

tudio

esign

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(G20220020)



the team and the  
research

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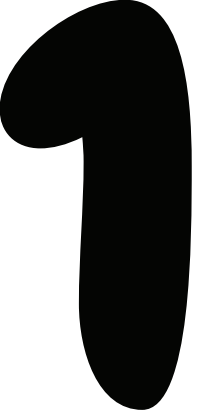
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# team and the research

Our team this semester consists of me, Megan, Arella, Raihan and Henry. I do believe we have a good balance of comms design with megan and arella as well as spatial/interior with me, Henry and Raihan so there is a good chance we should be able to work together efficiently.

The brief this time round is service design... again but based on NGOs. This led us to givepedia, a website that shows us a massive list of NGOs to choose from. Because there was a huge list, class time was used to read up more about the various companies and decide which NGO we wanted to do service design for. Our goal for the project was to really make an impact on the lesser known society, so we didn't want projects that were too obvious of a pick.



# 1



www.swagcat.org



## Singapore Wildcat Action Group

Singapore Wildcat Action Group Home Page



givepedia.org

### Givepedia

The JAZZ ASSOCIATION (SINGAPORE) promotes jazz music, education, and performance while raising Singapore's global profile through collaborations and partnerships. They enhance public appreciation of jazz, provide training for aspiring musicians, operate...



givepedia.org

### Givepedia

Cycling Without Age Singapore is a registered charity dedicated to giving seniors the chance to feel part of society by offering free bike rides, reinforcing trust, respect, and social glue in our community.



FFFA  
FREE FOOD FOR ALL

www.freefood.org.sg

## Free Food For All | IPC-Registered Food Charity in Singapore

Free Food for All is an IPC registered charity. Learn more about our campaigns in Free Food for All, Kids...uv It, Ready to eat meals, Community fridge, meals for elderly, hydroponics



givepedia

givepedia.org

### Givepedia

EQUAL Singapore is a charity organization that provides transformative animal-assisted services, focusing on equine-assisted learning and therapy for children, youths, families, and elderly individuals in need. Their mission is



www.clubheal.sg

## Club HEAL

Club HEAL (Hope, Empowerment, Acceptance & Love) is a registered non-profit organisation that aims to assist and empower persons with mental health issues to regain confidence in themselves and others in their journey towards community reintegration.



givepedia.org

### Givepedia

I Love Children is a Singapore-based voluntary welfare organization that promotes parenthood and family values, advocating for a society where children are loved and mainstreamed. Their mission is to celebrate and share the joy of parenthood with unmar...

givepedia

givepedia.org

### Givepedia

Helping & Empowering Our Neighbours (HEN) is a charitable organization dedicated to supporting low-income families in Singapore by providing financial assistance and teaching essential life skills for personal growth and empowerment.



givepedia.org

### Givepedia

The World Toilet Organization is a global non-profit dedicated to improving sanitation conditions worldwide by empowering individuals through education, training and local marketplace opportunities. We aim to ensure health, dignity and well-being for al...



itsrainingraincoats.com

## Home - Its Raining Raincoats

What we're aiming for We want to make an impactful difference to the migrant worker community, be it through our activities or financial contributions. Our team, along with our network of volunteers, find innovative and fun ways to integrate migrant wor...



givepedia

givepedia.org

### Givepedia

The Straits Times School Pocket Money Fund provides monthly pocket money to children from low-income families, helping them cover school-related expenses such as meals, transportation, or other necessities. Established in 2000 with a charity status gran...



## Fei Yue Community Services | Community Services and Family Service Centres

Fei Yue Community Services is a leading social service organisation in Singapore committed to provide high-quality social services for the community and families.



guidedogs.org.sg

## Home - Guide Dogs Singapore Ltd (GDS)

Guide Dogs Singapore (Ltd) is a non-profit social service agency that aims to improve the quality of lives of people with vision loss.



givepedia.org

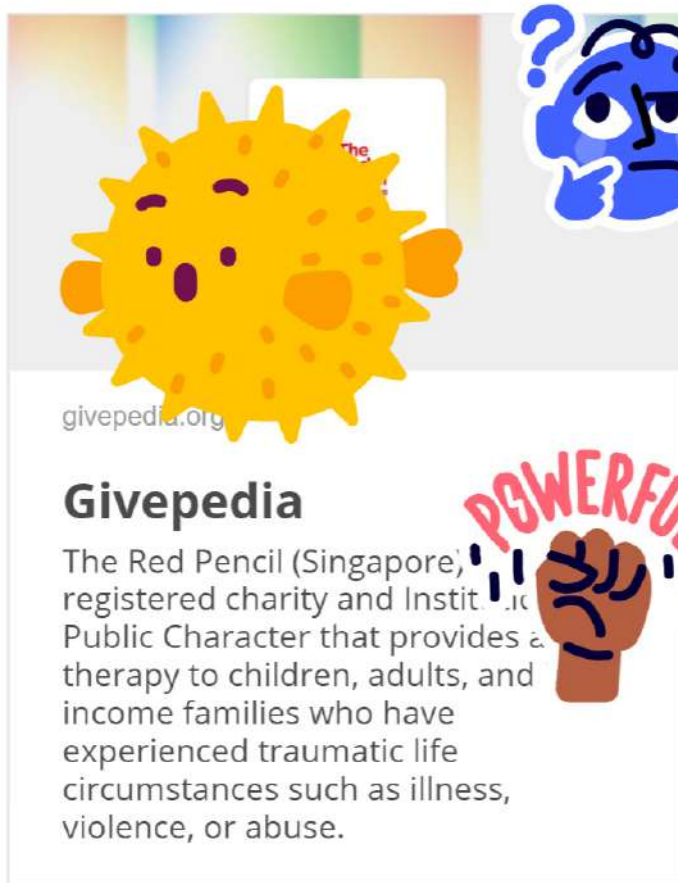
### Givepedia

The Preservation of Monuments Fund supports the National Heritage Board's efforts to protect and preserve national monuments through restoration, preservation, and protection activities in line with the Preservation of Monuments Act (Cap. 239). Their mi...



# 1

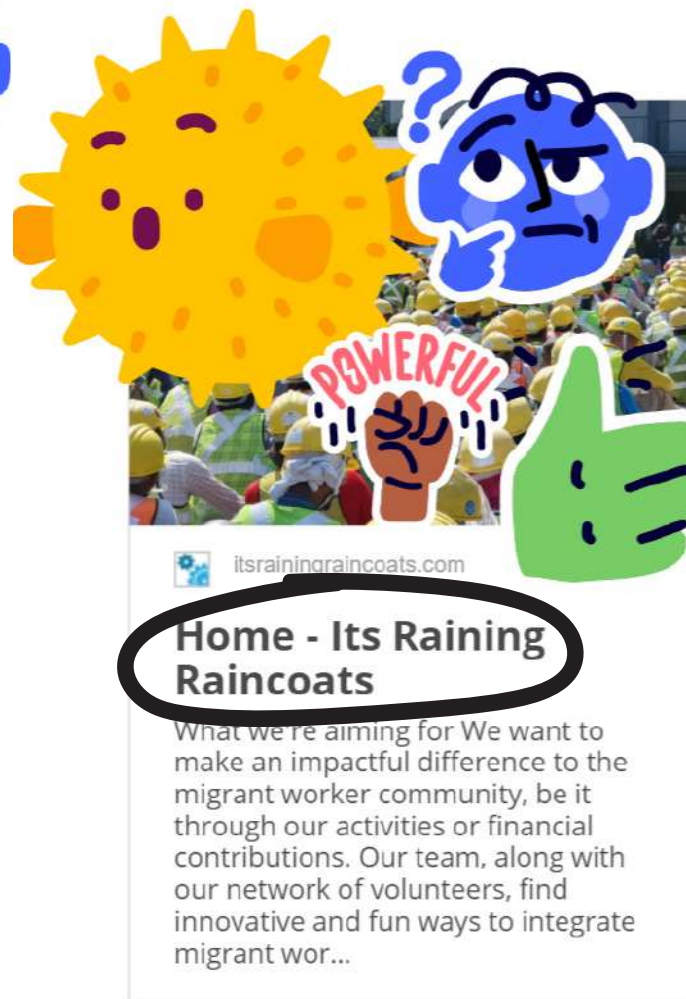
there were a number of votes for different companies and the highest voted were Its Raining Raincoats (IRR), Straits Times School Pocket Money Fund and The Red Pencil.



givepedia.org

### Givepedia

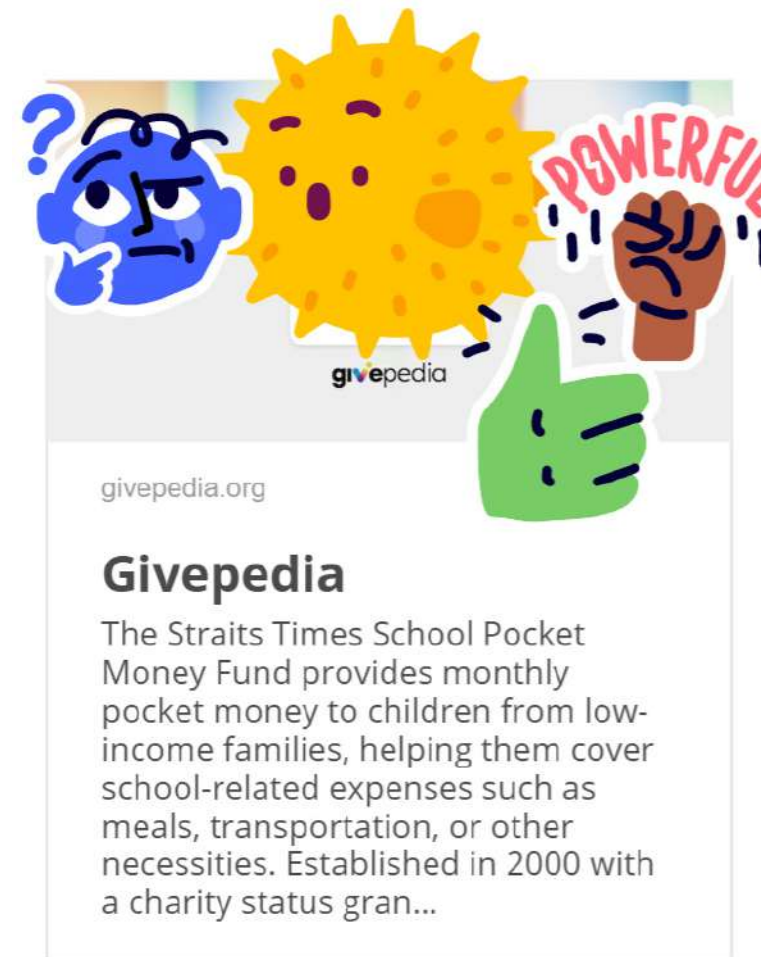
The Red Pencil (Singapore), registered charity and Institution of Public Character that provides art therapy to children, adults, and income families who have experienced traumatic life circumstances such as illness, violence, or abuse.



itsrainingraincoats.com

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givepedia.org

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The Straits Times School Pocket Money Fund provides monthly pocket money to children from low-income families, helping them cover school-related expenses such as meals, transportation, or other necessities. Established in 2000 with a charity status gran...





MIGRANT WORKER LIFE SWAP | TSL Vlogs  
YouTube Updated 11-01-2024 @ 15:55 GMT+08:00

www.reuters.com

## Singapore calls for 'mindset' change as migrant workers are rehoused

Land-scarce Singapore has rejected criticism of its decision to move migrant workers into residential accommodation in the wake of the coronavirus pandemic, calling for greater tolerance and launching a social media campaign to promote empathy.



www.bbc.com

## Singapore: Helping the migrant workers who pay to get jobs

For many migrant workers, living and working in Singapore often means going into debt.



coconuts.co

## The first ever Migrant Workers Photography Festival looks at life in Singapore with a different lens | Coconuts

Migrant workers have shared the spotlight before at Objectifs, an independent non-profit gallery at Middle Road that hosts exhibitions, film and photography workshops, and events in its quarters. But not like this. At the first ever Migrant Workers Phot...



www.scmp.com

## In rich Singapore, why must migrant workers go hungry?

Labourers in the Lion City are paid about US\$15 a day, leaving them little choice but to turn to low cost caterers for their meals. Unfortunately, that means food that is nutritionally questionable - and often downright rotten



www.straitstimes.com

## Foreign workers invited home for a meal under Singaporean's 'Come Makan With Me' initiative

Since November last year, a small group of people in Singapore has been quietly inviting foreign workers into their homes for a meal, in an initiative dubbed "Come Makan With Me". Read more at straitstimes.com.



aesperonconstruction.sg

## How Much Does a Construction Worker Earn in Singapore? - Aesperon Construction

Discover the wage landscape for construction workers in Singapore, especially for migrant labor, factors that affect it, and opportunities for advancement.



Watch the heartbreaking experience of foreign work...  
YouTube Updated 11-01-2024 @ 15:52 GMT+08:00



www.channelnewsasia.com

## Proof of accommodation 'a step in the right direction', continuous monitoring needed: Migrant worker groups

SINGAPORE: Migrant worker advocacy groups have welcomed the new requirement for employers in three sectors to show proof of acceptable accommodation bef



www.quora.com

## What are the reasons migrant workers choose to work in Singapore instead of other countries?

Answer: I think after working over 20 years in Singapore & having mixed & mingled with them all these years I think I'm more than qualified to answer this. But I've got 2 answers to this. 1 is standard book answer in random order the other is what I thi...



sites.utexas.edu

## Singapore's Treatment of Migrant Workers Makes "Racial Harmony" Impossible

Singapore, one of the world's only city-states, prides itself on being a multiracial and multicultural society. The island nation - located on the southern tip of Malaysia - has a citizen population that comprises four main ethnic groups: Chinese (74.3%...



Transporting Our Migrant Workers: Can It Be Safer?...  
YouTube Updated 11-01-2024 @ 15:52 GMT+08:00

www.todayonline.com

## A sweet gesture: 2,400 baked goods to be distributed at migrant worker dorm in ground-up initiative

SINGAPORE - Migrant workers at The Leo Dormitory in Kaki Bukit are set to receive a sweet surprise on Sunday (July 4), courtesy of an initiative called "Birthday Makan" by Welcome In My Backyard (Wimby), a volunteer-run campaign that aims to bridge the ...



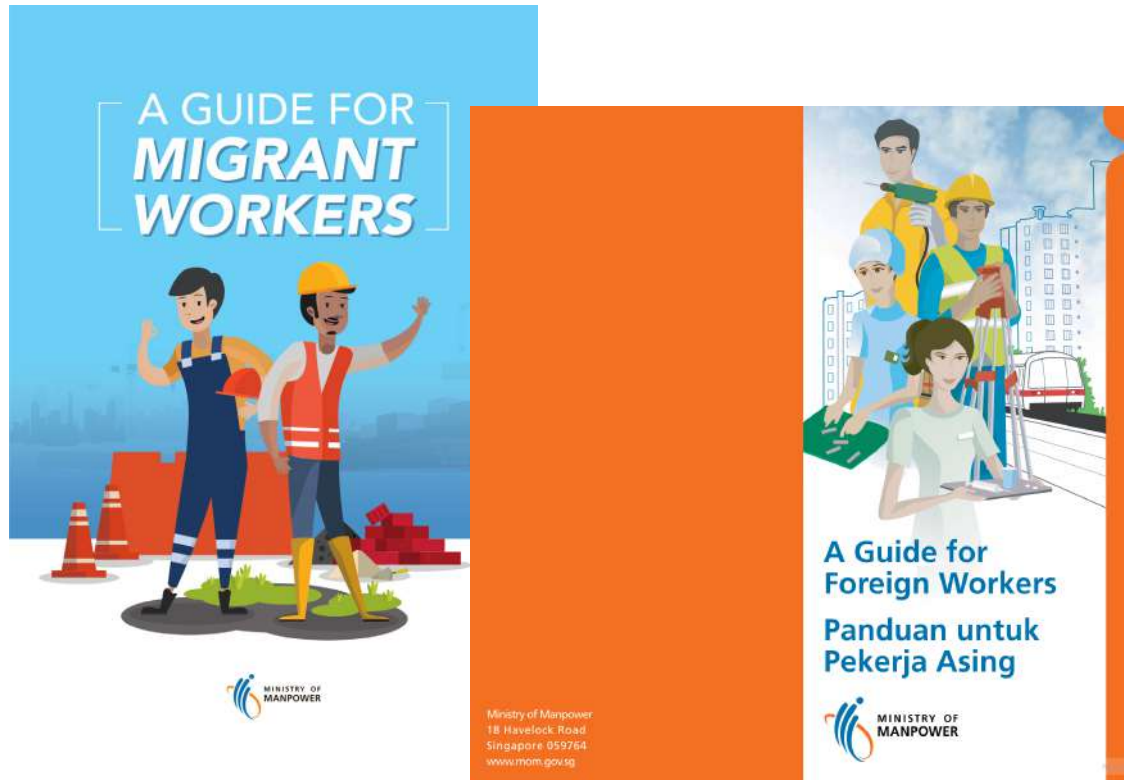
stackedhomes.com

## I Spent 24 Hours With Migrant Workers In Singapore: A Behind The Scenes Look At The People That Build Our Homes

Coming from construction related sector. It's true, working conditions and the amount of labor work they did, doesn't seem to be proportionate. While we are complaining about qualities of houses and furniture for the dollar we paid, how much of those ac...

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we decided to go with IRR because we felt like we should go for an NGO that will matter to the Singaporean society



Seems that migrant workers are not allowed to take multiple jobs due to their work permit.

1. This restricts them from earning more ideal income due to the restriction of the number of jobs they can take
2. Because many of the migrant workers come from 3rd world countries, employers in Singapore take advantage of labour costs for these jobs
3. Seems like there is no alternative for jobs when they are deemed to be medically unfit.

There are guidebooks available for migrant workers to read about their rights on google. However whether they know about it is another thing.

Each of us were given the task to do our own research so that we could collectively find out more about IRR or any issues to tackle and these were some which I found



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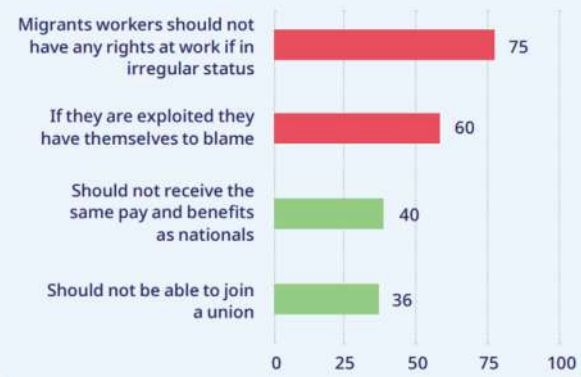
## Equal treatment

Equality of treatment is enshrined in international human rights instruments and labour standards. This study showed that equality of treatment is not the norm in terms of public attitudes towards migrant workers.

The majority of the Singaporeans surveyed are of the view that migrants cannot expect the same pay or benefits as nationals for the same job, and that migrant workers should not have any rights at work if in irregular status (figure 3).

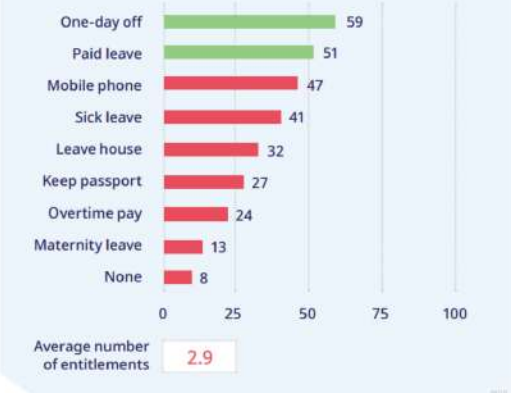
These attitudes indicate that many citizens hold a fundamental view that migrant workers should be treated differently. Discrimination is therefore a problem that needs to be tackled through law enforcement as well as through efforts to influence social norms and attitudes.

**Figure 3. Attitudes on equal treatment of migrant worker - Support for the following statements (%)**



entitlements they might provide to domestic workers (such as paid leave, overtime pay, ability to hold their passports or a phone, or a day off per week), and based on their responses it appears that Singaporean employers provide an average of roughly three entitlements to their domestic worker employees. The most commonly provided entitlements are paid leave and one day off per week, and the most commonly denied entitlements are maternity leave and overtime pay (figure 6).

**Figure 6. Work entitlements provided to migrant domestic workers by surveyed employers (%)**



There is a clear discrimination among migrant workers and the Singapore work force in which they are not offered the same benefits as Singaporeans

Work entitlement like overtime should be looked into carefully, as it is unethical for employers to be allowed to dispense human labour at the expense of 0 compensation

# International Labour Organisation

1

# NUS study in 2019 shows that only 1 in 4 Singaporeans believe that migrant workers are needed here



60% of those surveyed even felt that migrant workers should not have the same pay benefits as Singaporeans.

The ILO report states that 32% of respondents in Singapore felt that migrant workers cannot be trusted.

Even with negative attitudes towards migrant workers, Singaporeans are still reluctant to take up low-skilled work or jobs with low pay. This is why migrant workers have been, and are still, essential to Singapore's growth.

The threshold to be considered for citizenship or residency will therefore remain considerably higher than for obtaining a work pass." Priority for citizenship still ultimately depends on the candidate's skills and contributions to Singapore.

it is also important not to assume that jobs currently unattractive to Singaporeans will always remain so. If pay and working conditions can be improved, jobs can be redesigned to be more attractive to Singaporeans.

The term "low-skilled" tends to carry the connotation that migrant workers are less competent. However, if we were to start viewing these workers as having expertise in sectors that Singaporeans avoid, this narrative can be changed. Their skills are clearly necessary and Singapore owes much of its success to their hard work.

By viewing migrant workers as a more important part of society, it could also further the push for better regulatory frameworks to prevent exploitation and improve living conditions. This in turn would give them more incentives to build a life here and contribute to society.

The most glaring problem presently is the segregation of workers into dormitories. Social inclusion is important in creating a more cohesive society where people feel they belong. The continued ghettoisation of migrant workers' accommodation has been heavily criticised by both local and international voice

Changing narratives through promoting evidence of the benefits of greater inclusivity is also necessary. A positive effect of social media is that there have been more instances of good deeds done by migrant workers shared publicly. This helps to change the misconception that greater numbers of migrant workers leads to greater crime or fewer opportunities for locals. The media also has a part to play in its depiction of migrant workers and its choice of language when describing them.



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# MWC hosted more than 8,000 workers at the Migrant Workers' Centre (MWC) Recreation Club in Soon Lee Road on Sunday for fun and games.



Sr www.straitstimes.com

**Thanking migrant workers for building Singapore and giving them a bigger reason to smile**

Thousands of workers gather at a May Day event for games and song and dance performances. Read more at [straitstimes.com](http://straitstimes.com).

National Trades Union Congress (NTUC) May Day Migrant Workers Celebration, organised by NTUC and MWC, was held to honour and thank migrant workers here

On Sunday evening, there were hybrid concerts featuring song and dance performances for the migrant workers at the MWC Recreation Club and Capital Development Tuas Dormitory.

there were grand finals for migrant worker teams competing in cricket, futsal and volleyball were held at the recreation club.

MWC Associate Membership, which provides migrant workers with a group insurance plan to cover critical illness or death, and other benefits for training and skills upgrading, telco packages, medical and employment agency services.

St Andrew's Mission Hospital and HealthServe, to provide affordable and accessible dental care for migrant workers. The programme will also cover other activities like awareness, education and dental screening."

As part of the partnership, MAAF will donate \$3 million to fund the programme for six years. The programme is expected to offer better access to dental services for 4,000 migrant workers annually.

It enables migrant workers to pay a flat fee of up to \$30 for dental services, with MWC associate members receiving a \$5 discount. Urging more migrant workers to sign up as members, Mr Heng said: "There is great value in this membership, not only in terms of discounts of which it is significant, but also in terms of how we can send important messages to you and better understand your needs



Life As A Migrant Worker In Singapore | Migrant SG...  
YouTube · Uploaded on 05/02/2018 · 17:07 (2018-02-05)

A lot of migrant workers said that Singapore is so much safer than their homeland, and welcoming to foreigners. While they still feel sad about not being able to see their family, friends made living worthwhile to uplift their worries

"Day after day I labour, layers of this city are infused with the salty smell of my sweat, let me tell my tale, a tale of exiles from the land of flames. I am an exile lost in the hot womb of soil."

- MD Sharif Uddin

"Through the city and its civilisation will be changed, I'll live forever in the heart of the buildings. And in the core of technology everywhere, you'll find me there. Through my tears satisfy the thirst of the city, it will forget me day by day. But like the waters on high waves of the river, I'll survive and I'll be there. The sweat of my tired body has become the moisture of the city, and in this moisture, I'll survive. I live forever."

- MD Sharif Uddin

From the video:

- There are nearly **1.4M foreigner workers in SG**, however **most migrant male workers work in construction and shipbuilding (around 284000 workers)**. Most migrant, construction workers come from **Bangladesh and India**, but it varies from China, Thailand, Myanmar, etc.

Analyzing the poems/journey

- Journey Abroad by MD Sharif Uddin:

**He travels to Singapore to the land of dreams (a land filled with opportunity to work, offering a chance to achieve their aspirations and improve their lives)**. However, his last memories of leaving his home country was the **pressure from family and the feeling of guilt to not let them down**, reminding him that the purpose of this trip is to work. Not long enough, his eyes was open to the reality of being a construction worker, where **finding money in Singapore was also not easy because he earns \$18/day**.

-Hossain MD Sarowar's journey

He is a safety coordinator, and in the beginning his salary was \$18/day. Moving on, he earns \$2600 per month as he now holds the S pass. His job is to teach safety in the workplace, and he takes his job seriously as his colleague was once injured and another die and he didn't want that to happen to anybody else. **Another big factor was because his concern of his workers' family, who are patiently waiting at home. Safety is very important because what value does money hold if your father/husband die, or even experience major injuries like losing one hand?**

On Sundays, he sent money home and hangout with his friends. He stated that **migrant workers help one another to improve their lives from becoming a general worker to become supervisors**, which is by taking some courses in a training centre in MOM. This helps them to achieve to \$3000+ per month.

-Veluchamy Muniapparaj's journey

He works as an operations executive in the dorm, and he went to Singapore because India's salary is much lower than in Singapore. He would teach migrant workers in the dorm what and not to do in SG and the dormitory, based on the rules and regulations from MOM. **However, he was not paid on schedule (even for 6 months), getting pressured by family on why he was not sending any money home. He was cheated by his employment agency and didn't pay him the salary properly, and he was concerned about his state and his family, cried and didn't know how to explain to his family, so he complained to MOM**. Case was settled and he moved job to Homestay Lodge. Through that experience, he decided to tell his workers that "if your agency wasn't giving you any salary, just complain to MWC (migrant worker center, an NGO that solves matter between distress migrant worker and employer ASAP) and they would get your salary back."

- Lamp Post by Mohor Khan:

**In the night, he thinks about how he is slowly forgetting his family and his motherland. He is not only a migrant worker, but also the lamp post of a family (sole provider, only hope).**

- Sunday by MD Sharif Uddin:

Sundays are when the reality of being a migrant worker becomes clear to them. Sunday is their holiday, so it's only that day where they can cook, have fun, talk and share everything (they were too tired to talk after work).

