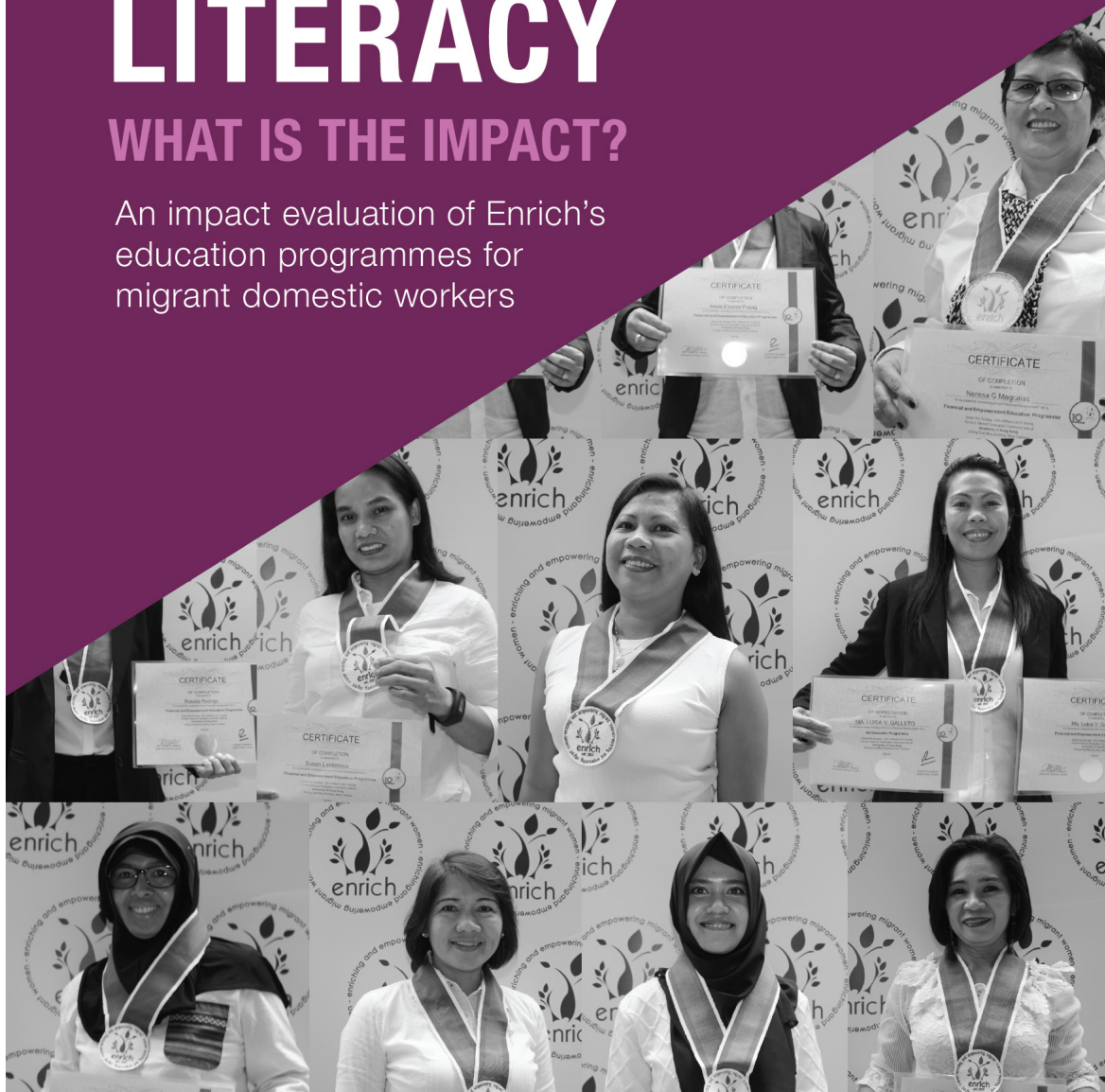


FINANCIAL LITERACY

LITERACY

WHAT IS THE IMPACT?

An impact evaluation of Enrich's education programmes for migrant domestic workers



ABOUT THE RESEARCH



This summary presents key findings from a year-long impact evaluation of Enrich’s financial and empowerment education programmes for migrant domestic workers (MDWs). The research was conducted in partnership with The Chinese University of Hong Kong’s Department of Social Work and funded by the Investor Education Centre.

