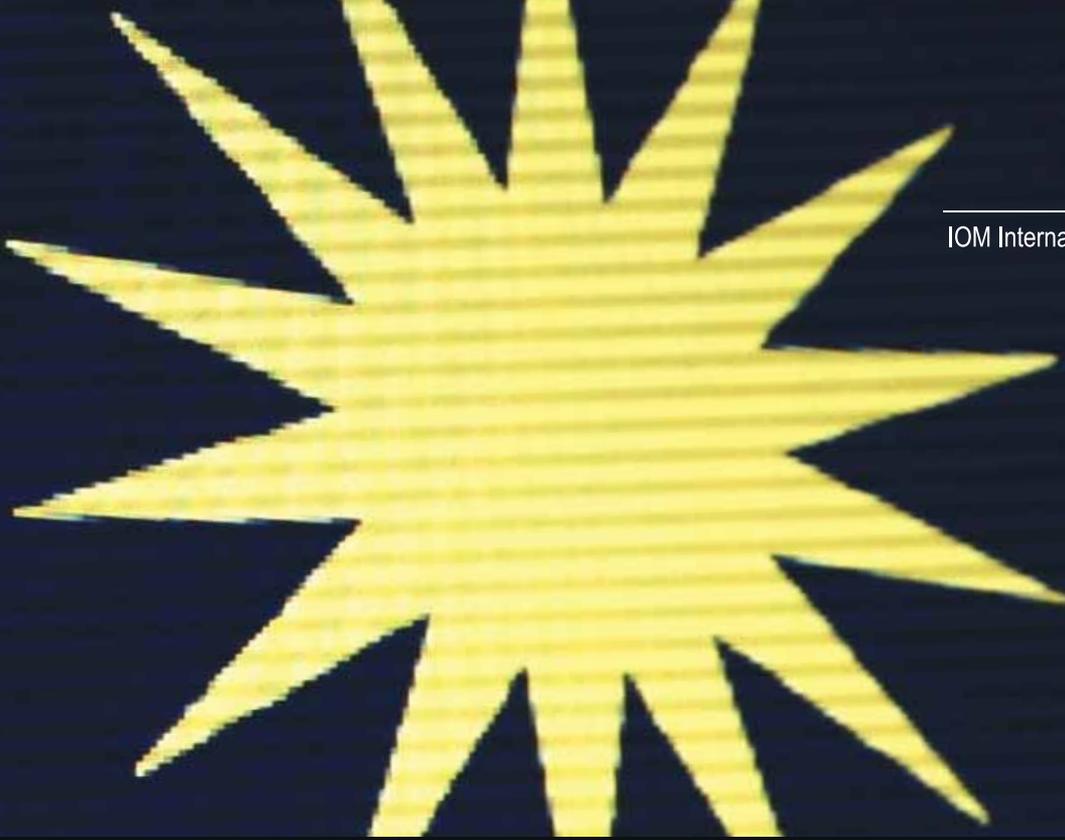




IOM International Organization for Migration



MALAYSIA

MAPPING EXERCISE
LONDON, JANUARY 2009



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The aim of this Mapping Report is to guide IOM's outreach activities and communications strategies. The report does not purport to be exhaustive. The mapping consultant who conducted the exercise and wrote the report on behalf of IOM has taken every effort to ensure accuracy in his/her reporting and the views expressed in this report are his/hers. IOM cannot be held responsible for any omissions or inaccuracies.

INTRODUCTION

AIM OF THE MAPPING EXERCISE, TARGET GROUP AND METHODOLOGY

The aim of this mapping exercise, carried out by the International Organisation for Migration (IOM), was to identify the location of potential beneficiaries of IOM's voluntary return programmes, which are open to asylum seekers and irregular migrants, as well as identify the main channels of information used by them. The ultimate goal of the mapping exercise is to help IOM improve its communications with diaspora communities in the United Kingdom through media articles, advertisements and presentations to community groups.

The first mapping exercise was undertaken in December 2005. It targeted the Brazilian community in the UK. Subsequently, more than thirty similar projects have been carried out by IOM, and a few are still underway. The mapping exercise for the Malaysian community in the UK was undertaken between August and October 2008.

As with previous mapping exercises, this one aims to establish:

- the approximate size and geographical spread of the Malaysian diaspora in the UK;
- the media preferred by the Malaysian community, including TV networks, radio stations, newspapers, and magazines, as well as the role of Internet-based information sources;
- the languages preferred by the community for IOM information materials;
- the places, such as libraries, religious centres, and shops, that could be used for distributing information about IOM voluntary return programmes; and
- the range of community organisations that exist and the identity of the community leaders to whom members of the public turn for advice.

This mapping exercise was undertaken with the help of a questionnaire which was divided into two sections and consists of twenty questions in total. The first section focused on media sources and other channels of information available to members of the Malaysian diaspora in the UK. It also asked about the community organisations and institutions that they used in order to meet other community members. The second section of the questionnaire requested baseline data from each respondent about age, gender, and length of residence. It is important to emphasise that the anonymity of the respondents was completely respected and no personal information, such as names and addresses, was collected.

A Malaysian national was recruited to undertake the mapping exercise and produce this report. The skills and background of the consultant, such as her inside knowledge of the community and her established links with Malaysians across the UK, proved to be an essential resource for the mapping exercise.

The first phase of the project involved translating the questionnaire into Malay and adapting its contents. The primary research was carried out using multiple approaches to collecting the data. Information was gathered by distributing questionnaires, qualitative fact-finding, and in-depth interviews with individual community members, key community leaders and potential multipliers¹.

Extensive networking was carried out to identify media, organisations, religious institutions and individuals which interact with Malaysians. The fieldwork took place between August and October 2008. During this period forty-two questionnaires were collected.

The mapping exercise was mostly conducted in the Greater London area, where the majority of Malaysians live. However, it was not limited just to the capital: there are Malaysians living in other major cities as well. The consultant travelled to Birmingham and Manchester, where she met Malaysian community members and visited several establishments frequented by Malaysians. It enabled her to create a more comprehensive view of existing networks and made questionnaire answers statistically more accurate and representative.

This report includes charts and tables based on the information obtained from the questionnaires. In addition, an extensive list of contacts was created, which merges data gathered directly from completed questionnaires with the results of the consultant's own fact-finding, as well as with information provided by multipliers during in-depth interviews². This database will be used by the Information team at IOM in their outreach work.

It is important to emphasise that the mapping exercise relied on networks and that the questionnaire was completed by those who selected themselves to be part of this small study. It is not possible to generalise from the data about Malaysian nationals in the UK. However the wide range of individuals that helped to facilitate the mapping exercise constitutes a wide and diverse sample of the community.

¹ This term is used to indicate individuals or organisations that are well-known among diaspora groups and could therefore play a key role in delivering information.

² This document is confidential and does not form part of this report.