- Major P Kunam, Corps Officer

"Most of the migrant workers are lonely and **they're all in debt**, so they would get partners in Singapore to uplift their status of life temporarily. **They all work long hours (around 20 hours) and all of them are at risk of muscle strains and injuries**. We provide our own free rehabilitation clinic where we provide services like physiotherapy to prevent minor injuries or moderate health risks to serious one. We provide financial counseling because **the pressure of not being able to pay off debt and their family's needs drove them to depression and suicide**. This is why mental health is very important."

Migrant workers with permanent injuries face months in limbo without pay.

When they are injured, they had no family by their side, so they feel helpless and stressed.

So many Indian and Bangla workers, even some married guys, have taken some gfs in Singapore, which led them to spending their whole money here and send none to their homeland.

However, a lot of migrant workers resist the temptation of SG women who flirted with them, longing the touch of their beloved one who is far away from them.

- MD Sharif Uddin and Ahmed Ahmad

**GOAL:** building bridges to strengthen their integration into our community, city and country. Improving the quality of worker's life and make them feel values, appreciated, safe, and welcome in Singapore.

**Raincoat:** a symbolism of protection provided by IRR from migrant workers' metaphorical thunderstorms.

**What we're striving for**

**MISSIONS AND GOALS**

The work is done with great effort in the migrant worker community. We strive to be available to them in construction sites, along with our networks of other sites. We encourage and help them to improve their skills and knowledge. We provide them with the necessary support to help them to improve their skills and knowledge. We provide them with the necessary support to help them to improve their skills and knowledge.

- Protect**  
We protect the migrant workers from the dangers of the construction sites. We provide them with the necessary support to help them to improve their skills and knowledge.
- Engage**  
We engage the migrant workers in our community. We provide them with the necessary support to help them to improve their skills and knowledge.
- Connect**  
We connect the migrant workers to their families. We provide them with the necessary support to help them to improve their skills and knowledge.
- Grow**  
We help the migrant workers to grow. We provide them with the necessary support to help them to improve their skills and knowledge.

**Some of our key contributions during Covid (many of which continued):**

- 24-hour hotline setup in 100,000 cases of the workers being arrested for the workers for work for work.
- Emergency fund setting for the workers for work for work.
- Over 100,000 for work for work for work for work.
- Long public assistance of work for work for work for work.
- Collection and distribution of phones, personal reading material.
- 24-hour hotline setup in 100,000 cases of the workers being arrested for the workers for work for work.
- Emergency fund setting for the workers for work for work.
- Over 100,000 for work for work for work for work.
- Long public assistance of work for work for work for work.
- Collection and distribution of phones, personal reading material.

How it started: In late 2014, she found 2 migrant workers getting drenched in a thunder storm on the road. She stopped and took care of them by bringing them to their homes, get them dry and gave food. She also gave her phone number should they require any help. Few months later, one of those 2 migrant workers attempted suicide because of unpaid wage for 6 months. As attempted suicide is a crime, police investigated and found Dipa's phone number on his wallet, and called if Dipa could post bail for the worker. Not only Dipa helped him get out, but also secured his wages and get charges dropped against him from Singapore Police. He came back, as Dipa's gate one month later and show his gratitude, which impacted Dipa that she wants to make an impactful difference in the life of a worker in need.

As the journey continues, COVID 19 hit hard and IRR had to help thousands of workers struggling with issues including living in crowded dormitories, poor quality food, low wages, transport in open lorries without seatbelts, little rest, and isolation.

Currently they are helping individual workers with specific issues like salary, creating outreach programmes, getting donations like washing machines, refrigerators, bikes, and clothing essentials for migrant workers.



their financial a bit low than average

power imbalance in the workplace caused migrant workers to bear harsh treatment and low wages.



In 2022, 13.15% migrant workers holds Employment Pass, 12.49% migrant workers holds S Pass, 72.57% migrant workers holds Work Permit, 1.78% migrant workers holds Other Work Permit.

Majority of Singapore's foreign labour forces (1.4M) holds work permits, and mostly either males working in the construction and maritime industries (400,000).... and work permit holders tend to earn the lowest (SGD 450-800)

There is no minimum salary requirements for work permit holders, meaning that their salary goes from \$0-... Whereas S Pass goes from 3000-3500 and Employment Pass goes from 3000-5500.

Construction workers involves the highest risk, where there highest fatality occurrence is 27 workers on the year 2014. Recently in 2021, the fatality occurrence is 13 workers.

With all this low wage and high-risk working environment, it doesn't get better with their personal lives, like how they sleep, eat, drink, and socialize, or their access to healthcare.

Singapore government acknowledged that they couldn't ease the restriction earlier, but they didn't... The law and Singaporeans always give mistreatment to migrant labour. Singapore policies and circumstances keep apart living and social spaces of migrant workers and locals, and this separation creates gaps in understanding about the challenges these workers face.

Migrant workers are also misguided by the narrative to go for high-risk job that is inherently dangerous in return for "higher pay" compared to what they would earn in their home countries, meaning that they are blinded by the truth of Singapore.

The leading cause of death is workplace-related. 70% of the 2021 deaths were workplace-related.

Legend: 1. Workplace-related, 2. Transport-related, 3. Home-related, 4. Other, 5. Unknown.



There were 300 workplace-related deaths between 2019 and 2022, with the largest number of deaths (13,400) in the construction industry, which largely employs Work Permit holders. Many of these workplace-related deaths can further be attributed to low pay, restricted rights.

Legend: 1. Workplace-related, 2. Transport-related, 3. Home-related, 4. Other, 5. Unknown.

Fall from height is the leading cause of death amongst migrant workers.

Causes of workplace deaths today



However, putting the blame on the employers and supervisors is wrong because what makes migrant workers vulnerable to exploitation are systemic issues and policies that amplify existing power imbalances and fail to address the underlying culture of prioritising money over lives.

Lost migrant workers' savings go towards expenses and paying debts.

Sample values breakdown in their shared wallets



Sample values breakdown in their shared wallets



Sample values breakdown in their shared wallets



Sample values breakdown in their shared wallets

most workers start off in debt, so they had to borrow loans hanging from \$1000-\$1000 with their unpaid debts, they can't afford to lose their jobs, so they might work in unsafe or illegal work conditions.

power imbalance within their firms are tied to their employers, so even though there are laws employment act saying you can't discipline workers without notice or force someone to return to their country, a lot of Migrant say this does happen in practice.

they can't also change employers easily because their present employer had to approve it.

While there are laws and processes in place, what happens in reality explains why workers may not receive key rights and benefits, and struggle to get help. Even when employers are in the wrong, the balance of power is often tilted in their favour. In the recent case of female domestic worker Parti Lijani, for example, a false accusation of theft by her former employer led to her arrest, impacting her ability to work in Singapore. It was only after an appeal that her employer was found to have committed perjury, and later, Home Affairs and Law Minister K Shanmugam noted in Parliament that there had been lapses in the investigation. In 2023, her employer, who held several high-profile positions in state-owned companies, was finally sentenced to two weeks' jail. It took Parti about seven years, and the support of NGO Humanitarian Organization for Migration Economics (HOME) to get this result; not many others have been so "lucky".

The claims process isn't perfect

Legal routes are available but not perfect. For one, workers face a high risk of repatriation if they decide to take legal action against safety breaches and mistreatment. And even if they are successful in their claims, outcomes may be less than ideal.

What can be done?

1. prioritisation of safety
2. recognition of the power imbalance and precarity enabled by existing policies
3. rejection of the placement of profits over lives.
4. changing Singaporeans perspective on migrant workers by sustainable coexistence and living closer tgt. (moving towards truly seeing migrants as part of Singapore society)

when Singaporeans accepts the reality that migrant workers are part of society, the way it deals with the issues they face will change too. As they view migrant workers as humans too, they will also be treated the same in similar experiences as Singaporean residence.

How policies can be changed?

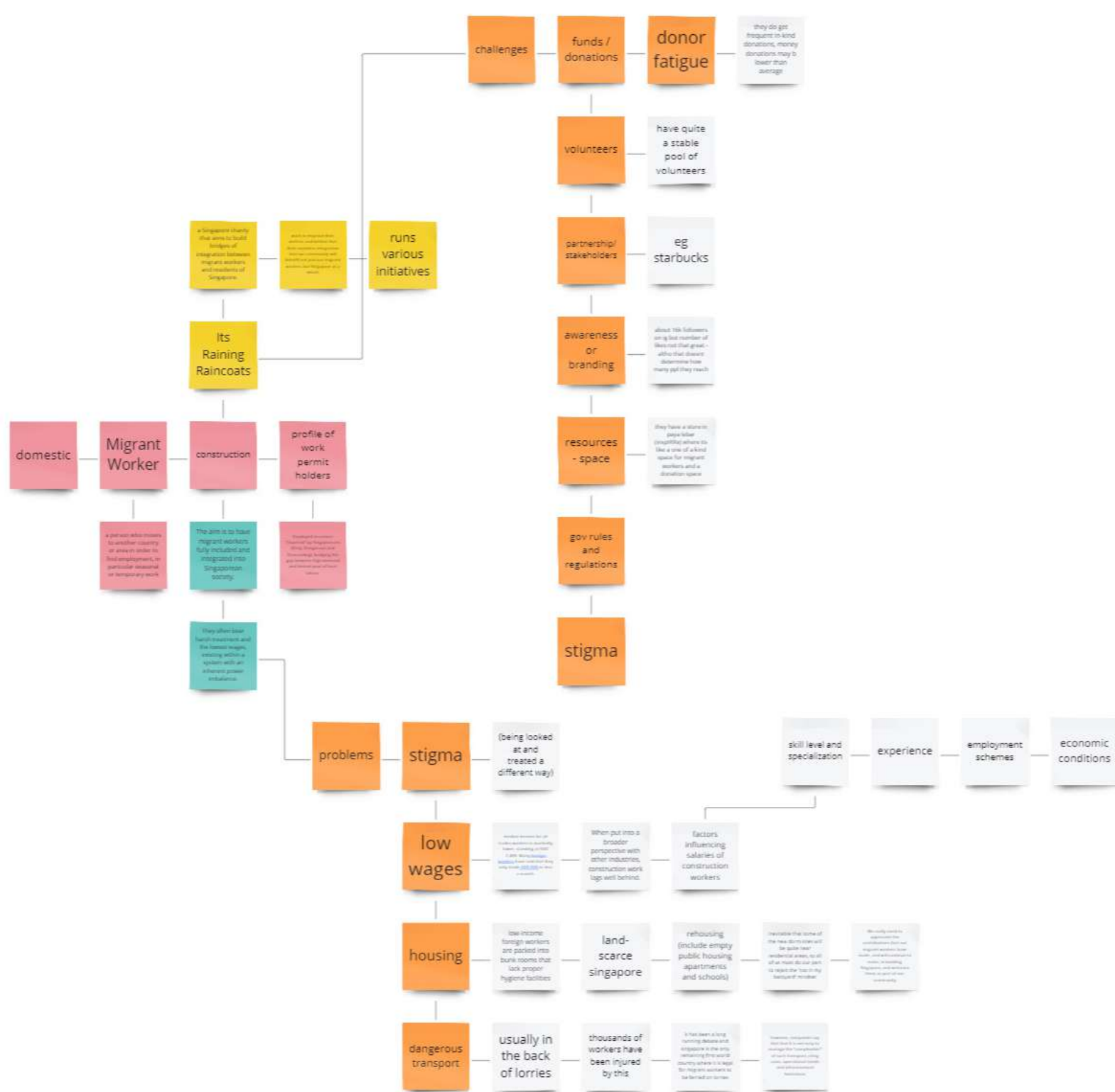
1. shifting the balance of power by changing work permit rules that workers are able to change their job or compensating away some rest days via mutual agreement with employer, with no abuse, punishment, and threats.
2. most contractors rushes workers to finish their work (cost pressures can worsen as late work is penalised), which led to workers not taking safety seriously to expedite the work. developers and contractors should coordinate better, discuss about deadlines better.
3. enabling workers to rank contractors based on their workplace safety (making it as a competition) and make it publicly visible as "grades".

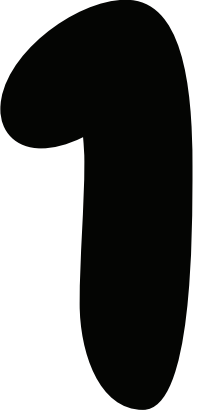
The rights and entitlements of migrant workers: Expectations vs reality

Expectations	Reality
Workers will be paid full and on time, and work safely in the workplace. The likelihood of not being paid full pay is high, and the likelihood of not being paid full pay is high.	It is difficult to receive full and on time wages to sustain themselves and their families. The likelihood of not being paid full pay is high, and the likelihood of not being paid full pay is high.
Workers will be paid full and on time, and work safely in the workplace. The likelihood of not being paid full pay is high, and the likelihood of not being paid full pay is high.	There is no minimum wage, and the likelihood of not being paid full pay is high, and the likelihood of not being paid full pay is high.
For domestic workers, they can file a formal complaint with the Singapore Police and the Ministry of Labour. It is difficult to file a formal complaint with the Singapore Police and the Ministry of Labour.	The likelihood of not being paid full pay is high, and the likelihood of not being paid full pay is high.



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At the end, our team's research found that there were a lot of similarities in what each of us found. Knowing this, we knew that moving forward there needed to be more insights coming from the migrant workers themselves.

Through our research we were also planning on thinking of potential solutions that came to mind. We knew from the get go that we didn't want a direct solution to the problems faced.



<div>09.01.24-11.01.24</div> <div>1</div> <div>the team and the research</div>	<div>16.01.24-18.01.24</div> <div>2</div> <div>field research, interviews and potential solutions</div>						
9	10	11	12	13	14	15	16

# 2

## consulation

Jason mentioned how important it is for us talk to some migrant workers as well as volunteers to get a sense of the scale of operations and how things are from a personal point of view.

We looked at IRR's website to learn more about what they do and stumbled across "Makan with Migrants". It was an initiative set up by IRR so that anyone can offer to pay and eat with the migrant workers. Because they had a social media presence on IG we thought it would be easy for us to reach them. We reached out to them and thought about a place to eat in mind.

*Makan with Migrants*  
there were other initiatives to sign up for but we  
thought this was the perfect initiative for an in  
depth interview

## interview questions

We took some time to discuss about where our interview was going to be held at because we weren't sure of any specific construction sites to interview migrants. So eventually, Megan led us to punggol, since the area around where she was living has alot of construction going on.

# 2

3. How was life back in homeland? How is your financial situation?

2. Where are you from

4. why did you choose to work here?

1. What is your name?

5. what is different about Singapore and your home country?

## Interview questions for migrant workers

*getting to know them*

10. Are you happy in Singapore? Do you enjoy working here?

6. What do you work as?

9. Do you have family working in Singapore?

7. How did you find out about the job in Singapore?

8. How long have you worked in Singapore

2

## Interview questions for migrant workers

*life in sg*

1. Where do u live in Singapore? Do u live in a dorm, shared housing, or independently?

2. Is there any problems you face in your living conditions?

3. Do you feel pressured when working in Singapore?

4. What do you do to relieve stress?

5. Do you have friends in Singapore to talk to?

6. Have they helped to lift your mood?

7. how often you meet them?

8. do you have other friends who worked in other countries? how are they doing?

9. When was the last time you went back to visit your family? Do you miss your family?

10. How do you deal with homesickness or feeling isolated?

11. Has Singapore been welcoming foreigners well? How is life in Singapore?

12. Have you found it challenging to communicate with others?

14. How do you cope with discrimination?

13. Do you feel unwelcome or discriminated against? When and where for example?

# 2

3. What did you expect when getting inside IRR?

2. How did u get to know about IRR?

4. Does the event make you feel more welcomed in the community?

1. What problems do you face when working/living in Singapore?  
e.g language barrier, cultural differences?

## Interview questions for migrant workers

*workplace, IRR, future*

5. How did IRR supported you in Singapore? How has IRR impacted your life?

6. How can IRR improve its support or services?

9. How can IRR continue to assist and support migrant workers in the future?

8. What are your future plans and dreams?

7. Have you ever joined any social events organized by SG? \*\*\*



# 2

1. What is your name?

2. Where are you from?

3. What do you do? (schooling, working etc)

4. How did you know about IRR

5. Why did you decide to volunteer for IRR

6. What do you do as a volunteer?

7. How does IRR work to improve the living conditions of migrant workers?

8. What have you learned about migrant workers through volunteering that you didn't know before starting?

9. How has your volunteering experience impacted your life?

10. how was the success of the events you held for the workers

11. Most memorable volunteering story

12. What are the most rewarding aspect of being a volunteer?

13. Have you faced any challenges while volunteering with IRR? How did you overcome them?

14. what do you think about Singaporean's perception on migrant workers in singapore?

15.why do you think this stereotype on migrant workers in SG exist?

16.how do you feel about social inclusion for migrant workers in singapore

17.In your opinion, how can volunteers contribute to breaking down stereotypes and fostering understanding in the wider community?

18.Do u think this community will be fully integrated into the society?

19.What was the biggest problem for IRR so far

20.What do u wish can be done more?

21. How do you think Singaporeans can do more in our society for migrant workers?

22. What do u want to tell singaporeans? or what do u think the society can be more understanding of?

## Interview questions for IRR volunteers *what it's like to volunteer*

# 2

## IRR volunteer problem

Our attempt to interview IRR volunteers had to be put on halt as they were not very cooperative with the request for an interview. We decided that we needed to think of another way to find out more about how IRR operates and what it's like to be a part of the organisation.

# 2

## Punggol interview



Where they are from: India, Tamil Nadu

Why work in Singapore: Land with no problem, safe and theres freedom, culture, salary more stable

What do they work as: All Roadworks

How did they know about this job: Found out work from friends

How long have they worked in Singapore: 20 years, 10 years, 2 years, 5 months

Where do they stay in Singapore: Geylang dormitory

What is the living conditions like: All live in one room

What do they do after work: Everyday after work hangout

What are their working hours like: 8am - 7pm

What time do they wake up: Wake up 6am

What do they do when they go back to their dorm: Go home wash up, cooking, call family

Do they cook in their dorms: Sharing big kitchen, cook seperate

How do they get to work: Transport is company lorry

How has it been working in Singapore: Happily working, but homesick

How do they get their job: All agent, agent fee alot

Would they want to stay longer in Singapore and work: They want to stay here, at home they do agriculture, non capitalist jobs so they support with this job

*part 2  
below*



# 2

## Punggol interview



**Where they are from:** They are from India, Bangladesh

**How long have they worked in Singapore:** Few years to 15 years

**Why work in Singapore:** Safety in singapore, stable income, high salary, no politics

**Where do they stay in Singapore:** Stay at pioneer, company transport

**What is the living conditions like:** All under one company, same dorm

**How do they get to work:** Going back is also transport

**What do they do in their free time:** Free time play some sports games, cook, wash up, go Tekka centre to play

**What are their working hours like:** 8am-7pm, 10 hours, 11 hours

**Do they cook in their dorms:** They cook themselves, sometimes they share

**What is the meaning of the different helmets:** Yellow is general worker, blue is singapore safety, white is safety supervisor engineering, brown is lifting supervisor

**Is their company treating them well:** They have medical insurance from company, good company culture

**How long do they stay in Singapore for work:** Sometimes can be 2 - 5years before they go back and company pay

**Perception of Singaporeans:** Young generation more kinder compared to the older generation

**What do they do after work:** Meet friends at jurong east because they stay in the west  
Bugis area is nice to visit

**Why work in construction:** Construction worker have more pay than other sectors

# 2

IRR to provide the budget for migrant workers to host festive event (e.g cricket, futsal, food, introduce their agriculture) *from migrant workers pov*



## Ideas



skills exchange event/showcase

*eg they may be good at sewing and in return can be taught something else?*

IRR app where migrant workers and public can download and like if MW needs anyth, they can like say in the app and for public, if they have anyth they wanna host or give can post directly there



*increases the chance of ppl interacting w migrant workers as well instead of donating to the space and migrant workers go take from the space*



# 2

In the process of all this, although it was still early, we believe that having some semblance of ideation would help us better in the future.

That being said, we were still missing other important factors of public research, such as a general survey about the perceptions of migrant workers.

# 2

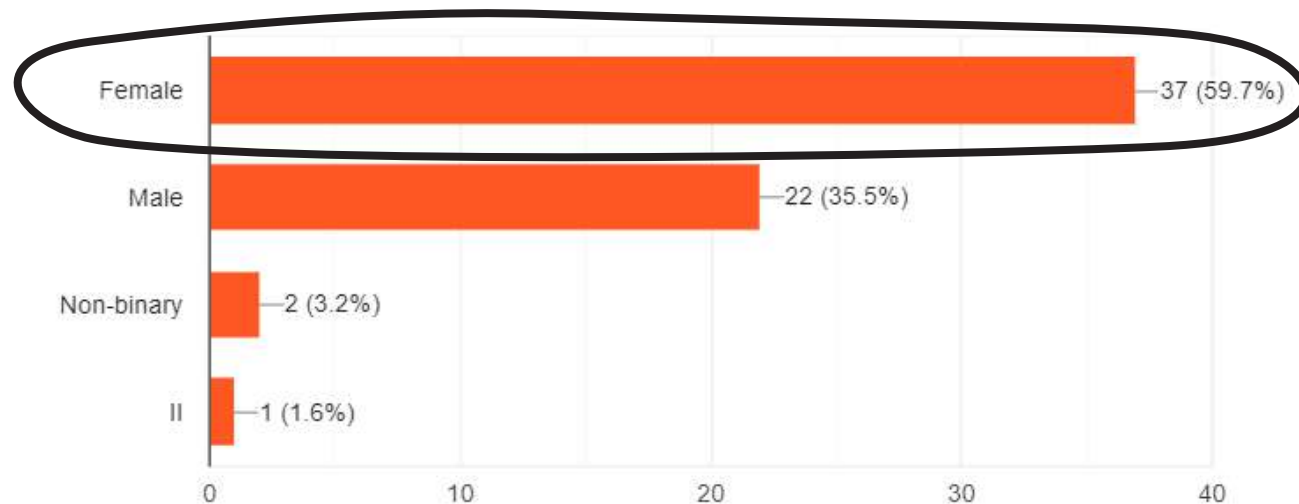
## public survey

That being said, we were still missing other important factors of public research, such as a general survey about the perceptions of migrant workers.

Gender

62 responses

 Copy



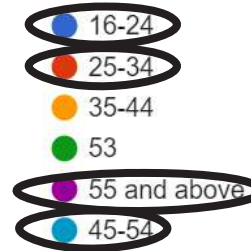
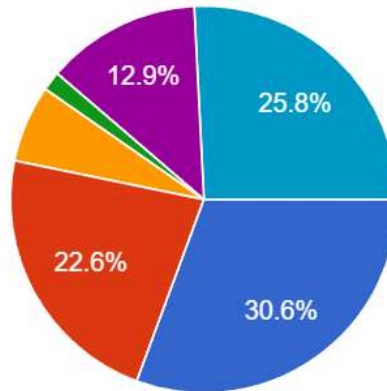
There was a higher statistic of female somehow

# 2

## Age

62 responses

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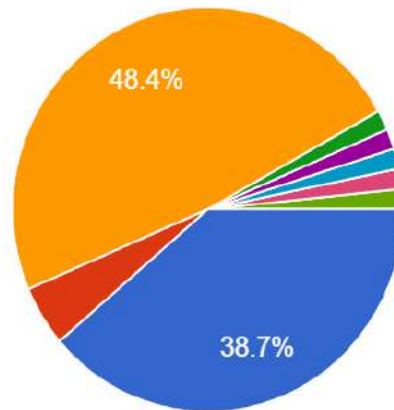


*There were mainly millenials and middle aged people who answered our survey*

## Occupation

62 responses

 Copy



*People who answered our survey were mainly students or employed*

# 2

What are some common misconceptions about migrant construction workers in Singapore? Be honest (e.g. stereotyping based on culture/appearance/skill).

62 responses

some notable misconceptions had to do with education smelly unskilled, and other stereotyping.

they smelly	stereotype for some races
a lot of older people stereotype them as like "dangerous" or like "poorly educated"	Nil
Smelly	Their appearance and smell
Migrant construction workers do not have the same skillsets	They are filthy
they smell bad and we should avoid them (when we were younger often our parents will label them as "apu neh neh" and they will kidnap us if we misbehave)	Tend to be dangerous
Steal rice bowl, nuisance, lower ranking	Uneducated, non-skilled
Low-class workers, not hardworking	Rudeness
Stereotyping that they will create troubles, social nuisance, crimes etc	Smelly
Stereotype due to their skin colour (Making Racist comments about how they look and smell) Singaporeans also look down on migrant workers	no clue
uneducated, unhygienic, messy	after they work in Singapore, they go home very rich.
south asian	Bias judgment, whenever there are migrant workers, one tend to be more careful with their belongings. Assuming that it will be stolen. Female tends to be wary of being looked at.
They are ruthless, doesnt obey the law.	Dirty, illiterate, move about in big groups
seen as lowly uneducated, smelly	They are unskilled and they don't deserve better living conditions.
Not well-to-do back home, may pose a danger after work hours by overdrinking (alcoholism)	no education.
Untrustworthy	Low level
Always stare at girls	stereotyping
	people thinking they're uneducated or unable to understand English so they speak to them quite condescendingly

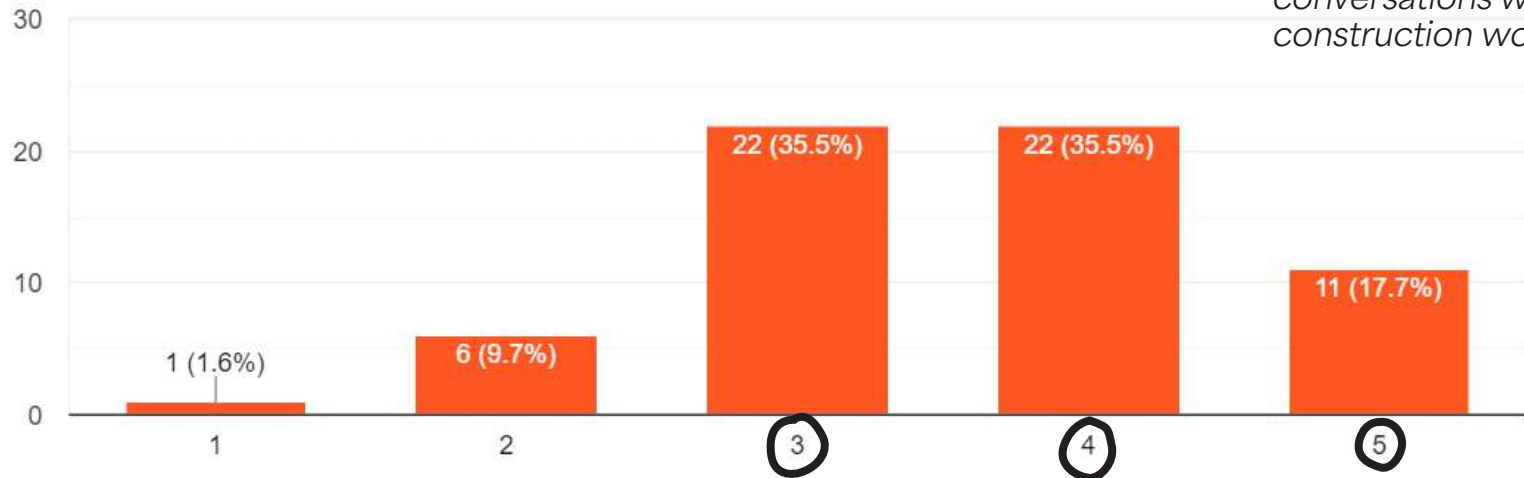
# 2

On a scale from 1 to 5, how comfortable do you feel engaging in conversations with migrant construction workers?



