

APPENDICES

Appendix I. Preliminary Interview Quotes

“[My employer] treats me very well: food is very good and free, I can eat whatever I want. He regularly asks me my opinion before assigning me a task – if I’m OK with carrying out a particular task. He helps me take care of the kids when he’s around.” (Interview SAIBDK2103041)

“[Regarding a friend of mine] There is no resting time for her, they keep her working. They don’t give enough food and not the right kind of food for her; they just give her leftover rice or veggie from the plates. In the off-day (supposed to get one off-day once a week), they keep her working. My past employers were nice, but they were also very stingy. They were supposed to pay for my ticket back to Indonesia, but I had to pay myself. There’s another friend. She has worked for the employer for five years, and there’s still no trust. Every Saturday night, the employer blames the helper for not preparing the food well. Calls her “stupid” and “shenjingbing” (Chinese for idiot/psycho). Very stressful and irritating for the helper, who’s worked there for FIVE years.” (Interview SAIBDK2103041)

“When new helpers just came to Singapore, they are especially scared that the employer would kick them out of the house and send them back to agency/back home. When I first came here, I only got 10 SGD a month because for the first nine months, I had to pay both agencies (Singapore agency and Indonesian agency).” (Interview SAIBDK2103041)

“In my first 12 years working for the family, my employer’s parents had a lot of issues with me. The old folks had lots of misunderstandings. One example: they hated it if the kids were closer to me than to their parents; I was the only one who could take care of the kids. My employer’s elder sister got so jealous and angry that she told my employer that I would kill the kids. My employer had to send me home for a while before the misunderstanding cleared up. Then the employer’s elder sister (the one that got mad at me) never stepped into the house for three years. It’s very important that you remain honest throughout the relationship. I never hated them, even though they really treated me very poorly. I still took care of them when they got cancer. I think the reason why I didn’t leave the family when things got tough was because I love the kids too much. I can’t see myself leaving the kids because I brought them up. I was too emotionally attached.” (Interview CAIBDK2103132)

“The first family I worked for (2010), they didn’t pay salary for 13 months. It was a Chinese Malaysian family. They had three tenants, and I had to clean everything for them. After two months of not getting paid, I called agency and asked for transfer for many times. They asked me to wait, and didn’t release my contract until 13th month. The mother got drunk every day and would curse at me and throw things at me. They also didn’t allow me to pray or fast during Ramadan. They didn’t have enough food for me. Everywhere they had a camera. And they accused me of stealing money. That was the breaking point for me; I decided to report them to MOM (Ministry of Manpower).” (Interview YAIAMK2103173)

“When I first came, I didn’t know anything. I had no cell phone. They kept my passport. I reported them after 13 months to the agency, and they got the salary for me, but I still had to pay them 1 month of salary for doing that. My friend advised me to report to MOM; Otherwise, I’d never known about MOM. The agency is always on the employer’s side and would never help.” (Interview YAIAMK2103173)

“The neighbor to the South African family (a Chinese Singapore family) had a helper who is my friend. In the beginning, employer told her there were only a few people in the house. But in reality, there are 15 people. She has to clean up after 15 people. Not enough food; they only give her the leftover food. Another friend is working for

an Australian family. The man sexually abused her. She reported him to the police. The police came to the house to do an investigation, but didn't arrest the man." (Interview YAIAMK2103173)

"I think in case of abuse, they should report to the MOM or police right away. But some helpers don't want to lose their job. A lot of helpers, even if they've been here for a long time, are still afraid of losing their jobs. The agency and employer have the power; if employer doesn't give recommendation, it's hard for you to find a job." (Interview YAIAMK2103173)

"In my first employment, the mother would get jealous at me because the children were really close to me. Sometimes the children would tell the mother that they prefer me over her. The mother scolded me that I cannot be their mother... In my second employment, the children were again good with me, and the mother was angry. This one time, I broke the mop, and she deducted 50 Singapore Dollars from my salary. Sometimes when I went to Church, she would question where I went and why I spent so much time outside. It was weird because that employer was also Christian, but she would ask her church-going friends whether I actually went to Church and whether I lied to them." (Interview JAPBDK2103134)

"My friend wasn't given enough food. She was 50+kg when she started, but was down to 40kg. It was the first time she's in Singapore, so she was very scared. If she ran away, her record would be stained and wouldn't find a job down the road. Another issue is that we're supposed to get paid on Sunday if we work. But many families don't pay us when asking us to work on Sunday. Many families don't follow the contract." (Interview JAPBDK2103134)

"Heard lots of stories from social media and from friends. Last time I was working for a Russian family, and my neighbor was working for an Indian family. She was constantly malnourished, and I would give her more food every time we met. They wouldn't allow her to boil an egg to eat. The kid would also mistreat her by beating and pinching her; the parents didn't do anything... One employer kept scolding my friend. One day, she came to my employer's house and was very desperate to get out. She was only allowed to eat biscuits and drink water. I gave her food, and told her to never eat my food in front of her employer." (Interview WIIBDK2103135)

"I worked for an Indian family one time, I left after 3 months. The husband went into my room many times, often at 2am. It was really creepy. I complained to the agency, but the husband didn't change behavior after the agency talked to him. I held onto my passport, so I just ran away and asked my agency to buy me tickets to go back to Indonesia. They didn't let me sleep enough and didn't give me enough food. They only gave me two chakbarti and some cauliflower for the whole day. This one time, I was so tired and malnourished and I fell down the stairs and hurt my head and the leg. The family didn't take me to hospital. They only gave me a one-hour rest after I fell down. They said that was a minor injury. I felt like I was going to die." (Interview SYIBDK2103136)

Appendix II. Pre-registration Document¹

Title: Effect of Communication about a Rating System on Participants' Perceptions and Behavior on a Two-Sided Platform

Have any data been collected for this study already? No

What is the main question being asked or hypothesis being tested?

We will conduct an experiment in collaboration with a platform organization (*referred to as the pseudonym "Platform" in what follows*) that matches domestic helpers to employers via a website.

Amongst employers, we will examine how 1) not communicating about a rating system, 2) communicating about a rating system without framing the benefits, 3) communicating about a rating system presented as benefitting the helper-side of the platform (pro-social framing), 4) communicating about a rating system presented as benefitting the employer-side of the platform (instrumental framing), and 5) communicating about a rating system presented as benefitting both sides of the platform compare in influencing employers' perceptions and behavior.

Amongst helpers, we will examine how 1) not communicating about a rating system, 2) communicating about a rating system without framing the benefits compare in influencing helpers' perceptions and behavior.

We will also compare helpers' and employers' responses to conditions.

Describe the key dependent variable(s) specifying how they will be measured.

We will measure agreement with statements measuring opinions and expectations, gathered from self-reported survey responses. Specifically, we will ask agreement with the following statements (on a 7-pt Likert scale):

- (Both Helpers and Employers)

¹ We pre-registered the experiments on Open Science Framework. All identifiable information was redacted in this Appendix. A link to the online pre-registration will be included if the paper is accepted.

- o I would use {Platform} to find {work / helpers} in the future.
- o I would refer {Platform} to other {helpers / employers} in the future.
- o I would trust {Platform}'s service.
- o I would think that {Platform} is sincere.
- o I would think that {Platform} is honest.
- (Helpers Only)
 - o I think that the employer matched through this future {Platform} would be trustworthy.
 - o I think that the employer matched through this future {Platform} would treat me well.
 - o I would feel empowered while working with the employer matched through this future {Platform}.
 - o I would feel anxious and stressed while working with the employer matched through this future {Platform}
 - o I think that the employer matched through this future {Platform} would let me keep my passport and my work permit.
 - o I think that the employer matched through this future {Platform} would give me enough food every day.
 - o I think that the employer matched through this future {Platform} would not put me down or yell at me.
 - o I think that the employer matched through this future {Platform} would give me enough time to rest.
- (Employers Only):
 - o I think that the helper matched through this future {Platform} would be trustworthy.
 - o I think that the helper matched through this future {Platform} would be hardworking.

We will also track behavior on the collaborating platform's website – whether participants click on the email link to the website, log in and their activity on the platform for 6 months after the day that the survey was completed.

How many and which conditions will participants be assigned to?

Employers will be randomly assigned to one of 5 conditions, stratified by whether they are currently matched using the collaborating platform's service or not:

1. No mention of a rating system

2. Rating system presented without specific framing
3. Rating system presented as benefitting the helpers of the platform
4. Rating system presented as benefitting the employers of the platform
5. Rating system presented as benefitting both sides of the platform

Helpers will be randomly assigned to one of 2 conditions, stratified by whether they are a currently matched using the collaborating platform's service or not:

1. No mention of a rating system
2. Rating system presented without specific framing

Specify exactly which analyses you will conduct to examine the main question/hypothesis

Means comparisons and OLS regressions estimating the effect of the conditions on the DVs of interest. We will examine effects with and without control variables.

Describe exactly how outliers will be defined and handled, and your precise rules for excluding observations.

We will drop observations who did not complete the survey, who took the survey more than once and who did not pass attention checks.

Sample size?

We will reach out to all individuals on the collaborating platform's contact list and will collect observations from individuals that complete the survey until we receive survey responses from 1000 helpers and 2000 employers or until three months has passed, whichever comes first.

Other/Anything else would like to pre-register?

We will explore whether effects differ by demographic characteristics, prosocial orientation, social justice orientation, and prior experience. We will also explore whether employer effects differ by whether the individual is currently using {Platform}.

Appendix III

Outreach Text (same for both experiments)

Email subject line

Help improve [the Platform Company]’s plan for the future by providing your opinions (and earn \$).

Email body text

Please take a survey to learn about and help improve [the Platform Company]’s plans for the future.

This will only take 5-10 minutes of your time, and you will receive a NTUC FairPrice voucher (S\$5) within 2-3 working days. You will also be entered into a raffle for a S\$300 NTUC gift card! So, click on the survey link below before it expires in two weeks!