1 MALAYSIANS IN THE UK

1.1 OVERVIEW OF THE MALAYSIAN COMMUNITY IN THE UK

History

Malaysia achieved its independence in 1957, after more than 130 years of British rule³. Malaysia is a federation of 13 states and 3 federal territories. Ethnic Malays comprise some 60% of the population. Chinese people constitute around 26%; Indians and indigenous peoples make up the rest.

Since its independence, Malaysia has been ruled by a multi-ethnic coalition government, Barisan Nasional (National Front). The coalition is made up of the United Malays National Organisation (UMNO), Malaysian Chinese Association (MCA) and Malaysian Indian Congress (MIC). Malaysian political parties are distinguished more by their differing racial composition than by competing political philosophies.

Since 1971, Malays and indigenous peoples (bumiputra) have benefited from government policies which provide preferential treatment in business, education and the civil service. These measures were introduced to correct economic inequalities among the main races in Malaysia. Ethnic Chinese people continue to hold economic power and are the wealthiest community. The Malays remain the dominant group in politics and the civil service, whilst Indians are among the poorest in the society. In recent years, the economic gap between Malays, Chinese and Indians has reduced, arguably as a result of strong economic growth in the country and the affirmative action policy. However, although there are signs of increasing intra-ethnic disparity for all the races, poor Chinese and Indians have limited access to welfare support.

Malaysia and the UK

Malaysia and the UK have maintained strong relations, particularly in the areas of trade, investment, science and innovation, education, and defence co-operation. Since the 1970s, there have been a significant number of Malaysian students studying in universities throughout the UK. In 2008, Malaysian students made up the fourth largest body of non-EU foreign students. In addition, there are over 80 tertiary institutions based in Malaysia where students can study for UK qualifications, either fully or partially delivered in Malaysia⁴. In 2000, the University of Nottingham established a campus in Kuala Lumpur, the capital of Malaysia. In London, there is a campus of the private Malaysian university, Lim Kok Wing. The British Council throughout Malaysia actively promotes British education to Malaysians. Many Malaysians have settled in the UK following their university education, particularly graduates in medicine, law, and engineering, who were recruited by companies in the UK.

In the last ten years, there has been a second wave of Malaysian migration to the UK, mainly for economic reasons. Some would attribute this to the impact of the Asian financial crisis in 1998, which led to a long period of economic recession in many south-east Asian economies. Many would come as visitors, working holiday visa holders, or as highly skilled migrants, for one to five-year periods. More recently, Malaysians have been identified by the Home Office as one of the top five visa overstayers in the UK⁵.

³ In 1957, the Federation of Malaya achieved independence from the British. In 1963, the British colonies of Sabah, Sarawak and Singapore joined the Federation of Malaya to form the Federation of Malaysia. In 1965, Singapore withdrew from the Federation of Malaysia.

⁴ The British Foreign and Commonwealth Office website, www.fco.gov.uk

⁵ <http://thestar.com.my/>



Number of Malaysian Citizens

Gathering accurate information about the size of the Malaysian diaspora in the UK has proved as difficult as it did for similar mapping projects on other ethnic groups. First and foremost, there is no up-to-date information or statistics on the number of any foreign nationals in the UK. The figures in the 2001 Census were approximate in the first place and based on self-identification. Malaysians often identify themselves primarily by their race, i.e. Malay, Chinese, or Indian, rather than by nationality. There is also a tendency for the Malaysian diaspora in the UK to mix and assimilate with other community groups with a shared religion and culture, as well as with the wider British community. For example, Malaysian Malays often engage with Indonesians, because both are Muslim by religion and share a similar language, Malay/Bahasa Indonesia. The Malaysian Chinese diaspora tends to live and work with the wider Chinese diaspora community and, to a lesser extent, with the Vietnamese. Malaysian Chinese people are mainly second or third generation Chinese from South China. The majority speak Mandarin, Cantonese and Hokkien. The Malaysian Chinese community can be further divided into two religious groups, Buddhists and Christians. In a similar way, Malaysian Indians are second and third generation ethnic Tamils from South India and Sri Lanka. In the UK, Malaysian Indians assimilate well with the Sri Lankan community, as well as the wider Hindu and Christian communities. Of course, these social divisions are generalisations for categorisation purposes. Across the generations, there are mixed marriages between the races, as well as between Malaysians and British/European citizens.

Another dimension is the dynamic between the settled Malaysian diaspora community, the Malaysian student community, and newly arrived Malaysian migrants. Many Malaysians students in the UK were recruited by British companies on graduation and subsequently settled in the UK. For students who are studying on government scholarships, there is a contractual obligation to return to Malaysia and work as part of the civil service. There are then those who overstay their student visas in the hope of finding employment. Based on interviews with community leaders, many students are not aware of the serious repercussions of overstaying their visas to their legal status, as well as restrictions on access to healthcare and other social services, to which they had been entitled as a student.

Newly arrived Malaysian migrants often already have contacts and networks within parts of the settled Malaysian community, particularly those who are working in the same sectors, such as restaurants, catering, and beauty and massage parlours.

In 2001, the UK census listed 49,883 Malaysians living in the UK. There is no doubt that these figures have risen significantly during the last few years.

Figure 1: Breakdown according to age

Age	Citizens
0-14	2,416
15-29	12,766
30-44	16,738
45-59	12,936
60-74	3,958
75 or older	1,069

⁶ Home Office Statistics

⁷ www.trafficking.org

The Malaysian Students Department stated that there are 11,840 students this year in the UK. In addition to the student figure, current unofficial estimates indicate 30,000 – 50,000 Malaysians working throughout the UK. The numbers are however highly approximate and are not formally confirmed by any authority. The Home Office's latest statistics indicate a total of 182,000 Malaysians admitted to the UK in 2007. This included 92,100 on ordinary and business visas, 9,220 on student visas and 865 on work permits. Between 2005 and 2007 there have been 30 asylum cases and 2,065 removals. In 2007, there were 1,345 non-asylum cases refused at entry and subsequently removed⁶. In the past, there have been cases of Malaysian women being trafficked to the UK⁷.

As part of the Commonwealth, Malaysians and British citizens have been able to obtain a visa on arrival. Due to the high number of Malaysian overstayers, the British government is reviewing the visa policy for Malaysians, alongside nationalities from 10 other countries. The visa waiver test was due to be completed in early 2009, which will determine whether the UK will impose tighter visa restrictions on Malaysian nationals.

1.2 GEOGRAPHICAL LOCATION OF THE MALAYSIAN COMMUNITY

The lack of officially verified and up-to-date statistics is also apparent when it comes to a breakdown of the number of Malaysians living in different parts of the UK. The Malaysian High Commission has 700 Malaysians registered, although unofficial estimates can rise to around 120,000 Malaysians. The Malaysian High Commission Students Department (Masduke) has 11,850 students registered for 2008.