62 responses

Majority of the people in our survey feel comfortable engaging in conversations with migrant construction workers

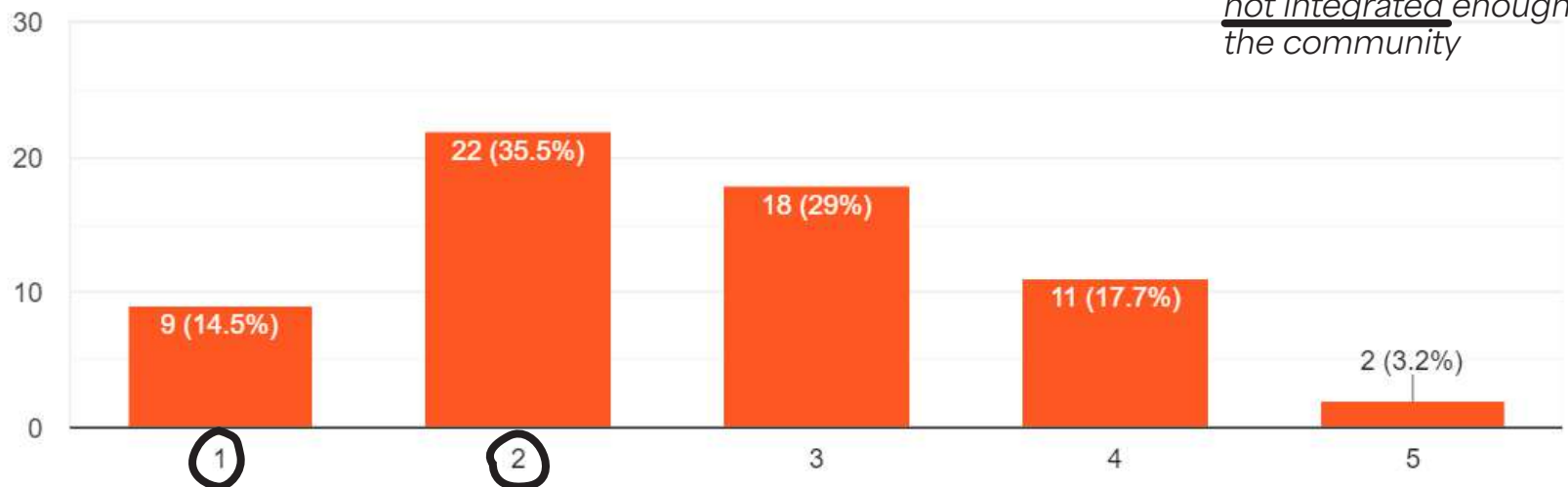


In your opinion, how well are migrant construction workers integrated into the local community?



62 responses

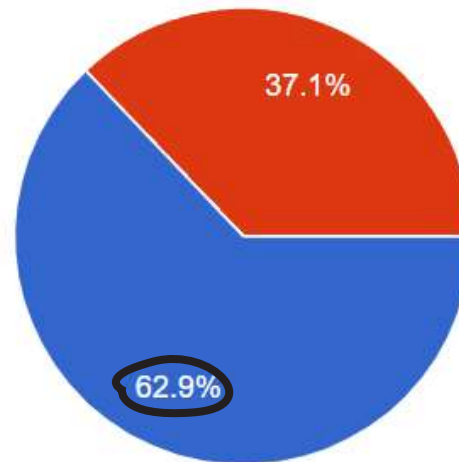
50% of survey respondents feel that migrant workers are not integrated enough into the community



# 2

Have you personally interacted with migrant construction workers in Singapore in the past few years?

62 responses



● Yes  
● No

a large majority  
of people have  
interacted with  
migrant workers in  
Singapore within the  
past few years but a  
good chunk have not

more questions below



# 2

If yes, please share with us your experience and how did it impact your perception?

(e.g. casual encounters, workplace interactions, community events, etc)

40 responses

*many people had good perceptions of migrant workers when they interacted with them*

My relatives run a small cable work company where they hire a lot of foreign workers. I used to think they were just normal people lah but sometimes i'll hear incidents of how they suddenly demand to fly back home and they would keep demanding the company to pay or they have some attitude issues and such, when I go over to the office they tend to be very quiet and I'll get stared at, theres this very awkward and uncomfortable vibe if I try to offer them drinks n etc. so I kind of thought about them in a more "negative" sense

Worked with multiple migrant workers during my intern. Very knowledgeable people whom i feel can propel into a much better position if given the opportunity

it was a casual encounter at the workplace where they were helping to set up the venue. Most of them just want to feel heard and acknowledged.

When I was moving out a few of them offered to help to throw our old furnitures away

They are real people with real lives, real families that aren't necessarily village tribal people living in africa/india lol. They might have kids whom are studying, working, and they might have been doing this for many years just so that their families can keep going.

I lived in India for a year. . used to working with them

It was almost end of the train destination. The kind migrant worker woke me up so i wont miss my stop.

Spoke to many on different occasions. Personally felt that they are just like any one of us, making a living and contributing to the society.

No

I had to call for a wall partition service and the team that came were mainly migrant workers. The migrant workers were doing their job well. They managed to finished the task quicker than I thought and they also ensured that the noise and dirt that comes from the work does not affect the surroundings. This gave me a perception that they can do the job as good as non-migrant workers, if not better.

Causal hello

Was a volunteer at my internships and talked to some of them at a booth. They were quite friendly but we had some communication barriers

I've worked with and spoken with a good number of them. Many feel that it's difficult to integrate themselves into our community thus they tend to stick to themselves. They are very strong willed and motivated persons who look better their families' lives back home.

Workplace, they are hard workers and are very kind

Giving food & drink for them

It was a casual encounter while the migrant worker was doing some repair works arouns my neighbourhood. He is just like any of us, working, and try to earn a living to support his family.

Both work & community events

Out of empathy I bought some drinks and snacks for them. I thanked them for their contribution to the community. They were very grateful. Some of them were quite talented. However, due to their family situation back home, they had no chance to go for further studies. This they had to leave their family behind and work here to make ends meet They feel very contended with what they have. It was a real eye opener for me when they shared with me the dire situation of their lives.

community events.They work hard and sacrifice for their family

They are polite and patience unlike Singaporean. There are some that are well educated which most people are not aware. Generally helpful people.

Along the roadside where they are directing traffic. Pleasant n courteous.

Church event over dinner

Through casual encounters, workplace interactions, and community events, I gained a deeper understanding of their contributions to the city's development. These experiences have positively influenced my perception, fostering appreciation for their hard work, resilience, and the importance of acknowledging the diverse communities that contribute to nation's growth

Pleasant casual encounter

I was at a church event to celebrate National Day with the migrant worker community at the Sungei Tengah Lodge, an accommodation venue for migrant workers. Realize their hard work and diligent nature. Realize many of them have interesting talents and a need for fun as well.



2

If no, why not?

26 responses

*most people who  
answered no just felt that  
there was no reason to  
interact with them or no  
opportunity to do so*

No reason to, just like toward locals, i mind my own business and only interact if needed

No opportunities

No specific reason or event to do so

haven't gotten a chance to yet

In sg, everyone just minds their own business. There's no need for me to interact with them

Tend to overlook them, language barrier too

Usually walk past from one place to another, sometimes seeing them resting or having break at the void deck. Didn't feel the need to interact with them

Nil

there wasn't any opportunities and intentions to do so

No reason, just no opportunity

I did not had any chance to interact with them.

They're almost always working

No opportunity

scary as a girl

Wonder they understand my question and afraid whether they have bad motives

No opportunity and no encounter

Not much opportunity

No reason to

2

# Have you ever witnessed or experienced instances of discrimination or prejudice towards migrant construction workers in your community? If yes, elaborate on your experience

62 responses

*ther is definitely a sense of segregation from migrant workers and singaporeans*

Dormitory that migrant workers stay in are in terrible conditions

yes its not obvious but something I notice is that we singaporeans often avoid sitting beside them on public transport

Singaporeans making snarky remarks of them infront of them, stripping them of priorities and priveleges

Yes, Singaporeans have a prejudice of telling their children if they don't study well, they will end up like the migrant workers doing construction work

yes. i saw a group of migrant workers entering a restaurant to eat, the staff didn't seem like they want to attend to them, pretended not to hear when they wanted to order

giving up mrt seat

not irl, but in social media comments. saying theyre smelly, taking up space in sg, etc.

Not in action, but in thoughts and verbally sometimes

When some parents would pull their kids whenever they say migrant construction workers

Talked down to, distancing

Not in Singapore but other countries. They were ill treated like lower class human being.

Yes...old aunties in MRT displeased look

not that I heard of... Maybe sleep around void decks if that counts

Yes, once during car practical I saw a migrant working being shouted by the instructor. i pity the guy.

Yes, mindset of the people. Have witness migrant workers being talked down, basic respect not accorded.

I have seen people avoiding them

Sorry, I can't remember.

More just an observation, but on the way to school in the mornings i see them sleeping on the sidewalk while i'm otw to the mrt, and it makes me feel upset that even though singapore brands itself as having really low rates of homelessness, the people we DO see sleeping on the streets are foreigners. it feels ignorant in a way

yes.. bus driver uncle said theyre too rowdy to board the bus

No I have not

I've heard of stories but not seen it personally.

The most I witnessed was how certain groups of races like Indians got a bit isolated from other groups of major race in Singapore.

migrant workers are discriminated in public transport because many commuters feel they are dirty

People refused to seat next to a migrant worker on the train

The one that comes to mind is how they are transported and housed in. Very basic cost cutting measures without giving much dignity to them. We owe them a debt of gratitude for the modern landscape and infrastructure and housing in this country. .

travelling on public transport, they are avoided at times

I witnessed people despised them and treat them rudely. They snatched their seats while waiting for table.

No, i have not

People are rude to the migrant workers

not personally

Not sure, i cannot recollect such instances.

Sometimes

2

If there was an organized event that promotes social integration between locals and migrant workers in the future, would you participate? Why or why not?

62 responses

there were many yes replies to participating in migrant worker events as long as it is interesting or if people have time

of course. they're important. they helped contribute more for singapore than more of the bums I know.

Yes, to get to know them better

Not really, life is quite hectic for me right now I wouldn't mind like supporting such events but tbh there isn't really an incentive for me to join

No, would be slightly busy with commitment that would result in lack of time

Yes, it would be great to assimilate into their culture and well

Yes. We are all the same as human being.

Yes, i would like to participate as a form of thank you to them as they have been building our homes that we live in

sure why not

Will try to support in whichever capacity i can

I would if time permits.

yes, its like team bonding but on a country level

No. Don't feel the need

Maybe, need to see what kind of events and if I feel comfortable

Sure. I have never participated in such events and would like to learn stuffs I don't know about migrant workers.

If it's interesting, sure.

yes, hear their experience in sg

yes. i'm open to interacting with people regardless of their background and occupation and i feel like it's a good way to bond with people in your own country regardless they're singaporeans or not

Not really, cause I am not interested..

yes, get to know more

Yes because I think we should not discriminate against those who are helping to build our nation (but would not go alone)

no. not my priority.

I think I will probably join without noticing that it is an event for promoting social integration, but I'll appreciate that after I realize the purpose of the event

sure, to have a deeper understanding and empathy for em. sociology type beat

sure

Would consider

no, because i would rather have them integrate through frequent activities and interactions rather than over one large event. for foreigners coming into singapore, they would need to have a deeper understanding of local cultures to properly integrate, and i feel like this kind of understanding can only come about over repeated activities or routines.

If im free why not

Yea ! They travel away from their families And friends , we should make them feel welcomed and love ! They help us a lot

yes of course. I think it's important to align with the country's values.

yes, it will be a great experience to know them better, make the 'line' thinner between locals & migrant workers

I would not as this is not an issue I am that passionate about.

Yes! We need to help the local community and migrant workers break that invisible barrier.

2

## In your opinion, how can Singaporeans better support migrant workers and integrate them into our community?

62 responses

community events that create a sense of sharing and bonding can help integrate migrant workers with singaporeans

helping them to be more confident w interacting w other Singaporeans? i noticed a lot of them are very reluctant or "scared" to approach people to ask for very simple things (directions/help)

be more inclusive and have events specifically catered to promote interaction between migrant workers and the locals

treat them as equals

Greet them when we see them or even thank them. Once in awhile offer them drinks?

Spreading awareness of their livelihoods, encouraging interactions

be more empathetic

Do not stereotype, treat them as one of those who work in singapore

I think we should have a platform/ to show our thanks to them and provide them better amenities/ increase their standard of living

Understanding their work and culture

Show more care & concern towards them. Prep or share food etc with them especially on festive occasions

to slowly introduce foreign worker without interaction first, create the sense of interest in the public towards foreign worker then integrate events into the activity for both the public and foreign worker

Encourage them with emotional support

Enhance mutual understanding of each other and culture differences.

Smile more at them

provide affordable hostels and good clean environment for them to live in. Decent wages.Ensure the safety protocols are of top priority in their working environment especially working w heights/ vehicles/ hazardous...Working hours.. reach out to them.. volunteering opportunities

Singaporeans can better support migrant workers and integrate them into the community by promoting awareness and understanding of their contributions. This can be achieved through cultural exchange programs, educational initiatives, and community events that facilitate interaction. Additionally, advocating for fair treatment, equal opportunities, and inclusive policies will contribute to a more integrated and supportive environment for migrant workers in Singapore.

Greet them and treat them well thank them

Get rid of the stereotypes by having events or volunteering opportunities along with them

I think in simple ways, rather than to organize large scale events or forums. These days, i think social media impacts every facet of life and more can be done to fuse in social media. For example, have we considered helping our migrant workers to learn skills in using social media and IT, so that they can also relate and communicate as with the rest of Singaporeans.

National day event

Be friendly n welcome them

Conduct an appreciation night/day regularly for them. Conduct free workshops/trainings for them to upgrade themselves and let volunteers with the right skills from the neighborhood be involved in running it

Create a platform to showcase the work that the migrant workers have done at schools. Inviting them to do a public school talks so that young students know how much their contribution to Singapore.

NA

Simply by saying a word of thanks, buying food and drinks for them would make them feel appreciated. Binding events can also be planned for them. In terms of sports so forth

Don't see the need.

Not sure

Let them participate in National Day parade or mass display!



2

# What steps, if any, do you think could be taken to improve communication and understanding between locals and migrant workers in everyday situations?

62 responses

*many people have expressed that events and social media presence can help improve understanding of migrant workers*

Constant education, including school. Campaigns on TV, social media

Understand the situation before making after decision

Both party should take initiative to learn and understand each others way of communicating and apply them whenever there's an interaction.

i have no idea

Report more on their background, the contributions, they not jot different from us!

better understand and respect each others conditions and situations

Everyone should be kinder to one another

(I can't really think abt one at the moment sryy

maybe more school programs to educate younger generation and start from there

through small activities in each communities

Nothing special, life goes on....

An event which help locals understand more about their culture

..

Allow the public the be introduce in form of video first create a sense of questions that the public would be "I didn't know that" and shows that foreign workers unique personality

Non-work activities, social interactions

By educating all of the parties involved including migrant workers and Singaporeans.

Smile more. Understand they are just here to make a living

Binding sessions through games, activities; events etc.

To improve communication between locals and migrant workers:

1. Language programs: Offer language courses for better communication.
2. Cultural events: Organize activities to foster understanding.
3. Community engagement: Encourage joint activities and volunteering.
4. Sensitization campaigns: Challenge stereotypes through awareness.
5. Workplace integration: Implement policies promoting collaboration.
6. Regular forums: Establish dialogues for open discussions.

These steps aim to create a more inclusive and harmonious relationship.

Encourage them by showing appreciation

exposure to their lives not only in the work space but also personally (culture, language) through different social media engagements.

Public education. Have a Migrant Workers' Day and bring that to public awareness. Share stories and testimonies on social media of how they've impacted the community.

I think there aren't many misunderstandings. just that we aren't fully aware of their culture and their plight. by keeping ourselves informed and being open to accepting them as one people, we should be fine and so should they.

maybe making them more comfortable sorry i really don't know

Make them stay in our house

media portrayal of communications between local and migrant workers is important.

Understand their issue that they are also human supporting their families overseas

-

provide those who dont speak english language classes

Educated the community

<div>09.01.24-11.01.24</div> <div>1</div> <div>the team and the research</div>	<div>16.01.24-18.01.24</div> <div>2</div> <div>field research, interviews and potential solutions</div>	<div>23.01.24-25.01.24</div> <div>3</div> <div>presentation slides with some ideation</div>					
9	10	11	12	13	14	15	16

# 3

## presentation

We started to draft our first presentation slides, and presented to the class what we had. Mainly it was about who IRR is and what they do, talking about the bridge we trying to make, some statistics, interviews, survey results and brief creative directions that we could potentially tackle

# 3



## ItsRainingRaincoats

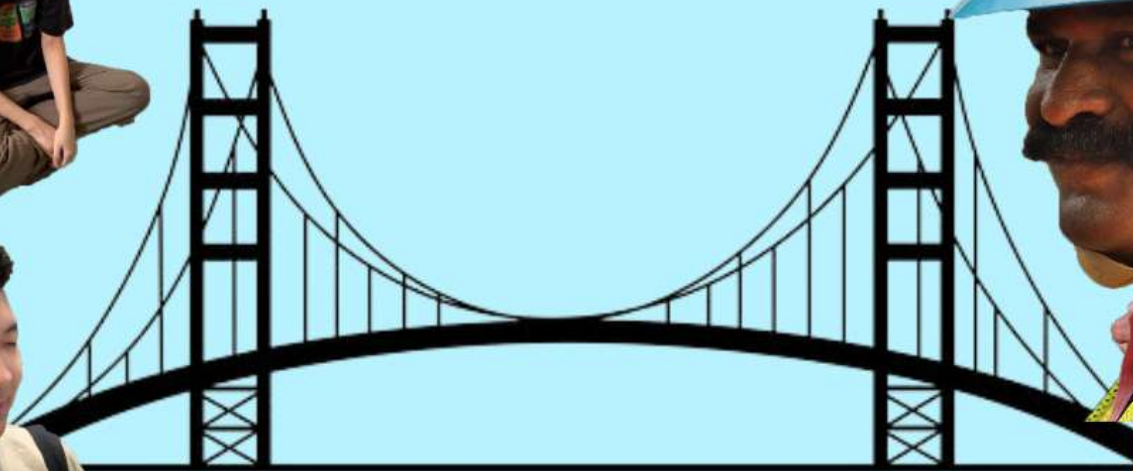
### Introduction

*We introduced our names and briefly talked about our NGO which is IRR.*





To **build bridges** of integration between migrant workers and residents of Singapore.



## The goal and Initiative

*We briefly introduced IRR and talked about how they started as well as what we aim to achieve whilst staying true to what they do for migrant workers in Singapore.*



*This slide mentioned our research and how there was a lack of consideration as migrant workers were treated with discrimination and prejudice. We gave an example of how even now Singapore is the only country that still transports migrant workers on the back of lorries even when it is a first world country.*





## Interview (1)

*For this section, we basically talked about our interaction with this group of migrant workers who were all from Tamil Nadu, through the same agent and we prepped questions to ask them about how they found out about their job and how long they have been in Singapore working. We also got to ask them if they have any problems in SG, or what they do in their free time.*



3



## Interview (2)

*We asked mostly the same questions we did from the first group, but this time this group is from Bangladesh, we even got them to talk about what they do back home. Many of them use Singapore to provide a stable and sustainable income for their families as agriculture is a common business trade back in India.*

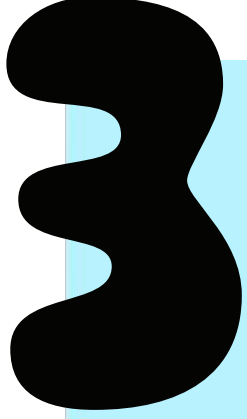


3

There is approximately **1.4 million** migrant workers in Singapore and they comprise of **40%** of the nation's workforce

**Statistics on  
migrant worker  
numbers in SG**

*This slide was meant to put to perspective the kind of workforce we are dealing with that comprises of migrant workers in Singapore, showing how many depend on Singapore to provide them better opportunities than back home. At the same time, it demonstrates the sheer amount of responsibility and accountability Singapore has for the migrant workers living here.*



What are some **common misconceptions** about migrant construction workers in Singapore?

Common  
misconceptions  
title slide (1)

*This slide was based on our survey question of the common misconceptions of migrant workers in Singapore.*

3

Nuisance

Unskilled

uneducated

unhygienic

untrustworthy

looked down on  
by Singaporeans

always stare at girls

Illiterate

**Dangerous**

Filthy

Perverts

cannot speak english

only here to  
earn money

ruthless

Rude

Rowdy

cultural issues

Smelly

doesn't obey the law

**Common  
misconceptions  
title slide (2)**

*These were some of the answers that the survey had which we wanted to highlight as shock factor. It gives us the sense of stereotypes migrant workers are given based on their race and their social status.*

3

63%

of our survey respondents **have interacted** with migrant construction workers.

37%

of our survey respondents **have not interacted** with migrant construction workers.

## Survey on interaction with migrant workers

*These statistics taken from our survey was based on a pie graph which we compressed into percentage so it would be easier to understand and define. It showed us the statistics to back up how it is good for migrant workers and the community to have some form of creative interaction.*



3



## “Makan with Migrants” an IRR initiative

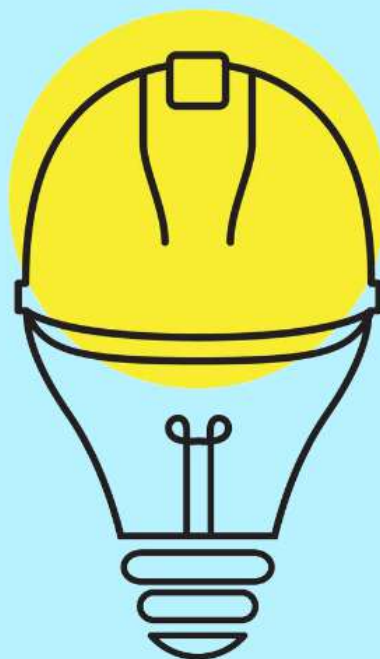
*This was a session from IRR that we signed up for called “Makan with Migrants” it basically allowed us to bless migrant workers with food and gave us a chance to get to know them more personally and find out some of the troubles they may face. Ultimately it boiled down to how they wanted to know how they can study here and progress their skills, but there is a lack of information on how they can go about doing so.*



3

Skills exchange between migrant workers and residents

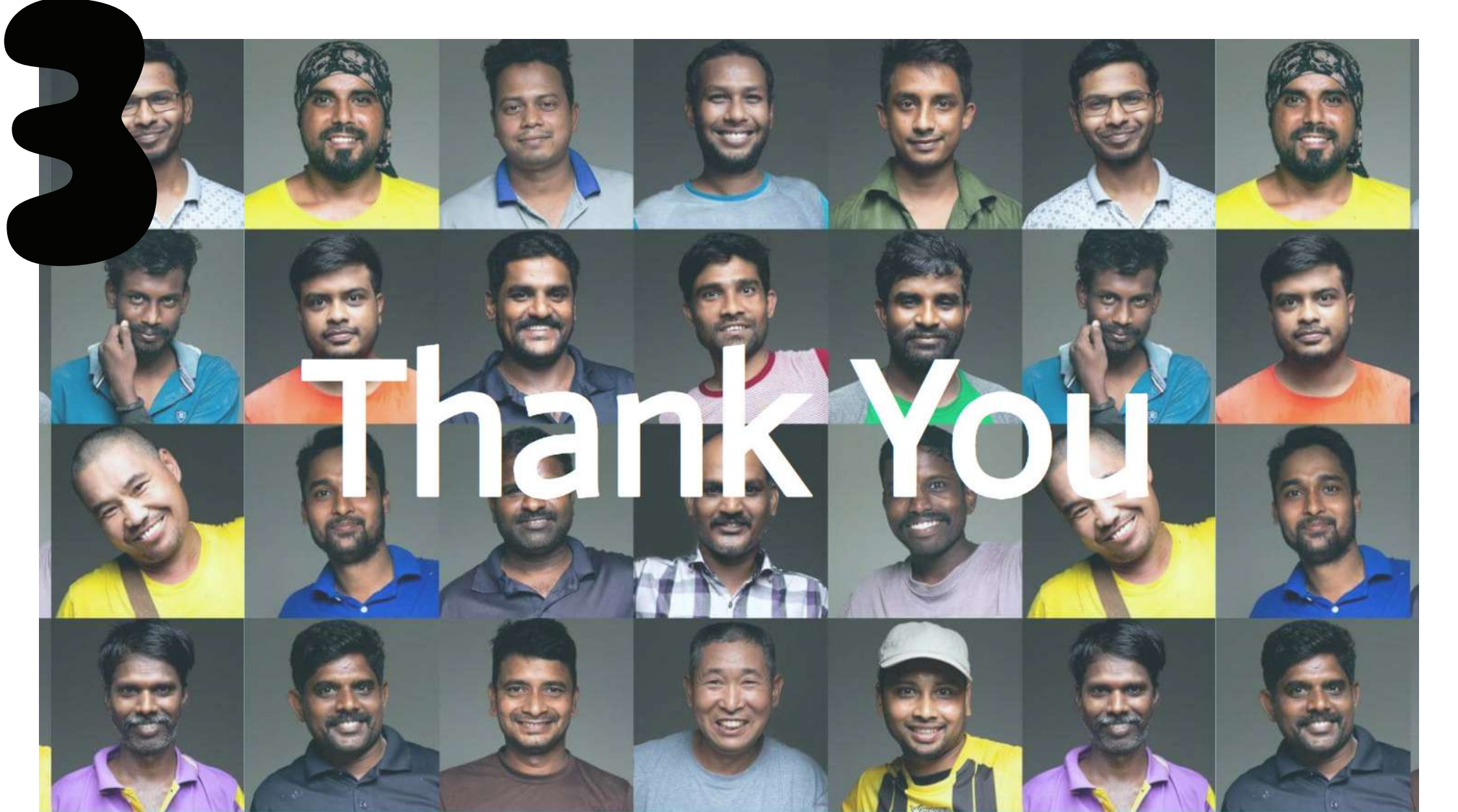
Events hosted by migrant workers (food, sports, culture)



Migrant Worker x Public platform

**Potential  
directions for our  
project**

*These were just some ideas and creative directions we thought of having so that it can help boost the integration of migrant workers in the Singaporean community.*



Thank you slide

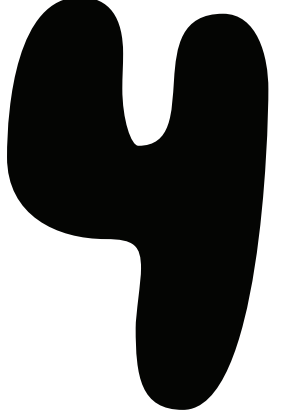
*Our thank you slide.*

# 3

## feedback

Overall, there was some feedback on how the bridges slide had a bit of a offensive representation that wasn't intended to be. Jason also pointed out to find out more about the limitation and challenges for IRR and their programmes. We were also told to try to finalise what our creative direction would be as an initiative to spark awareness and create a positive image for migrant workers whether it be an app or a physical public event.

