International Migrant Labours in the Langkawi Tourism and Hospitality Industry: Investigating Profile and Developing Pattern

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Abstract

In the tourism and hospitality industry, the international labour migration has led to a greater experience of labour shortages in the future by resulting poor working conditions and the issue to sustain such growth in fulfilling the industry's labour needs. Taking Langkawi as a scope of the study, several objectives were developed to come out with a pattern of their employment in the tourism and hospitality industry such as their socio-demographic profiles and reasons for them to work in Langkawi. A total of 258 international migrant labours from the 4 and 5 star hotels, fast food service restaurants and international cuisine restaurants in PantaiCenang area, Langkawi had participated in the study. The pattern of international migrant labours working in the tourism and hospitality industry within Langkawi provides significant data and information to various stakeholders who really want to understand the scenario of employing foreign workers. The findings of the study are expected to assist the Workforce Department in designing and preparing a comprehensive policy regarding the international migrant workers employment in Malaysia by taking into account the developed pattern consisted of their socio-demographic profile.

Keywords: international migrant labours, tourism and hospitality industry, profile, pattern Langkawi

1 Introduction

Today, Langkawi is acknowledged as one of the popular tourists destination followed by Phuket in Thailand and Bali in Indonesia. The development of Langkawi as tourist destination has begun with the conferring on the Duty Free Zone status in 1987, followed by the establishment of the Langkawi Development Authority (LADA) in 1990. These acknowledgements have led to a more systematic development of the island and transformed Langkawi into the modern tourist destination. Eventually, it has also been one of the agendas in the Sixth Malaysia Plan (1991 – 1995). The number of tourist arrivals in Langkawi has significantly increased for 2004 where it received 2.2 million tourist arrivals out of the 15.7 million received for Malaysia. The recognition of Langkawi by UNESCO as the Malaysia's first Global Geopark in June 2007 eventually has brought in more visitors, researchers and nature enthusiasts (Halim, Komoo, Salleh& Omar, 2011). Langkawi still remains as one of the top tourist destinations for Malaysia even though the number dropped slightly in 2005 to 1.8 million due to the post tsunami impact (Tourism Malaysia, 2016 & LADA, 2016). The developments that are taking place in Langkawi have brought socio-economic changes to the island's population. Further, the government, private sectors and local communities have also experienced a considerable amount of economic development as a result of the booming tourism industry in Langkawi (Anand& Sen, 2000).

In 2012, Langkawi has received about RM 2.6 billion revenue from the approximately 3 million recorded tourist arrivals. The government has taken prompt action from these statistics by proposing a Blueprint Langkawi by the year 2015 to make Langkawi Island listed as 10 highest island visited by tourists as well as to make Langkawi as a luxury tourist destination. Added to this, the target in economics is to double tourism in Langkawi Gross National Income (GNI) of RM 0.8 billion in 2010 to RM 1.9 billion in 2015. Further, recipients are also expected to double from RM 1.9 billion tourists in 2010 to RM 3.8 billion in 2015 through the launching of marketing campaign based on customer needs. The major purpose of this marketing is to enhance the itinerary of foreign countries to Langkawi and product marketing in the luxury market and high spending tourists. At the same time, to create more job opportunities particularly in hotels and retails stores, more accommodations and commercial zones are expected to be developed.

1.1 Problem Statement

One benefit of tourism development is that it brings employment opportunities to a destination area thus it can be extremely attractive to destination areas seeking economic development alternatives, especially when in a period of economic transition (Halseth, 1999). The tourism industry is considered unpopular as an employment choice due to its low status and large surplus of unskilled labour market (Saunders, 1981).While estimates of the number of jobs in tourism and hospitality continue to grow, there is also a concern that the industry will experience a labour shortage in the near future (CTHRC, 2003). In fact, the industry largely has an image of providing low skilled and low paying jobs, and attributes that are not likely to motivate mobility into the industry (Krakover, 2000; Hjalager and Andersen, 2001). Several issues of labour shortages derived for instance the presence of low wages, unsociable and long working hours, unfriendly shift patterns, rare incidences of equal opportunities and male domination of higher and better paid work (Keep & Mayhew, 1999). Study also emphasizes tourism as an industry with low-paying, low skill and even low value-added when it comes to labour management aspect (Cukier-Snow &Wall, 1993; 1994). Based on this fact, it is suggested that the country's

environment and circumstances should be taken into account when evaluating the merits of tourism labour.