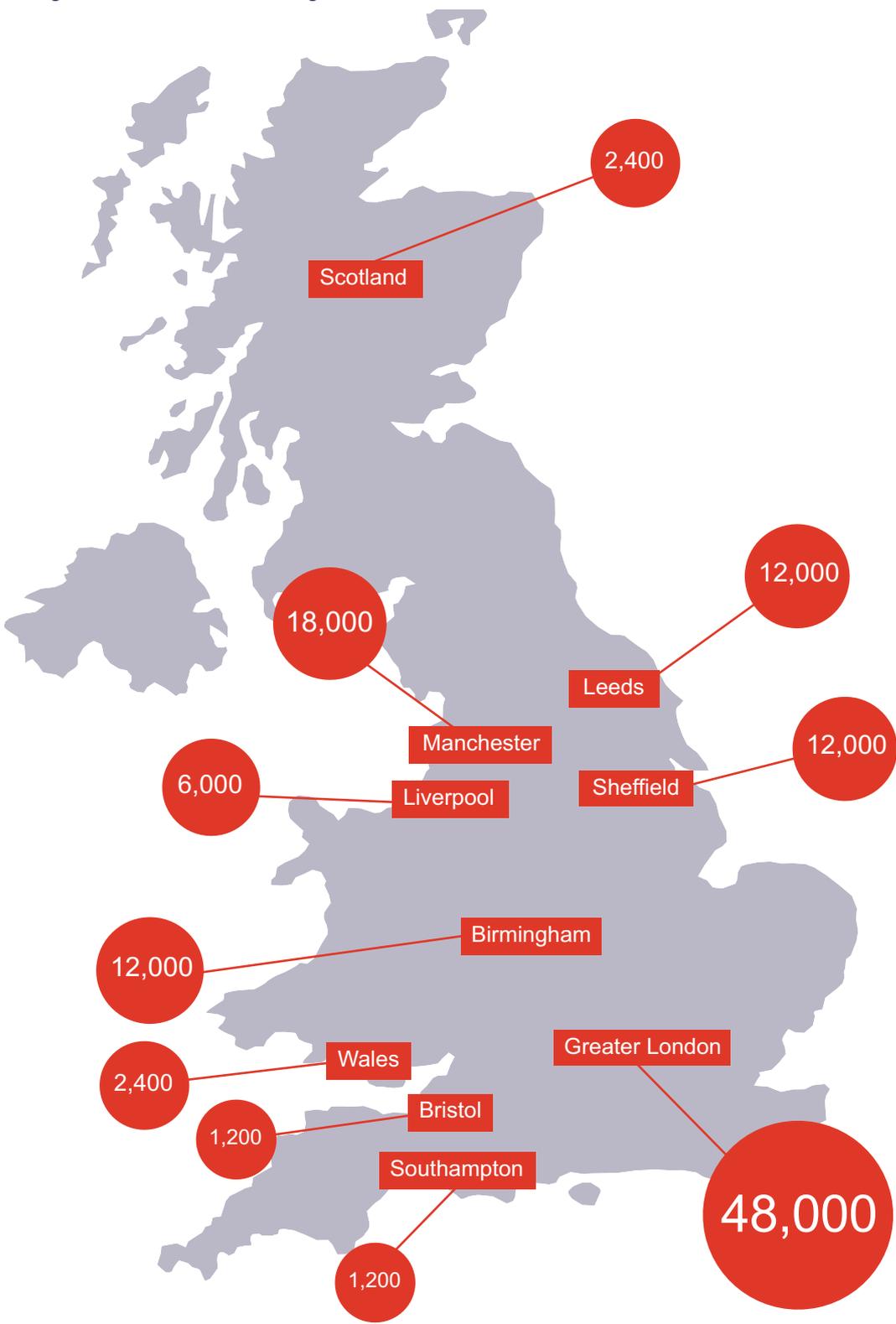
Based on the survey results and interviews, it is believed that the majority of Malaysians have settled in London. Malaysians tend to be spread all over Greater London but the London Boroughs of Walthamstow, Peckham, Lewisham, Croydon, Colindale, and Tower Hamlet feature as their favourite destinations.

Manchester was said to have the next largest population of Malaysians in the UK, closely followed by Sheffield, Leeds and Birmingham. There are small communities of Malaysians who have settled in Bristol, Wales, Oxford, Liverpool, Newcastle and Scotland. It is estimated that the rest live in small towns and villages around the country.

Mapping Questionnaire Data and Other Sources

It is worth pointing out that Malaysians do not tend to settle down in a particular area in London, or in the UK in general. According to mapping exercise observations, there are almost no areas where a concentration of Malaysians could be described as "high" or "considerable". It is rather more accurate to speak about parts of Greater London where you might see a Malaysian restaurant. However, the existence of such establishments is sporadic and does not imply that many expatriates actually live in the area. This is in sharp contrast to many other ethnic groups, perhaps partly owing to their size and to a longer history of settlement in the UK. It can be said that the composition of the Malaysian diaspora is rather loose in geographical terms.

Geographical Spread of the Malaysian Community in the UK, 2009



Based on estimates supplied by community leaders, who also think that there are some 5,000 Malaysian nationals scattered in other parts of the UK