SMS text

Help improve [the Platform Company]’s plan for the future by providing your opinions (and earn \$). This will only take 5-10 minutes of your time, and you will receive a NTUC FairPrice voucher (S\$5) within 2-3 working days. You will also be entered into a raffle for a S\$300 NTUC gift card! So, click on the survey link below before it expires in two weeks!

Study 1 (Employers) Survey: Exact Text

Thank you for taking the time to complete this survey.

We want to learn about your opinions about helper agencies and about [the Platform Company]’s plan for the future. Please fill out these questions to the best of your ability. There are no wrong answers, we want your complete honesty!

You will be given the code for an NTUC FairPrice voucher (S\$5) within 2-3 working days. You will also automatically join a raffle for a S\$300 NTUC gift card.

You can only take this survey once, so please proceed only if you have at least 5 minutes available to answer the questions.

What best describes you right now?

- I am currently matched with a helper through [the Platform Company]
- I am currently matched with a helper through a different channel
- I am currently not matched with a helper

[The Platform Company] is a platform that matches helpers with employers. We have matched over 5,000 helpers with employers in the past 11 years. Anyone may register for free on our website, and we charge zero fees to helpers. We want to tell you a bit about us, our priorities, and our plans for the future. We also want to see what resonates most with you.

Random Assignment into Five Conditions

{Please see Table 1 in the paper for exact text in each condition}

Imagining this future match, how much would you agree with the following statements? (7-pt Likert)

- I would use [the Platform Company] to find helpers in the future.
- I would refer [the Platform Company] to other employers in the future.
- I would trust [the Platform Company]'s service.
- I would think that [the Platform Company] is sincere.
- I would think that [the Platform Company] is honest.
- I think that the helper matched through this future [the Platform Company] would be trustworthy.
- I think that the helper matched through this future [the Platform Company] would be hardworking.

Please indicate how much you agree with this statement.

I will take the employer rating system into account when I interact with helpers. (7 Pt Likert)

(For all treatment conditions; open text entry) In your own words, describe in 1 sentence what the most important effect of an employer rating system would be and the impact it would have in the future.

(For control condition) In your own words, describe in 1 sentence what [the Platform Company] will do in the future.

(For treatment conditions) In your own words, describe in 1 sentence what the most important effect of an employer rating system would be and the impact it would have in the future.

(For Control Condition) In your own words, describe in 1 sentence what [the Platform Company] will do in the future.

How much do you agree with the following statements? (7-Pt Likert)

- Everyone has a fair shot at wealth and happiness.
- Society is set up so that people usually get what they deserve.
- Salaries are usually reflective of education, which in turn is reflective of intelligence and ambition.

How much have you donated to a non-profit or charitable organisation in the past two years? (7-Pt Likert)

How much of your time have you volunteered with a non-profit or charitable organization in the past two years? (7-Pt Likert)

How important is it to do good for others? (7-pt Likert)

How many helpers have you employed in the past?

[multiple choice single answer: 0 (I haven't hired a helper before), 1, 2, 3, 4, 5 or more]

In which year were you born?

[textbox for manual entry]

Which country are you from?

[Singapore / textbox for manual entry]

How many years have you lived in Singapore?

[less than 1, 1, 2-5, 6-10, all my life]

When did you get your first helper?

[2019-2020, 2015-2019, 2005-2014, 1990-2004. Before 1990, I have never had a helper]

How many helpers have you employed in the past?

[multiple choice single answer: 0 (I haven't hired a helper before), 1, 2, 3, 4, 5 or more]

What is your gender?

[Female, Male]

What is your race? You may select more than one choice.

[Chinese ; Malay ; Indian ; White/Caucasian ; Black ; Hispanic ; Other]

How much is your monthly family income (including your income)?

[Less than 5,000 SGD / 5,000-9,999 SGD / 10,000-14,999 SGD / 15,000-24,999 SGD / 25,000-49,999 SGD / 50,000-99,999 SGD / 100,000 SGD or more]

Are you currently matched with a helper through [the Platform Company]? [Yes/ No]

Are you currently matched with a helper through a different channel? [Yes/ No]

What have you used before/are you currently using to find a helper? You can select more than one choice. You may select more than one choice.

[The Platform Company] / Another online platform / Traditional maid agency / Referral from friends and family / Government channels/ Other [text entry]

Where do you buy your groceries? To show you are paying close attention to this survey, select “Charlie’s” below even though this is not likely where you actually buy your groceries.

[Fairprice/NTUC / Cold Storage / Sheng Siong / Giant / Charlie’s/ Other]

Think about your current and past helpers who have worked for you. How much do you agree about the following statements about your current and past helpers? (7-pt Likert)

- I think that my current and past helpers were trustworthy.
- I think that my current and past helpers were good.

How much do you agree with the following statements? (7-pt Likert)

- I think that it is common for some employers to treat helpers poorly.
- I think that it common for some employers to be abusive towards helpers.

Is this the first time you have heard of this initiative and survey? [Y/N]

If No, how did you hear about it? [directly from a helper, directly from an employer, from social media, other]

Thank you very much for your time in answering our questions!

We will send you the code for the \$5 NTUC voucher to this contact within 48 hours. If you do not receive the voucher within 48 hours, you can contact us at outreach@[the Platform Company].com and reference the completion code.

You will also be automatically entered into a raffle for a \$300 NTUC voucher, to be drawn at the end of the month. We will contact you if you win!

Please check out [the Platform Company]’s platform and consider using our services!

Study 2 (Workers) Survey: Exact Text

Please select your preferred language: [English, Bahasa Indonesia, Tagalog]

Thank you for taking the time to complete this survey.

We want to learn about your opinions about helper agencies and about [the Platform Company]’s plan for the future. Please fill out these questions to the best of your ability. There are no wrong answers, we want your complete honesty!

You will be given the code for an NTUC FairPrice voucher (S\$5) within 2-3 working days. You will also automatically join a raffle for a S\$300 NTUC gift card.

You can only take this survey once, so please proceed only if you have at least 5 minutes available to answer the questions.

What best describes you right now?

- I am currently matched with a helper through [the Platform Company]
- I am currently matched with a helper through a different channel
- I am currently not matched with a helper

[The Platform Company] is a platform that matches helpers with employers. We have matched over 5,000 helpers with employers in the past 11 years. Anyone may register for free on our website, and we charge zero fees to helpers. We want to tell you a bit about us, our priorities, and our plans for the future. We also want to see what resonates most with you.

Random Assignment into Two Conditions

{Please see the Control Condition and the Basic Treatment Condition in Table 1 in the paper for exact text in each condition}

Imagining this future match, how much would you agree with the following statements? (7-pt Likert)

- I would use [the Platform Company] to find helpers in the future.
- I would refer [the Platform Company] to other employers in the future.
- I would trust [the Platform Company]'s service.
- I would think that [the Platform Company] is sincere.
- I would think that [the Platform Company] is honest.
- I think that the employer matched through this future Anisya would be trustworthy.
- I think that the employer matched through this future Anisya would treat me well.
- I would feel empowered while working with the employer matched through this future Anisya.
- I would feel anxious and stressed while working with the employer matched through this future Anisya.

Please indicate how much you agree with this statement.

I will take the employer rating system into account when I interact with helpers. (7 Pt Likert)

(For all treatment conditions; open text entry) In your own words, describe in 1 sentence what the most important effect of an employer rating system would be and the impact it would have in the future.

(For control condition) In your own words, describe in 1 sentence what [the Platform Company] will do in the future.

(For treatment conditions) In your own words, describe in 1 sentence what the most important effect of an employer rating system would be and the impact it would have in the future.

(For Control Condition) In your own words, describe in 1 sentence what [the Platform Company] will do in the future.

How much do you agree with the following statements? (7-Pt Likert)

- Everyone has a fair shot at wealth and happiness.
- Society is set up so that people usually get what they deserve.
- Salaries are usually reflective of education, which in turn is reflective of intelligence and ambition.

How important is it to do good for others? (7-pt Likert)

In which year were you born? [textbox for manual entry]

Which country are you from?

[multiple choice single answer: The Philippines, Indonesia, Bangladesh, India, Malaysia, Myanmar, Thailand, Other]

How many years have you lived in Singapore?

[less than 1, 1, 2-5, 6-10, all my life]

When did you first become a helper?

[multiple choice single answer: 2019-2020, 2015-2019, 2005-2014, 1995-2004, Before 1995, I have never been a helper]

How many families have you worked for in the past

[multiple choice single answer: 0 (I'm still looking for work / I haven't hired a helper before), 1, 2, 3, 4, 5 or more]

What is your gender? (Female, Male)

What is your race? You may select more than 1.

[Chinese ; Malay ; Indian ; White/Caucasian ; Black ; Hispanic ; Other]

How much is your **monthly** salary? If you don't have a job now, how much was your monthly salary in your last job?

[Less than 200 SGD / 200-399 SGD / 400-599 SGD / 600-799 SGD / 800-999 SGD / 1000 SGD or more]

Are you currently matched with a helper/an employer through Anisya? [Yes/ No]

Are you currently matched with a helper/an employer through a different channel? [Yes/ No]

What have you used before/are you currently using to find an employer / helper? You can select more than one choice. [multiple choice multiple answer]

[The Platform Company] / Another online platform / Traditional maid agency / Referral from friends and family / Government channels/ Other [text entry]

To show you are paying close attention to this survey, select "Charlie's" below even though this is not likely where you actually buy your groceries.

[Fairprice/NTUC / Cold Storage / Sheng Siong / Giant / Charlie's/ Other]

Think about your current and past employers for whom you worked as a helper. How much do you agree about the following statements about your current and past employers? [7-point Likert scale]

- I think that my current and past employers were trustworthy.
- I think that my current and past employers were good.