As for the hospitality industry, the analysis of skills shortages and hard-to-fill vacancies is considered as a relevant issue being debated (Wood, 1997; Jensen, 2001). In fact, it is argued that one of the emergent key findings in the analysis of labour market trends in the hospitality industry is a shortage of labour (Ladkin, 1999). In spite of the large number of international migrant workers and the problems associated with their presence, the Malaysian government is yet to come up with a comprehensive policy on the issue. Furthermore, previous studies did not focus on developing the international migrant workers pattern in order to address the issue of labour shortages. Therefore, it is important to study and understand their characteristics, perceptions and motivational factors through developing the employment pattern. This would eventually assist the Workforce Department particularly in designing and preparing new policy for the Work Act 1955 and the Immigration Act 1959. Taking into account the rapid growth of Langkawi as tourist destination, the study proposed to develop a pattern of international migrant labours who are legally working in the tourism and hospitality industry within the island.

2. Literature Review

Migration of workers to the tourism destination is common to both developed and developing countries, although developed countries of tourist destinations may be in a stronger position to absorb new migrants due to their more diversified and stable economic base. Based on a report from the World Tourism Organization (WTO, 1995), the tourism industry employs in excess of11,194,418 people worldwide and represents approximately 5 per cent of the world's total travel and tourism workforce. As for Malaysia, several factors determined the reason for migration such as major development, increment in the economy, lack of work force in the importing countries and change in process of goods (Ajis, Keling, Othman and Shuib, 2014). Having international migrant as labours in various sectors eventually are also believed to overcome problems for instance lack of work force. In fact, according to Kassim (1993), the service sector was identified as one of the sectors having shortage of labours.

Additionally, a study by Mohamed, Ramendran and Yacob (2012) on the impact of employment of foreign workers in Malaysia indicated that having foreign workers coming into Malaysia is vital particularly to the country's economy. Further they also suggested that the government should regulate the number of foreign workers entering the country as it reduces employment opportunities for the locals as employers prefer hiring foreigners. These actions taken by government are very important as many sectors depend on international labours to work for them thus will discriminate the local labours. The World Bank Report (2013) also highlighted that Malaysia's rapid economic growth accompanied with labour market shortages for unskilled workers continue to attract foreign workers from neighbouring countries. By all means, without foreign labour, these sectors would simply disappear and lead to unemployment of significant number of mid-skilled local workers in the short to medium term.

Tourism can also bring about migration within the labour force, through the creation of employment opportunities (Connell, 1987:108). Even when migrants are from a similar social and cultural background as the local population, other negative impacts may still result. For example, migration to tourism areas fosters urbanization with its large potential for adverse

effects such as congestion, inflated land prices, modified social organizations and changes in cultural values (Cleverdon, 1979; Cukier-Snow and Wall, 1993). Additionally, Monk and Alexander (1986) found that migrants to Margarita Island, Venezuela, were the main beneficiaries of tourism-generated employment, since many of the newly-created jobs were either inaccessible to the poorer segments of the local population or unattractive to the better off segments. According to the OECD report (OECD, 2009), the OECD member countries experienced a period of sustained employment growth with the creation of more than 30 million jobs during the five year period starting from 2003 – 2007. Since the mid-1970s, the migration across national borders has been a rising trend for the OECD countries and the number has been speeding up tremendously in the mid-2000s. The number of unemployment for OECD countries increased reaching up to 7.3% in February 2009 and up from 5.6% a year earlier.

3. Methodology
The study adopted a quantitative approach through questionnaire survey. The data for the study was collected through two methods – primary and secondary data. The target population of the study was the international migrant labours who are legally working in the tourism and hospitality industry in Langkawi. Since there is no exact number of the international migrant labours working in the service sector specifically in Langkawi, the number of population was determined according to the general number of international migrant labours working in the service sector in Malaysia as stated by the Department of Statistic Malaysia (2012). There was 291,997.44 number of international migrant labours working in the service sector and using a table of sample size provided by Krejcie and Morgan (1970), 384 number of respondents was selected to represent the sample. The study applied a purposive sampling technique where only the international migrant labours legally working in the tourism and hospitality industry was selected. The selected technique eventually enabled researches to obtain questionnaires quickly and economically (Sekaran&Bougie, 2010; Zikmund, Banin, Carr and Griffin, 2010).

To obtain a balance number of questionnaires distributed to the sectors, 400 respondents and 20 sectors were selected for the study. Hence, each sector was provided with 20 questionnaires to be filled up by the respondents. The sectors consisted of 10 restaurants and the balance consisted of 4 – 5 star hotels. Since the purpose of the study was to develop a pattern of international migrant labours working in the tourism and hospitality sector, a self-administered survey questionnaire was used as research instrument. The study used the Statistical Program for Social Science (SPSS) with descriptive and inferential analysis to identify patterns and general trends in the dataset of this study. Descriptive analysis refers to the transformation of raw data into a form that make them easier to understand and interpret (Zikmund*et al*., 2010).