2 MAPPING EXERCISE OUTCOME

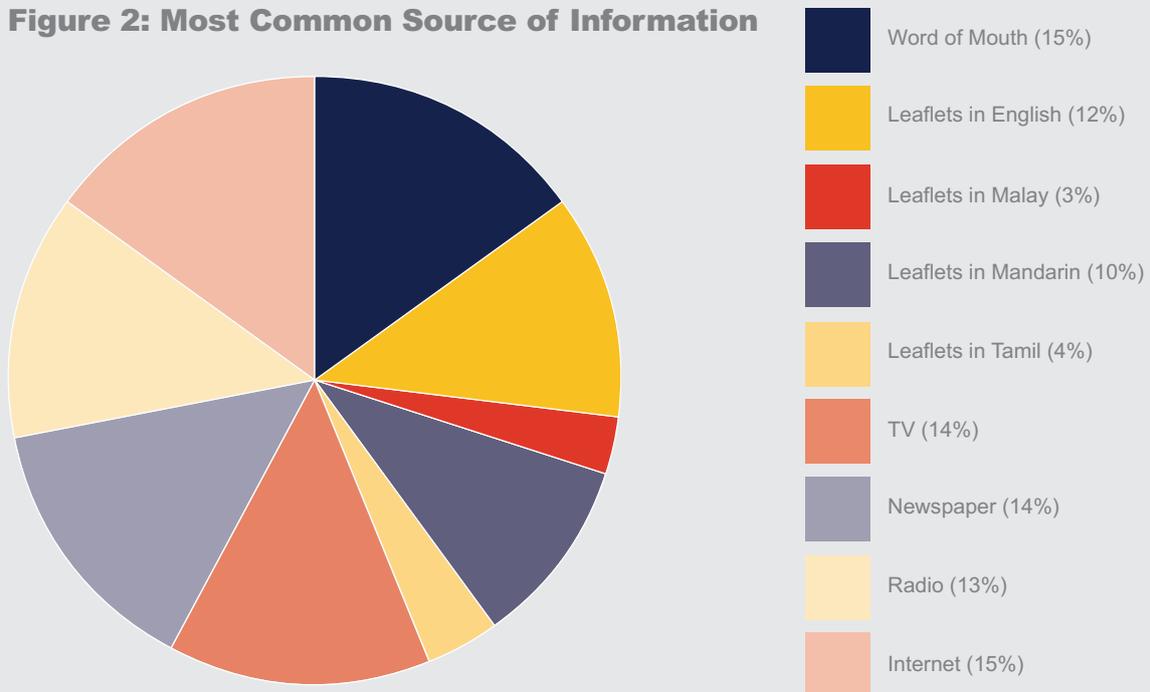
INFORMATION CHANNELS

2.1 PREFERRED SOURCES OF INFORMATION

Information Sources

Respondents were asked how they normally obtain information on political, social, cultural, and entertainment matters.

Figure 2: Most Common Source of Information



Most of the respondents identified word of mouth as their preferred source of information, followed by TV, newspapers, radio and the Internet. This reflects a distinct lack of newspapers or newsletters targeted at Malaysians in the UK. Instead, most respondents said they obtained information from the general range of media available in Britain.

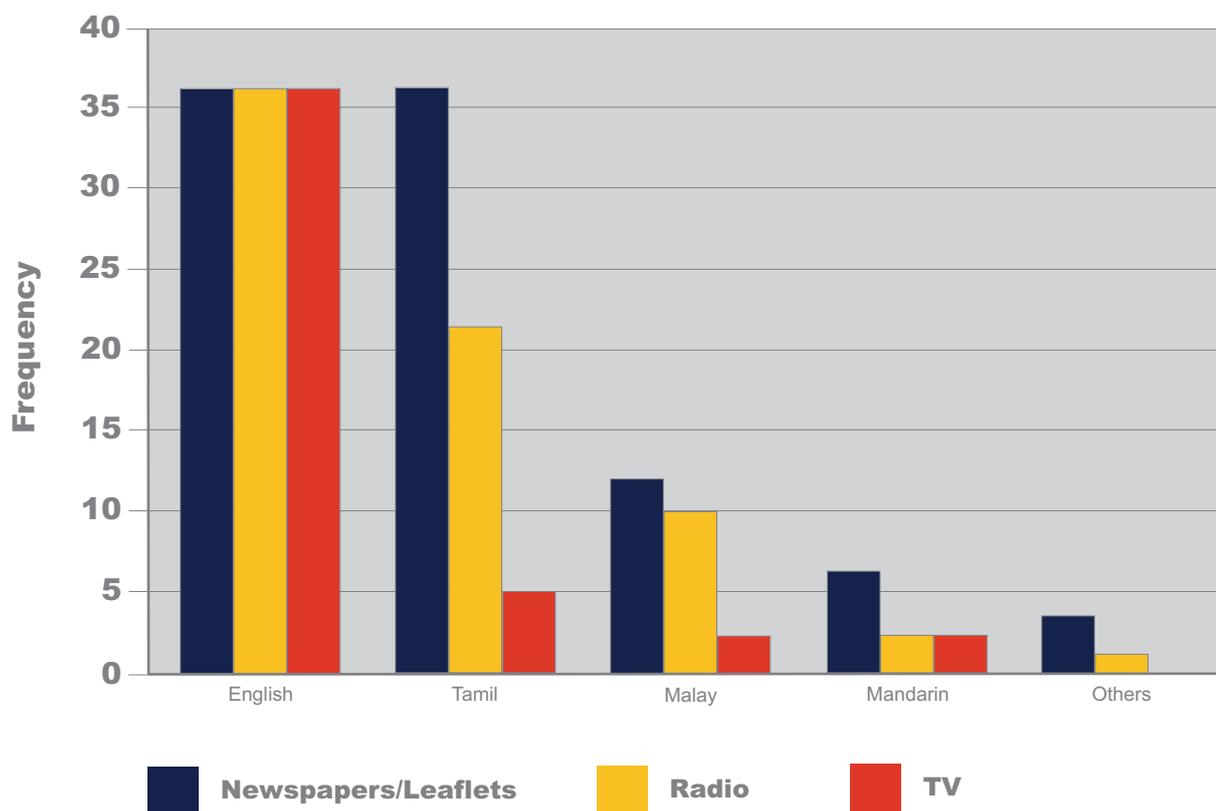
2.2 MEDIA

The first section of the questionnaire was designed to identify the main channels of information used by Malaysians in the UK. It was divided into three main categories: media; preferred sources of information; and community groups and organisations. All relevant information, including contact details provided by the respondents and the interviewees, was merged and unified as a list of organisations and contacts. Its purpose is to serve as a foundation for IOM's work in establishing links with the Malaysian community, and as a vital resource for IOM's future outreach activities. It is not designed to be an exhaustive register of media and organisations, not least because new newspapers and organisations appear all the time, especially given the rapid growth of the Malaysian population in Britain.

Media Comprehension

Respondents were asked which language they preferred and in what language they could best understand information from electronic media, press, the Internet, and various publications and advertisements. Figure 3 below presents the outcome.

