

# THE IMPACT OF QATARI MEASURES DURING THE COVID-19 CRISIS IN SUPPORTING PEACEFUL COEXISTENCE AMONG POPULATION GROUPS IN THE STATE OF QATAR IN LIGHT OF THE OBJECTIVES OF THE ALLIANCE OF CIVILIZATIONS

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## Abstract

The world witnessed a state of turmoil at the beginning of 2020 as a result of the outbreak of the Covid-19 pandemic, which resulted in unprecedented and multidimensional repercussions. The State of Qatar mobilized all its security, health, economic, and social agencies, and cooperated with international organizations to face the challenges of this global crisis, without prejudice to human rights. This study dealt with the Qatari measures taken during the pandemic period in 2020-2021, with the aim of identifying the extent of the expatriate population's satisfaction with the precautionary measures taken by the state to maintain stability and peaceful coexistence on its land, and to highlight how this contributed to supporting the objectives of the Alliance of Civilizations.

**Keywords:** Qatar, COVID-19, Precautionary Measures, Peaceful Coexistence, Expatriates.

## 1. INTRODUCTION

The Covid-19 pandemic is one of the crises in which the world declared a state of extreme emergency to confront it. The repercussions of the crisis affected all aspects of health, social, economic, and political life that led to spreading panic and unrest among people. It also resulted in physical and psychological injuries and loss of life. Countries, companies, and individuals incurred huge economic losses that resulted in a decrease in budgets and an increase in debts. This severely affected the low-income countries and small and medium enterprises in particular. It also exposed their owners to legal accountability, and pushed them to lay off many migrant workers. There was also a severe decrease in remittances, widespread unemployment, and a decrease in the volume of government aid, charities, health services, among others.

Qatar has the highest percentage of expatriates in the world at a percentage of 86.6% in 2018 out of a total population of approximately 2.76 million people (Shabaneh, 2019. P. 5) from 185 countries around the world (Qatari Committee for the Alliance of Civilizations, 2018. P. 6). This population includes different cultures and languages. Therefore, the state was keen to serve expatriates and citizens during the global Covid-19 crisis to maintain the stability of society and enhance peaceful coexistence among the various population groups. It was one of the first countries to implement security and safety measures to confront this pandemic, in line with the procedures of the World Health Organization.

This study aims to identify Qatari measures during the Covid-19 pandemic in support of local, regional, and international stability and peaceful coexistence in light of the objectives of the Alliance of Civilizations. It also aims to highlight the extent of expatriates' satisfaction with preventive and precautionary measures, as they constitute the largest proportion of the population.

## 2. RESEARCH PROBLEM

The State of Qatar contributed to the establishment of the Alliance of Civilizations Organization in 2005. According to the objectives of the organization, the State of Qatar works through the application of health, economic, social and international measures to maintain peaceful coexistence, discover deficiencies, if any, and improve them. Therefore, the research topic is about the extent to which the Qatari measures achieved health, economic, social, regional and international stability during the period of the Covid 19 pandemic in supporting peaceful coexistence as a general objective of the Alliance of Civilizations Organization among the expatriate population groups in the State of Qatar. It also examines how the population groups of expatriate workers are satisfied with the Qatari health and precautionary measures.

## 3. RESEARCH GAP

As clarified in previous studies, Qatari policies have been identified in the field of distance education and health care and the health and economic precautionary measures that the state has committed towards citizens, residents, and expatriates, in accordance with the principles of Sharia and human rights. These studies also contributed to constructing the questionnaire statements and analysing the results.

As a complement to previous studies, this study seeks to identify the extent of expatriate migrant workers' satisfaction with the health, economic and social measures taken by the State of Qatar during the Covid-19 pandemic, and its impact on supporting stability and peaceful coexistence in the State of Qatar. Since the topic of the Covid-19 pandemic is new and studies are still few. According to the knowledge of the researcher, there is not any study that deals with the aspect of coexistence and stability during the Covid-19 pandemic in the State of Qatar.

## 4. RESEARCH HYPOTHESIS

- Qatari measures in the health, economic, social and international fields during the Covid-19 pandemic contributed to supporting peaceful coexistence in the State of Qatar.
- The Qatari precautionary health measures for expatriate workers contributed to supporting peaceful coexistence in the State of Qatar.