4. Findings
4.1 International migrant labours socio-demographic profile
A total of 258 useable questionnaires out of 400 were obtained, representing 64.5% response rate. The first section of the questionnaire survey asked the respondents regarding their socio-demographic (Table 1). It is indicated that 70.5% respondents are male and the remaining 29.5% are female. As for the age distribution, the survey showed that 2.7% are below 18 years old, 69.4% are between 18 to 30 years old, 27.1% are between 31 to 50 years old and the remaining 0.8% are above 50 years old. The survey also asked the respondents their marital status and the

findings highlighted that most respondents are single (51.9%). Meanwhile 40.3% are married, 4.3% are divorced and another 3.5% provided as other category.

The respondents were further asked to state their country of origin. The findings of the survey indicated the highest percentage are from Indonesia (21.3%). The findings then revealed that 17.8% respondents are from India, followed by 15.9% respondents from Bangladesh, 12.4% from Philippines, 8.5% from Thailand, 2.7% from Pakistan and 0.4% from Vietnam. However, the findings also indicated that 20.9% respondents are from other countries such as Nepal, United Kingdom and few are from Maldives. The respondents were also asked to indicate their educational level and the findings emphasized that majority are educated from secondary school (41.4%), followed by high school (38.4%), college (13.6%) and university (7.0%).

Additionally, majority of the respondents have possessed a certificate (50.8%). In fact, most of them have also possessed diploma/higher diploma (43.0%) and followed by undergraduate degree (5.0%) and postgraduate degree (1.2%). This question also had a missing data of 11.6%. As for the skills level, the findings indicated that 66.3% of the respondents are semi-skilled while the rest is unskilled (33.7%). Majority of them also stated that they can speak good English (36.0%) and very good English (22.5%). The remaining stated as can speak little English (24.4%) and very little English (17.1%). Further, the respondents were asked to provide their working sector. It was noted that most of them are working in the accommodation sector (41.1%), followed by the food and beverages sector (32.6%), other tourism and hospitality related sectors (14.7%), the visitor attractions sector (10.5%) and the transportation sector (1.2%).

The survey question further asked the respondents to indicate their position in the sector. Majority of them involved in the customer service (75.6%), followed by other positions (12.4%), administration (6.2%) and only few in the security service (5.8%). As for the question on the number of years working in the sector, the findings highlighted that majority of the respondents have been working between 1 – 5 years (61.6%). This is followed by 24.4% of them have been working less than 1 year, 12.0% have been working between 6 – 10 years and the remaining 1.9% have been working more than 10 years. Additionally, 83.3% of the respondents received an income between RM1,000 – RM4,999 per month, followed by 15.5% received an income less than RM1,000 and the remaining received between RM5,000 and more than RM10,000 income per month.

Table 1: International migrant labours profile

Items	Frequency	Percent	Valid Percent	Cumulative Percent
Gender:				
Male	182	70.5	70.5	70.5
Female	76	29.5	29.5	100.0
Age:				
Below 18 years old	7	2.7	2.7	2.7
18 – 30 years old	179	69.4	69.4	72.1
31 – 50 years old	70	27.1	27.1	99.2

Above 50 years old	2	0.8	0.8	100.0
Marital status:				
Single	134	51.9	51.9	51.9
Married	104	40.3	40.3	92.2
Divorced	11	4.3	4.3	96.5
Others	9	3.5	3.5	100.0
Country of origin:				
Bangladesh	41	15.9	15.9	15.9
Philippines	32	12.4	12.4	28.3
Indonesia	55	21.3	21.3	49.6
India	46	17.8	17.8	67.4
Pakistan	7	2.7	2.7	70.2
Thailand	22	8.5	8.5	78.7
Vietnam	1	.4	.4	79.1
Others	54	20.9	20.9	100.0
Educational level:				
Secondary school	106	41.1	41.1	41.1
High school	99	38.4	38.4	79.5
College	35	13.6	13.6	93.0
University	18	7.0	7.0	100.0
Qualification:				
Certificate	131	50.8	50.8	50.8
Diploma/higher diploma	111	43.0	43.0	93.8
Undergraduate degree	13	5.0	5.0	98.8
Postgraduate degree	3	1.2	1.2	100.0
Skills level:				
Unskilled	87	33.7	33.7	33.7
Semi-skilled	171	66.3	66.3	100.0
Proficiency in English:				
Very litte	44	17.1	17.1	17.1
Little	63	24.4	24.4	41.5
Good	93	36.0	36.0	77.5
Very good	58	22.5	22.5	100.0
Job in sector:				
Accommodation	106	41.1	41.1	41.1
Transportation	3	1.2	1.2	42.2
Food and beverages	84	32.6	32.6	74.8
Visitor attractions	27	10.5	10.5	85.3
Others	38	14.7	14.7	100.0
Job position:				
Administration	16	6.2	6.2	6.2
Customer service	195	75.6	75.6	81.8
Security service	15	5.8	5.8	87.6
Others	32	12.4	12.4	100.0
Number of years working in the				