Figure 3: Media Comprehension

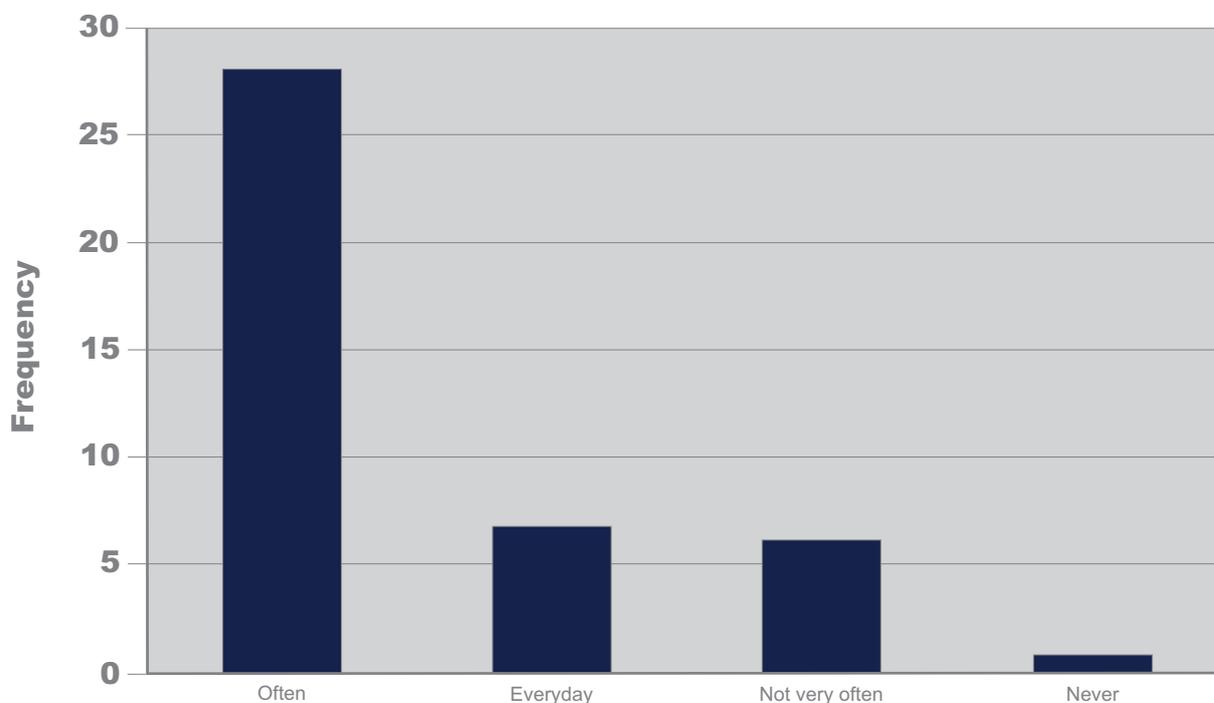


English seems to be the language of choice when it comes to some media products, followed by Mandarin, Tamil and Malay. This shows a high degree of integration into British society, as well as into their respective ethnic groups. In addition, most Malaysians will consult Malaysian media in their ethnic language through the websites of online Malaysian newspapers based in Malaysia.

Frequency of Media Consultation

Most respondents said they used the media often. The vast majority of them said that they read daily free newspapers, such as *Metro* or *thelondonpaper*, which are handed out on the streets and on public transport in major cities. Most of the respondents pointed out that “often” actually refers to their consultation of English media and online Malaysian media in their own ethnic language.

Figure 4: Media Consultation - Newspapers / Publications



Newspaper Readership

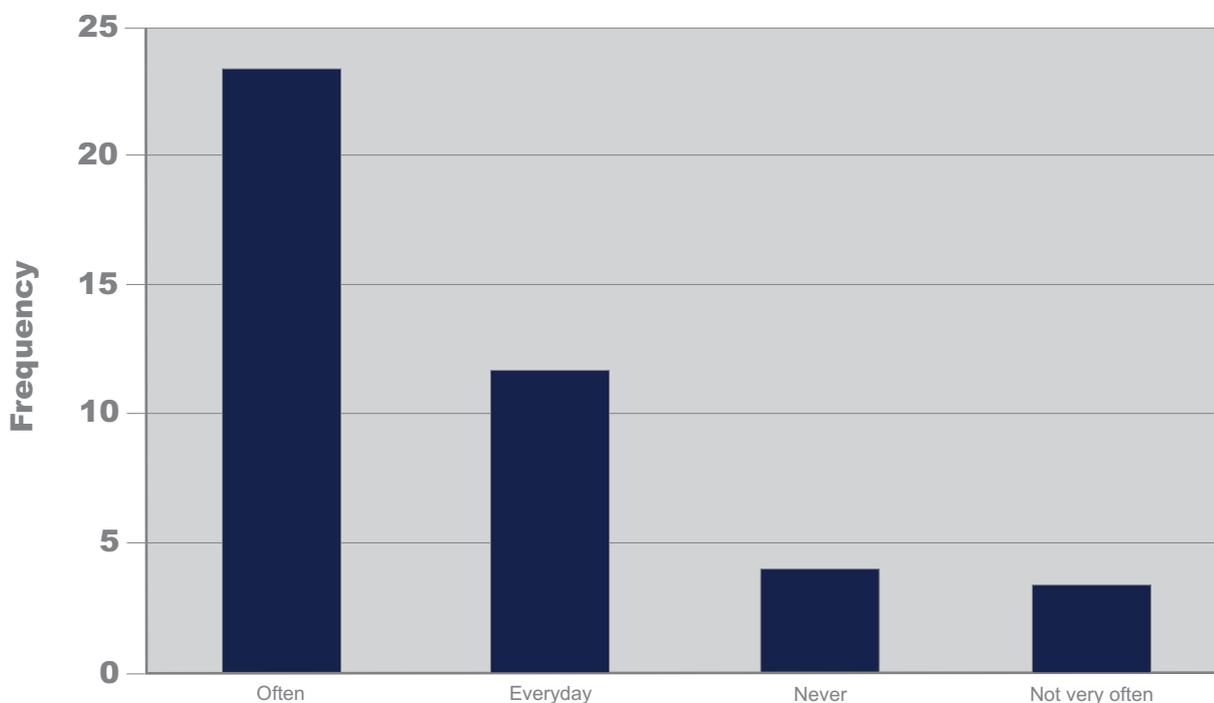
The consultant did not learn of any widely available newspapers for the Malaysian diaspora produced in this country. The Malaysian High Commission produces a monthly bulletin in English, which is sent out in electronic form to all registered Malaysians as well as a number of informal e-mail groups. There was no evidence, either, of any weekly or monthly periodical magazine produced in the UK in any of the Malaysian ethnic languages.

25 respondents said that they read *The Times* and the *Guardian*. 17 respondents cited some Chinese community newspapers that they read regularly, principally *Sindao*. A smaller number of respondents also highlighted the *Economist* and *Newsweek*.

Radio

The mapping consultant did not discover any Malaysian radio station broadcasting to or within the UK. Figure 5 shows the number of respondents who listen to the radio.

Figure 5: Media Consultation - Radio



More recently, a new London-based radio station, *NuSound*, has begun to broadcast. Its programmes are targeted at the wider Asian population, including the Malaysian community in the UK. The BBC Indonesia Service runs Indonesian radio programmes covering news from Indonesia and, at times, from Malaysia. The Indonesian language (Bahasa Indonesia) and Malay are very similar. Although this is not apparent from the mapping exercise, the spokesperson from the BBC Indonesia Service believed that they also had a Malaysian audience.

Television

The majority of respondents indicated that they watched British TV channels regularly (32 respondents). 12 respondents said that they sometimes watched Chinese TV channels if they were able to afford or get access to satellite dishes when living in shared accommodation.



Internet

More than 80% of the respondents use the Internet on a regular basis at home or at work, either for business or leisure. It became apparent during the survey that it is the only medium available for daily consumption of news on Malaysia for many people, especially young people. Two-thirds of them indicated that they used *Google* to search for information. Half of them regularly consult Malaysian online newspapers for news about Malaysia. The most prominent websites were the *The Star Online*, *Berita Harian* and *Malaysiakini*. During this mapping exercise, the European correspondent for *The Star Online* published three articles on IOM's work, one of which was based on an interview with IOM. The online newspapers are accessed by most Malaysians and it would be possible to publish similar features and advertisements in Malaysia's Malay, Mandarin and Tamil newspapers.