How much do you agree with the following statements? (7-Pt Likert)

- I think that it is common for some employers to treat helpers poorly.
- I think that it common for some employers to be abusive towards helpers.

Is this the first time you have heard of this initiative and survey? [Y/N]

If No, how did you hear about it? [directly from a helper, directly from an employer, from social media, other]

Thank you very much for your time in answering our questions!

We will send you the code for the \$5 NTUC voucher to this contact within 48 hours. If you do not receive the voucher within 48 hours, you can contact us at outreach@[the Platform Company].com and reference the completion code.

You will also be automatically entered into a raffle for a \$300 NTUC voucher, to be drawn at the end of the month. We will contact you if you win!

Please check out [the Platform Company]'s platform and consider using our services!

Appendix IV. Additional Figures and Tables

IV-A. Survey Screenshots

Thank you for taking the time to complete this survey. We want to learn about your opinions about helper agencies and about [REDACTED]'s plan for the future. Please fill out these questions to the best of your ability. There are no wrong answers, we want your complete honesty!

You will be given the code for an NTUC FairPrice voucher (S\$5) within 2-3 working days. You will also automatically join a raffle for a S\$300 NTUC gift card.

You can only take this survey once, so please proceed only if you have at least 5 minutes available to answer the questions.



Figure A1: Welcome Message Page in the Survey

We wanted to let you know that we at [REDACTED] **plan to set up a rating system of employers**, where helpers can rate their employers on a five-star scale (after confirming that the helper has indeed worked with the employer).

This is important for us and for you, as employers.

- This employer rating system will benefit you by attracting more helpers to our platform, giving employers more choices
- This employer rating system will benefit you by reducing employers' bad behaviour, which harms our employers' reputations
- This employer rating system will benefit you by retaining high-quality helpers who are committed to the platform
- This employer rating system will benefit you by ridding bad employers from the platform who drive away helpers

Help us help you as employers.

Figure A2: Sample Treatment Condition Page in the Survey

Imagining this future match, how much would you agree with the following statements?

	Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree
I would think that [redacted] is sincere.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would refer [redacted] to other employers in the future.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think that the helper matched through this future [redacted] would be trustworthy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Figure A3: Sample Outcome Question Page in the Survey

Where do you buy your groceries? To show you are paying attention select "Charlie's" below even though this is not likely where you actually buy your groceries.

Fairprice/NTUC	Cold Storage	Sheng Siong	Giant	Charlie's	Other
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Figure A4: Attention Check Page in the Survey

Thank you very much for your time in answering our questions!

We will send you the code for the \$5 NTUC voucher to this contact within 48 hours. If you do not receive the voucher within 48 hours, you can contact us at outreach@anisya.com and reference the completion code.

You will also be automatically entered into a raffle for a \$300 NTUC voucher, to be drawn at the end of the month. We will contact you if you win!

Please check out [REDACTED]'s platform and consider using our services!