sector:	63	24.4	24.4	24.4
Less than 1 year	159	61.6	61.6	86.0
1 – 5 years	31	12.0	12.0	98.1
6 – 10 years	5	1.9	1.9	100.0
More than 10 years				
Income per month:				
Less than RM1,000	40	15.5	15.5	15.5
RM1,000 – RM4,999	215	83.3	83.3	98.8
RM5,000 – RM9,999	2	0.8	0.8	99.6
More than RM10,000	1	0.4	0.4	100.0

4.2 Reasons for working in the tourism and hospitality industry

The respondents were also asked to indicate eight reasons for choosing to work in the tourism and hospitality industry. Table 2 highlighted that findings of this survey. Majority of the respondents agreed that the main reason for them to work in the tourism and hospitality industry is 'to gain new experience' (52.3%). Most of them also agreed that they tend to 'follow their friends' (41.1%) and also because of the 'high wages' (37.2%). Mostly, the respondents agreed that the reason for choosing to work in the industry is because they, 'love meeting with people' (28.3%), 'easy to get job' (22.1%), 'job promotion' (7.8%) and 'family concerns' (7.4%). Only few respondents stated other reasons for choosing the industry (5.4%).

Table 2: Reasons for Working the Tourism and Hospitality Industry

Items	Frequency	Percent
To gain new experience	135	52.3
Following friends	106	41.1
High wages	96	37.2
Love meeting with people	73	28.3
Easy to get job	57	22.1
Job promotion	20	7.8
Family concerns	19	7.4
Other reasons	14	5.4

4.3 Reasons for working in Langkawi

There were seven reasons provided to the respondents regarding Langkawi as the chosen destination (Table3). Majority of the respondents emphasized that the reason for choosing Langkawi is because of the 'beautiful island' (50.8%). Most of them also noted the reason for being as 'easy place to get around' (32.9%) and they considered Langkawi as a 'peaceful place' (32.2%). Further, the respondents also found that one of the reasons is because of 'friendly people' in Langkawi (31.4%). The findings also indicated that on average, few respondents agreed with several more reasons such as 'company concerns' (24.0%), 'family concerns' (12.0%) and other related reasons (7.4%).

Table 3: Reason for Working in Langkawi

Items	Frequency	Percent
Beautiful island	131	50.8
Easy to get around	85	32.9
Peaceful place	83	32.2
Friendly people	81	31.4
Company concerns	62	24.0
Family concerns	31	12.0
Other reasons	19	7.4

4.4 Reasons for working in the particular sector within tourism and hospitality
Finally, the respondents were also asked to indicate six reasons for choosing the particular sector to work in the tourism and hospitality industry. Table 4 depicts the findings of the survey which emphasized that majority of them agreed that the sector chosen is because it 'easy to get the job' (53.5%). Further, most of the respondents also agreed that the sector provides 'high wages' (38.0%), 'attractive incentives' (29.1%), involve of 'no strict policies' (27.9%) and have more 'opportunity to be promoted' (21.3%). Only few of the respondent agreed with other related reasons for choosing the particular sector (5.0%).

Table 4: Reason for Working in the Tourism and Hospitality Sector

Items	Frequency	Percent
Easy to get job	138	53.5
High wages	98	38.0
Attractive incentives	75	29.1
No strict policies	72	27.9
Opportunity to be promoted	55	21.3
Other reasons	13	5.0