The mapping exercise also discovered a number of online groups for the Malaysian community which had a mainly social and networking purpose. The groups have between 80 and 200 members and are made up of Malaysian professionals, researchers, and people who have settled in the UK. However, there have been occasions when the moderators of these groups have received inquiries from overstayers. It would be possible to work with these groups on disseminating information about voluntary return programmes.

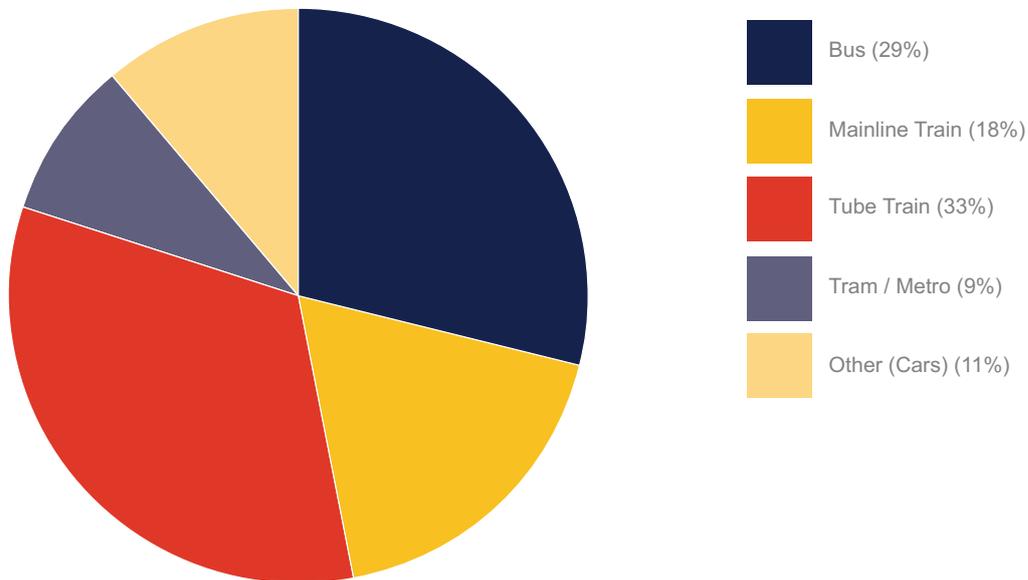
Conclusion

There is a clear shortage of Malaysian publications, radio stations, and websites in the UK, particularly produced in this country. Most Malaysians access Internet sites originating in Malaysia itself.

2.3 USE OF SERVICES

Means of Transport

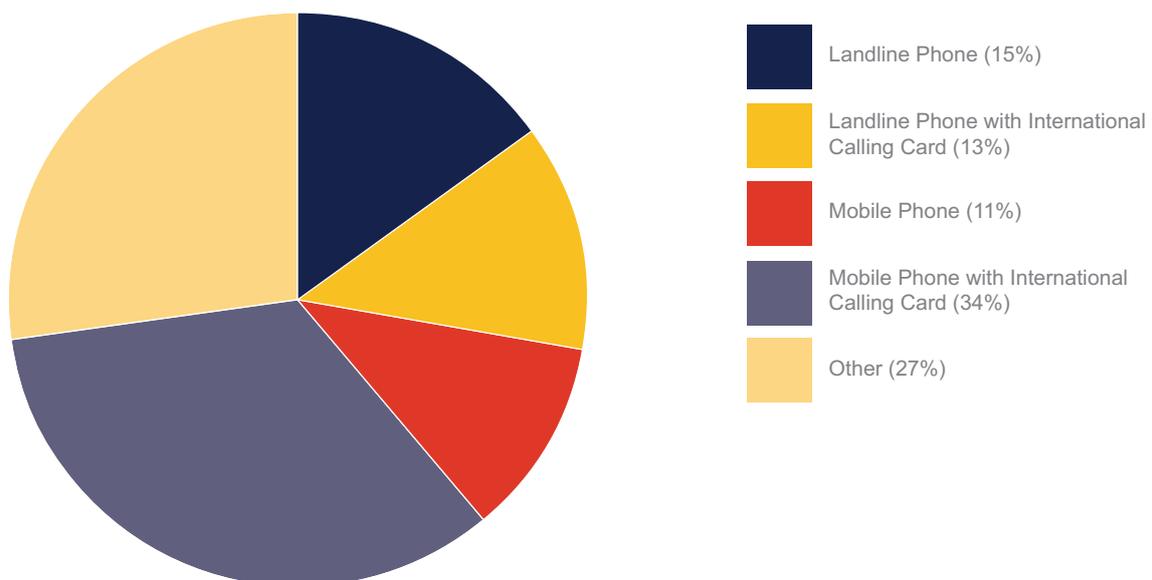
Figure 6: Use of Transport



Most of the respondents live in London and their daily means of transport are mainly buses or the Underground. Buses, mainline trains and personal cars were mainly used by Malaysians living in Manchester and Birmingham.