<div>09.01.24-11.01.24</div> <div>1</div> <div>the team and the research</div>	<div>16.01.24-18.01.24</div> <div>2</div> <div>field research, interviews and potential solutions</div>	<div>23.01.24-25.01.24</div> <div>3</div> <div>presentation slides with some ideation</div>	<div>23.01.24-25.01.24</div> <div>4</div> <div>peer presentation, updated slides and new ideations based on consul before flying to UK</div>				
<div>9</div>	<div>10</div>	<div>11</div>	<div>12</div>	<div>13</div>	<div>14</div>	<div>15</div>	<div>16</div>



## presentation v.2

This was our updated draft of presentation slides that we presented as our peer presentation. We tried to tackle some of the previous comments raised as well as add quite a bit of change to the ideations, adding persona and more aspects to talk about in terms of the real problems at hand.





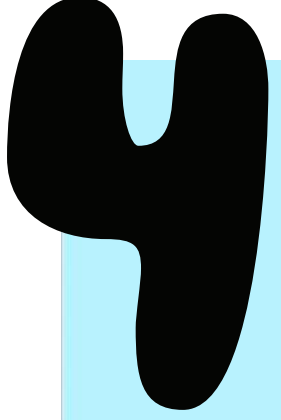
# ItsRainingRaincoats

Arella, Megan, Timothy, Raihan, Henry | Team 3A



## Introduction

*We introduced our names and briefly talked about our NGO which is IRR. This was also the new look for our introduction slide.*



There is approximately **1.4 million** migrant workers in Singapore and they comprise of **40%** of the nation's workforce

**Statistics on  
migrant worker  
numbers in SG**

*This slide was meant to put to perspective the kind of workforce we are dealing with that comprises of migrant workers in Singapore, showing how many depend on Singapore to provide them better opportunities than back home. At the same time, it demonstrates the sheer amount of responsibility and accountability Singapore has for the migrant workers living here.*

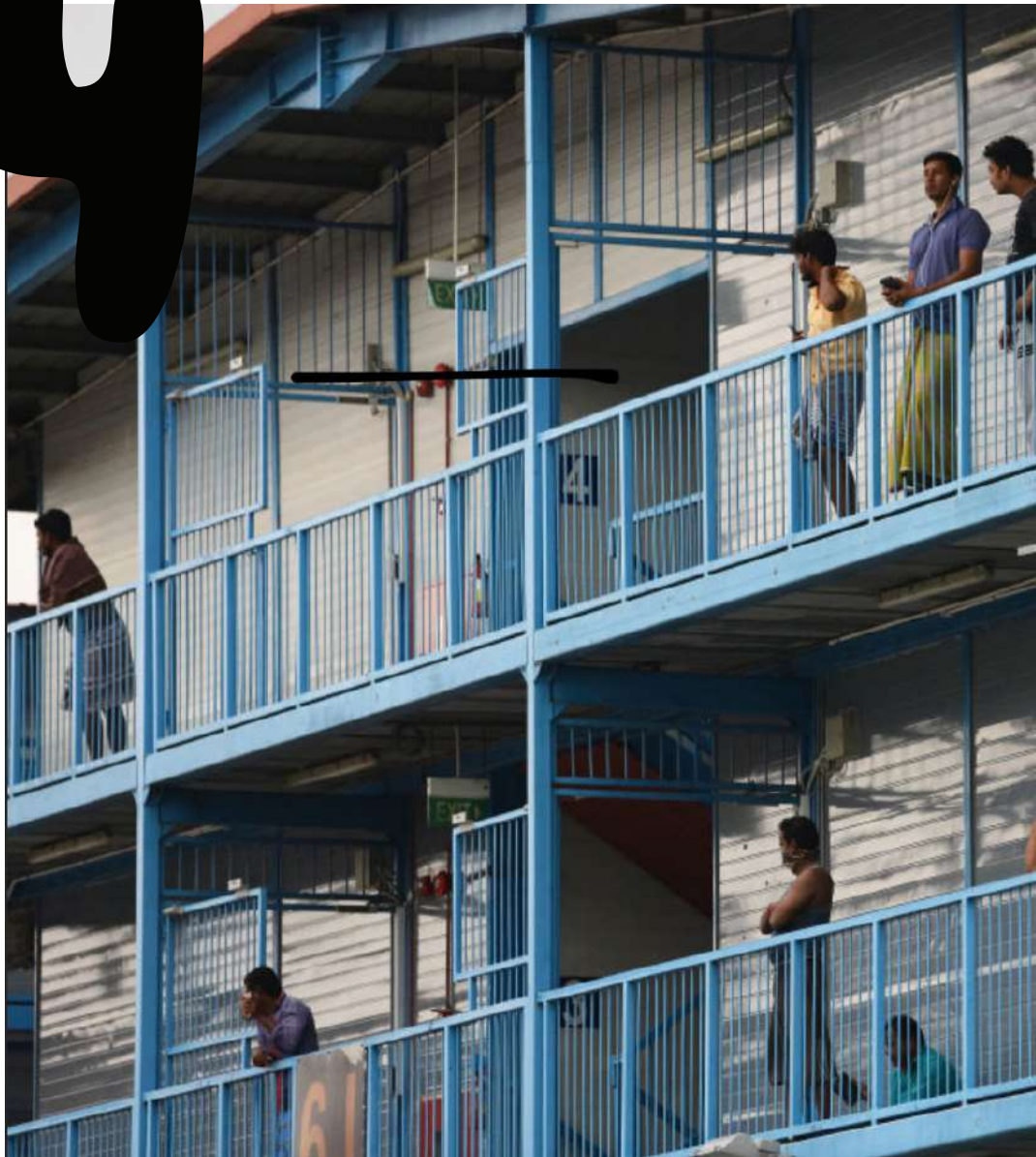


# Factors Contributing to **Discrimination** Against Migrant Workers

Factors on  
Discrimination  
Title Slide

*We wanted to introduce a few discrimination factors in the following slide so we used this slide to transition into those*





# Singapore's "top secret" Segregation

Worker's dormitories are often built on the outskirts of the city and segregated from the majority of the population.

Singapore's  
"top secret"  
Segregation

*A play on the title to introduce how the dormitories of the workers are often built outside the city, creating segregation from the population*

Did you  
know?



First World  
Country, Third  
World Habit

Singapore is the **only remaining first-world** country where it is legal for migrant workers to be ferried on lorries.

*This slide exposed a fact that would create a certain shock factor for Singaporeans to ponder about. We felt like it was important to have it fit in our slides because it is a very real issue that people may not be aware about.*



# Lack of Interaction

The segregation of migrants' living places reduces the amount of social interaction between the migrants and Singaporeans.

This causes limited opportunities for social inclusion.



## Lack of Interaction

*We wanted to establish a factor of segregation in the slide to show how important this is to tackle the issue. We wanted this slide to have an empathetic effect on the audience*



# Lack of Awareness

This large gap prevents Singaporeans from understanding and appreciating the contributions and cultures of migrant workers.

## Lack of Awareness

*In this slide we wanted to talk about how a lack of awareness of this issue creates a unseen barrier of ignorance where the people building our infrastructure are being underappreciated.*





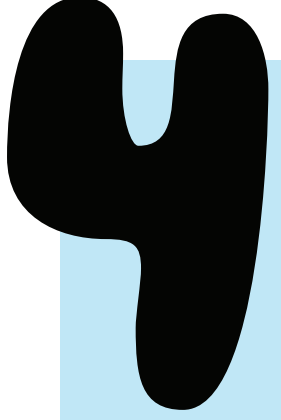
## Chatting with our migrant brothers

We interviewed 2 groups of migrant workers, 1 from Tamil Nadu and another from Bangladesh. They shared about how Singapore offers them stable income and good career opportunities. However, they were hesitant to talk about the challenges they face in Singapore.



## Chatting with Migrant Brothers

*In this slide we basically summarised interview 1 and 2 from the first class presentation to fit into one single slide. As such we only highlighted the aspects that was most prominent in the interview sessions, which was Singapore offering stable income and good career opportunities. And when we asked about their challenges we realised that none of them wanted to tell us, possibly due to the fact that we are mostly Singaporeans and anything they say that is bad about Singapore may be held against them.*



What are some **common misconceptions** about migrant construction workers in Singapore?

## Common Misconceptions (1)

*This slide was based on our survey question of the common misconceptions of migrant workers in Singapore.*





# From our Survey Respondents

rude

doesn't obey the law

unhygienic

unskilled

cannot speak english

always stare at girls

dangerous

only here to earn money

looked down on by singaporeans

nuisance

uneducated

untrustworthy

## Common Misconceptions (2)

*These were some of the answers that the survey had which we wanted to highlight as shock factor. It gives us the sense of stereotypes migrant workers are given based on their race and their social status.*



# ItsRainingRaincoats

A Singapore charity that aims to **build bridges of integration** between migrant workers and residents of Singapore.



## About It's Raining Raincoats (1)

*This was the about slide to explain more about the goal we wanted to achieve with the NGO and the project. It was a Singapore charity founded by Dipa Swaminathan in 2015 that aims to build bridges of integration between migrant workers and residents of Singapore.*



4



## About It's Raining Raincoats (2)

*They work to improve their welfare and believe that their seamless integration into our community will benefit not just our migrant workers but Singapore as a whole. The raincoat emblem symbolizes the protection they provide the migrant workers from their metaphorical thunderstorms.*

# Events and Initiatives

Bicycle Drive

Makan with  
migrant  
workers

Dental &  
Vision

Preloved  
Items

CNY Bazaar

Laptop  
Donations

Starbucks

One Umbrella  
Drive

Safety Shoes  
for our  
migrant  
workers

Madwish  
(English  
lessons)

Nextgen  
(Youth  
engagement)

## Events and Initiatives

Here were a lot of events and initiatives that IRR was already doing to make a difference for the migrant workers. We wanted to showcase the sheer impact and amount of things they have done before so as to really justify our creative direction we were aiming to talk about later in the presentation.



# Makan with Migrant workers

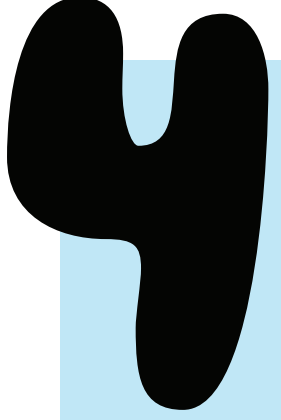
We also hosted some migrant workers through the "Makan with Migrants Workers" initiative designed by ItsRainingRaincoats.

This opportunity enabled us to bond on a personal level with the migrant workers and we took them out for dinner just last week.



## “Makan With Migrants” Initiative

*This was a session from IRR that we signed up for called “Makan with Migrants” it basically allowed us to bless migrant workers with food and gave us a chance to get to know them more personally and find out some of the troubles they may face. Ultimately it boiled down to how they wanted to know how they can study here and progress their skills, but there is a lack of information on how they can go about doing so.*



# Challenges for IRR

*Prejudice against  
migrant workers*

*Lack of initiatives that  
promotes social integration*

## Challenges for IRR

*We talked about two challenges that was felt by IRR, the prejudice against migrant workers and the lack of initiatives that promotes social integration. Although IRR has many initiatives, we wanted to elevate them still and felt like more awareness and call to action could be done for community and migrant interactions.*

# Vineeth



## Challenges

- Language barrier
- Limited employment prospects
- Challenges in upskilling and furthering education
- Cultural adjustment
- Social stigma and discrimination

## Needs

- Enhance social skills
- Further education
- Better job opportunities
- Community support and integration programmes

Persona (1)  
“Vineeth”

*We created our migrant worker persona based on the interviews we did as well as the “makan with migrants” initiative. So we made sure it was realistic enough yet of course making sure it was the type of problems that we wanted to tackle.*



4

# Rachel Tan



## Challenges

- Language barrier
- Limited awareness and understanding
- Feels there is a lack of community engagement
- Changing public perception
- Feels powerless to take action

## Needs

- Volunteer opportunities
- Support local initiatives

## Persona (2) “Rachel Tan”

*We created our second persona as someone that is aware and wants to contribute to helping the migrant workers. So we made sure that she felt genuine but yet created a sense of not knowing the next step to help push our idea.*



# 4

## Ideas of Tomorrow



**Multimedia Podcast:**  
Hard Hats & Heartbeats

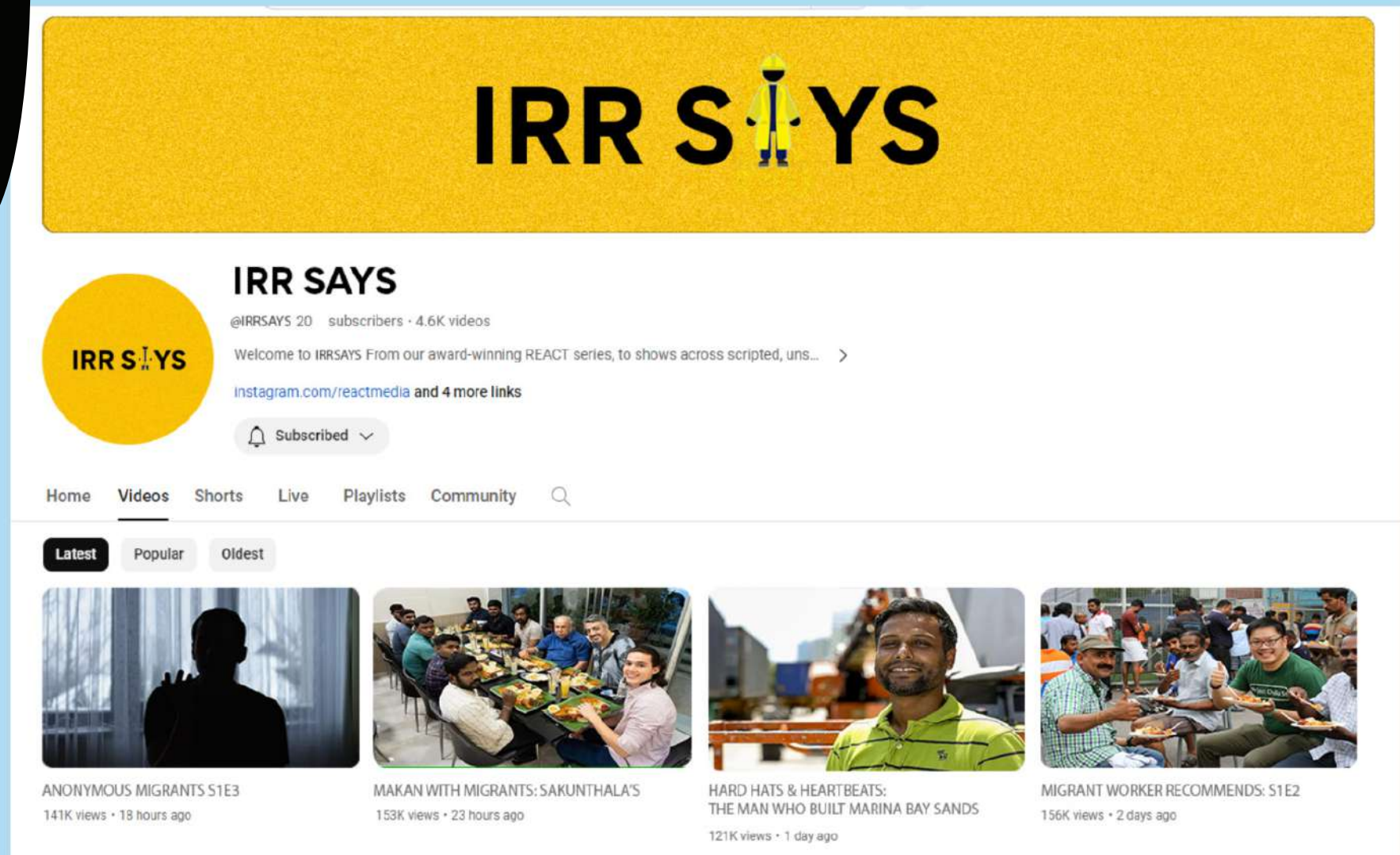


**Event:**  
Blueprint & Bootprint

**New events  
Introduction**

*We presented our creative direction as a multimedia podcast and event combined to target the young people who listen to podcasts, as well as create a sense of modern social media presence to the initiative.*

4



## Podcast Mockup

*Here is a mockup of a Youtube channel that puts migrant workers at the forefront for different videos. We wanted to create a trend worthy setup that would be fun to watch or talk about as entertainment while allowing viewers to learn more about our migrant workers to paint them in a fun way.*

# Hard Hats & Heartbeats

Expanding beyond IRR's successful "Makan with Migrant Workers" initiative - this multimedia podcast features a range of engaging content.



## “Hard Hats & Heartbeats” Initiative

*Hard Hats & Heartbeats is a metaphorical name for the podcast where we let migrant workers share about their lives and allowing the community to bond with them.*



# Blueprints & Bootprints

A dynamic event designed to spark curiosity and foster community engagement featuring food by migrant workers, custom poetry writings and skills exchange station.

## “Blueprint & Bootprints” Cultural Exchange



*Blueprints and Bootprints is a cultural exchange HUB where the event space can be used for migrants and locals to learn from each other while bonding over common activities and even sharing a meal both parties cook.*

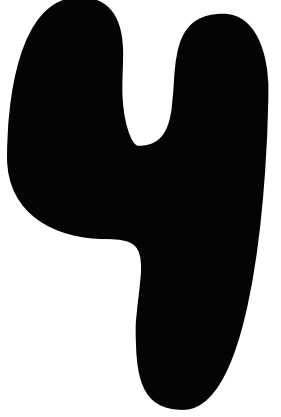




See you next time!

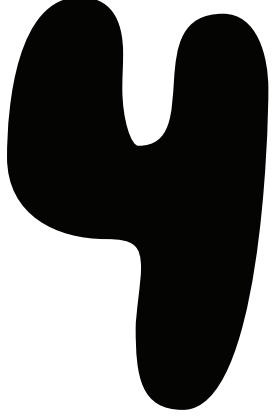
The End slide

*Our end slide for the presentation.*



## feedback

For the peer presentation, Jung was the first to comment about how great our field research, interviews were and it really shows a good effort in the way that we treat the topic seriously. There could be more in depth research from his opinion, and Will also felt that our interviews with the migrant workers were good to see alongside our research. But there was a lack of consideration for the ideas as it wasn't very construction worker oriented or unique even if it was meant for construction workers. We definitely understood that aspect and took the comments from both of them to heart so that we can improve on the overall direction of the project.

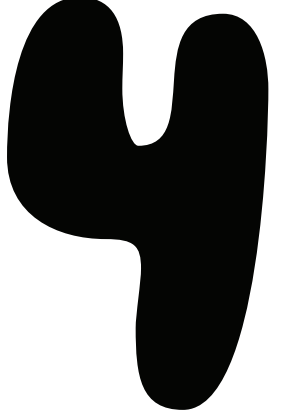


# updates on slides

Through the feedback we got, we went straight to work with what we had taken down as notes and proceeded to edit our slides in the manner that attempted to tackle the comments.

Consultation notes 23.01.24:

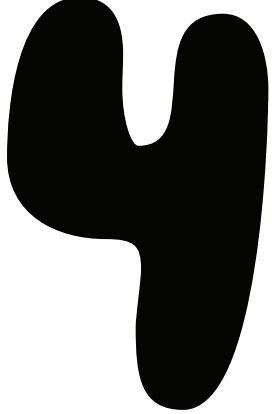
- why do we need to be keen with the migrants' construction workers
- be more specific on construction worker problems if we want to make it a focus, if not migrant workers in general works better in this narrative
- tackle their personal (migrant) experience
- more insights to come up
- how to make singaporeans to be more integrated with the locals
- can the podcast talk critically/openly
- lack of in depth consideration and prospect??
- idea is too generic and is also impractical due to the workers schedule



## added slides

The updated slides we intended for it to be just 5 but we ended up doing 10 slides in total. We added abit more on the ideas, and the slides also included abit more depth on research pointers.





approximately 1.4 million migrants  
they comprise 40% of the population

They said the contributions of migrant workers were immense and have been acknowledged by the country.

They have enabled Singapore to continue developing as a good home and a good place to do business. Given Singapore's limited workforce, we would not be able to stay competitive in certain sectors otherwise if not for migrant workers."

Despite being aware of their transient and dispensable nature, they viewed their labouring as

a collective contribution that Singapore has built on, with Anjappan explaining that, "with

our Indians' hard work, Singapore has developed well". These views are echoed by Velu:

It is the foreign workers who have come here and developed this country, leaving their own country, come here and toil for our country's development. But the fact is our country does not bother about us.

due to the country's small land size and high demand for construction. The government has implemented policies to attract foreign workers to meet the demand for labor in these industries. Additionally, the local workforce in Singapore is often encouraged to pursue higher-skilled and knowledge-based jobs, which can lead to a reliance on migrant labor for certain types of physical labor. migrant labour, most of whom come from countries such as Bangladesh, India, and Myanmar (Hirschmann, 2021). Hence, migrant construction workers make up a large quantity of our population and are integral in ensuring our society operates smoothly. Thus, given their crucial role in our

However, Singapore doesn't have enough population to support the construction and only relies on foreign forces. The foreign labor forces in the sector are outnumbered by

"They have enabled Singapore to continue developing as a good home and a good place to do business. Given Singapore's limited workforce, we would not be able to stay competitive in certain sectors otherwise if not for migrant workers." They said migrant workers take on many lower-end jobs. "This allows the vast majority of Singaporeans to take on PMET jobs and help in creating an innovation-based economy as well. Thus, we urge the Government and Singaporeans to carefully consider the next steps on migrant workers," they added, noting most Singaporeans worked as professionals, managers, executives and technicians.

Singapore's heavy reliance on migrant labour is evident in how more than one third of its total workforce consists of non-citizen workers, with construction receiving the largest inflow of foreign labour out of all the sectors. Official employment level statistics for

Linda Lim

National University of Singapore

This article focuses on foreign labor and economic development in Singapore by reviewing the historical ebb and flow of foreign labor, presenting the prevailing government policy and philosophy on the importation of labor, contrasting the economic benefits and costs of foreign labor, describing common characteristics of foreign workers in Singapore, projecting the implications of such labor in Singapore and discussing policy alternatives.

#### THE FLOW OF FOREIGN LABOR

The Singapore economy is historically founded on foreign labor. Most Singaporeans are the descendants of immigrants from China,

mentions that, despite working there for 16 years, and though he would like to continue to work and contribute, employers and the state still viewed him as transient. Muthu expressed that this realisation is at its starkest when one gets injured. The statement below exemplifies the sentiment shared by most participants that, regardless of their health conditions and fitness to work, all workers knew they were highly dispensable:

on misconceptions  
n workers in Singapore?

## Why migrant Construction Workers?

*This slide was meant to justify and demonstrate the reason why migrant construction workers are valuable here as well as provide proof on how different articles were talking about the invaluable migrant workers in Singapore.*

4



So Why are  
There such  
Misconceptions?

*This slide replaced the "So why are there such misconceptions" slide with text as we were creating more variety in the way the slides were being presented.*

# 4

Rac



Promoting social inclusion of migrant construction workers by improving interaction, communication and fostering a sense of community in Singapore.

For Chai!



Collaboration with  
Orange & Teal

The goal of  
the initiative?

*The goal slide included so that we can present clearly what we intend to do*

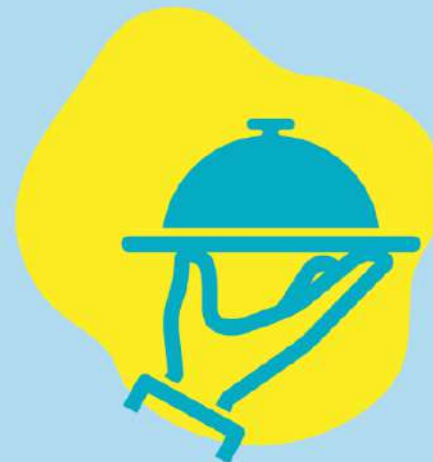
# 4

Promoting s  
constructio  
interaction, ca  
a sense of

## A New Initiative: Call for Chai!



**Chai Trucks**



**Collaboration with  
Orange & Teal**

### 's beliefs

\*\*\*

build our flats but never  
t to stroll in them.

deal. Many of you have  
ow you know who  
(not in pic) – just to  
e pipes and bang in the  
et to enjoy the results of

to our country and the  
ones at home they  
en creamed off by  
en we herd them into  
posable tools.

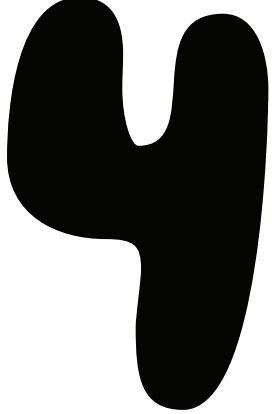
st, let's first treat others

And a great nation  
ss riches.

## A New Initiative: “Call for Chai!”

*The new initiative that our team wanted to do through collaboration with cafe Orange & Teal, as well as chai trucks that can be part of the service.*





## A New Init



Chai Trucks

## Orange and Teal Owner's beliefs



Chee Soon Juan 徐顺全 ✓

10h · 🌐

...

They pave our roads but never get to drive on them, they build our flats but never get to live in them, they manicure our parks but never get to stroll in them.

So I treated these lads to lunch on Sunday at Orange & Teal. Many of you have commented how elegant and cozy the café looks. Well, now you know who helped us make our vision a reality. Jeshain, Abu, Ah Yew (not in pic) – just to name a few in the team – they were the ones to put in the pipes and bang in the nails to make the place look the way it is. And now they get to enjoy the results of their work.

Too often we don't see or acknowledge their contribution to our country and the sacrifices they make. They have names, they have loved ones at home they haven't seen for years. They toil for miserable wages often creamed off by unscrupulous agents. They feel pain but remain silent when we herd them into dorms with shambolic living conditions and treat like disposable tools.

If we want others to treat us with compassion and respect, let's first treat others with compassion and respect.

I want Singapore to be a great nation, not just a rich one. And a great nation values wisdom, not just wealth; compassion, not just crass riches.

o stationed at construction sites.

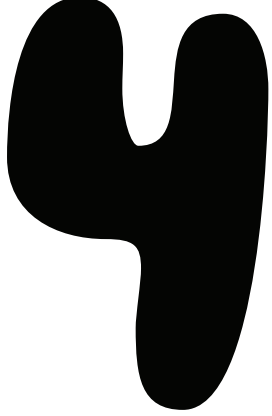
RR for migrant workers.

none recorders that allow migran  
ire their personal narratives.