Figure A5: Payment Page in the Survey

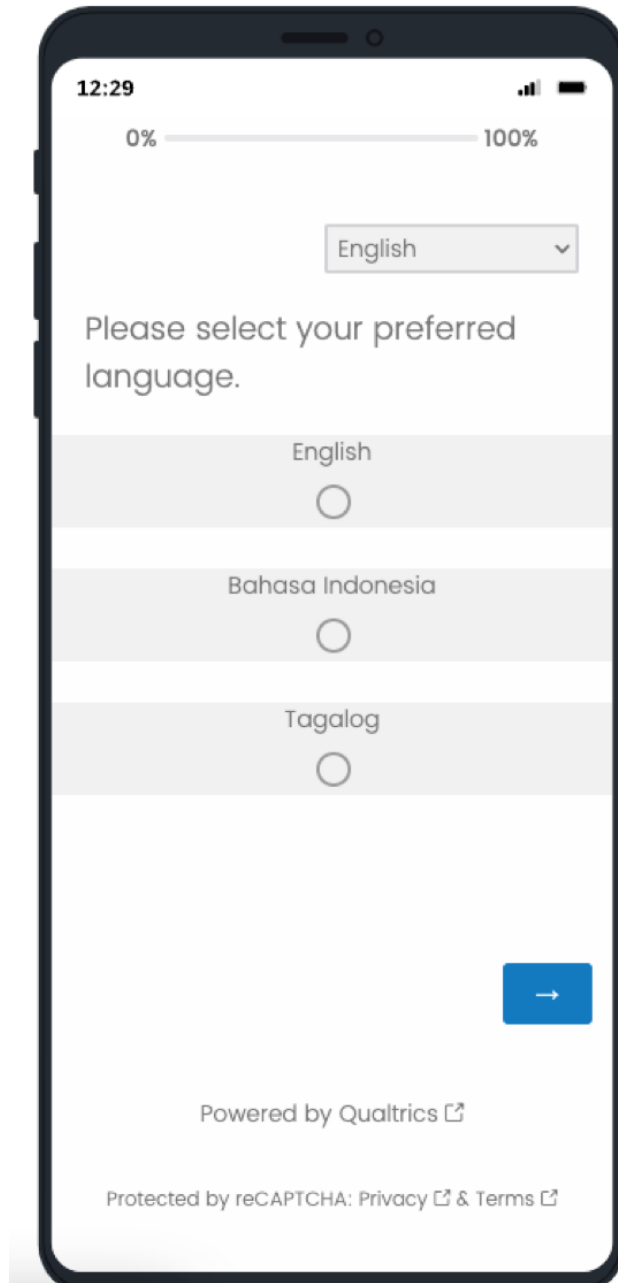


Figure A6: Choosing Language for Workers in the Survey

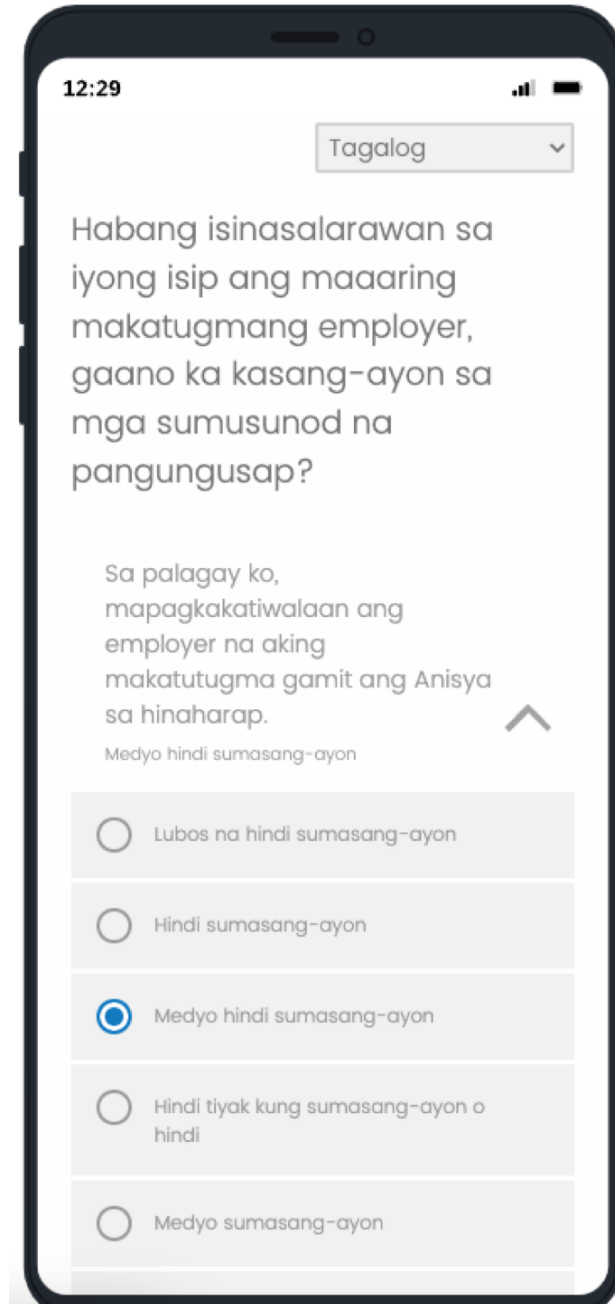


Figure A7: Sample Tagalog Page in the Survey

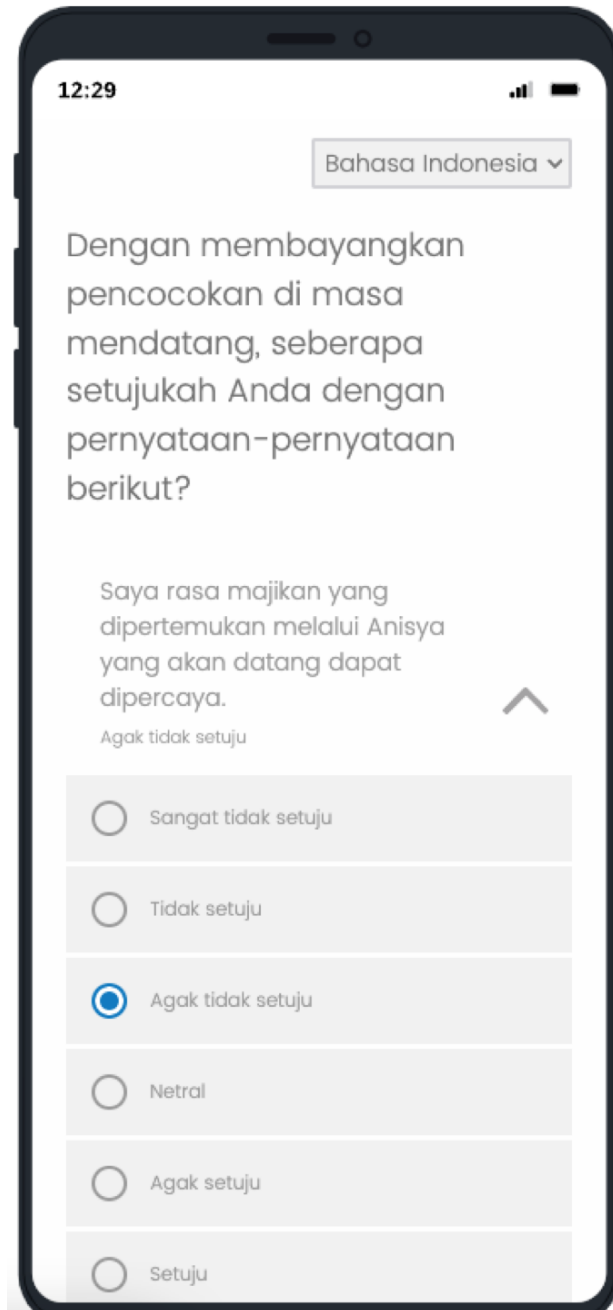
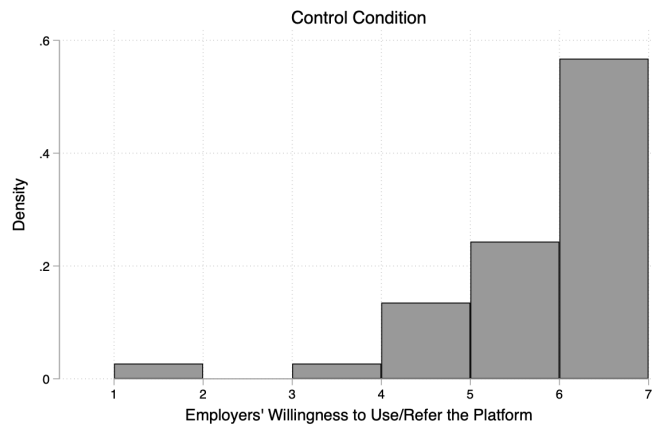
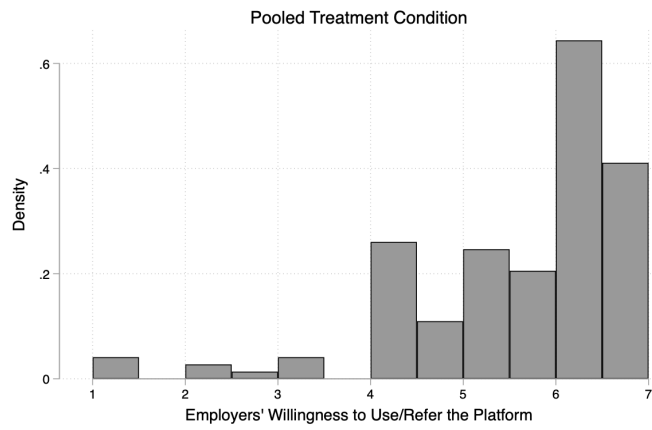


Figure A8: Sample Bahasa Indonesia Page in the Survey

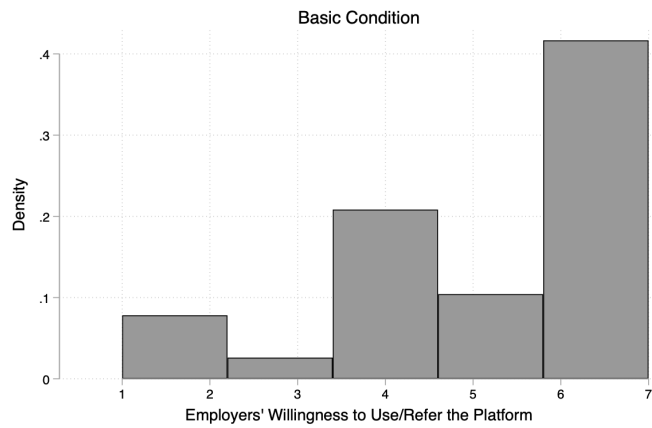
IV-B. Employer Figures and Tables



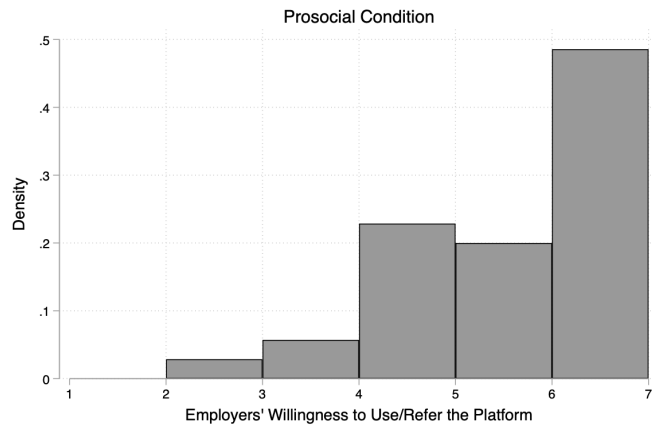
(a)



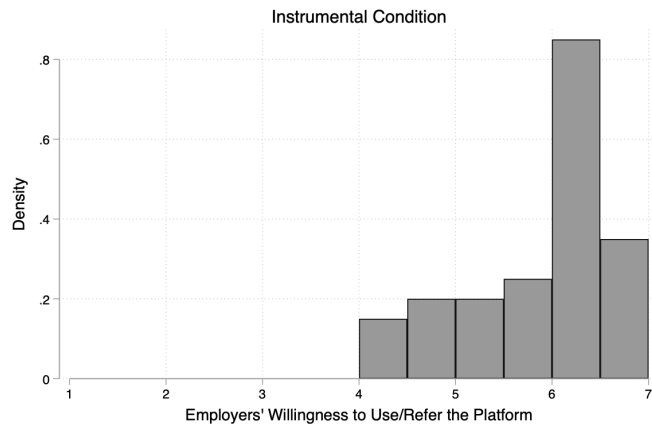
(b)



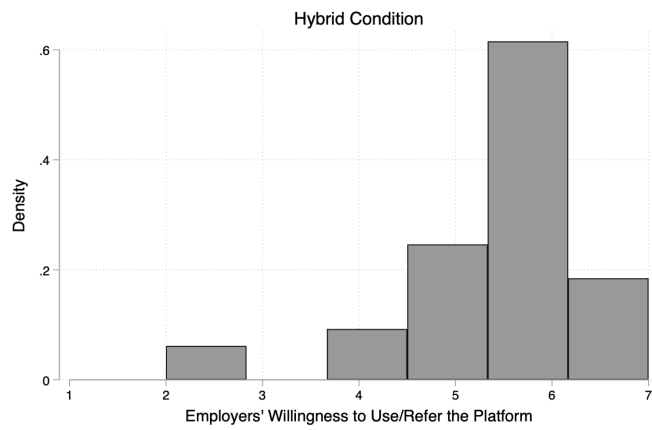
(c)



(d)

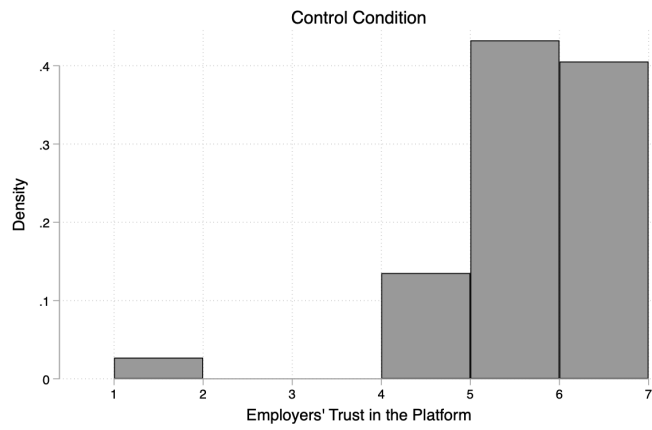


(e)

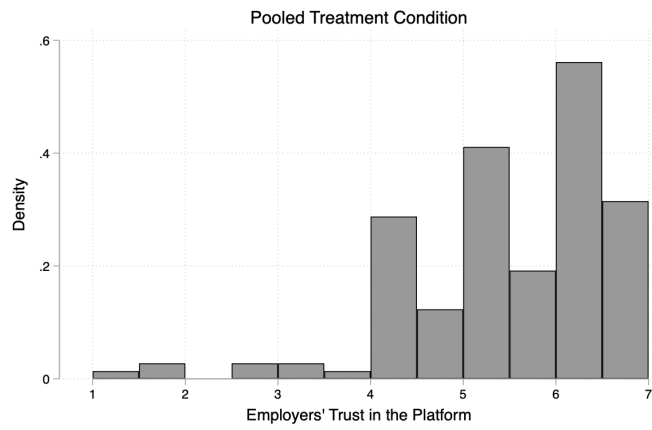


(f)

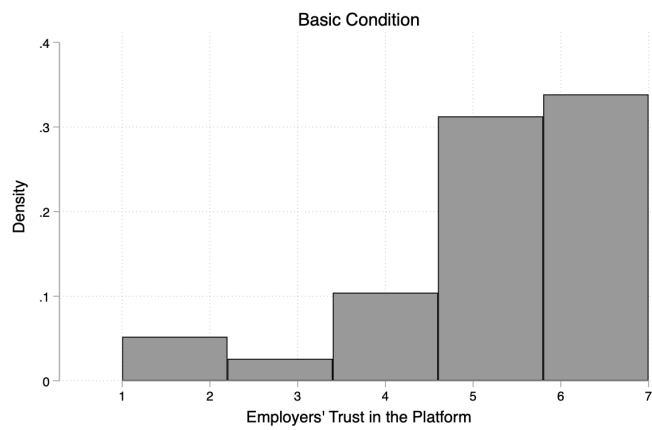
Figure A9: Histograms of Employers' Willingness to Use/Refer the Platform Across Conditions