Phone Calls

Figure 7: Use of Telephones

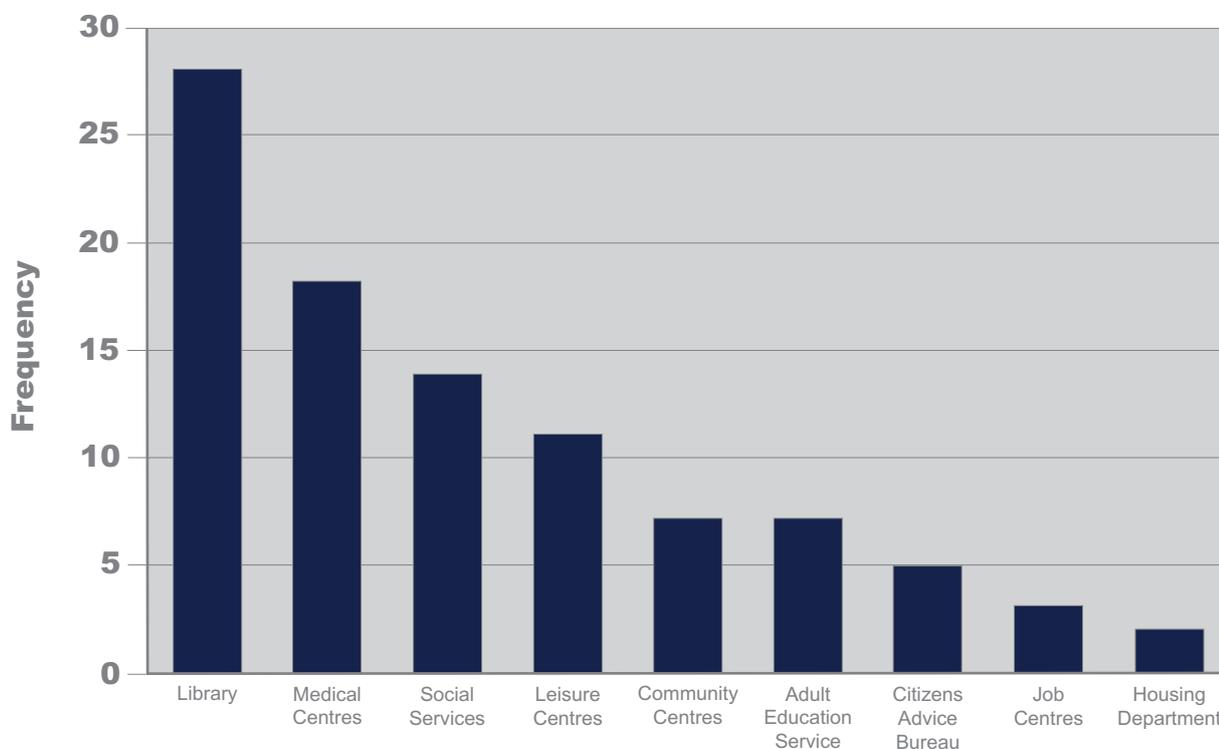


The survey clearly indicates that most people use mobile phones with an international phone card to minimise their costs. About a third highlighted *Skype* as the cheapest option for calling friends and families at home.

Local Services

Figure 8 shows which local services are commonly used by respondents. Many of them chose to tick several different options.

Figure 8: Use of Services



Most of the respondents said they used libraries, followed by medical centres. However, it is likely that respondents who are able to access medical centres are those who are working legally and are entitled to medical care.

Respondents were asked where information should be posted for easier access. 38 indicated bus or train stations, and 25 suggested libraries. The majority of respondents preferred to receive information in their own language in leaflets or text translation format, or otherwise through video translations.

Conclusions

Buses and London Underground are the most common means of transport, which makes them an obvious choice for advertisements. On the other hand, Malaysians do not tend to live in particular areas in high concentrations and make it to their own district. Rather, they live in areas where many ethnic groups are represented. It could be more productive to distribute advertisements in these places in different languages, but including Malay, Mandarin and Tamil to maximize their impact.

2.4 COMMUNITY GROUPS AND OTHER ORGANISATIONS

The survey suggest that the most organised Malaysian groups are mainly the student clubs and associations, which are based in universities and overseen by Masduke and the Malaysian High Commission. The Malaysian High Commission also oversees the Malaysian trade associations, such as the Overseas Malaysians Executive Forum (OMECE), which promotes the interests of Malaysian businesses in the UK. There are also UK branches of the main Malaysian political parties, UMNO, MCA and MIC. They operate as organisations looking after the welfare of their respective ethnic communities throughout the UK. Apart from these, there are few community associations in the UK that are distinctly Malaysian. This was confirmed by working with the questionnaires and during in-depth interviews with community leaders and the general public. Malaysians have relied on individual contacts and smaller, more informal, online networks. They avoid becoming involved more fully with larger associations.

Furthermore, Malaysians tended to assimilate into, and access, wider community networks. For example, Malaysian Chinese people will associate with the Chinese communities, and Malaysian Indians with the Tamil and Hindu communities. They were asked if they were aware of IOM's outreach activities with the Chinese and Sri Lankan communities but those who knew about IOM had assumed that the programmes were only available to Chinese and Sri Lankan nationalities.

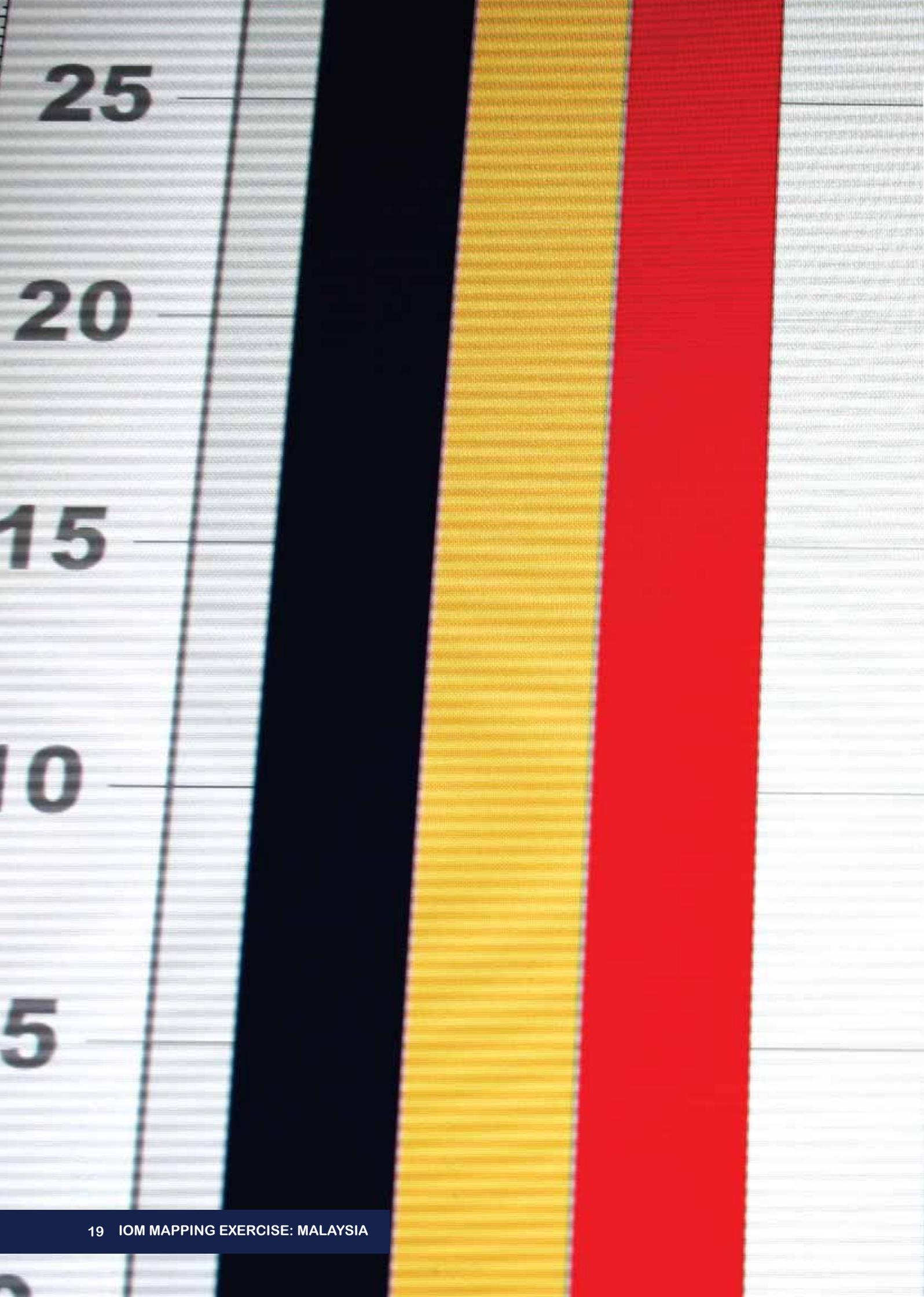
40 respondents singled out friends and colleagues, or simply people they knew, as their point of contact if help or consultation were needed. 15 respondents indicated that they also seek advice from the Malaysian High Commission and religious centres. On the other hand, a number of respondents also said that they do consult with their respective religious groups and community leaders when they are faced with more serious financial or legal difficulties.