4.5 The pattern of international migrant labour based on gender and age
The results indicated that 70.5% respondents is male and the remaining 29.5% is female. As for the age distribution, the percentage showed that 2.7% is below 18 years old, 69.4% is between 18 to 30 years old, 27.1% is between 31 to 50 years old and the remaining 0.8% is above 50 years old. Figure 1 depicts the pattern of international migrant labours according to their gender and age distribution. Even though most of the international migrant labours are male, the pattern shows that none of them is under the category of above 50 years old. In fact, majority of the female international migrant labours are above 50 years old. The highest percentage of male international migrant labours is between the ages of 31 – 50 years old. Similarly, this is also accountable for the female international migrant labours.
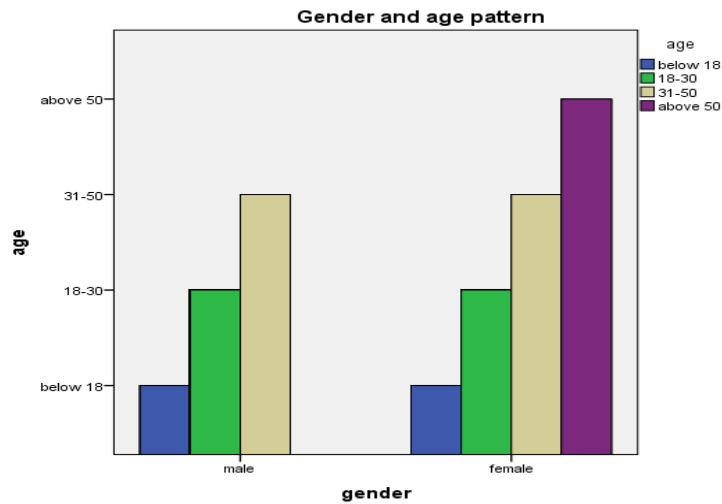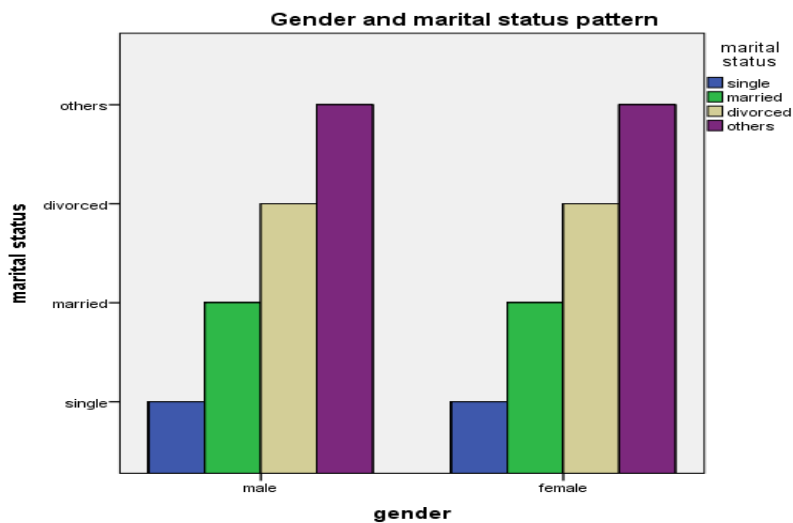
Figure 1: International migrant labours gender and age pattern

4.6 The pattern of international migrant labour based on gender and marital status
Additionally, the questionnaire also asked the respondents their marital status and the results highlighted that most respondents are single (51.9%). Meanwhile 40.3% is married, 4.3% is divorced and another 3.5% is provided as other category. Figure 2 presents the pattern of international migrant labours according to their gender and marital status. It can be seen that most of the male international migrant labours are under the category of other status. Most of them are also divorced and only few are married and still single. The similar results are also can be seen for the female international migrant labours.
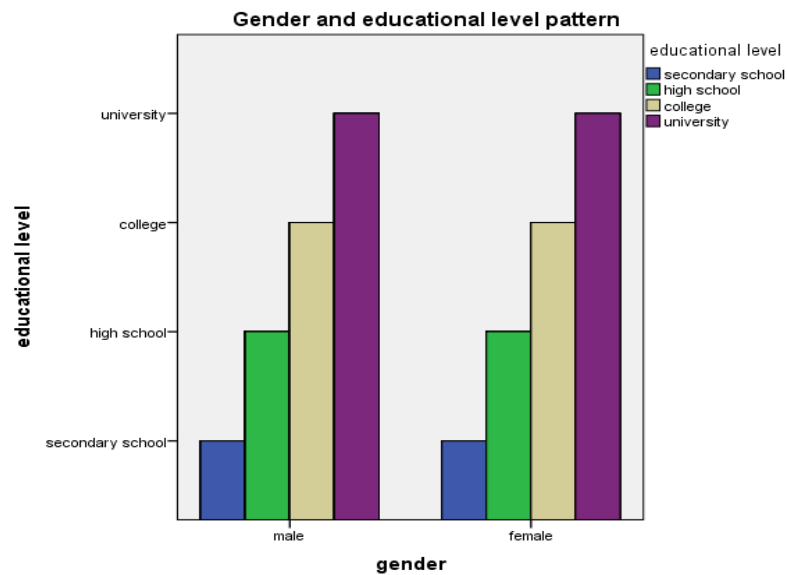