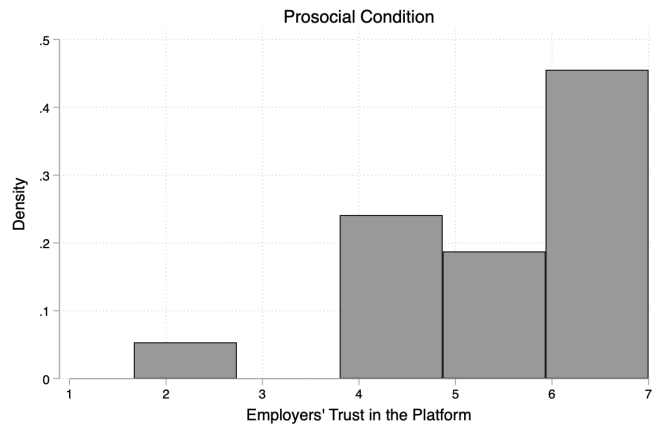
(a)



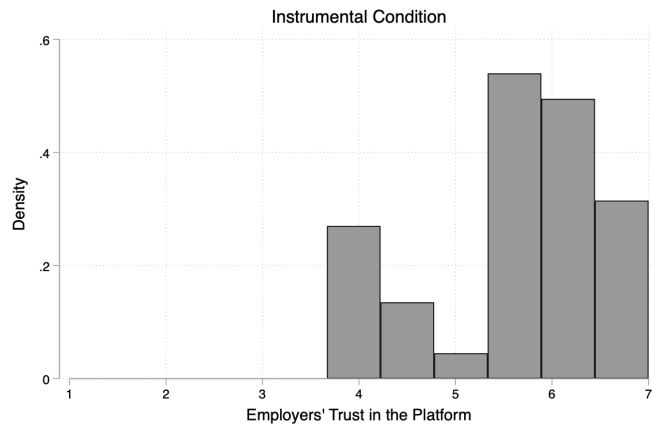
(b)



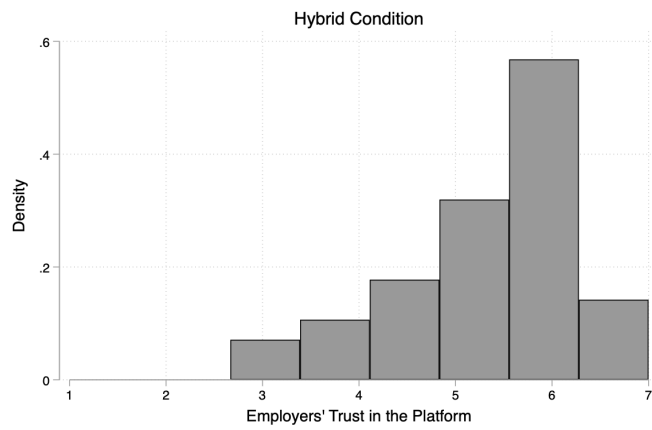
(c)



(d)

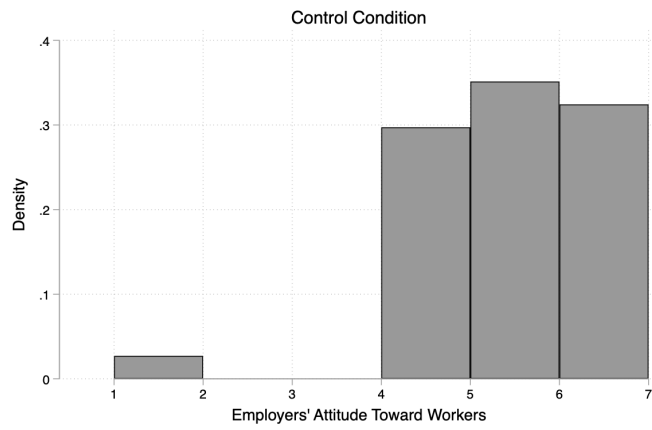


(e)

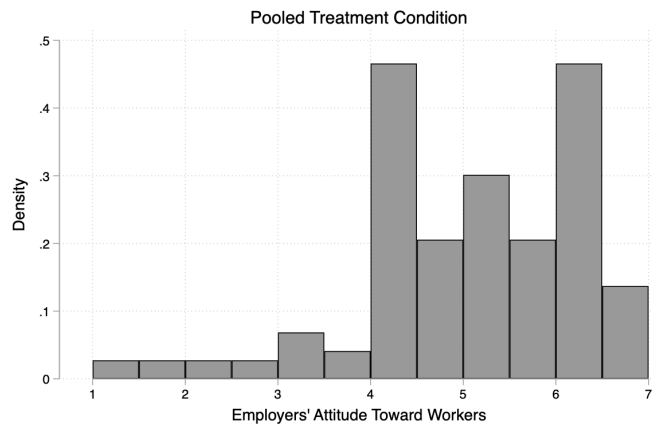


(f)

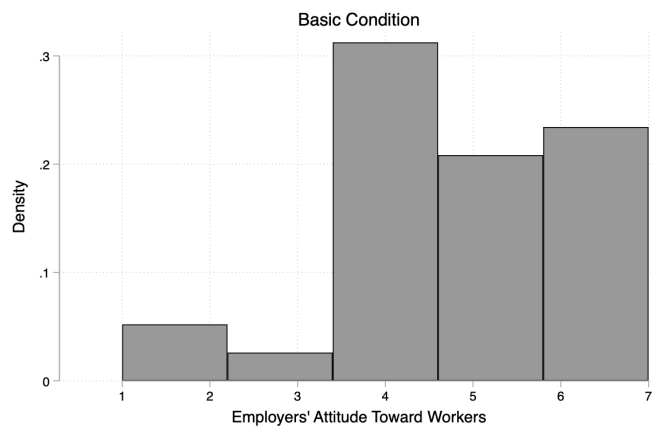
Figure A10: Histograms of Employers' Trust in the Platform Across Conditions



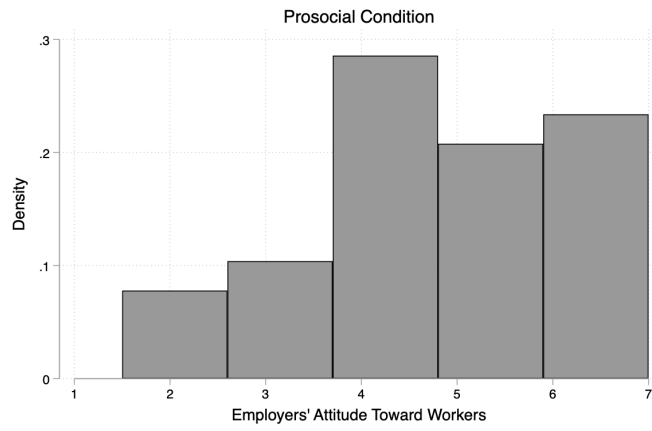
(a)



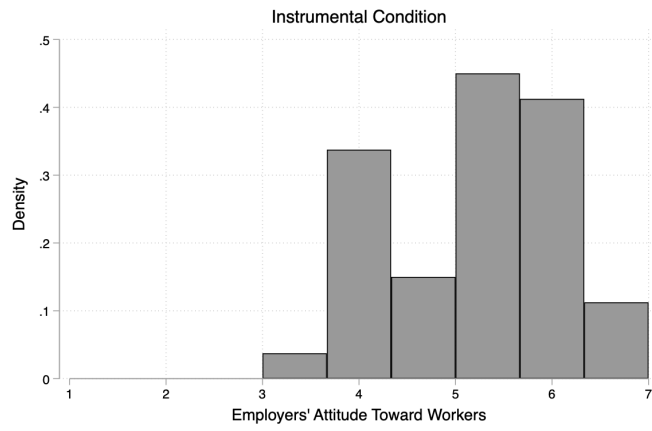
(b)



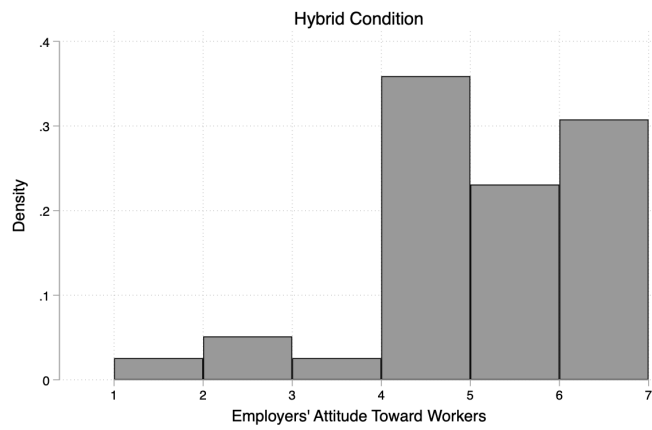
(c)



(d)



(e)



(f)

Figure A11: Histograms of Employers' Attitude Toward Workers Across Conditions

Table A1: Study 1: Pooled Treatment Effects on Employers' Responses and Engagement

	Self-Reported Responses			Engagement			
	(1) Use/Refer Platform	(2) Trust in Platform	(3) Attitudes Toward Workers	(4) Any Engagement	(5) Communication	(6) Profile Updates	(7) Browsing
Pooled Treatment	-0.099 (0.223)	-0.021 (0.203)	-0.187 (0.223)	-0.010 (0.051)	0.006 (0.030)	-0.010 (0.051)	-0.019 (0.050)
Constant	7.029*** (0.555)	5.857*** (0.557)	5.782*** (0.696)	0.204 (0.136)	0.198 (0.122)	0.204 (0.136)	0.237* (0.133)
Observations	183	183	183	183	183	183	183
r2	0.119	0.122	0.109	0.042	0.077	0.042	0.056