## Orange and Teal: Owner's twitter

*This was just a screenshot of the owner's tweet on twitter where he expressed his empathy towards the migrant workers who day in and day out work on our infrastructure. He mentioned in the post about how he treated the workers that made his cafe with a lunch meal just to make a point about giving back to them what they had helped put together.*



Orange a



They pave our roads  
get to live in them, th  
So I treated these lad  
commented how eleg  
helped us make our v  
name a few in the tea  
nails to make the plac  
their work.

Too often we don't se  
sacrifices they make.  
haven't seen for year  
unscrupulous agents  
dorms with shamboli

If we want others to t  
with compassion and

I want Singapore to b  
values wisdom, not ju

# Chai Truck

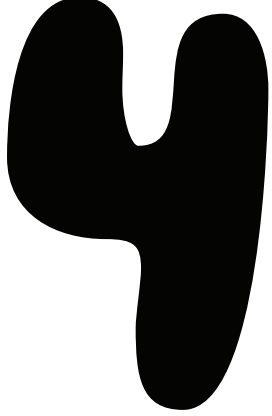
- Operates as a pop-up station at construction sites.
- Serves free chai by IRR for migrant workers.
- Features audio telephone recorders that allow migrant workers to freely share their personal narratives.



## About the Chai Truck

*This slide we had imagined the Chai truck being a lunch time giveaway thing for the workers every monday to friday, being almost in line with Orange & Teal's owner's beliefs and his perspective on migrant workers.*





## Chai Truck



## Collaboration with local cafe: Orange & Teal

- Listen to the stories recorded by migrant workers.
- Leave messages of encouragement.
- "Pending Order" system - buy a Sunday Brunch ticket for a migrant worker.
- Complimentary chai for contributors.



## Collaboration with Orange and Teal

*For this initiative, we also wanted to think about how the migrant workers and the community can come together with an incentive for both parties. The concept is also driven by personal stories*

<div>09.01.24-11.01.24</div> <div>1</div> <div>the team and the research</div>	<div>16.01.24-18.01.24</div> <div>2</div> <div>field research, interviews and potential solutions</div>	<div>23.01.24-25.01.24</div> <div>3</div> <div>presentation slides with some ideation</div>	<div>30.01.24</div> <div>4</div> <div>peer presentation, updated slides and new ideations based on consul before flying to UK</div>	<div></div> <div><del>5</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>6</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>7</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>8</del></div> <div>UAL placement in progress</div>
<div></div> <div><del>9</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>10</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>11</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>12</del></div> <div>UAL placement in progress</div>	<div>02.04.24-04.04.24</div> <div>13</div> <div>Refresher and feedback on our last proposed solution.</div>	<div></div> <div>14</div> <div></div>	<div></div> <div>15</div> <div></div>	<div></div> <div>16</div> <div></div>



# 13

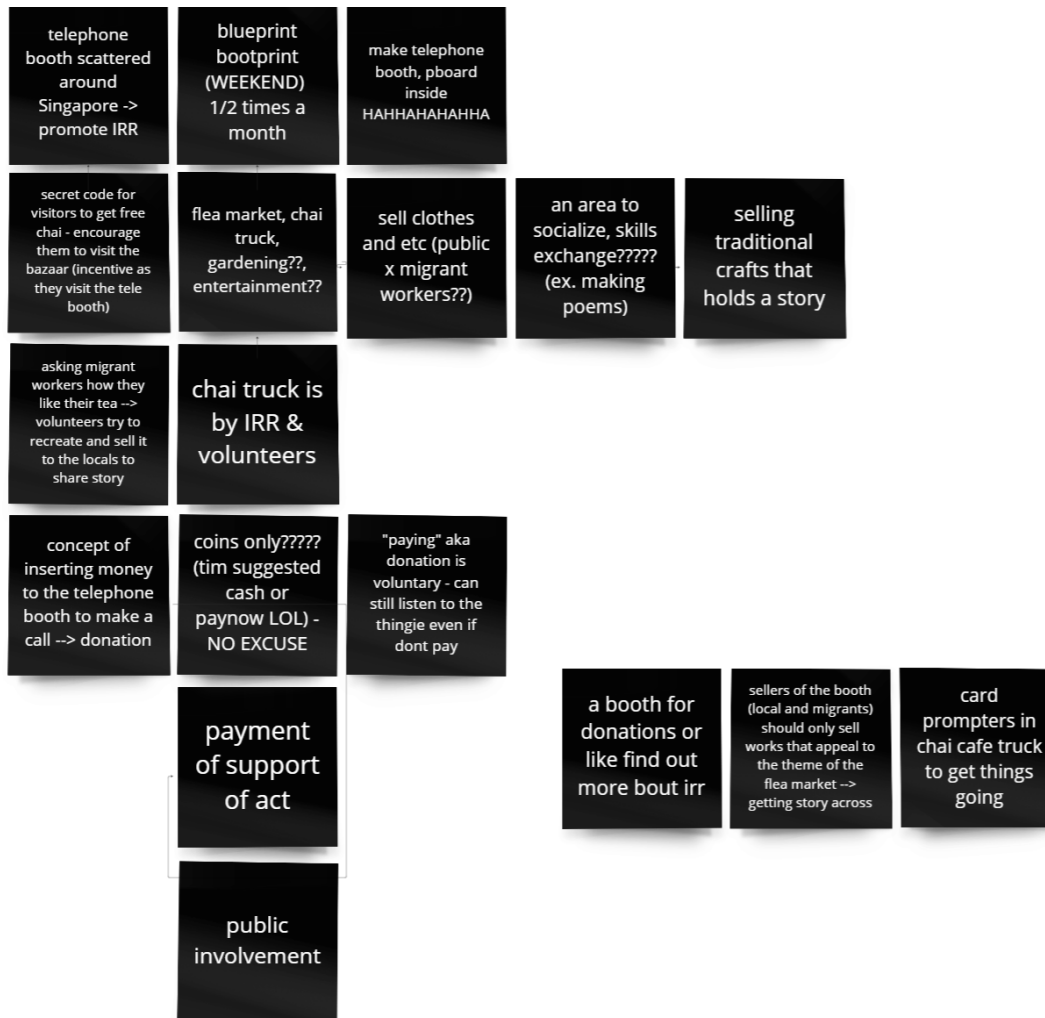
## refresher of design proposal

Since we came back from our International placement, we only just discussed briefly about our ideas as a group since the last update on the slides, and we realised that the idea may be a bit too much like an event management team.



# 13

## updated ideation



Our team had amassed random thought processes in an attempt to tie everything together. We also thought about how to make it personal and significant based on that.

# 13

## 'call for chai' map



Here we attempted to lay out the design concept progress and map how it may work so that we can have a better understanding of the ideation.

# 13

## feedback

We had written down some useful feedback Jason and Christabel gave us so that we could better improve our creative concept direction.

02.04.24

- Putting them together, how to solve the prejudice and misconception? will the flea market shows the workers skills and talents? will locals get the sense of that?
- Engaging with people who are also willing to be involved, changing perception --> what opportunity can we create?
- Define what is the focus of inclusion for migrant workers?
- What if there is a specific focus on an event to create a theme for it?
- Who do we want to engage other than the migrant workers?
- Are there different levels of communication and interaction between people and migrant workers?
- Define the target audience and the focus of the theme?
- Bringing common topics/hobbies across the table? engineering date LOL what is common conversational topics?? back to human needs for belonging
- Zoom in: what is the goal? creating of empathy towards audiences? awareness (hear migrant workers stories only)? interaction? --> different level of comforts and entry points
- Finalise solutions, fine tune details etc



<div>09.01.24-11.01.24</div> <div>1</div> <div>the team and the research</div>	<div>16.01.24-18.01.24</div> <div>2</div> <div>field research, interviews and potential solutions</div>	<div>23.01.24-25.01.24</div> <div>3</div> <div>presentation slides with some ideation</div>	<div>30.01.24</div> <div>4</div> <div>peer presentation, updated slides and new ideations based on consul before flying to UK</div>	<div></div> <div><del>5</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>6</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>7</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>8</del></div> <div>UAL placement in progress</div>
<div></div> <div><del>9</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>10</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>11</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>12</del></div> <div>UAL placement in progress</div>	<div>02.04.24-04.04.24</div> <div>13</div> <div>Refresher and feedback on our last proposed solution.</div>	<div>09.04.24-11.04.24</div> <div>14</div> <div>change of solution after more consultations on what to do</div>	<div></div> <div>15</div> <div></div>	<div></div> <div>16</div> <div></div>

# 14

## ideation before meetup

Our group decided that we should just think of many many ideas and just filter them before the next meet so that we know what to focus on

cultural  
fusion  
menu

interactive dining  
experience: chef's  
table experience  
(omakase)



chai truck that  
provides table  
games with  
conversation  
starter prompts

let them  
cook their  
own fucking  
food

Coffee tasting flight --> There will  
be a selection of different coffee  
beans or brew methods and  
tasting notes to allow discussion  
over favorite flavors, aromas,  
and brewing techniques. Shared  
experience will help create  
conversations.

make the menu into  
migrant worker's  
language HAHA so  
locals have to ask  
them what it means  
(forced first  
communication)

arrange seating  
intentionally --> maybe  
use large communal  
tables or cozy seating  
arrangements to  
encourage interaction

pop-up chai trucks  
at different  
intersected locations  
(cons workers +  
public high foot  
traffic, always pass  
by)

Designing a  
space,  
inspired by  
podscape

live poetry event (migrant  
construction workers work  
together with the typewritten  
poem team and go for events  
together)  
- <https://www.thenovelencounter.com/we-do-events> (may be  
considered as moonlighting?  
unsure)

using street art - have an event where  
migrant construction workers can  
participate in creating murals with artists  
and also painting with members of public  
facilitated by the artists and ofc in a  
space thats given an OK by gov / in  
community spaces



<https://www.facebook.com/muralingofc>  
also a migrant mural part of migrant  
workers awareness week 2017 march 16-  
19th 2017 <https://www.facebook.com/muralingofc>

tech focused - play to their  
strengths (have like  
workshops where both  
parties work in groups to  
develop solutions to  
community challenges -  
two perspectives, both also  
part of the community)

tech focused -  
hackathon? teams  
consist of both  
migrant workers  
and locals

pop-up chai truck  
(buy a migrant  
worker a drink -  
pay it forward or  
have a chat here  
etc)



arcade  
chai  
capsule

chai mapping - give  
the migrant /  
community the  
opportunity to  
involve on how  
logistics should  
work

chai truck offer  
swimming pool  
so migrant can  
become fresh  
fresh uhuy

chai bingo / game  
- such as create  
25 questions  
asking each other  
party to get free  
chai

CHAI WITH  
CHESS game  
so they can  
play with other  
people

<similar but what  
about poem duet as  
there is more evidence  
and proof, people often  
only recognized  
someone with talents

podcast show around  
chai truck that can be  
used for education to  
spectators - does not  
necessarily be migrant  
but the locals as well

miro

# 14

## ideation before meetup part 2

Storytelling nights in chai cafe --> provide a relaxed and intimate setting for people to open up about personal stories and experiences over a cup of chai

Chai pairing events --> exploring flavors of chai with unexpected sides. Sides can come from Singapore, China, and India.

Find volunteers who can play music (I assume Singaporeans can play music) and make live music performances there to set the mood

CHAI WORKSHOP - this basically let the people to make their own chai with the ingredients we/they bring. Although they are encouraged to bring to make it more fun -> barista concept

Sport competition coupon for chai redeems - teams should consist of migrant and locals

and poem sessions? Advertise the cafe as a reminder to slow down in the fast-paced Singapore city. This cafe unleashes creativity, encourage themselves to express art, and ask for feedback from the best (migrant workers)

conference to migrant workers making a book (deric said) --> Chai and book club meetings? People can discuss their favorite books, and buy affordable books made by migrant workers and foreign authors

Cozy seating area: benches, cushions, soft music, rugs, warm lighting.

organize like a chill meet up at the chai truck pop-up (promote in a way like makan w migrants except the concept is different, no need buy a meal - chai truck acts as the space for migrant workers and locals who are keen to etc etc to interact)

chai movie afternoon (similar to the chill meet up, watch a film that migrant workers chose, people who join can pay as u wish? proceeds goes to IRR to support migrant workers) - after that can have chai together and talk about the movie and then naturally other things

Migrant food and games, a fair setup in collaboration with locals and migrants to create a public space for the public to join in

Playground Bandwagon: Migrants and local families from different estates participate in creating up cycled children playgrounds using materials found at construction sites and their homes.

This will be a competition type setting in different areas around singapore happening one at a time at different times of the year

Playground Bandwagon: Migrants and children participate in creating temporary up cycled playgrounds using leftover materials found at construction sites and their homes happening around Singapore.

for those migrant workers that enjoy making their own crafts but does not have a platform to sell them (eg mayb crochet or like making poems) to sell them at a artisan market? chai truck can b there to support them and promote IRR

similar to the chill meet up or movie afternoon, can have chai and play board games (learning the rules and navigating the game can be a starting point of conversation) - IRR organize this event like makan w migrants (can be at the mind cafe <https://www.themindcafe.sg/> - collaboration) drink chai too

Migrant creative construction programme, getting migrant workers to collaborate with locals to upscale old buildings and places into community spaces that encourages both parties to come together for IRR events

educational interactive exhibitions/displays for locals to share their opinions on issues pertaining to migrant workers in Singapore

can take inspiration with the shared canvas blind date, so team-building basically

podcasts hosted by Singaporeans (podcasters, youtubers, influencers, etc) interviewing migrant workers, sharing their stories while people eat

Adding on to the "cafe testing" --> can sell chai powder to make yourself at own (selling culture for donation)

pop-up "mama shop", familiar space for Singaporeans, commonly run by migrant workers

participatory art exhibition/mural, completely voluntary for locals/migrants to help finish the artwork, can be a simple model-making or stacking type thing to highlight the construction-work-nature of the migrant workers.

I think if we're doing placemaking and pop-ups, the phone booth idea still works, where people can pick up the phone to listen to the migrant workers stories.



# 14

## 08.04.24 meetup

Based on the last feedback, we knew we needed to finalise our solution once again into something more meaningful



We discussed  
as a group what  
we wanted as  
our focus and  
proceeded to  
filter accordingly



# 14

## settled idea

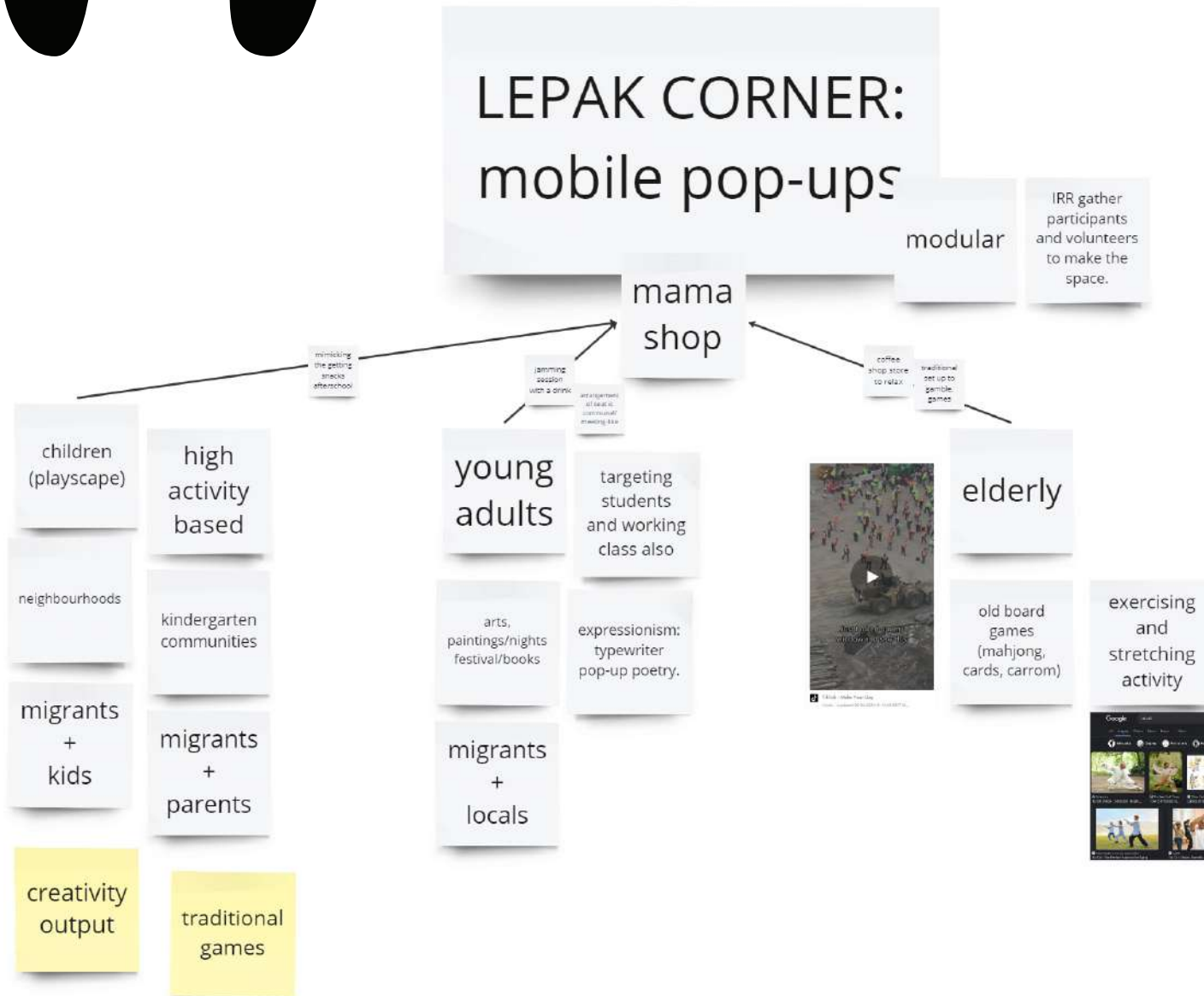
Here we decided that the focus of our design solution should be this and we were going to consult to get an on opinion on it.

### LEPAK CORNER:

- IRR gets participants to build this
- create a theme for each of the pop-up
- children: high-activity based, elderly: nostalgia, young adults: interactive exhibitions
- social/resting space for migrant workers

# 14

## “lepak corner pop-ups”











since we had filtered and finalised the idea, now its just about time to list down the details on how it would work and who it would benefit.



# 14

## different popup names

chai city	play city	waktu rehat	LEPAKSIDE	Cart of Cultures	The Meetery	Lepak ah Lepak	parklets = pocket parks	pocket decks 
temporary unit 	chaidular	community bandwagon	community crossings	Brief Bond	Chillville	The Lepak Space 	pick a pocket	stranger pockets
lepak corner	chaimunity	community bandwagon	blendbox	Unity Space	rndvous	Unity junction	pocket ??	social pocket 
Lepak wagon	chaipak corner	megan chaiwalan 	Asing Asing 	Bojio	shiok palace	spare chainge	peak-pocket	pocket play
Senja Sejuk	goodplace	inter-chai	interchainge 	tarik my chai	Ruang for Chai	pick a corner	pocket corner 	

# 14

## “Asing Asing”

“Asing Asing”, malay word for alien and indo word for foreign.

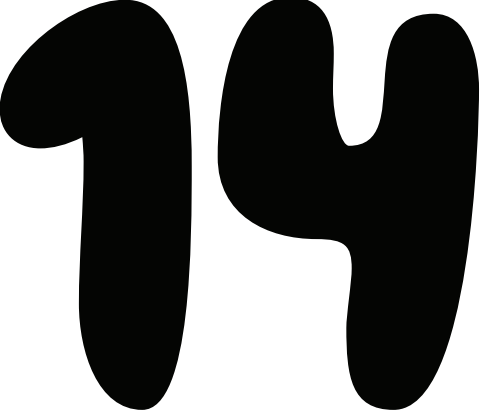




# 14

## revamped research question/criteria

- Promoting sense of belonging for migrant construction workers and locals by fostering collaborative interaction and creating community ownership.
- Fostering a sense of belonging among migrant construction workers and local community members by encouraging collaborative interactions and cultivating a shared sense of ownership within the community.
- Fostering a sense of belonging for migrant construction workers in Singapore by cultivating connection and collaborative interactions.
- Fostering a sense of social belonging for migrant construction workers in Singapore by cultivating collaborative interactions.
- Fostering a sense of belonging for migrant construction workers in Singapore by cultivating collaborative interaction with local communities.
- Fostering a sense of belonging for migrant construction workers in Singapore by cultivating collaborative involvement with local communities.



09.04.24

# consultation feedbacks

We talked about how the initiative would be more inclusive for the migrant workers and the community to come together in a space to lepak. We discussed about how the concept of rest for migrants usually entails with them sleeping or eating on the floor even though they build majority of our neighbourhoods. There's a kid's playground, elderly bench or tables at the void deck but the migrants never really use them. So how could we perhaps try to make it a situation where various ages of the community would be interested to participate in we asked ourselves?

Because each of these popups would appear near a certain targeted audience within a neighbourhood setting we thought of having different types of themes. For the children and migrants, we thought of a mama shop with tidbits that children would like and also little fun toys and games.

For the young adults we were thinking of involving the arts such as poetry writing or music events type of thing as some migrants are good at poetry writing and they also love having a good time when they are not working.

And the elderly we thought that it would be nice to have a touch of nostalgia, such as a dessert popup so they can share food with the migrants.

we pitched this to Jason and Derric and got some feedback on how the overall idea sounds forced to “have a sense of belonging”. There were also comments as to what this space really is as a service design intervention for migrants

14

## post consult...

after this, we decided based on Jason's feedback that our idea should change once more to become more focused on the original chai truck idea for migrants

using tea  
as a  
metaphor



The focus on chai allowed us to sell the idea as a sharing of different cultures, that we are of different races and yet we share a common beverage. We wanted chai to be that metaphor of bringing everyone together in one place to have a chai and a chat. Thus the focus of "Call for Chai" becomes established once again, with the intention of creating welfare of rest for the migrants while allowing locals to be a part of this design intervention. We also envisioned this design to be an all in one concept



# 14

## research inspirations

we thought about the way our concept would be like and tried finding inspirations to understand how to create it



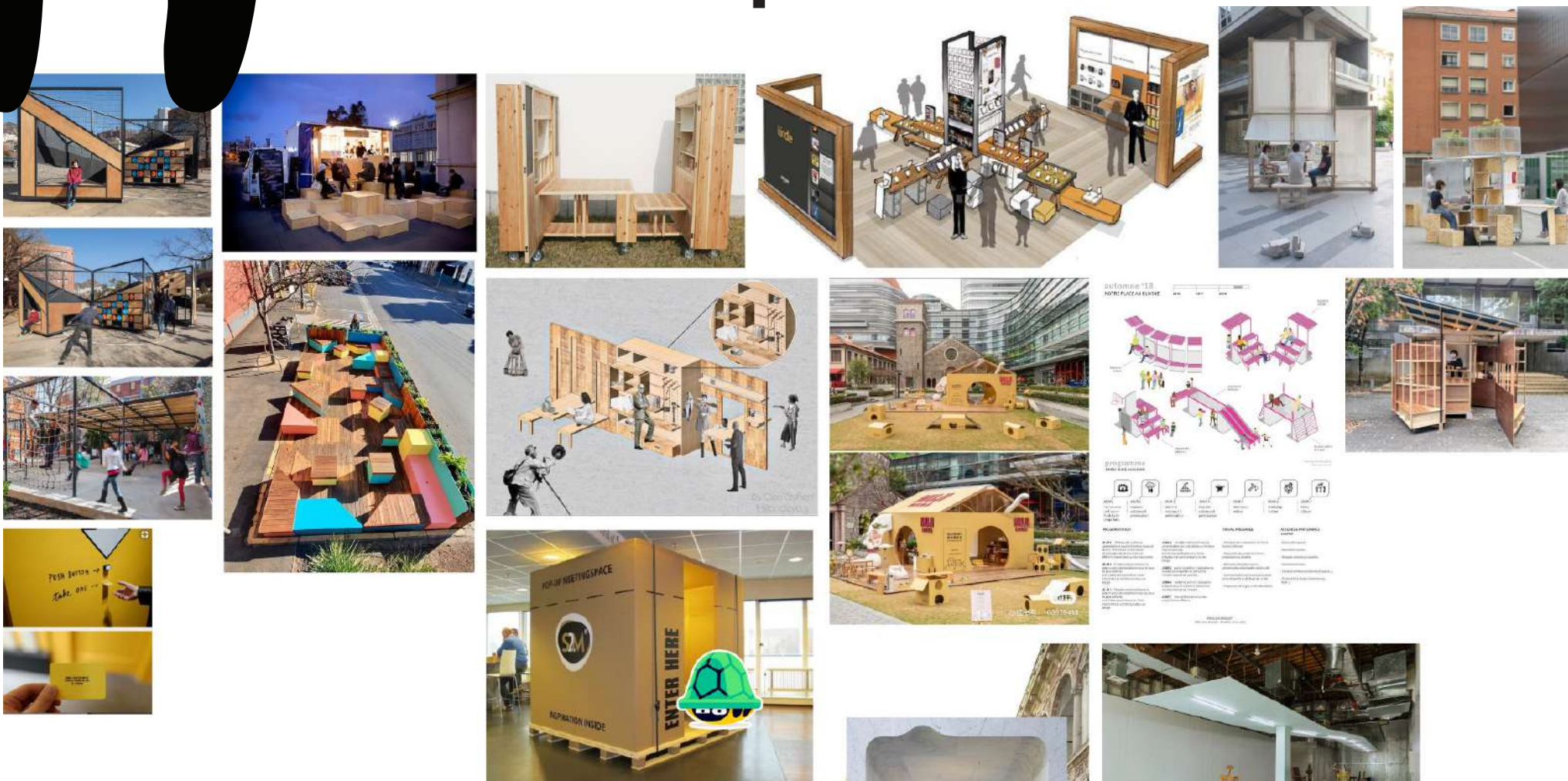
Based on 2 references from derrick we searched for many other mobile references and inspirations that we could find where our chai popup would be envisioned.



miro



# 14 more inspirations



Because we envision it as an all in one space, we wanted to see if there were modular ways that we could implement a very open concept popup where migrants and the public can feel free to rest at.



# 14

## 11.04.24

# consultation

After going through the first consultation, during the second consultation for the week we only had Jason as our lecturer in the class. But despite that he was able to give us great feedback on how we can move this project forward. We pitched the idea that focuses on a mobile chai popup as the main service to provide welfare for the migrant construction workers at their construction sites. And adding to that, the public can feel free to also rest there, donate their favourite teas, and provide feedback to IRR or leave supportive messages for the migrant workers.