Figure 2: International migrant labours gender and marital status pattern

4.7 The pattern of international migrant labour based on gender and educational level

The respondents were also asked to indicate their educational level and the results of the survey emphasized that majority are educated from secondary school (41.4%), followed by high school (38.4%), college (13.6%) and university (7.0%). Figure 3 presents the pattern of international migrant labours according to their gender and education level. The pattern show that both male and female highlight similar pattern for their educational level background. Even though only a small portion of the overall international migrant labours graduated from university, most of the male and female international migrant labours graduated from university. In contrast, few of them were secondary school leavers.
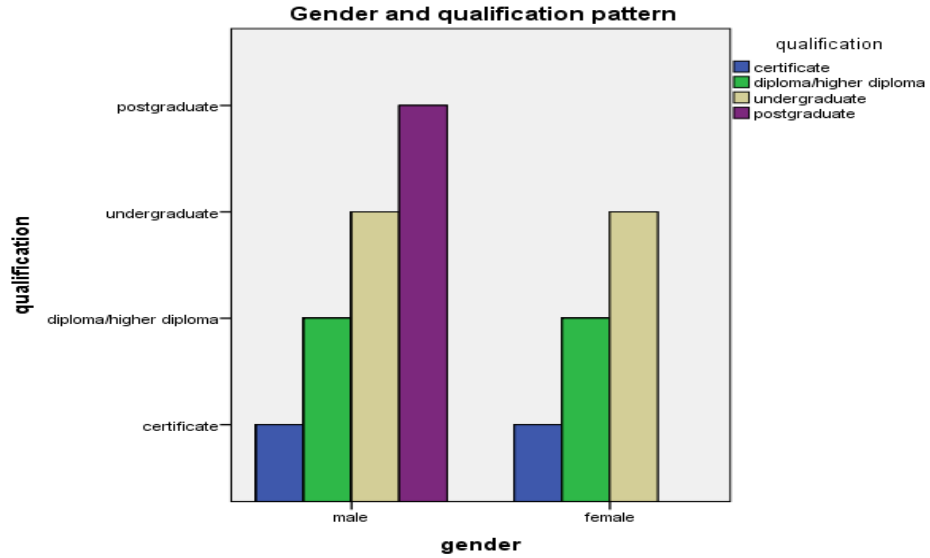

Figure 3: International migrant labour gender and educational level pattern

4.8 The pattern of international migrant labour based on gender and qualification

Additionally, the results noted that majority of the respondents have possessed a certificate (50.8%). In fact, most of them have also possessed diploma/higher diploma (43.0%) and followed by undergraduate degree (5.0%) and postgraduate degree (1.2%). Figure 4 depicts the pattern of international migrant labours according to their gender and qualification. Majority of the male international migrant labours possessed a postgraduate degree which eventually is in line with their educational level. Only few of them possessed a certificate. However, none of the female international migrant labours possessed a postgraduate degree as they stated in their educational level. Most of them only possessed undergraduate degree.

Figure 4: International migrant labour gender and qualification pattern

4.9 The pattern of international migrant labour based on gender and proficiency in English
The results of the study eventually highlighted that majority of the international migrant labours also stated that they can speak good English (36.0%) and very good English (22.5%). The remaining stated as can speak little English (24.4%) and very little English (17.1%). The pattern of international migrant labours according to their gender and proficiency in English is depicted in Figure 5. Both male and female can speak good English which reflected their educational level and qualification.
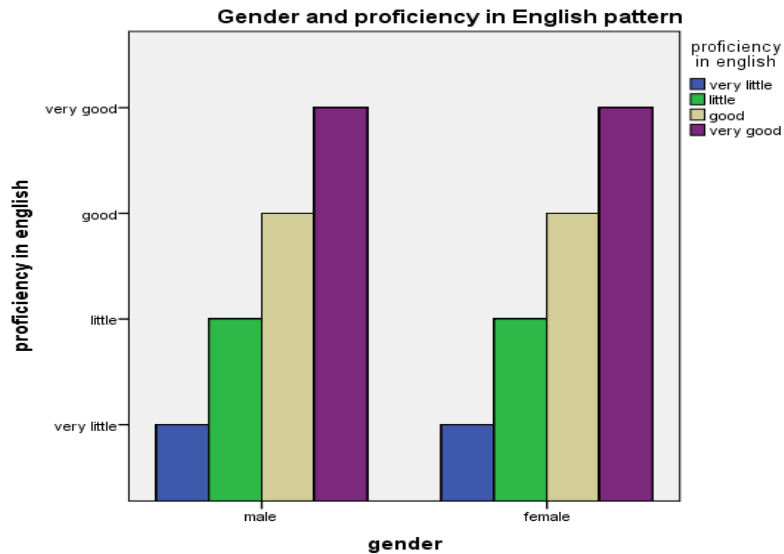
Figure 5: International migrant labour gender and proficiency in English pattern