The two main Malaysian community events that were consistently mentioned in the survey are the Merdeka Carnival and Malaysia Week, which are held annually.

A comprehensive listing of community organisations, institutions and enterprises has been included in the list of contacts, together with recommendations for action.

Conclusions

There are still not many Malaysian community organisations and they tend to be event-based. They attract a large number of Malaysians and other visitors and tend to be a focal point of contact for many. The Malaysian High Commission and Masduke organise many regular events. They have provided IOM with a platform for raising awareness of the voluntary return programmes in the past, and continue to do so. In the view of the consultant, these events offer a real opportunity for establishing communications networks and promoting ideas.



3 MAPPING EXERCISE OUTCOMES

DEMOGRAPHIC INFORMATION

The second section of the questionnaire was designed to collect baseline data from the respondents, namely their age, gender, and their length of stay in the UK. Its aim was to help in visualising a typical member of the Malaysian community. The information here is more personal and the consultant stressed the anonymity of the answers to the respondents.

3.1 GENDER

27 respondents were women and 15 were men.

3.2 AGE

Figure 9 largely confirms both the consultant's observation and some well-known data. Although it does not claim to be an exhaustive or comprehensive survey, it underlines the fact that most members of the Malaysian community are quite young.

Figure 9: Age

Age group	Number of respondent
Under 18	0
18 -24	10
25 – 34	21
35 - 44	8
45 - 54	3
55 - 64	1
65 and over	0
No Answer	0

Total: 42

3.3 LENGTH OF RESIDENCE IN THE UNITED KINGDOM

Figure 10:

	Number of respondent
Less than 12 months	6
1 years but less than 3	26
3 years but less than 5	4
5 years but less then 10 years	4
10 years or more	2

Total: 42

4 CONSTRAINTS

The Malaysian mapping exercise did not encounter any substantial difficulties. There were almost no obstacles from either private individuals or representatives from any organisation.

Most people were positive about the exercise and very helpful in obtaining and disseminating information for IOM. Given the lack of Malaysian community organisations, the survey was carried out in a number of Malaysian restaurants. The restaurant owners were willing to let their staff participate in the survey and take IOM leaflets, but most were unwilling to put up IOM posters in their restaurants. As with other mapping exercises, people were often a little cautious and reluctant to be involved; a few declined to participate in the exercise. However, cases of open suspicion were quite rare.

It needs to be stressed, however, that the researcher chose to interview people and then fill in their answers for them in order to ensure the smooth progress of the questionnaire work. This method also helped to make sure that the questions were actually answered and that the responses were precise. The consultant was able to go back over the questionnaire and elaborate more on particular subjects. Finally, this approach helped significantly in discovering societies and organisations in general. There is no doubt that a willingness to participate in the survey was greater among respondents whose personal situation in this country was settled and secure. Many such respondents also have connections with Malaysian overstayers and were helpful in providing information and advice on outreach possibilities.

There were complaints that the questionnaire was rather long and some questions repetitive. This applies mainly to the media section. IOM should look into how this criticism can be addressed.

5 CONCLUSIONS AND RECOMMENDATIONS

The mapping exercise clearly showed that there are significant numbers of Malaysian students at universities throughout the UK and they are well-organised. However, far less is documented about Malaysians who are working in the UK. It appears there are few groups, societies or organised social networks.

Most of the participants in the mapping exercise are either completely oblivious of the existence of such associations or have only limited interest in engaging in such activity. Most of them are involved very occasionally, almost always in connection with a major celebration or social event. Most of the respondents preferred to build small networks of relatives, friends and acquaintances, which would typically include different nationalities in the same sector of work.

Malaysians working in the UK seem to be less organised as a community than some groups because they prefer to engage more regularly with a wider diaspora community in line with their race or ethnic group. Annually, Malaysians do attend big cultural and social events to celebrate Malaysia's National Day, as well as other events or religious festivities organised by the Malaysian High Commission in London and Manchester.

Some of the people that participated in the mapping exercise are economic migrants and it was apparent that many were reluctant to return to Malaysia unless there were extreme circumstances, such as family reasons, sickness or financial difficulties. A large proportion of overstayers want to continue working here as long as there are work opportunities in the UK before returning home to Malaysia. In addition, for many, a further improvement in the economic and social situation in the home country is a precondition for return. A smaller number of overstayers is a minority group of students that were not aware of the serious repercussions of overstaying their visas.

Recommendations of the Mapping Exercise

The following recommendations emerged from the exercise.

- IOM should initiate contacts with the key Malaysian online newspapers, in English, Malay, Mandarin and Tamil, with a view to advertising in their online editions.
- IOM should continue to maintain regular communications, and work with, the Malaysian High Commission and The Malaysian High Commission Students Department (Masduke) in London and Manchester, to disseminate information on IOM programmes.
- IOM should find stories of Malaysians who have successfully returned home to add to its publicity material.
- IOM should translate publicity materials into Malay and use this, together with English, Mandarin and Tamil language publicity materials, in future outreach activities for Malaysians.

- IOM should approach existing Malaysian community and online groups to discuss providing regular information on IOM programmes.
- IOM should approach the UK Branch of Malaysian political parties – UMNO, MCA, and MIC – to discuss participating in their events, either by having a stand with relevant material, or by outreach staff giving presentations.
- IOM should continue existing outreach activities to the Chinese and Sri Lankan community groups, but emphasise that IOM programmes are available to all nationalities.
- IOM should consider working with the British Council, International Student Bureaux, and leaders of Student Associations at universities as potential multipliers.
- IOM should liaise with the main multipliers identified in the list of contacts and co-operate with organisations and businesses to promote IOM's activities.
- IOM should consider publicity materials in multiple languages, which could be placed in bus and train stations, and other public spaces.

Carrying out the mapping exercise has raised awareness about IOM and its voluntary return programmes among community leaders and the general public. These recommendations should be considered and implemented in the immediate future to take advantage of this.

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