The study aimed to look into the effectiveness of Enrich’s programmes in achieving three goals:

1

Enable participants to set out financial goals and develop plans for the future.

2

Help participants to understand and fulfil their economic rights and responsibilities while employed in Hong Kong.

3

Improve participants’ ability to maximize economic opportunities while in Hong Kong to support their families and themselves.

OUR METHOD

The study ran from September 2016 until August 2017, capturing the experiences of an intervention group (graduates of Enrich’s programmes) and a comparison group (non-participants) through both quantitative and qualitative evaluation.

The survey questionnaires in Bahasa (for Indonesians) and English (for Filipinos) employed scales to test five domains: financial knowledge and behaviour, financial self-efficacy, general self-efficacy, resilience and social support. In addition, Enrich’s usual satisfaction surveys for each workshop and mentoring session were incorporated into the evaluation.

The study also evaluated Enrich’s mentoring programme through focus groups and in-depth interviews.

Nationality of Respondents



Survey Respondents (SEP 2016 - FEB 2017)

	Comparison Group	Intervention Group
Pre-Programme	120	71
Mid-Programme	--	39
Post-Programme	120	43

Focus groups and in-depth interviews (APR - MAY 2017)

30 Programme Participants	5 Trainers
5 Mentors	10 Mentees

KEY FINDINGS

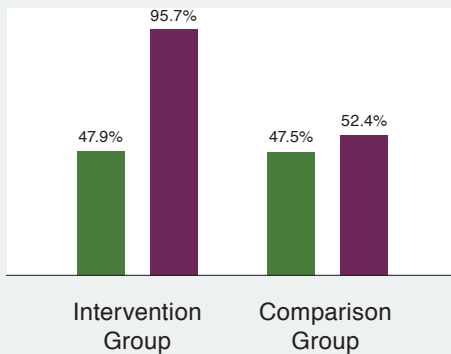
At pre-test, both groups were roughly equivalent in most domains. After participating in Enrich's programmes, the intervention group substantially improved, outperforming the comparison group in the following three domains. In 'Resilience' and 'Social Support' domains, they did not differ from the comparison group.

Financial Behaviour and Knowledge

Participants were assessed on several indicators, in order to provide a comprehensive assessment of their money management habits and understanding.

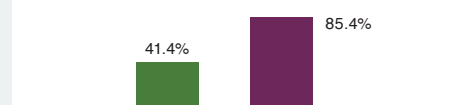
Keep track of their expenses by writing them down and/or using the envelope method.

■ Pre-workshop ■ Post-workshop

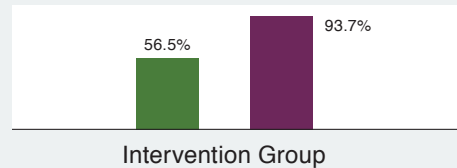


Know and understand the risks, target returns and liquidity of different investment instruments/tools.

■ Pre-workshop ■ Post-workshop

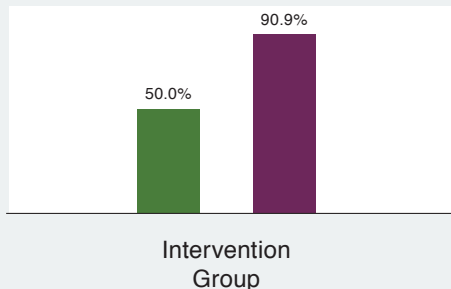


Do research before they decide which investment instrument to get



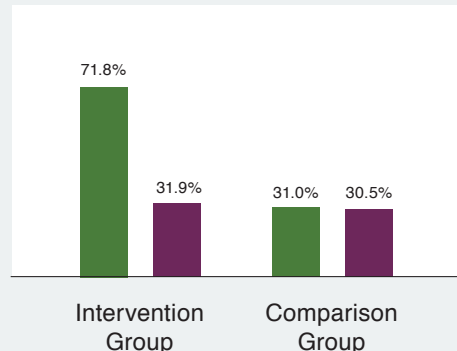
Completely understand the responsibilities, consequences and potential risks involved in borrowing money including calculation of interest rates on loans.