4.10 The pattern of international migrant labour based on gender and country of origin
The respondents were further asked to state their country of origin. The results of the survey indicated the highest percentage is from Indonesia (21.3%). The findings then revealed that 17.8% respondents is from India, followed by 15.9% respondents from Bangladesh, 12.4% from Philippines, 8.5% from Thailand, 2.7% from Pakistan and 0.4% from Vietnam. However, the results also indicated that 20.9% respondents are from other countries such as Nepal, United Kingdom and few are from Maldives. As depicted in Figure 6, most of the male international migrant labours are from Bangladesh and same goes to the female. Majority of the female international migrant labours are also from Vietnam whilst the male are from under the category of other countries not stated in the questionnaire.
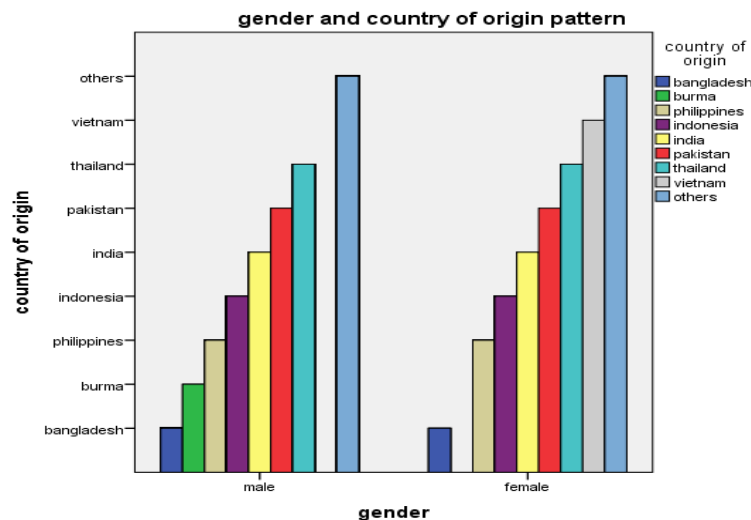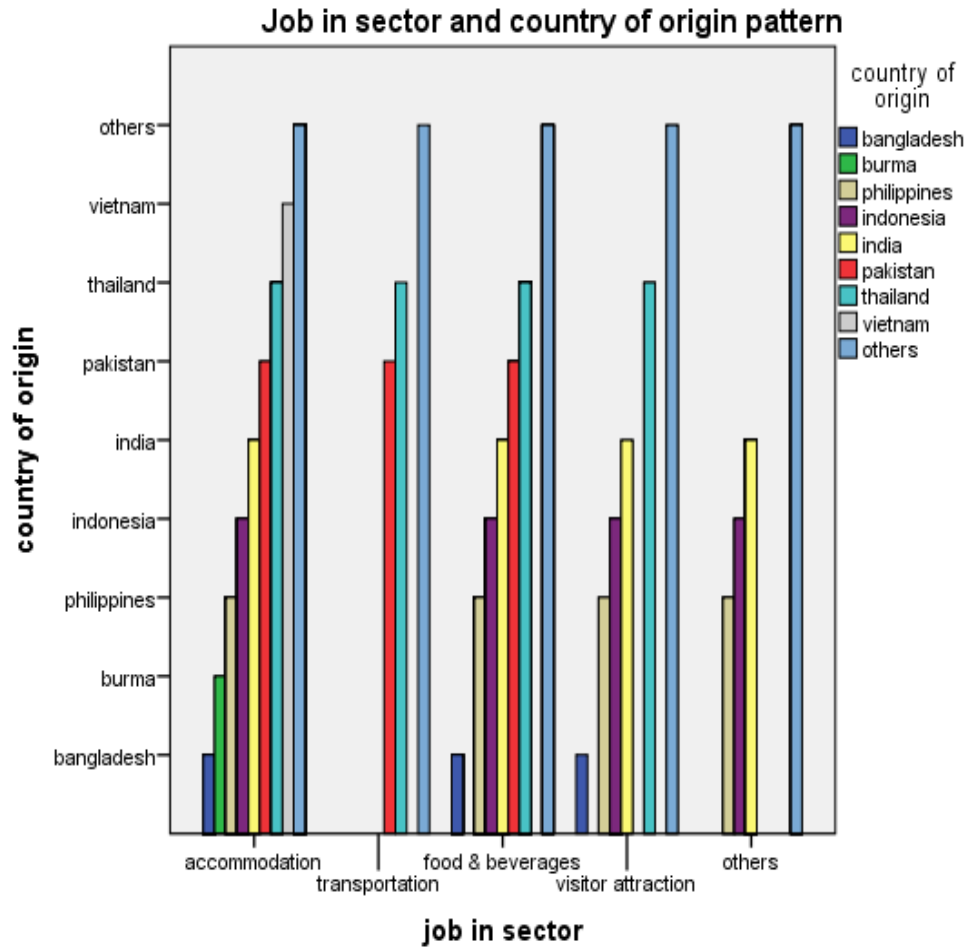