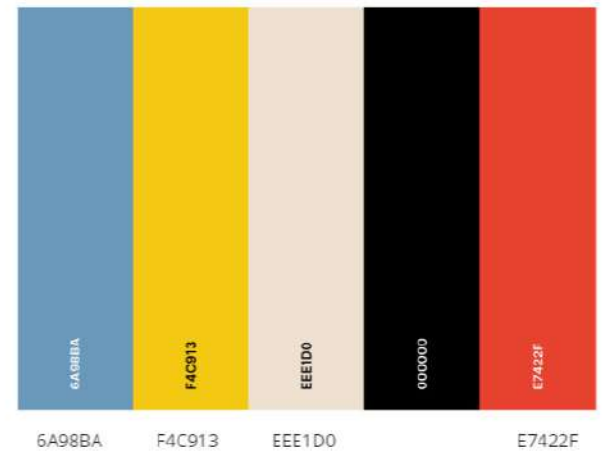
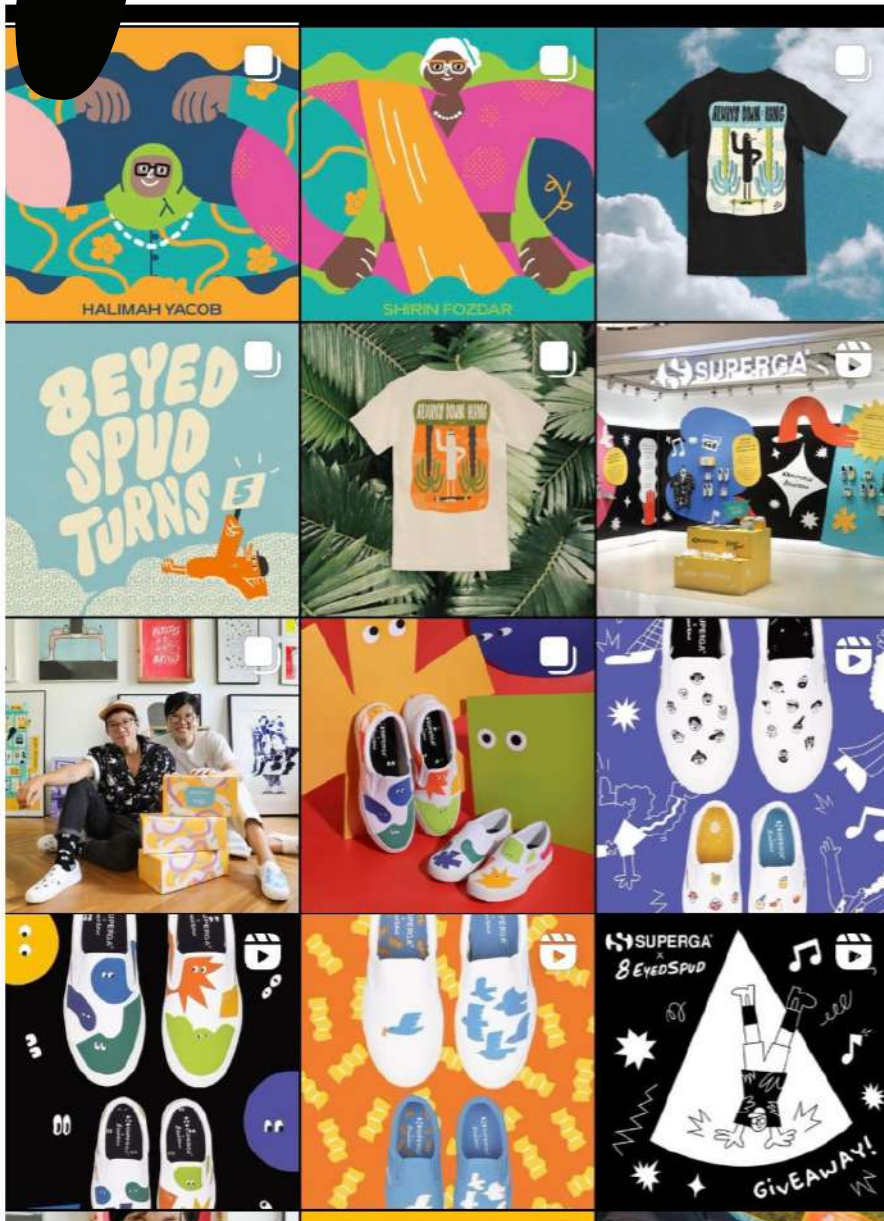
when Jason heard of the changes, he told us about how we could improve it further by empowering the public on future locations of where the popup would go. Almost like a big movement with a steady uphill progress for a big change throughout Singapore. This meant that it would allow public to participate lightly without heavily involving them. We thought this feedback was brilliant.

*from here on out we decided to start  
looking for more inspirations and doing the  
slides structuring again*





# logo art direction





# 14

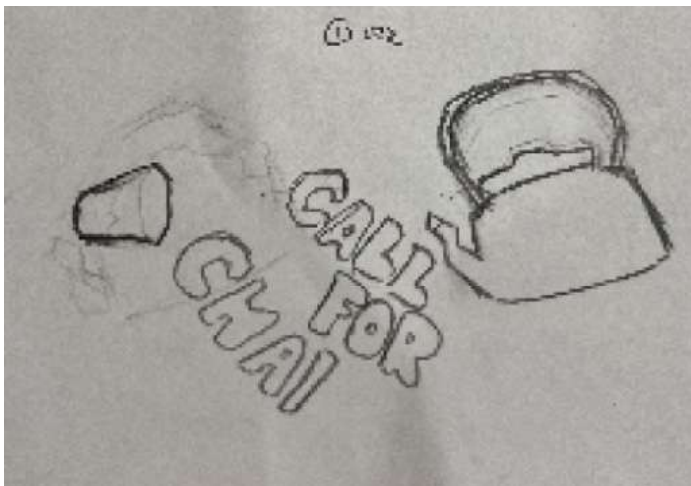


For the art direction, I believed our group was looking for a way to incorporate collage as well as the use of bright bold colours that would enhance IRR's look. Mainly the illustration style was to be used for the “Call for Chai” logo

14

# logo designing

Here we did several looks of the Call for Chai logo while also testing the different colours from the brand.



# 14

## finalised logo

Here we agreed that the way the call for chai gets poured into a tea cup really communicates the essence of that approachable look.



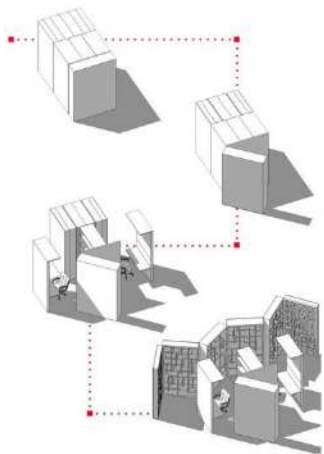
<div>09.01.24-11.01.24</div> <div>1</div> <div>the team and the research</div>	<div>16.01.24-18.01.24</div> <div>2</div> <div>field research, interviews and potential solutions</div>	<div>23.01.24-25.01.24</div> <div>3</div> <div>presentation slides with some ideation</div>	<div>30.01.24</div> <div>4</div> <div>peer presentation, updated slides and new ideations based on consul before flying to UK</div>	<div></div> <div><del>5</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>6</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>7</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>8</del></div> <div>UAL placement in progress</div>
<div></div> <div><del>9</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>10</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>11</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>12</del></div> <div>UAL placement in progress</div>	<div>02.04.24-04.04.24</div> <div>13</div> <div>Refresher and feedback on our last proposed solution.</div>	<div>09.04.24-11.04.24</div> <div>14</div> <div>change of solution after more consultations on what to do</div>	<div>16.04.24-18.04.24</div> <div>15</div> <div>enhancing solution from previous comments on it</div>	<div></div> <div>16</div> <div></div>



15

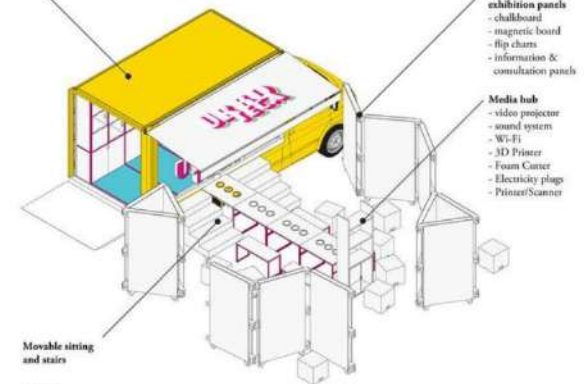
# popup final inspirations

After some discussion, we realised that in order for the popup to be attractive it needs to look and feel inviting for migrants and the public. So we settled on having the cart easily deployable and small enough to do many things with it.

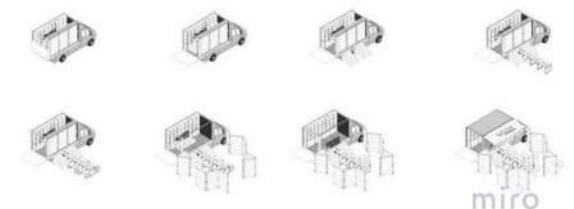


## THE URBOTECA MOBILE OFFICE

Stage / Interior Office  
Storage



## PAVILION DEPLOYMENT PROCESS

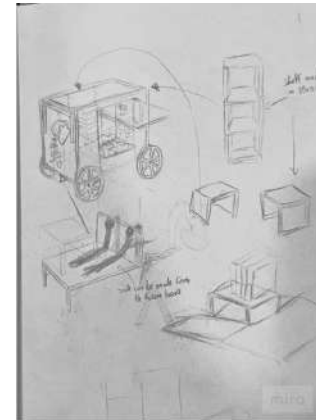
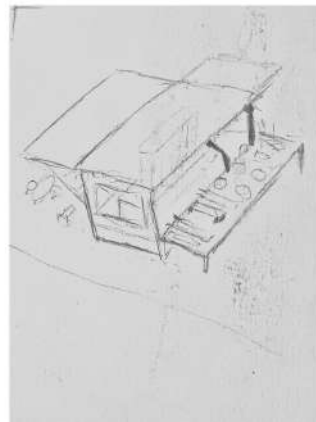
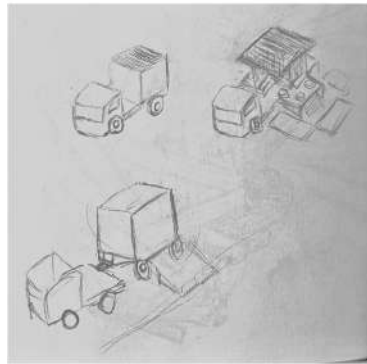
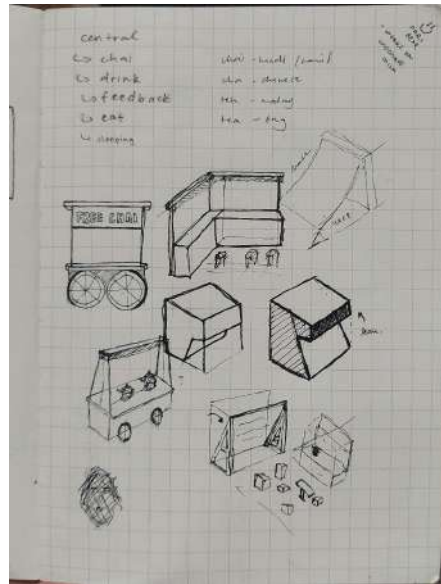


miro

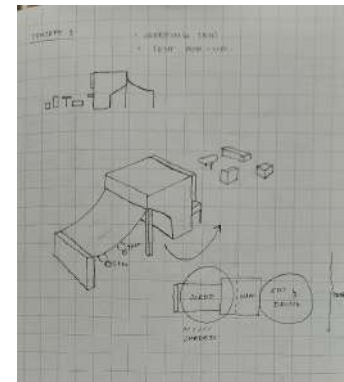
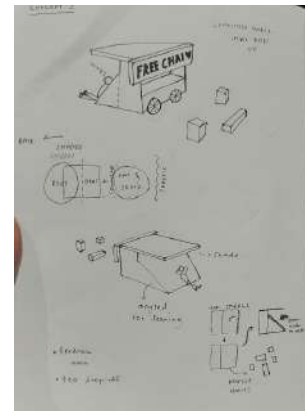
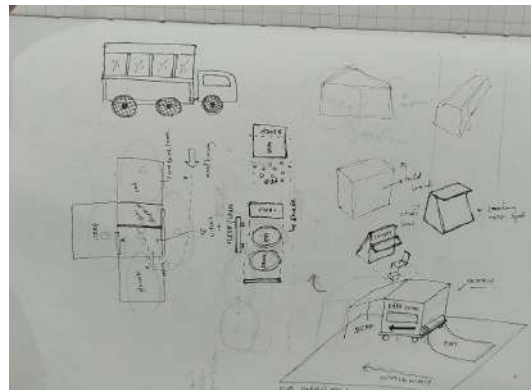
# 15

## popup sketches

Me and Raihan mainly worked on how we could incorporate modularity in the popup design based on all the inspirations we saw. Our design goal was to create something that is all in one with easy set up and disassembly.



This process allowed us to think about mobility and modularity in different ways, helping us get closer to the finalised outcome.



# 15 presentation v.3

This was the final plan of the presentation outcome and how we want to phrase the problem, opportunity and the overall design solution for IRR and the migrant construction workers.





ItsRainingRaincoats

# ITS RAINING RAINCOATS

Group 3A

Megan, Timothy, Arella, Raihan, Henry



## Intro

*Intro slide, showcasing the art direction, names and the logo of IRR the NGO we are designing for.*



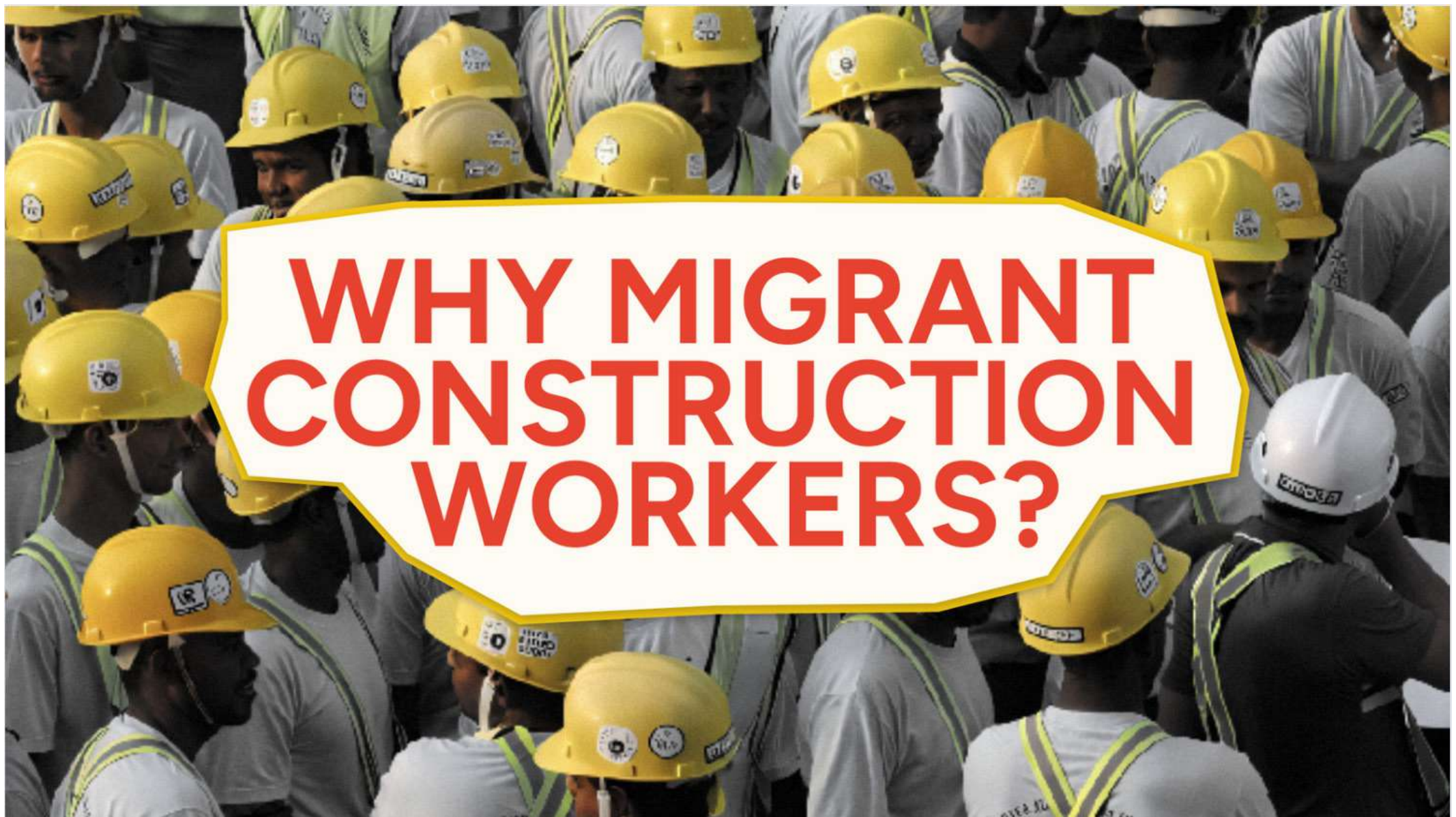
There are approximately **1.4 million** migrant workers in Singapore and they compromise **40%** of the nation's workforce.



## The big picture

*This slide basically shows how many migrant workers comprises of Singapore's workforce.*



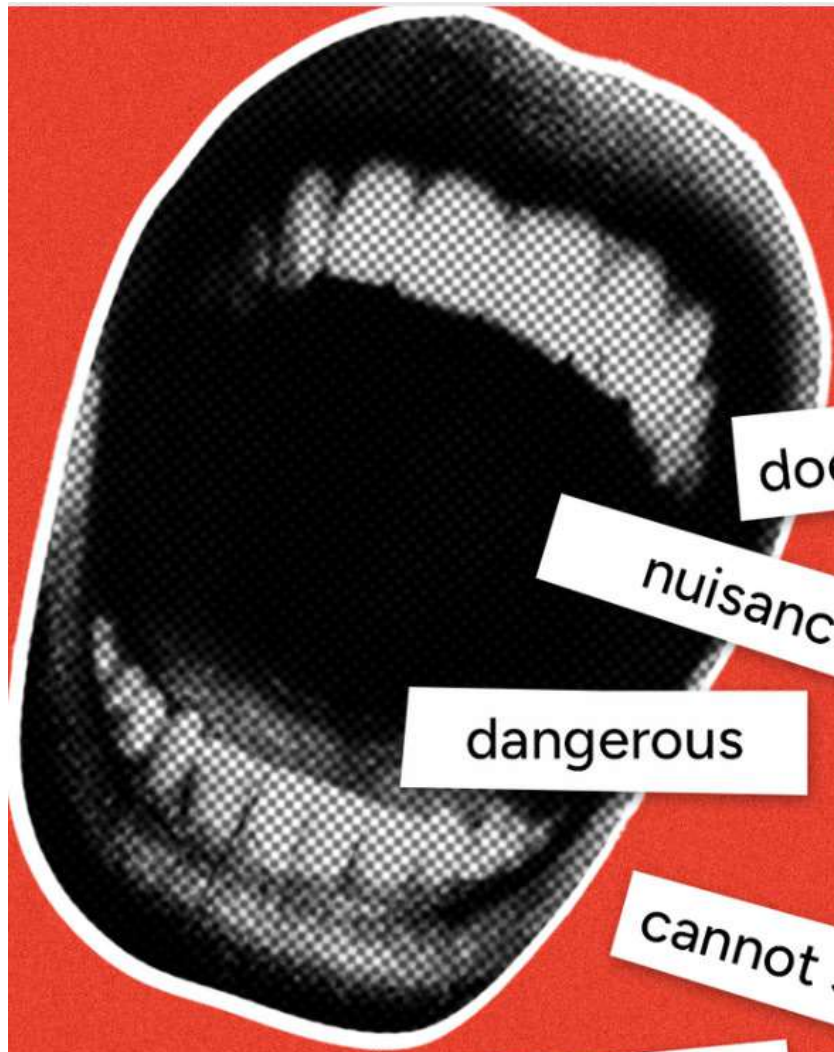


The Reason  
behind the focus

*This was to give people a reason why we were focusing on migrant construction workers, and it was due to their plights they were experiencing such as...*



# FROM OUR SURVEY RESPONDENTS..



doesn't obey the law

nuisance

uneducated

dangerous

unskilled

unhygienic

untrustworthy

rude

cannot speak english

always stare at girls

job stealer

## Our Survey Respondents

*This survey was to find out about the misconceptions migrant construction workers or migrant workers faced in general. It was to learn about the thoughts that the general public had on them.*

# DID YOU KNOW?

Singapore is **the only remaining first-world country** where it is legal for migrant workers to be ferried on lorries.



First world, or  
Third world  
mentality?

*This fact was to educate the audience on how despite Singapore being a first world country, it doesn't treat migrant workers like a first world country. This is a sad fact about Singapore's treatment towards these workers, and even when we saw this as a group, we knew we had to mention it as part of the issue of lack of welfare...*



# SINGAPORE'S "TOP SECRET" SEGREGATION




## Issue Identification

*This slide was aimed toward creating a visual that would personify the issue migrants are facing in Singapore's context. Arella created this visual perfectly as it reflects Singapore's skyscraper-like development and how the migrant workers are working atop of it in the cityscape but yet segregated. This slide is supposed to introduce the topic as it is, "segregation" of migrant construction workers.*



# LACK OF EXPOSURE



Worker's dormitories are often built on the outskirts of the city and segregated from the majority of the population.



The lack of exposure on migrant workers creates an unconscious bias and beliefs through observation in locals, hence creating lack of interaction and empathy.

## Lack of Exposure

*This slide was about Singapore's segregation with migrant construction workers dormitories and what not always on the outskirts of Singapore and away from the city areas.*

# LACK OF INTERACTION



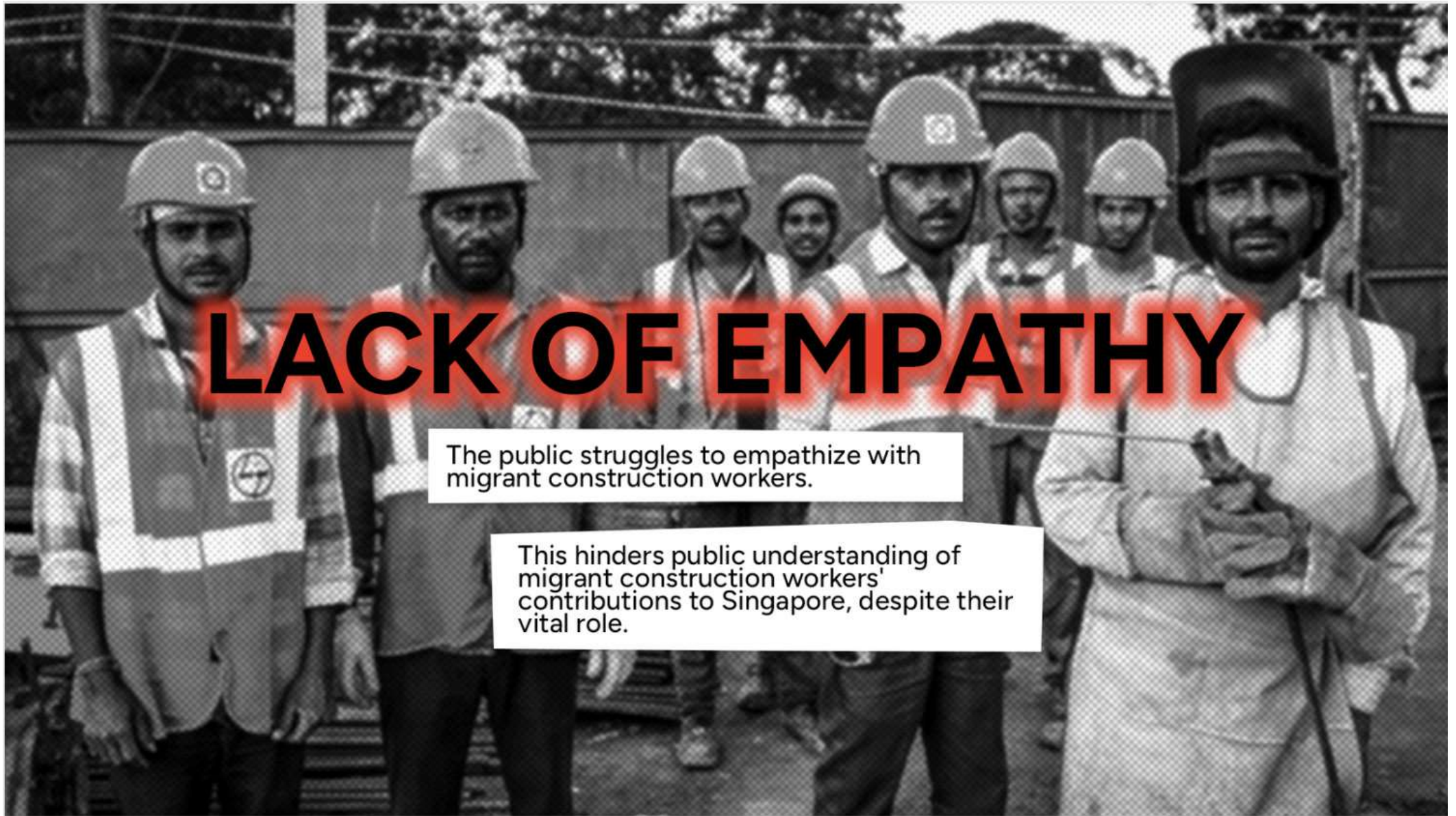
With limited opportunities to interact and create experiences with one another, their social cohesion and unity with the public is hindered.

This leads to a **reduced sense of belonging** among the migrant construction workers.

Leads to Lack of Interaction

*This slide is basically what lack of exposure leads up to, and it causes migrant construction workers to be almost ignored from the community around them.*





# LACK OF EMPATHY

The public struggles to empathize with migrant construction workers.

This hinders public understanding of migrant construction workers' contributions to Singapore, despite their vital role.

Creating a lack  
of empathy

*This lack of empathy starts from the fact that there is already an existing outlook the public has towards migrant construction workers.*



# CHATTING WITH OUR MIGRANT BROTHERS



We interviewed 2 groups of migrant workers, 1 from Tamil Nadu and another from Bangladesh. They shared about how Singapore offers them stable income and good career opportunities. However, they were **hesitant** to talk about the challenges they face in Singapore.

## Interviewing the Migrants

*So in order to understand them, we need to interview the migrant construction workers and really talk to them to know what they needed or how they feel in Singapore.*





A Singapore charity that aims to **build bridges of integration** between migrant workers and residents of Singapore.