■ Pre-workshop ■ Post-workshop



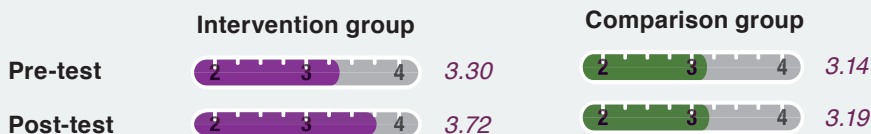
Take on as much loan as they can then figure out a way to pay it afterwards.

■ Pre-workshop ■ Post-workshop



Financial Self-Efficacy

After the programmes, the intervention group out-performed the comparison group in almost all financial self-efficacy indicators, including confidence in money management, overcoming financial challenges and not resorting to borrowing to meet unexpected expenses.



Scale: 1 to 6 with 6 reflecting highest self-efficacy.

General Self-Efficacy

Similarly, the intervention group out-performed the comparison group in general self-efficacy, including confidence in solving problems, sticking to aims and accomplishing goals, although these domains were not directly taught in Enrich's workshops.



Scale: 1 to 6 with 6 reflecting highest self-efficacy.

Focus groups and in-depth interviews

Participants in the focus group reported improvements in communication with family about money management, self-discipline and self-control. They also recounted acquiring greater technical knowledge on budgeting, retirement saving, investment, business and debt management. They felt empowered in knowing how to spend and remit money wisely. Many also discovered that developing the right mind-set and being aligned with financial values are important ways to implement their plans and achieve their financial goals.

“For the longest time I’ve been here in Hong Kong, I struggled with managing my salary but from attending Enrich workshops, I learned a lot like being more mindful about spending money even on petty expenses.”

Mentoring

The mentoring experience turned out to be valuable for both mentees and mentors. Mentors found these sessions to be insightful, thoughtful and a learning experience for themselves, while mentees found the programme to be enlightening and wanted to see the opportunity expanded to more MDWs. Some mentees mentioned that mentoring helped with clarification and focusing on their short and long term goals.

“In 13 years of working in Hong Kong, this is the only time I understood how to manage money, savings and business, to handle family and employers.”

- an Enrich workshop participant

KEY FACTS



370,000

MDWs in Hong Kong¹



HK\$ 4410

Minimum monthly wage⁴



1 in 2

MDWs borrow money to enable recruitment²



48-60%

Maximum legal annual interest rate on loans⁵



90-97%

Of MDWs have some level of debt³



6%

Return home feeling they've saved 'enough' money⁶

¹ As at 20 October 2017

² Justice Centre Hong Kong, *Coming Clean*, Mar 2016

³ Internal Enrich Survey

⁴ As at 30 October, 2017

⁵ Money Lenders Ordinance

⁶ Farsight, *Modern Slavery in East Asia*, Feb 2016

NEXT STEPS FOR ENRICH...

Some of the key recommendations from the study include:

- **Scale up programmes**

Enrich will expand our programmes and explore innovative ways of reaching more MDWs across Hong Kong.

- **Strengthen intervention on loan-taking and debt-management**

This issue stands out as crucial for many of the MDWs we've seen. Enrich can be pro-active in preventing loan crisis by reaching out to more MDWs and targeting these specific financial concerns.

- **Conduct research on country-specific financial issues**

Enrich hopes to conduct (formal and informal) research on financial information relevant to participants' home countries. In this way, participants take away more options that are available and accessible in their language.

WHAT YOU CAN DO



Sponsor a migrant domestic worker

Provide a scholarship for the full Enrich programme for HK\$2,000 or even just one financial workshop for HK\$500.

Partner with us

Your company can support financial inclusion for the migrant domestic worker community in Hong Kong through our various partnership programmes.



Volunteer

Share your professional expertise, join our outreach events or be an Enrich mentor for a migrant domestic worker.

ABOUT ENRICH

Enrich is the leading Hong Kong charity promoting the economic empowerment of migrant domestic workers.

We empower migrant domestic workers to invest in themselves through financial and empowerment education. Our workshops equip domestic workers with the tools to save, budget and plan for a future with greater financial security while they are here in Hong Kong.



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