Notes: This table documents the pooled treatment effects on employers' responses and engagement behavior. The DVs in Models 1-3 are employers' self-reported attitudes toward the platform and workers. Model 1 contains employers' willingness to use the platform's service or refer the platform to others (composed of two sub-scales corresponding to their willingness to use or refer the platform). Model 2 contains employers' trust in the platform (composed of three sub-scales corresponding to how much employers think that they would trust the platform, the platform is sincere, and the platform is honest). Model 3 contains employers' attitudes toward workers (composed of two sub-scales corresponding to how much employers think the workers hired through the platform are hardworking and trustworthy). The DVs in Models 4-7 are employers' engagement behavior in the six months after participating in our experiment. Model 4 contains the Any Engagement dummy variable, for which 1 indicates any engagement activity, and 0 indicates no engagement. In Models 5-7, the dummy variables correspond to whether an employer conducted activities related to communication (e.g., sending out a message), profile updates (e.g., changing profile picture), and browsing (e.g., browsing worker lists), respectively. All models include the following control variables: time in Singapore, time since first worker, female, number of past workers, race (dummy variables for Indian, Malay), and employing status fixed effects. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

Table A2: Study I: Pooled Treatment Effects on Employers' Responses and Engagement With Ordered Probit and Probit

	Self-Reported Responses			Engagement			
	(1) Use/Refer Platform	(2) Trust in Platform	(3) Attitudes Toward Workers	(4) Any Engagement	(5) Communication	(6) Profile Updates	(7) Browsing
Pooled Treatment	-0.124 (0.200)	0.016 (0.186)	-0.193 (0.202)	-0.010 (0.336)	0.079 (0.484)	-0.010 (0.336)	-0.107 (0.353)
Constant				-0.887 (0.835)	1.108 (1.388)	-0.887 (0.835)	-0.595 (0.848)
Observations	183	183	183	172	137	172	172

Notes: This table documents the pooled treatment effects on employers' responses and engagement behavior with ordered Probit (for ordinal DVs) and Probit (for binary DV) models. Details about the DVs are provided in the table notes of Appendix IV, Table A1. All models include the following control variables: time in Singapore, time since first worker, female, number of past workers, race (dummy variables for Indian, Malay), and employing status fixed effects. Robust standard errors in parentheses. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

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Table A3: Study I: Pooled Treatment Effects on Employers' Responses and Engagement Without Control Variables

	Self-Reported Responses			Engagement			
	(1) Use/Refer Platform	(2) Trust in Platform	(3) Attitudes Toward Workers	(4) Any Engagement	(5) Communication	(6) Profile Updates	(7) Browsing
Pooled Treatment	-0.197 (0.232)	-0.049 (0.194)	-0.245 (0.219)	-0.013 (0.050)	0.014 (0.031)	-0.013 (0.050)	-0.019 (0.049)
Constant	5.595*** (0.207)	5.450*** (0.170)	5.095*** (0.194)	0.081* (0.045)	0.027 (0.027)	0.081* (0.045)	0.081* (0.045)
Observations	183	183	183	183	183	183	183
r2	0.004	0.000	0.006	0.000	0.001	0.000	0.001

Notes: This table documents the pooled treatment effects on employers' responses and engagement behavior without control variables. Details about the DVs are provided in the table notes of Appendix IV, Table A1. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

Table A4: Study I: Pooled Employer Treatment Effects: Self-Reported Sub-scales

	Willingness to Use/Refer Platform		Trust in Platform			Attitude Toward Workers	
	(1) use	(2) refer	(3) trust	(4) sincere	(5) honest	(6) worker trustworthy	(7) worker hardworking
Pooled Treatment	-0.048 (0.225)	-0.149 (0.237)	0.114 (0.212)	-0.038 (0.222)	-0.141 (0.214)	-0.157 (0.235)	-0.217 (0.243)
Constant	7.333*** (0.539)	6.725*** (0.657)	5.581*** (0.619)	6.037*** (0.600)	5.955*** (0.574)	6.008*** (0.714)	5.555*** (0.752)
Observations	183	183	183	183	183	183	183
r2	0.120	0.106	0.106	0.107	0.125	0.084	0.117

Notes: This table documents the pooled employer treatment effects on all sub-scales that make up the aggregate employers' self-reported variables. All models include the following control variables: time in Singapore, time since first worker, female, number of past workers, race (dummy variables for Indian, Malay), and employing status fixed effects. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

Table A5: Study 1: Employer Pooled Treatment Effects By High-Income Dummy

	Self-Reported Responses			Engagement			
	(1) Use/Refer Platform	(2) Trust in Platform	(3) Attitudes Toward Workers	(4) Any Engagement	(5) Communication	(6) Profile Updates	(7) Browsing
Pooled Treatment	0.142 (0.258)	0.102 (0.231)	0.086 (0.246)	0.047 (0.044)	0.002 (0.037)	0.047 (0.044)	0.035 (0.042)
High Income	0.469 (0.323)	-0.009 (0.323)	0.302 (0.508)	0.215 (0.154)	-0.024 (0.044)	0.215 (0.154)	0.210 (0.155)
Pooled Treatment × High Income	-0.998** (0.446)	-0.454 (0.434)	-1.077* (0.585)	-0.263 (0.162)	0.022 (0.060)	-0.263 (0.162)	-0.246 (0.162)
Constant	7.144*** (0.554)	6.087*** (0.550)	6.068*** (0.680)	0.161 (0.152)	0.207 (0.135)	0.161 (0.152)	0.190 (0.150)
Observations	183	183	183	183	183	183	183
r2	0.147	0.144	0.165	0.070	0.078	0.070	0.083

Notes: This table documents the pooled treatment effects on employers' responses and engagement behavior using the dummy variable, high family income (25,000 SGD or more in monthly family income), as a moderator. Details about the DVs are provided in the table notes of Appendix IV, Table A1. All models include the following control variables: time in Singapore, time since first worker, female, number of past workers, race (dummy variables for Indian, Malay), and employing status fixed effects. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

Table A6: Study 1: Employer Pooled Treatment Effects By High-Income Dummy With Ordered Probit and Probit

	Self-Reported Responses			Engagement			
	(1) Use/Refer Platform	(2) Trust in Platform	(3) Attitudes Toward Workers	(4) Any Engagement	(5) Communication	(6) Profile Updates	(7) Browsing
Pooled Treatment	0.060 (0.225)	0.088 (0.208)	0.069 (0.216)	0.603 (0.433)	0.045 (0.513)	0.603 (0.433)	0.531 (0.456)
High Income	0.447 (0.395)	-0.120 (0.366)	0.444 (0.538)	1.310** (0.637)	-0.048 (0.402)	1.310** (0.637)	1.345** (0.653)
Pooled Treatment × High Income	-0.800* (0.461)	-0.230 (0.426)	-1.100* (0.579)	-1.776** (0.732)	(.) (.)	-1.776** (0.732)	-1.762** (0.756)
Constant				-1.129 (0.998)	1.132 (1.380)	-1.129 (0.998)	-0.855 (1.000)
Observations	183	183	183	172	132	172	172

Notes: This table documents the pooled treatment effects on employers' responses and engagement behavior with ordered probit (for ordinal DVs) and probit (for binary DVs) models. The regressions use the dummy variable, high family income (25,000 SGD or more in monthly family income), as a moderator. Details about the DVs are provided in the table notes of Appendix IV, Table A1. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

Table A7: Study 1: Employer Pooled Treatment Effects By High-Income Dummy Without Control Variables

	Self-Reported Responses			Engagement			
	(1) Use/Refer Platform	(2) Trust in Platform	(3) Attitudes Toward Workers	(4) Any Engagement	(5) Communication	(6) Profile Updates	(7) Browsing
Pooled Treatment	0.077 (0.271)	0.106 (0.229)	0.057 (0.236)	0.038 (0.042)	0.002 (0.039)	0.038 (0.042)	0.029 (0.042)
High Income	0.836*** (0.319)	0.276 (0.299)	0.597 (0.489)	0.216 (0.159)	-0.034 (0.034)	0.216 (0.159)	0.216 (0.159)
Pooled Treatment × High Income	-1.216*** (0.427)	-0.662 (0.400)	-1.300** (0.555)	-0.233 (0.165)	0.054 (0.055)	-0.233 (0.165)	-0.224 (0.165)
Constant	5.414*** (0.249)	5.391*** (0.208)	4.966*** (0.211)	0.034 (0.034)	0.034 (0.034)	0.034 (0.034)	0.034 (0.034)
Observations	183	183	183	183	183	183	183
r2	0.033	0.020	0.064	0.025	0.003	0.025	0.027

Notes: This table documents the pooled treatment effects on employers' responses and engagement behavior without control variables. The regressions use the dummy variable, high family income (25,000 SGD or more in monthly family income), as a moderator. Details about the DVs are provided in the table notes of Appendix IV, Table A1. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

Table A8: Study 1: Treatment Effects on Employers' Responses and Engagement By Individual Treatment Conditions

	Self-Reported Responses			Engagement			
	(1) Use/Refer Platform	(2) Trust in Platform	(3) Attitudes Toward Workers	(4) Any Engagement	(5) Communication	(6) Profile Updates	(7) Browsing
Basic	-0.495 (0.358)	-0.278 (0.312)	-0.362 (0.315)	-0.023 (0.076)	-0.041 (0.034)	-0.023 (0.076)	-0.019 (0.075)
Prosocial	-0.181 (0.295)	-0.023 (0.273)	-0.420 (0.310)	-0.051 (0.056)	-0.012 (0.041)	-0.051 (0.056)	-0.058 (0.055)
Instrumental	0.229 (0.242)	0.235 (0.229)	0.171 (0.250)	-0.019 (0.055)	0.032 (0.041)	-0.019 (0.055)	-0.019 (0.055)
Hybrid	-0.038 (0.261)	-0.072 (0.240)	-0.225 (0.281)	0.045 (0.072)	0.035 (0.049)	0.045 (0.072)	0.015 (0.066)
Constant	7.216*** (0.571)	6.020*** (0.565)	5.929*** (0.721)	0.186 (0.144)	0.210 (0.129)	0.186 (0.144)	0.225 (0.138)
Observations	183	183	183	183	183	183	183
r2	0.149	0.140	0.136	0.057	0.096	0.057	0.064