## About IRR

*This was a slide in which we talked over to explain about what IRR is and who the founder was.*





## The meaning of IRR

*Here we talked about what IRR is all about as a NGO and what they have done.*



# EVENTS AND INITIATIVES

Laptop Donations

Preloved Items

Bicycle Drive

CNY Bazaar

Starbucks

Nextgen

Dental & Vision

Safety Shoes

One Umbrella Drive

Madwish

Makan with migrant workers



The events already  
at IRR

*These were just some of the events and initiatives found in IRR's page for ways people can help the migrant workers. Most of them involved donation drives and social initiatives.*



# MAKAN WITH MIGRANT WORKERS

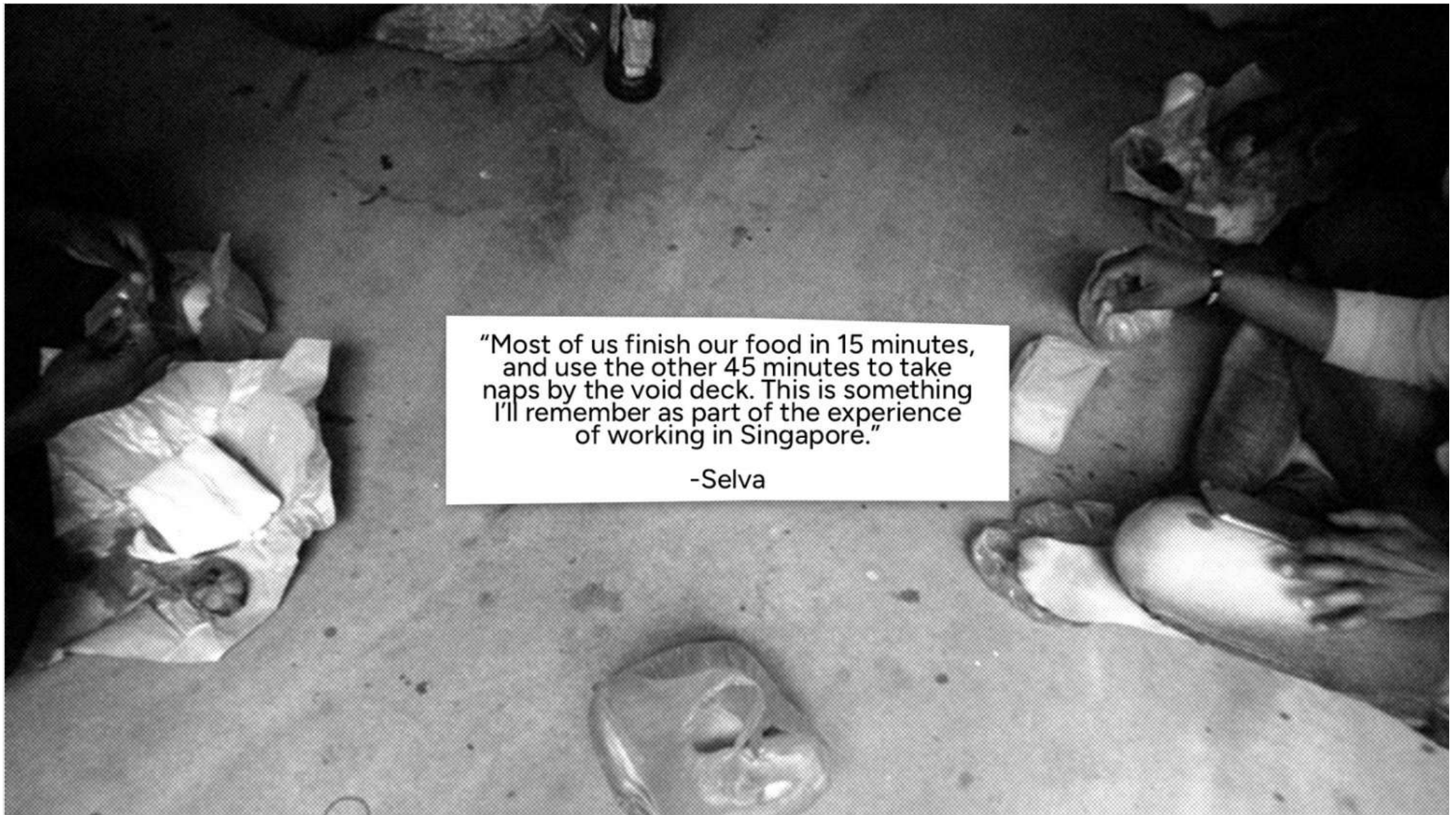


We also hosted some migrant workers through the “Makan with Migrants Workers” initiative designed by ItsRainingRaincoats. This opportunity enabled us to bond on a personal level with the migrant workers and we took them out for dinner just last week.

The initiative we  
volunteered for

*Makan with migrants was a initiative which our group signed up for in order to really experience what it was like to be a volunteer. This helped us also get in touch with the migrant workers in a casual setting, allowing them to open up about certain concerns and issues they face such as the lack of knowledge they have on where to apply or learn about courses that can help aid their skillset for higher paying jobs.*





"Most of us finish our food in 15 minutes, and use the other 45 minutes to take naps by the void deck. This is something I'll remember as part of the experience of working in Singapore."

-Selva

## Reality for Migrant workers and their breaks

*Here the slide talked about how migrant workers usually don't have a lot of break time. So they quickly finish their food and take a rest due to the strenuous activities they do that takes a toll on their physical energy.*



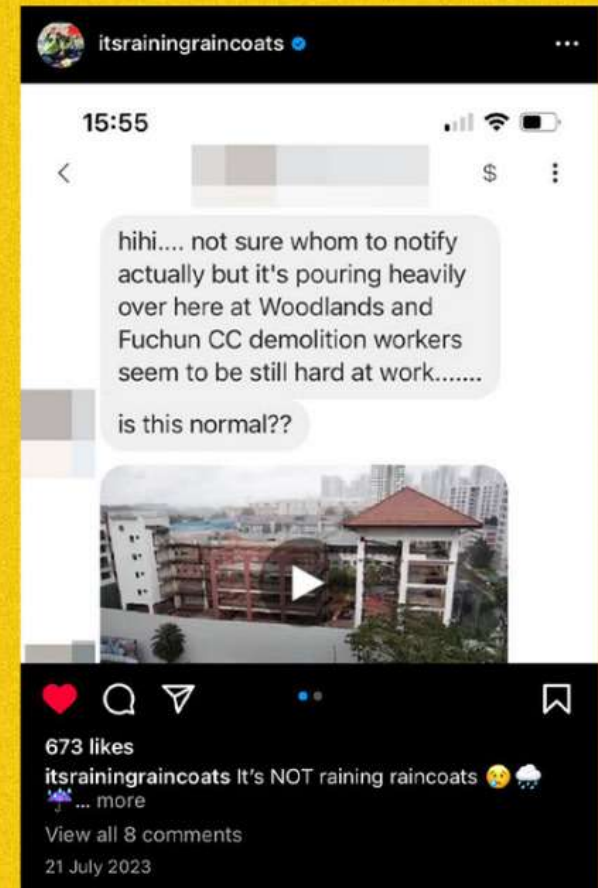
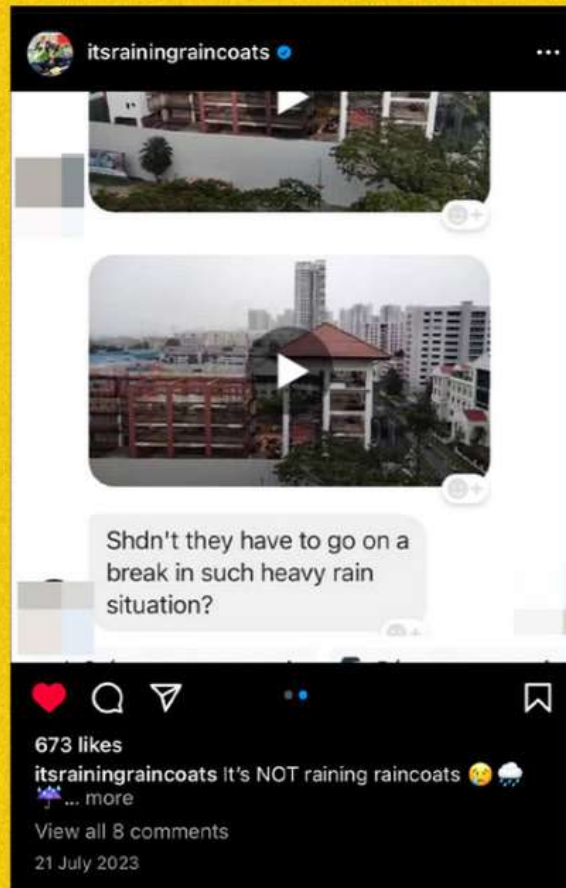
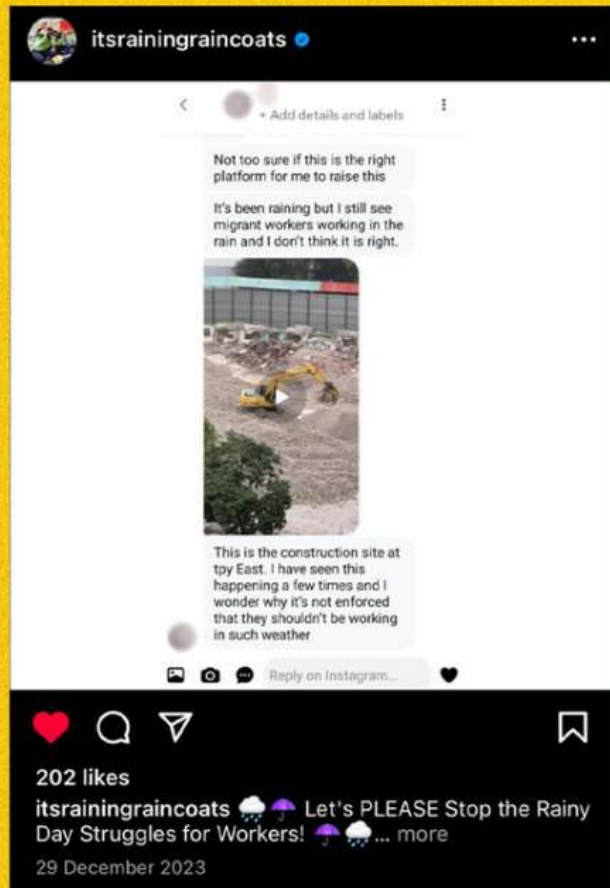
# CHALLENGES FOR IRR:

IRR's lack of public presence entails a lack of social awareness and interaction

## Physical presence challenge

*This isn't something that is mentioned, but in our view we did realise that MWC is more well known as a organisation that supports migrant workers. But lesser is known about IRR as an NGO that is essentially a more social media savvy NGO for migrant workers welfare and charity. So we do believe it is also due to the lack of a physical presence they have as they are a relatively new NGO.*

# CHALLENGES FOR IRR:



## Social Media

*IRR currently has an active social media page where people can express their concerns directly and IRR will post it as a call to action for awareness on this issue.*



# CHALLENGES FOR IRR:



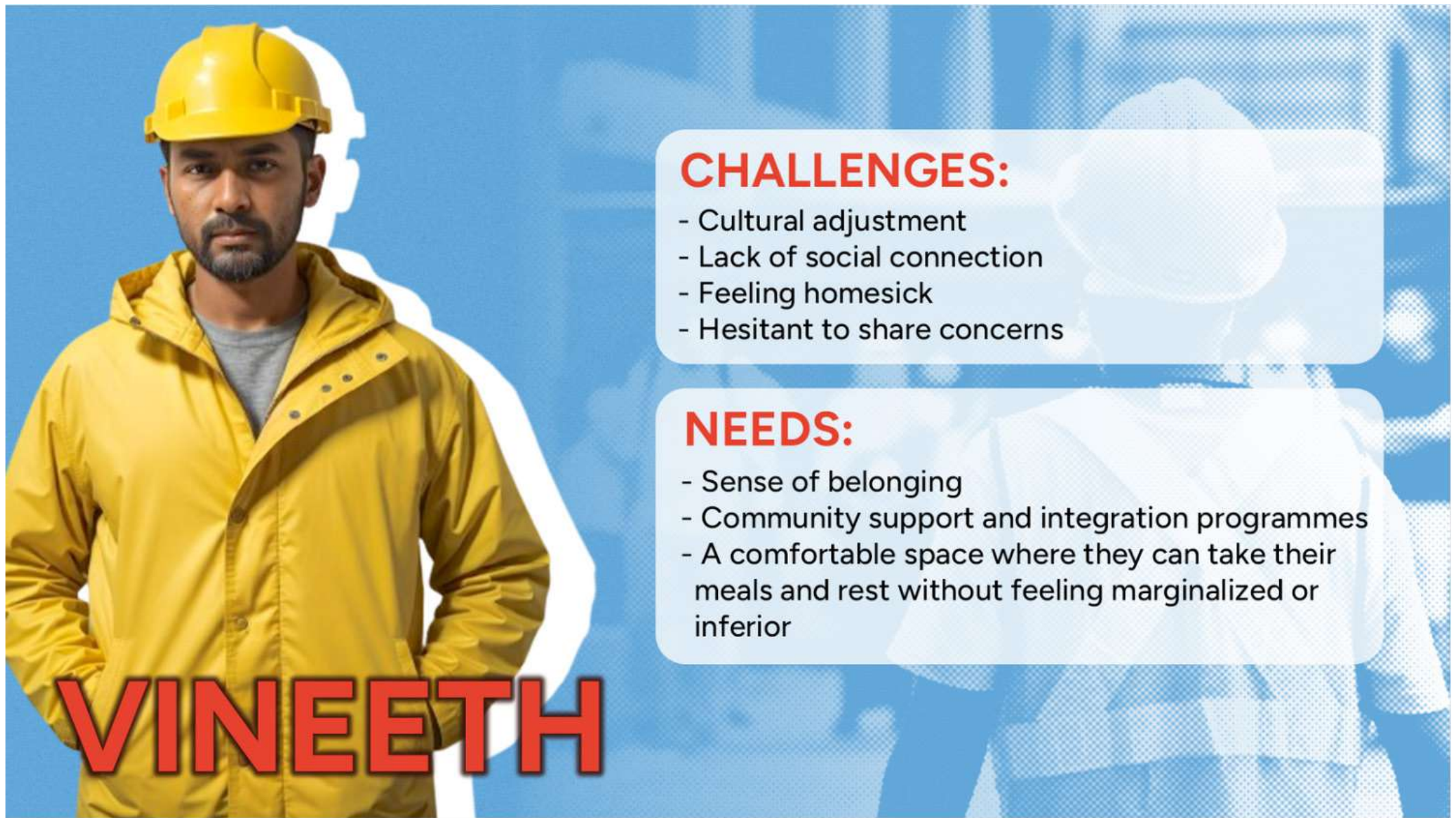
**73%**

of our respondents express a desire for more initiatives that promote social integration among locals and migrant

Survey  
respondents on  
initiatives

*Here we have statistics on the amount of respondents that believe in more initiatives for IRR.*





## CHALLENGES:

- Cultural adjustment
- Lack of social connection
- Feeling homesick
- Hesitant to share concerns

## NEEDS:

- Sense of belonging
- Community support and integration programmes
- A comfortable space where they can take their meals and rest without feeling marginalized or inferior

## Our Migrant Construction Worker Persona

*Canva persona notes reads "Originating from Tamil Nadu, Vineeth travels to Singapore for better job opportunities. Being a migrant worker, he has been working hard to support his family back home and hopes to have a communal space to rest at his work site."*

*Despite being an extrovert, the nature of his job has made it difficult for him to have encounters and small conversations with the public." This is what was said during presentation of persona.*





## CHALLENGES:

- Limited awareness and understanding
- Feels there is a lack of community engagement
- Feels powerless to take action

## NEEDS:

- Volunteer opportunities
- Engagement and involvement opportunities

**RACHEL TAN**

## The Young Public Persona

*Canva persona notes reads "Rachel Tan, an undergraduate student who is conscious of the lack of migrant workers' consideration and wants to help. However, her busy school schedule leaves her powerless to take action as she wishes for a more accessible way to get involved and make a difference." This is what was said during presentation of persona.*



Fostering a sense of belonging for migrant construction workers in Singapore by cultivating collaborative involvement with local communities.



## The Opportunity Statement

*Here was the main focus of our opportunity statement that we wanted to create to bring home the idea.*





## The Design Solution Idea

*"Call for Chai" is a mobile pop-up by IRR that allows migrant construction workers and the public to eat, drink and rest. This hopes to foster chance encounters and interactions between different community members.*





RESTING  
SPACE



CHAI  
FOR ALL



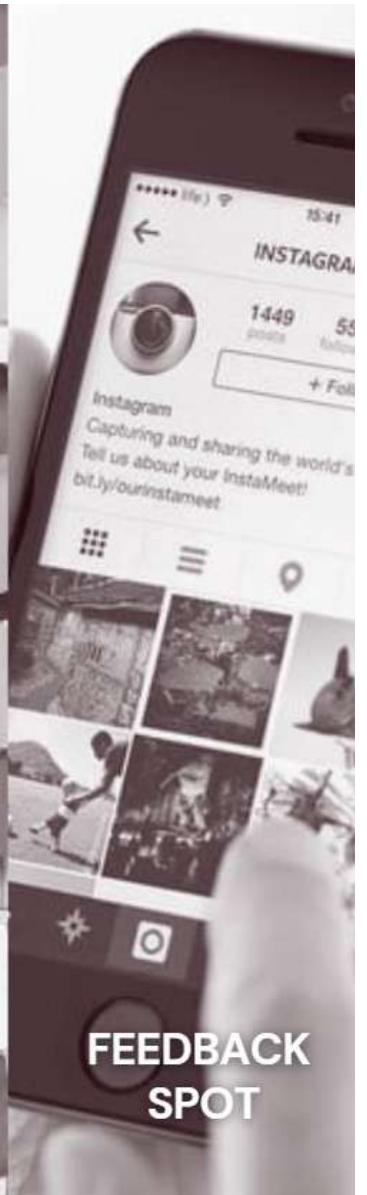
TEA  
FROM  
COMMUNITY



COMMUNAL  
AREA



PUBLIC  
PARTICIPATION



FEEDBACK  
SPOT

## Ideas (Resting Space)

*A resting space for migrant construction workers to rest during their lunch breaks so they do not have to sleep on the floors of void decks.*





RESTING  
SPACE



CHAI  
FOR ALL



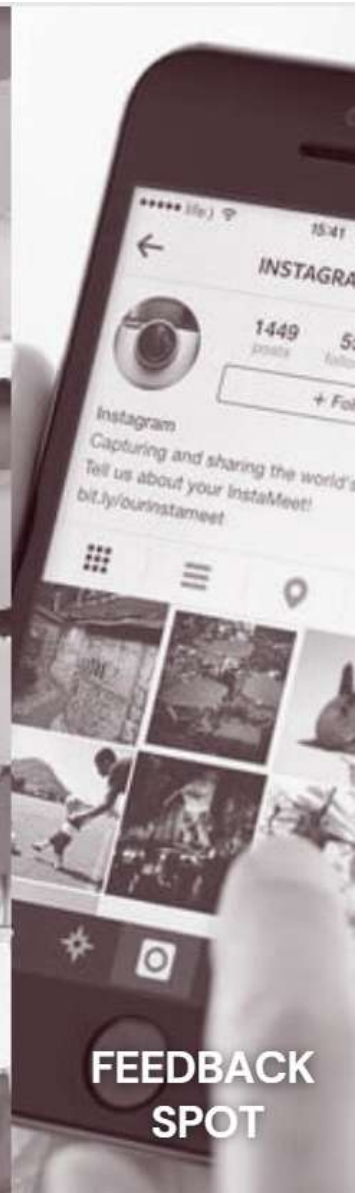
TEA  
FROM  
COMMUNITY



COMMUNAL  
AREA



PUBLIC  
PARTICIPATION



FEEDBACK  
SPOT

## Ideas (Chai)

*Secondly, there will be free tea available for everyone. Different types of tea will be provided from dispensers during lunch breaks for migrant construction workers and the public alike.*





## Ideas (Tea from Community)

Thirdly, the initiative involves community-sourced tea. Members of the public can contribute tea and the migrant construction workers can also request specific types of tea. After various rounds, the tea from the community will be dispensed and shared accordingly.





RESTING  
SPACE



CHAI  
FOR ALL



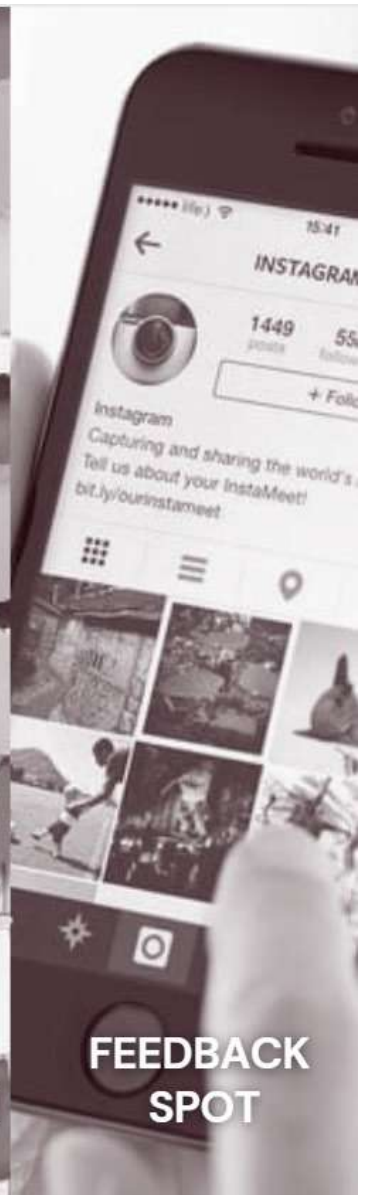
TEA  
FROM  
COMMUNITY



COMMUNAL  
AREA



PUBLIC  
PARTICIPATION



FEEDBACK  
SPOT

## Ideas (Communal Area)

*Next, there's a communal sitting area where both migrant construction workers and the public can gather to enjoy food and drinks while chatting.*





RESTING  
SPACE



CHAI  
FOR ALL



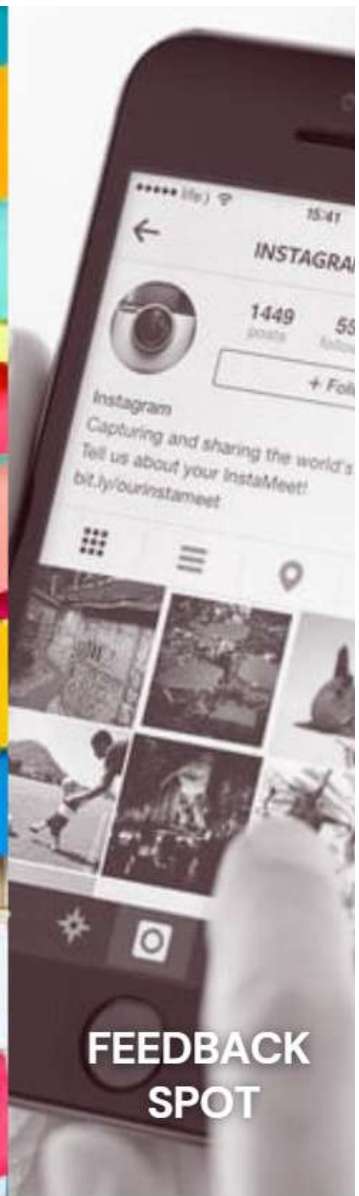
TEA  
FROM  
COMMUNITY



COMMUNAL  
AREA



PUBLIC  
PARTICIPATION



FEEDBACK  
SPOT

## Ideas (Public Participation)

*Public participation, the location of the pop-up is determined by the public through IRR's Instagram. They can suggest locations based on where they believe migrant construction workers need it most.*





RESTING  
SPACE



CHAI  
FOR ALL



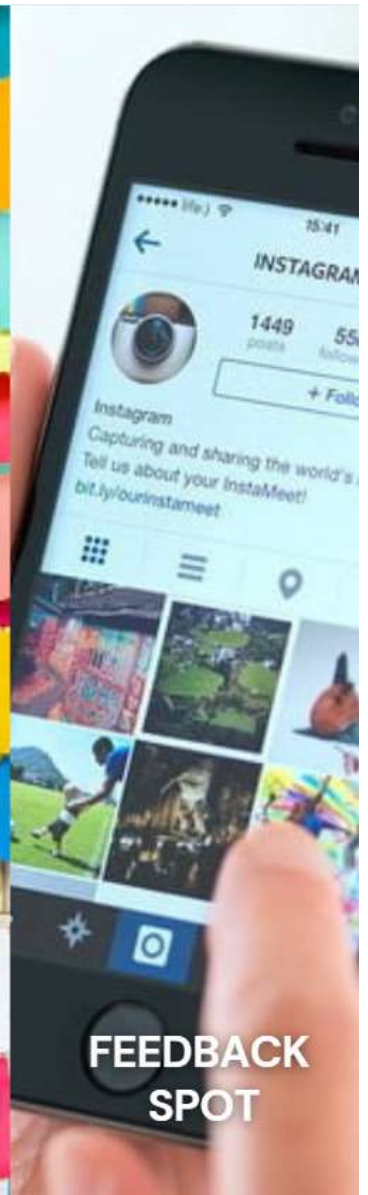
TEA  
FROM  
COMMUNITY



COMMUNAL  
AREA



PUBLIC  
PARTICIPATION



FEEDBACK  
SPOT

## Ideas (Feedback Spot)

*Furthermore, we have a feedback spot for people to express their concerns or words of encouragement for the migrant construction workers.*



# THANK YOU



The End

*We ended to wait for feedback...*

# 15

## 16.04.24 - 18.04.24 consultation

When we showed our design concept and idea to Jason and Derric with our slides and the class I believe there was a lack of complete understanding of the representation since we did not have any 3D renderings of the design yet. However I think there was enough enquiry from the lecturers to help us reflect and see if we could tackle them directly with the design. There was also a comment on the project's focus of providing chai as not really clear yet. But it is mainly due to the lack of showcase of the design of the popup so we knew we had to quickly showcase the design by the end of the next consultation onwards. Lastly we were still asked for an example of a set up location for Call for Chai so we knew that it needed to be inside the slides and pboard.