Figure 6: International migrant labour gender and country of origin pattern

4.11 The pattern of international migrant labour based on job sector and country of origin
Further, the respondents were asked to provide their working sector. It was noted that most of them are working in the accommodation sector (41.1%), followed by the food and beverages sector (32.6%), other tourism and hospitality related sectors (14.7%), the visitor attractions sector (10.5%) and the transportation sector (1.2%). Figure 7 presents the pattern of international migrant labour job sector according to their country of origin. As can be seen, all the job sectors were dominant by migrants from the category of other categories. As for the accommodation sector, the second highest category was followed by Vietnam, Thailand, Pakistan, India, Indonesia, Philippines, Burma and less were from Bangladesh. The transportation sector were dominant by migrants from the category of other countries, Thailand and Pakistan. The pattern also highlights that besides migrant from other categories, the food and beverages sector was also consisted of migrants from Thailand and Pakistan whilst less migrants were from Bangladesh. The similar findings were also noted for the visitor attraction sector. Contradict to the other job sector categories, the less migrants were from Vietnam.

Figure 7: International migrant labour job sector and country of origin pattern

5. Conclusion

It can be concluded that majority of the international migrant labours in Langkawi is male. Most of them are also in the category of 18 – 30 years old. Additionally most of them are single. The international migrant labours in Langkawi are also from Indonesia and majority are secondary school leavers with certificate. They are also acknowledged as semi-skilled workers and can speak good English. The findings also indicate that majority of the international migrant in Langkawi are working in the accommodation sector, hence it is a fact that majority of them are working in the customer service area. Most of them have been working in Langkawi for almost 1 – 5 years with RM1,000 – RM4,999 income per month. Looking at this scenario, it can be highlighted that the international migrant labours in Langkawi are semi-skilled labours with good qualification which are in line with their positions to serve customers from all over the world.

The findings also indicate that majority of them are working in the industry in order to gain new experience, besides following their friends and further due to the high wages offer by the tourism and hospitality industry today. Since Langkawi is a world tourist destination with various hospitality sectors catering to fill the needs of international tourists, most of the sectors have offered high salary to compete with their competitors. Additionally, majority of the international

labours have chosen to migrate to Langkawi due to the fact of the island itself which they consider as a beautiful island and easy to get around. More, they also feel that Langkawi is a peaceful tourist destination and surrounding by friendly people which make them comfortable and safe to be around for a long period of time. Accommodation sector is noted by the international migrant labours as the major sector they have chosen to work within the industry. The reasons are basically because they find it is easy to get job in the sector and further, they also believe that the accommodation sector offers high wages and attractive incentives such for instance free meal, free accommodation and free medical/insurance compared to other sectors.

As for the pattern of international migrant labours in the tourism and hospitality industry in Langkawi, it is highlighted that majority of them are male within the range of 31-50 years old. Similarly to both male and female labours, they are single and are school leavers eventhough the male labours graduated from the university. Additionally, both male and female labours can also speak good English. Eventhough most of the international migrant labours in Langkawi are from Indonesia, majority who are working in the accommodation sector migrate from Vietnam whilst in the transportation sector are dominant by labours from Thailand.

5.1 Implications of the study
The pattern of international migrant labours working in the tourism and hospitality industry within Langkawi provides significant data and information to various stakeholders who really want to understand the scenario of employing foreign workers. This may assist them in dealing with the issue of labour shortages among the local people in the tourism and hospitality industry particularly in Langkawi. The international labours have perceived the wages offered by the industry as high even though the local people perceived it as low. This is probably due to the fact of the currency exchange of their countries such as for Indonesia and Thailand. The trend of having recruited Indonesian labours may provide more benefits to Langkawi since they share similar culture and values. Hence, they do not have to be trained in these aspects when dealing with customers. In fact, it cannot be argued that the Indonesian can speak better English compared to international labours from Thailand and Bangladesh. However, several negative impacts eventually might need to be considered for instance discriminating of local labours, crime, misused of languages and others.

5.2 Limitations of the study
This study have only involved the international migrant labours who are legally working in the tourism and hospitality sectors in Langkawi. More, the study also have focused on Langkawi since it is a world known tourist destination which composed of various hospitality sectors and eventually consisted of many international migrant labours. The respondents have consisted of skilled and semi-skilled workers excluding the expatriates. Subsequently, the findings may only present those international migrant workers who majority are working at the lower managerial level.

5.3 Recommendations for future research
It is suggested that for future research, the international migrant labours would include all categories of workers in the tourism and hospitality sectors in Langkawi. More, further study should be conducted to investigate the factors influencing the international migrant labours to work with the industry and specifically in Langkawi.

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