Notes: This table documents the treatment effects on employers' responses and engagement behavior, separated into individual treatment conditions (rather than pooled treatment). Details about the DVs are provided in the table notes of Appendix IV, Table A1. All models include the following control variables: time in Singapore, time since first worker, female, number of past workers, race (dummy variables for Indian, Malay), and employing status fixed effects. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

Table A9: Study 1: Treatment Effects on Employers' Responses and Engagement By Individual Treatment Conditions Without Control Variables

	Self-Reported Responses			Engagement			
	(1) Use/Refer Platform	(2) Trust in Platform	(3) Attitudes Toward Workers	(4) Any Engagement	(5) Communication	(6) Profile Updates	(7) Browsing
Basic	-0.516 (0.371)	-0.221 (0.303)	-0.360 (0.302)	-0.019 (0.063)	-0.027 (0.027)	-0.019 (0.063)	-0.019 (0.063)
Prosocial	-0.295 (0.304)	-0.003 (0.274)	-0.409 (0.309)	-0.053 (0.054)	0.002 (0.039)	-0.053 (0.054)	-0.053 (0.054)
Instrumental	0.055 (0.244)	0.108 (0.226)	0.043 (0.245)	-0.031 (0.057)	0.023 (0.044)	-0.031 (0.057)	-0.031 (0.057)
Hybrid	-0.107 (0.272)	-0.109 (0.231)	-0.300 (0.282)	0.047 (0.071)	0.050 (0.051)	0.047 (0.071)	0.021 (0.067)
Constant	5.595*** (0.209)	5.450*** (0.171)	5.095*** (0.196)	0.081* (0.046)	0.027 (0.027)	0.081* (0.046)	0.081* (0.046)
Observations	183	183	183	183	183	183	183
r2	0.026	0.010	0.024	0.018	0.018	0.018	0.011

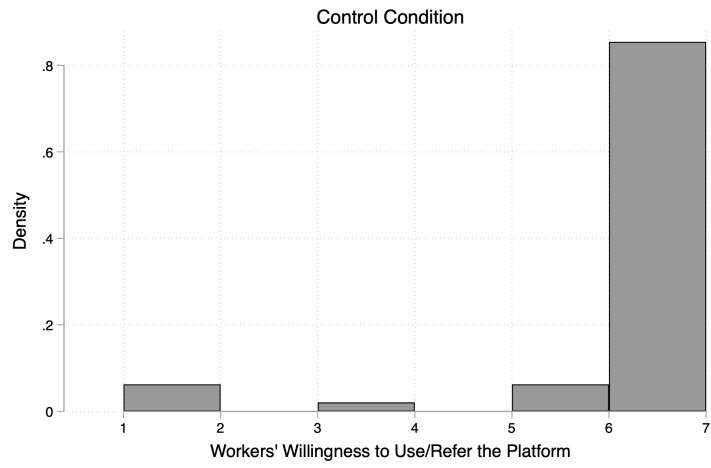
Notes: This table documents the treatment effects on employers' responses and engagement behavior without control variables, separated into individual treatment conditions. Details about the DVs are provided in the table notes of Appendix IV, Table A1. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

Table A10: Study 1: Employer Treatment Effects By Individual Treatment Conditions: Self-Reported Sub-scales

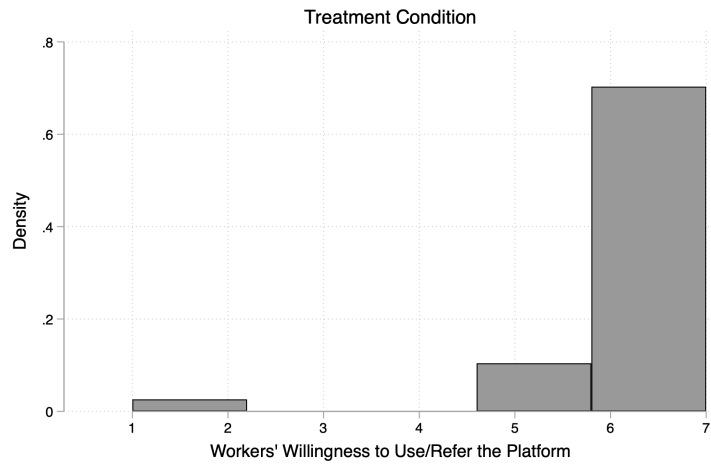
	Willingness to Use/Refer Platform		Trust in Platform			Attitude Toward Workers	
	(1) use	(2) refer	(3) trust	(4) sincere	(5) honest	(6) worker trustworthy	(7) worker hardworking
Basic	-0.426 (0.358)	-0.563 (0.375)	-0.217 (0.342)	-0.212 (0.329)	-0.407 (0.313)	-0.492 (0.365)	-0.231 (0.326)
Prosocial	-0.201 (0.309)	-0.160 (0.308)	0.164 (0.287)	-0.082 (0.322)	-0.151 (0.291)	-0.394 (0.331)	-0.446 (0.327)
Instrumental	0.285 (0.252)	0.174 (0.267)	0.392* (0.236)	0.203 (0.254)	0.111 (0.253)	0.283 (0.255)	0.060 (0.280)
Hybrid	0.050 (0.276)	-0.127 (0.273)	0.062 (0.257)	-0.107 (0.266)	-0.172 (0.259)	-0.139 (0.283)	-0.311 (0.317)
Constant	7.500*** (0.570)	6.931*** (0.664)	5.775*** (0.630)	6.172*** (0.608)	6.113*** (0.582)	6.210*** (0.738)	5.649*** (0.785)
Observations	183	183	183	183	183	183	183
r2	0.149	0.133	0.128	0.118	0.141	0.123	0.132

Notes: This table documents the employer treatment effects on all sub-scales that make up the aggregate employers' self-reported variables. All models include the following control variables: time in Singapore, time since first worker, female, number of past workers, race (dummy variables for Indian, Malay), and employing status fixed effects. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

IV-C. Worker Figures and Tables

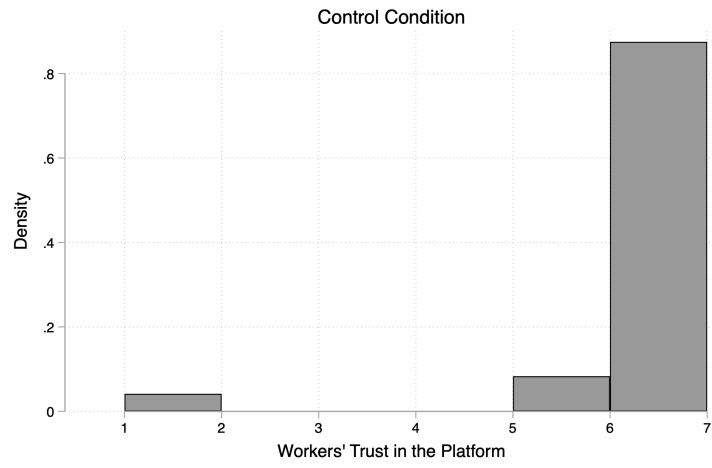


(a)

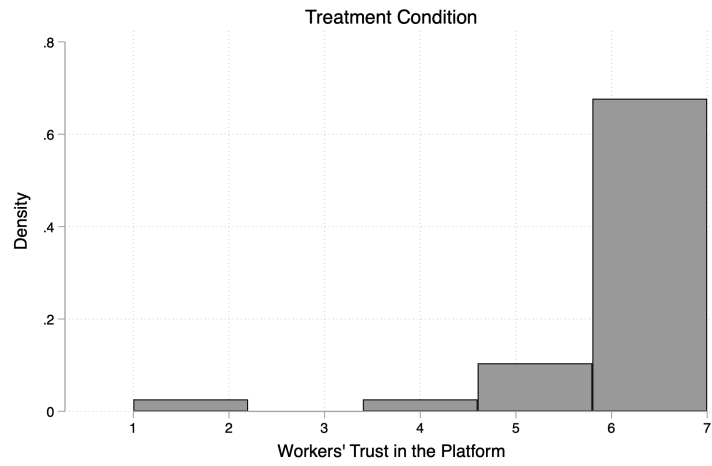


(b)

Figure A12: Histograms of Workers' Willingness to Use/Refer the Platform Across Conditions



(a)

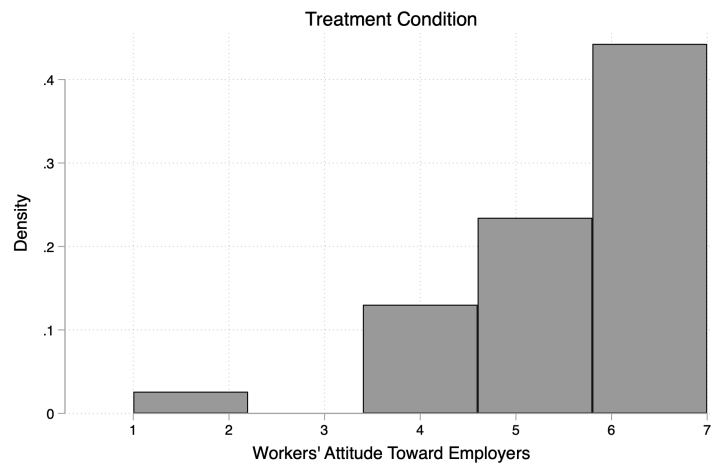


(b)