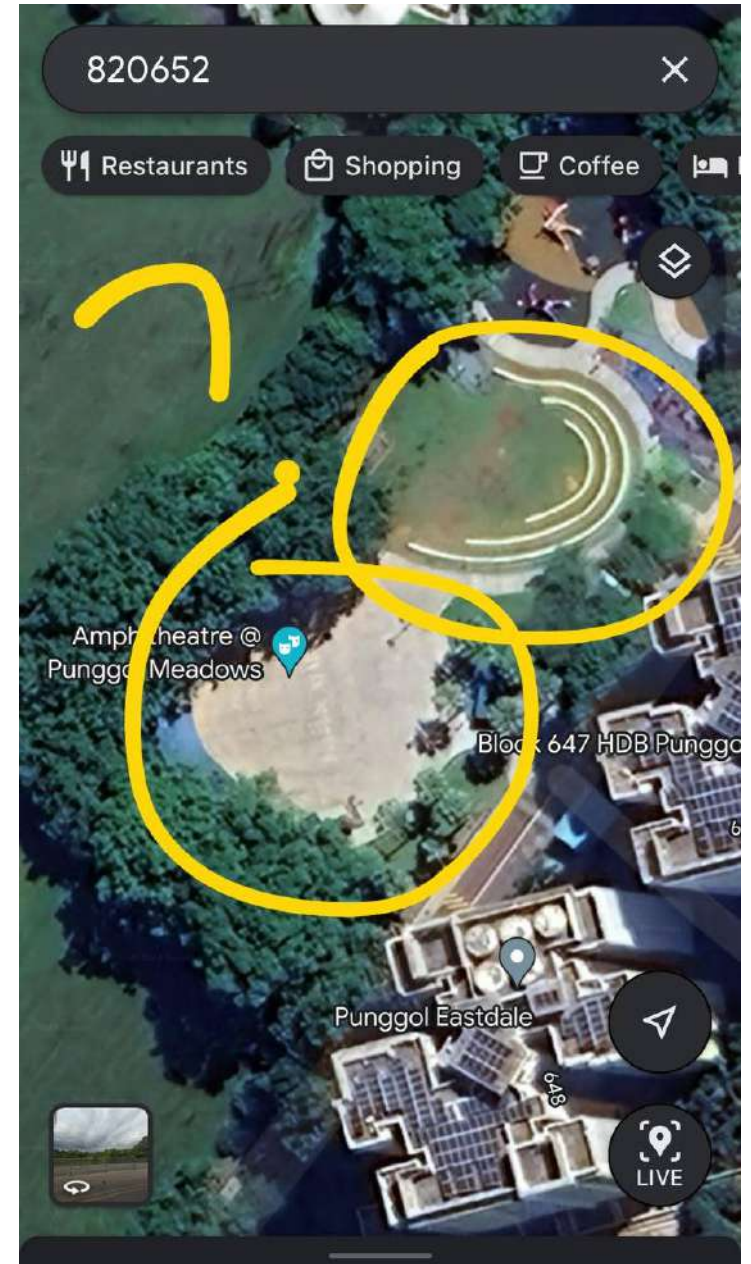


<div>09.01.24-11.01.24</div> <div>1</div> <div>the team and the research</div>	<div>16.01.24-18.01.24</div> <div>2</div> <div>field research, interviews and potential solutions</div>	<div>23.01.24-25.01.24</div> <div>3</div> <div>presentation slides with some ideation</div>	<div>30.01.24</div> <div>4</div> <div>peer presentation, updated slides and new ideations based on consul before flying to UK</div>	<div></div> <div><del>5</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>6</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>7</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>8</del></div> <div>UAL placement in progress</div>
<div></div> <div><del>9</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>10</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>11</del></div> <div>UAL placement in progress</div>	<div></div> <div><del>12</del></div> <div>UAL placement in progress</div>	<div>02.04.24-04.04.24</div> <div>13</div> <div>Refresher and feedback on our last proposed solution.</div>	<div>09.04.24-11.04.24</div> <div>14</div> <div>change of solution after more consultations on what to do</div>	<div>16.04.24-18.04.24</div> <div>15</div> <div>enhancing solution from previous comments on it</div>	<div>16.04.24-18.04.24</div> <div>16</div> <div>full gear production to the end</div>

# 16

## site of interest

We already found a location for our site, just haven't added it to the slides or demonstrate where it is. But it was in a Punggol estate where there was construction going on around it.

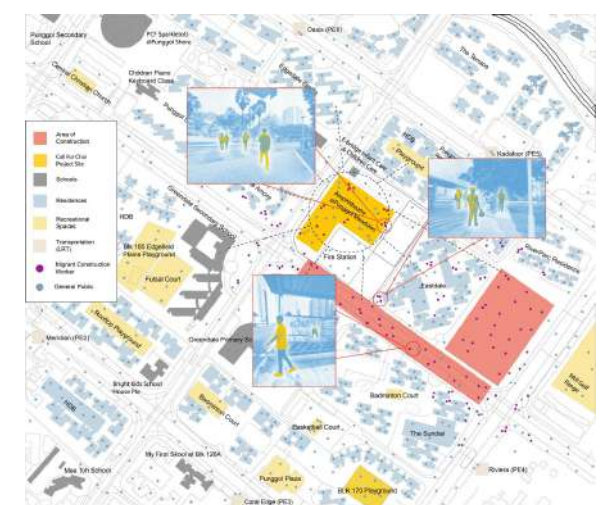
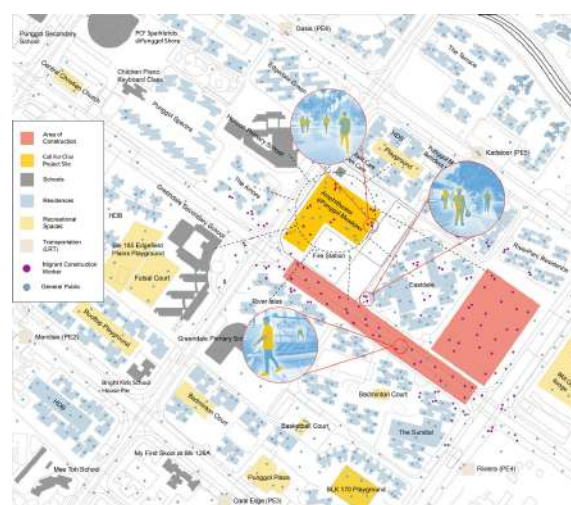
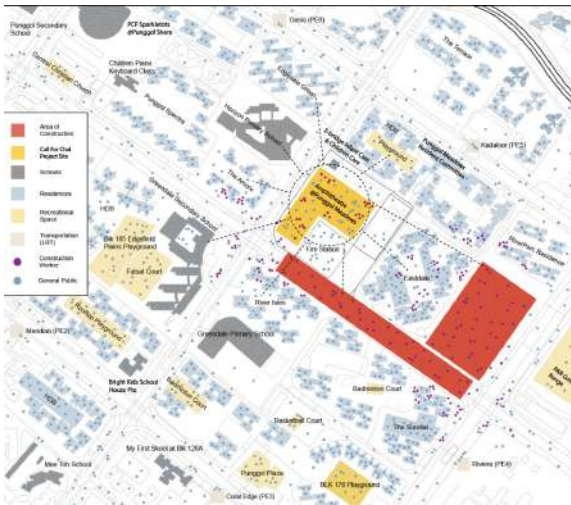




16

# site analysis process

Punggol site analysis where the construction, estate, activity, transport, popup is communicated clearly, done by Henry





# 16

## site photos

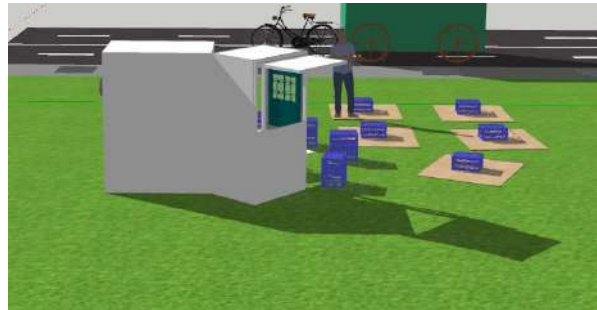
This is where we wanted our popup to be around this estate, so megan took pictures of it



16

# call for chai process

Me and Raihan both discussed about the design of the popup. But since he better at 3D modelling, he did the main modelling.

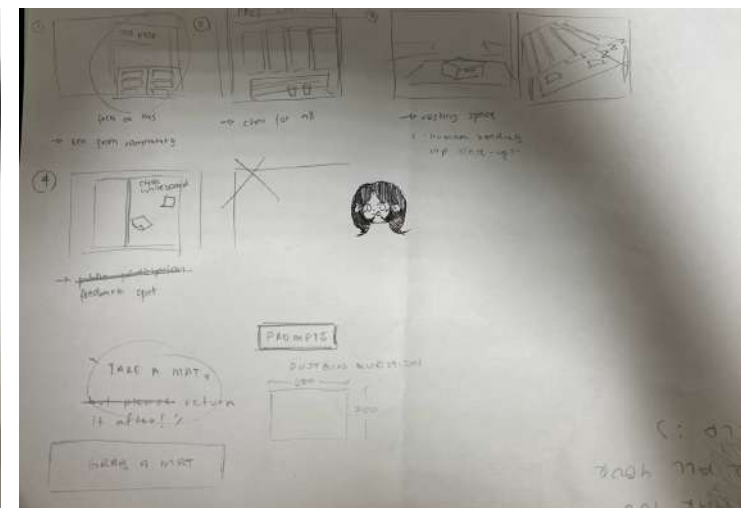
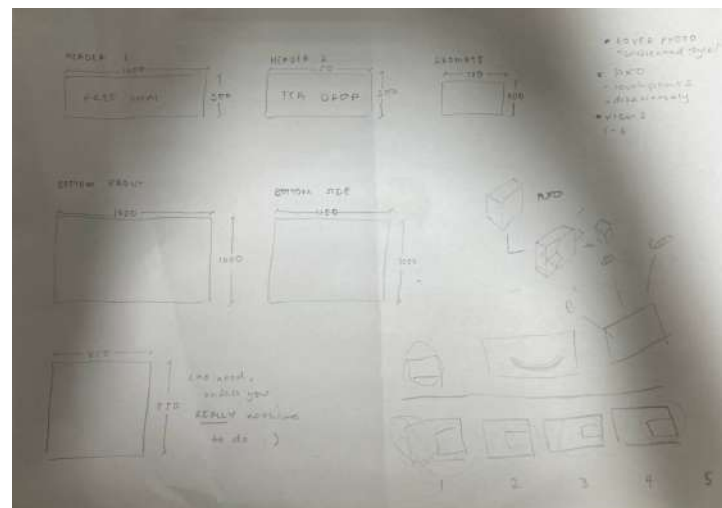
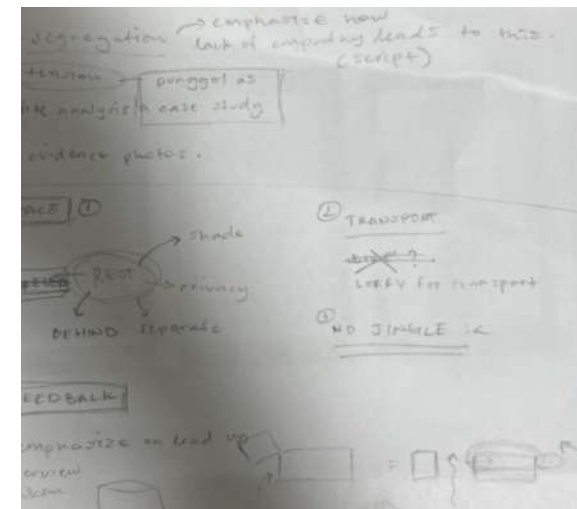
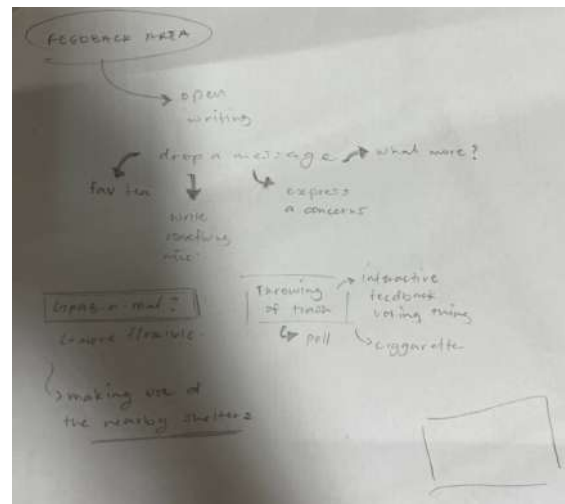




# 16

## social activity ideation

Mini social activity process on how we can incorporate some of voluntary interactions.





# 16

## social activity ideation

2 small interactive concepts featuring the chai cups with conversation starters written on them and a trash bin poll with a self-reflective prompt.



# 16

## graphic collaterals

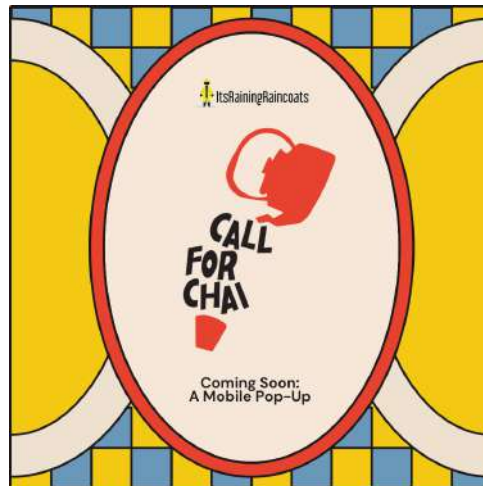
These are some signs and instagram story mockups that would be used for the popup that Megan designed and conceptualised.

**HAVE YOU  
INTERACTED WITH  
SOMEONE NEW  
TODAY?**

**HAVE YOU  
INTERACTED WITH  
SOMEONE NEW  
TODAY?**

**IN EVERY  
CUP OF CHAI,  
THERE'S A STORY  
EXCHANGED.**

**FREE CHAI  
TASTES BETTER  
WITH NEW PEOPLE**

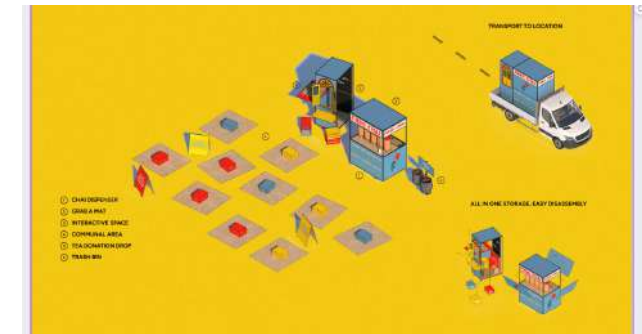
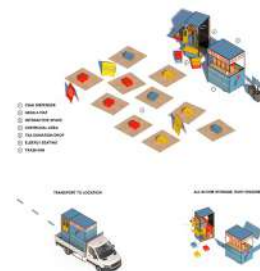


**FREE CHAI**

**TEA DROP**

# 16 renders

Renders of the popup in which Raihan was the 3D modeller.





16

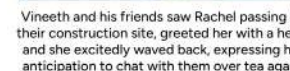
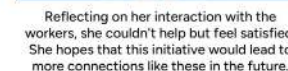
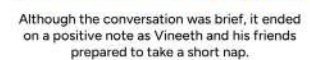
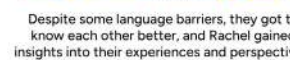
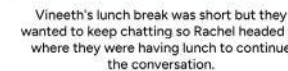
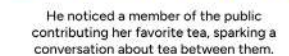
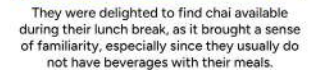
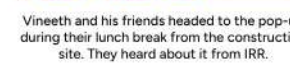
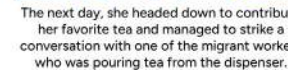
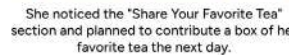
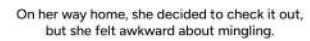
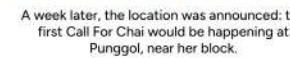
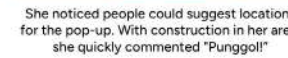
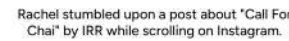
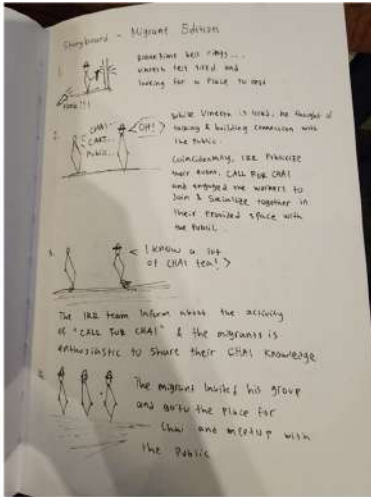
# photoshop renders

photoshop renders done by Arella to showcase the popup set up in a mockup environment.



# storyboard process

storyboard done by henry and visuals of main storyboard is done by Arella

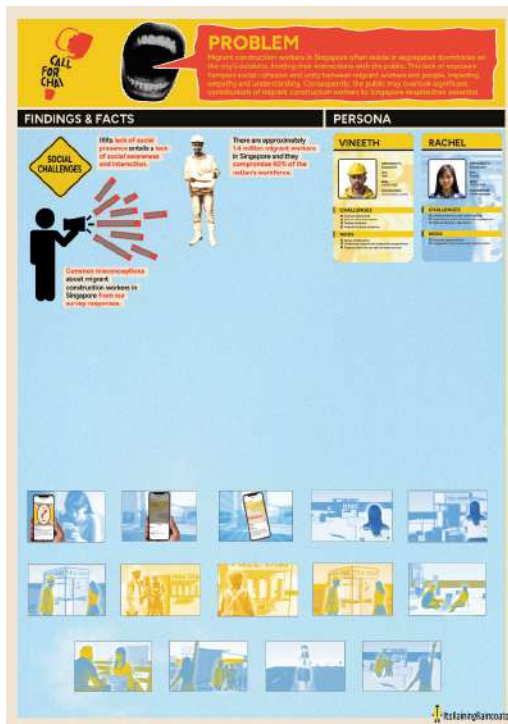




16

# A1 pboard process

Presentation board focused on the key parts of the solution and issues, layout and design done by me.





# 16

## final presentation

This was the final design of the presentation slides and what we intend to use for the official date of presentation.



ItsRainingRaincoats

# ITS RAINING RAINCOATS

Group 3A

Megan, Timothy, Arella, Raihan, Henry





There are approximately **1.4 million** migrant workers in Singapore and they compromise **40%** of the nation's workforce.







# WHY MIGRANT CONSTRUCTION WORKERS?



# FROM OUR SURVEY RESPONDENTS..

doesn't obey the law

uneducated

nuisance

unskilled

dangerous

unhygienic

rude

untrustworthy

cannot speak english

always stare at girls

job stealer

# DID YOU KNOW?

Singapore is **the only remaining first-world country** where it is legal for migrant workers to be ferried on lorries.





# SINGAPORE'S "TOP SECRET" SEGREGATION





# LACK OF EXPOSURE



Worker's dormitories are often built on the outskirts of the city and segregated from the majority of the population.

The lack of exposure limits the chances of the migrant construction workers crossing paths with the public, hence creating **lack of interaction and empathy.**

# LACK OF INTERACTION



With limited opportunities to interact and create experiences with one another, their social cohesion and unity with the public is hindered.

This leads to a **reduced sense of belonging** among the migrant construction workers.



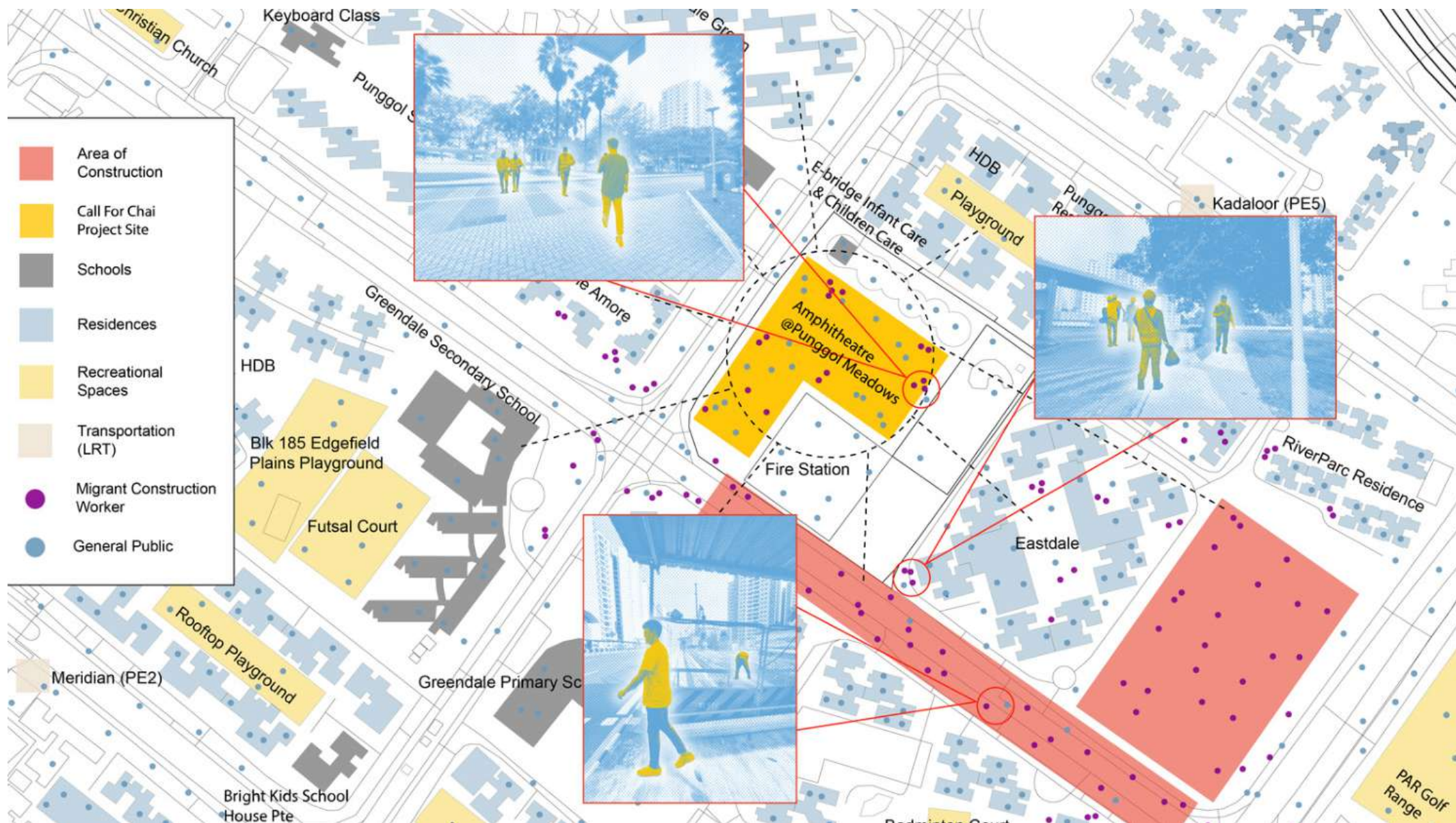


# LACK OF EMPATHY

The public struggles to empathize with migrant construction workers.

This hinders public understanding of migrant construction workers' contributions to Singapore, despite their vital role.







# CHATTING WITH OUR MIGRANT BROTHERS



We interviewed 2 groups of migrant workers, 1 from Tamil Nadu and another from Bangladesh. They shared about how Singapore offers them stable income and good career opportunities. However, they were **hesitant** to talk about the challenges they face in Singapore.





A Singapore charity that aims to **build bridges of integration** between migrant workers and residents of Singapore.







Its Raining Raincoats





# EVENTS AND INITIATIVES

Laptop Donations

Preloved Items

Bicycle Drive

CNY Bazaar

Starbucks

Nextgen

Dental & Vision

Safety Shoes

One Umbrella Drive

Madwish

Makan with migrant workers





# MAKAN WITH MIGRANT WORKERS



We also hosted some migrant workers through the “Makan with Migrants Workers” initiative designed by ItsRainingRaincoats. This opportunity enabled us to bond on a personal level with the migrant workers and we took them out for dinner just last week.

# CHALLENGES FOR IRR:

IRR's lack of public presence entails a lack of social awareness and interaction



# CHALLENGES FOR IRR:



**73%**

of our respondents express a desire for more initiatives that promote social integration among locals and migrant





## CHALLENGES:

- Cultural adjustment
- Lack of social connection
- Feeling homesick
- Hesitant to share concerns

## NEEDS:

- Sense of belonging
- Community support and integration programmes
- A space where they can eat their meals and rest without feeling marginalized or inferior



A portrait of a young woman with long dark hair, wearing a white and blue polo shirt with a logo on the chest. The background is a blue gradient with faint, stylized images of people.

## CHALLENGES:

- Limited awareness and understanding
- Feels there is a lack of community engagement
- Feels powerless to take action

## NEEDS:

- Volunteer opportunities
- Engagement and involvement opportunities

# RACHEL TAN



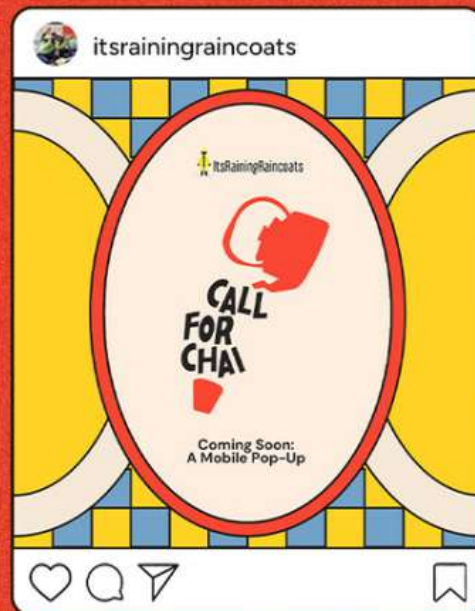
Fostering a sense of belonging for migrant construction workers in Singapore by cultivating collaborative involvement with local communities.











The public can suggest locations as to where the pop-up should go next. The IRR team will provide weekly updates via their Instagram page and this ensures continued community involvement and awareness through social media engagement.





# POP-UP





- ① CHAI DISPENSER
- ② GRAB A MAT
- ③ INTERACTIVE SPACE
- ④ COMMUNAL AREA
- ⑤ TEA DONATION DROP
- ⑥ TRASH BIN



TRANSPORT TO LOCATION



ALL IN ONE STORAGE, EASY DISASSEMBLY















**TEA DROP**





**IN EVERY  
CUP OF CHAI,  
THERE'S A STORY  
EXCHANGED.**

**FREE CHAI**

COME GET SOME TEA

இலவச சாاي இலவச சாاي  
来喝茶 来喝茶 来喝茶  
चाय चाय चाय चाय चाय चाय

HAVE YOU  
INTERACTED WITH  
SOMEONE NEW  
TODAY?

YES

NO

Have you been to  
festival or live mu  
events recently?

Do you have a  
favorite type of chai?

**COMMUNAL AREA**









Rachel stumbled upon a post about "Call For Chai" by IRR while scrolling on Instagram.



She noticed people could suggest locations for the pop-up. With construction in her area, she quickly commented "Punggol!"



A week later, the location was announced: the first Call For Chai would be happening at Punggol, near her block.



On her way home, she decided to check it out, but she felt awkward about mingling.



She noticed the "Share Your Favorite Tea" section and planned to contribute a box of her favorite tea the next day.



The next day, she headed down to contribute her favorite tea and managed to strike a conversation with one of the migrant workers who was pouring tea from the dispenser.



Vineeth and his friends headed to the pop-up during their lunch break from the construction site. They heard about it from IRR.



They were delighted to find chai available during their lunch break, as it brought a sense of familiarity, especially since they usually do not have beverages with their meals.



He noticed a member of the public contributing her favorite tea, sparking a conversation about tea between them.



Vineeth's lunch break was short but they wanted to keep chatting so Rachel headed to where they were having lunch to continue the conversation.



Despite some language barriers, they got to know each other better, and Rachel gained insights into their experiences and perspectives.



Although the conversation was brief, it ended on a positive note as Vineeth and his friends prepared to take a short nap.



Reflecting on her interaction with the workers, she couldn't help but feel satisfied. She hopes that this initiative would lead to more connections like these in the future.



Vineeth and his friends saw Rachel passing by their construction site, greeted her with a hello, and she excitedly waved back, expressing her anticipation to chat with them over tea again.



# THANK YOU





A high-angle, top-down photograph of five people in an office environment. The group consists of three men and two women, all looking down at something in their hands. One man in a white t-shirt holds a green water bottle. A woman in a black top holds a yellow bottle. Another man in a black shirt is partially visible on the right. A woman in a green top holds a blue bottle. A man in a tan shirt holds a clear bottle. The floor is dark blue carpet, and a wooden floor is visible on the right. A pair of black shoes sits on the carpet. A black bag is on the wooden floor. A large window is on the left. The text 'THANK YOU TEAM' is written in large, bold, yellow capital letters across the center of the image.

THANK YOU TEAM



DONE ON  
28.04.2024