Figure A13: Histograms of Workers' Trust in the Platform Across Conditions



(a)



(b)

Figure A14: Histograms of Workers' Attitude Toward Employers Across Conditions

Table A11: Study 2: Treatment Effects on Workers' Responses and Engagement

	Self-Reported Responses			Engagement			
	(1) Use/Refer Platform	(2) Trust in Platform	(3) Attitudes Toward Employers	(4) Any Engagement	(5) Communication	(6) Profile Updates	(7) Browsing
Rating System	-0.009 (0.323)	-0.098 (0.303)	-0.437 (0.277)	-0.177*** (0.061)	-0.089* (0.045)	-0.070* (0.042)	-0.177*** (0.061)
Constant	6.268*** (0.594)	6.319*** (0.583)	6.216*** (0.362)	0.229* (0.129)	0.114 (0.099)	0.107 (0.099)	0.229* (0.129)
Observations	80	80	80	80	80	80	80
r2	0.001	0.003	0.041	0.078	0.037	0.031	0.078

Notes: This table documents the treatment effects on workers' responses and engagement behavior. The DVs in Models 1-3 workers' self-reported attitudes toward the platform and employers. Model 1 contains workers' willingness to use the platform's service or refer the platform to others (composed of two sub-scales corresponding to their willingness to use or refer the platform). Model 2 contains workers' trust in the platform (composed of three sub-scales corresponding to how much workers think that they would trust the platform, the platform is sincere, and the platform is honest). Model 3 contains workers' attitudes toward employers (composed of four sub-scales corresponding to how much workers think the employers matched through the platform would treat them well versus badly). The DVs in Models 4-7 are workers' engagement behavior in the six months after participating in our experiment. Model 4 contains the Any Engagement dummy variable, for which 1 indicates any engagement activity, and 0 indicates no engagement. In Models 5-7, the dummy variables correspond to whether a worker conducted activities related to communication (e.g., sending out a message), profile updates (e.g., changing profile picture), and browsing (e.g., browsing employer lists), respectively. All models include the following control variable: number of past employers. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

Table A12: Study 2: Treatment Effects on Workers' Responses and Engagement with Ordered Probit

	(1) Use/Refer Platform	(2) Trust in Platform	(3) Attitudes Toward Employers
Rating System	-0.256 (0.254)	-0.186 (0.253)	-0.333 (0.256)
Observations	80	80	80

Notes: This table documents the treatment effects on workers' responses and engagement behavior with ordered probit for the ordinal DVs. Probit does not converge for the regressions with the binary engagement DVs due to having only 0's in the treated condition. Details about the DVs are provided in the table notes of Appendix IV, Table A11. All models include the following control variable: number of past employers. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

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Table A13: Study 2: Treatment Effects on Workers' Responses and Engagement Without Control Variables

	Self-Reported Responses			Engagement			
	(1) Use/Refer Platform	(2) Trust in Platform	(3) Attitudes Toward Employers	(4) Any Engagement	(5) Communication	(6) Profile Updates	(7) Browsing
Rating System	0.016 (0.290)	-0.069 (0.262)	-0.404 (0.255)	-0.167*** (0.054)	-0.083** (0.040)	-0.062* (0.035)	-0.167*** (0.054)
Constant	6.125*** (0.216)	6.153*** (0.172)	6.021*** (0.113)	0.167*** (0.054)	0.083** (0.040)	0.062* (0.035)	0.167*** (0.054)
Observations	80	80	80	80	80	80	80
r2	0.000	0.001	0.037	0.074	0.035	0.026	0.074

Notes: This table documents the treatment effects on workers' responses and engagement behavior without control variables. Details about the DVs are provided in the table notes of Appendix IV, Table A11. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

Table A14: Study 2: Worker Treatment Effects: Self-Reported Sub-scales

	Use/Refer Platform		Trust in Platform			Attitude Toward Employers			
	(1) use	(2) refer	(3) trust	(4) sincere	(5) honest	(6) keep passport	(7) give enough food	(8) would not yell	(9) enough time to rest
Rating System	0.040 (0.343)	-0.057 (0.326)	-0.084 (0.346)	-0.100 (0.304)	-0.110 (0.318)	-0.492 (0.406)	-0.241 (0.272)	-0.312 (0.342)	-0.703** (0.315)
Constant	6.236*** (0.642)	6.300*** (0.589)	6.128*** (0.607)	6.407*** (0.585)	6.422*** (0.592)	6.623*** (0.584)	6.136*** (0.371)	5.564*** (0.588)	6.543*** (0.363)
Observations	80	80	80	80	80	80	80	80	80
r2	0.004	0.000	0.001	0.004	0.008	0.032	0.014	0.018	0.081

Notes: This table documents the worker treatment effects on all sub-scales that make up the aggregate workers' self-reported variables. All models include the following control variable: number of past employers. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

Table A15: Study 2: Worker Treatment Effects By Workers' Past Experiences

	Self-Reported Responses			Engagement			
	(1) Use/Refer Platform	(2) Trust in Platform	(3) Attitudes Toward Employers	(4) Any Engagement	(5) Communication	(6) Profile Updates	(7) Browsing
Rating System	0.759 (0.752)	0.829 (0.691)	1.245** (0.478)	-0.310** (0.131)	-0.209* (0.115)	-0.184 (0.114)	-0.310** (0.131)
Bad Experience	-0.236 (0.227)	-0.218 (0.208)	-0.088 (0.137)	-0.052 (0.040)	-0.049* (0.029)	-0.045 (0.029)	-0.052 (0.040)
Rating System × Bad Experience	-0.242 (0.335)	-0.303 (0.310)	-0.599*** (0.193)	0.057 (0.041)	0.052 (0.032)	0.049 (0.033)	0.057 (0.041)
Constant	6.548*** (0.770)	6.532*** (0.726)	6.020*** (0.424)	0.355** (0.173)	0.233 (0.156)	0.217 (0.156)	0.355** (0.173)
Observations	80	80	80	80	80	80	80
r2	0.126	0.190	0.392	0.102	0.078	0.077	0.102

Notes: This table documents the effects of the interaction between workers' bad past experience with employers (Likert scale: 1=very good experience; 7=very bad experience) and the rating system treatment on workers' responses and engagement behavior. Details about the DVs are provided in the table notes of Appendix IV, Table A11. All models include the following control variable: number of past employers. Robust standard errors in parentheses. * $p < .10$, ** $p < .05$, *** $p < .01$.

Appendix V. Post-Hoc Interview Quotes

Round One

“Some helpers don’t like the rating system because some employers are super strict. In those households, you cannot say anything and cannot leave. In those situations, even if a helper wants to tell them something, she cannot because she has already been silenced. I have many friends like that. If we speak, they’ll get more angry... My friend is very scared because her employer keeps cursing her. She’s staying with them because she wants to earn money. She believes the employer might magically get better. She had two very bad employers in a row, and has come accept it as her fate. She’s already 55. She’s praying to God every day that her employer gets better.”
(Interview GAFSOM2205089)

“First time I came here in 2012. My first employer wasn’t good. They never gave me enough food. Not enough sleep. I got very sick. I decided to change employer after finishing my contract (2 years). My thought process at the time was: I already spent a lot of money coming here, so I had to keep going. Thank God I survived those two years.” (Interview MAFSOM2205086)

“Another friend agreed with a British family that there should be no curfew. Two months later, they changed the rule and had a curfew. She would be scared to use the rating system. Employer would say ‘Why you rate me? Why you do this?’ Most helpers are silent because they need work... Salary is important also. This helper’s employer is not good and mistreats her, but she is getting paid high salary (1500 SGD per month). She chose to stay to earn the money.” (Interview CEFORC2205084)

“I’m OK with the rating system, which allows me to voice my opinion. At the same time, I’m scared because they might send me back to the Philippines. Employers have the right to send me back if they don’t like me. I’m scared to say anything to my employer.” (Interview ANFORC2205011)

“Some families want to hire ‘fresh helpers’ because they think experienced helpers know how to fight back.”
(Interview MIFORC2205012)

“We don’t want to confront the employer because we are afraid of getting sent back. My employer can say ‘I’ll tell the Ministry of Manpower that you slept with my husband.’ And I’ll get blacklisted and sent back to the Philippines.” (Interview JAFORC2205012)

Round Two

“I usually [use rating systems] at restaurants and hotel. I’m familiar with rating systems. It helps employers and agencies, and the helpers as well. Helpers will better navigate finding employers.” (Interview WAEM231202)

“My first impression is other people don’t know who I am when I post. Most of us have seen ratings before in helper platforms and online shopping.” (Interview WABB231130)

“Other helpers might be afraid of getting repatriated, many helpers will just keep silent. They fear about becoming jobless. A month ago, a friend had a very bad experience with her employer; she chose to hang on due to fear of being sent back home and losing her job. Eventually, her employer became better and she is treated nicely. Employers can terminate our contracts right on the spot. Even if there’s a law saying they must have a 1-month notice, many employers don’t follow that law.” (Interview WAEM231202)

“Most helpers are very afraid of talking about their employers. It’s a good thing for helpers to stand up and voice their opinions. Many friends of mine have been abused by their employers, but they’re so quiet. They’re scared to

lose their jobs! They're scared of getting sent back home. That's the only way they can make money. I understand they have those troubles. It takes guts to stand up for ourselves. First-time abroad – people are very scared. ”
(Interview WAJN231203)

“As long as the helpers don't write in great detail what employers did, it should be fine. But if a helper writes detailed information, employers will definitely know who it is. Just say 'don't go to this employer. If you go to them, you'll get hurt.' The big problem is that Singapore might not allow helpers to enter Singapore again. Helpers are afraid that their employers will kick them out and not let them enter Singapore again. Losing jobs is the most terrible outcome.” (Interview WAYT231209)