## 5. RESEARCH OBJECTIVES

- Identify Qatari measures taken by the state to confront Covid 19 Pandemic.
- Measure the extent of satisfaction of population groups in the State of Qatar with the precautionary health measures followed during the Covid-19 pandemic.
- Evaluate the role of Qatari measures in stabilizing peaceful coexistence among population groups in the State of Qatar and its impact on serving the objectives and fields of the Alliance of Civilizations.

## 6. RESEARCH LIMITATIONS

The study was conducted on the Qatari society from the beginning of the Covid-19 pandemic in 2020 until the 2021.

## 7. SEARCH TERMS

- Population groups: groups of people who live in one place at one time and are culturally and religiously different. The study used several synonyms for the this term, which are (with the exception of citizens): expatriates and expatriate workers.
- Expatriate Worker: A person who carries out an activity for a wage in a country of which he is not a national (Human Rights, 1990) He has a legal status in the host country and his existence is legal according to the laws of the host country (ESCWA, 2020).
- Peaceful coexistence: the existence of a multicultural society whose people live in coexistence and harmony, and in an atmosphere of understanding and cooperation away from war and violence within the same society despite their religious, sectarian or cultural differences.

## 8. LITERATURE REVIEW

The study of Michele Belot (2020) aimed at providing a set of data to assist governments in setting policies and decisions related to the pandemic, which included 6 countries and 1000 respondents from each country: China, Japan, South Korea, Italy, Britain, and four major states in the United States of American). The research concluded that the professions most exposed to the pandemic are in health and education sectors. It was concluded that education is more flexible in its practice remotely, and many of the respondents preferred to stay at home instead of visiting the doctor. Therefore, China has adopted remote work.

As for the field of distance education in Qatar, the study of Al-Talouhi, 2021 aimed to identify impact of employing distance education on the sustainability of education with the aim of identifying the challenges of employing it in Qatari schools from the perspective of teachers and school principals. The researcher concluded that distance education achieves the sustainability of education and creates an interactive environment capable of overcoming the challenges facing the educational process. In his study, the researcher recommended the need to address the challenges faced by teachers, the most prominent of which is the lack of conviction in the level of effectiveness of distance education.

According to Jamal (2020) aimed to analyse the economic measures and incentives taken by the State of Qatar to avoid the repercussions of the Corona crisis on the Qatari economy. The state implemented a package of economic incentives that contributed to reducing the damage and the enhanced the rapid recovery of the Qatari economy, including the provision of financial incentives amounting to 75 billion dollars to support the private sector. In addition, the central bank provided financial liquidity to banks in the country, and encouraging banks to postpone loan instalments.

With regard to preventive and precautionary measures, the study of Qanbar (2021) described and analysed the persuasive discourse mechanisms that he employed in

11 posters that included precautionary measures in food shopping centres in the State of Qatar, with the aim of persuading the recipients to follow the precautionary measures included in these posters to protect them from the pandemic. The addressees' commitment to precautions led to the non-closure of these centres throughout the period of the Corona pandemic. The study concluded that these posters had an impact on the addressees in following their content, which led to resist the Corona pandemic and also to keep shopping centres open to people during the pandemic period.

Regarding the Qatari health system, the study of Daraa (2021) stated that Qatar competes with international systems in terms of providing high-quality services and health care to citizens and expatriates, characterized by quickness, and availability of human and material capabilities. The study presented the Qatari legal and regulatory system for combating diseases and pandemics through articles, constitutional laws, and ministerial decisions to protect public health in society and impose penalties on violators. It also relied on telehealth through several programs, the most important of which is the "Tasmu" program to provide health consultations, adopting the Ehteraz application for smart phones, providing vaccines, and imposing penalties on violators. The study concluded that the State of Qatar succeeded in dealing with the pandemic and obtained international recognition for government and public health measures.

The study of Al-Moharhar (2020) dealt with the violation of human rights in extreme emergencies, and indicated that the executive authorities throughout history have ignored human rights and public freedoms under the pretext of protecting societies in times of crisis, and some governments continue to exercise the powers granted to them even after the crisis has resolved, as gathering is prohibited and restrictions are imposed on movement and freedom, government controls are weakened, legislators are absent from parliaments, elections are postponed, and courts only deal with urgent cases. This also helped the emergence of hate speech, racism, and discrimination on the basis of race or religion against minorities and immigrants.

## 9. METHODOLOGY

The study adopted the descriptive analytical approach and relied on the questionnaire as the main tool of the study. A random sample of expatriate workers in Qatari society was selected from those who work in some ministries, private sector companies, embassies and homes. Their number reached 2041 individuals. The sample ages ranged from 15-65 years, which is the internationally approved working age.

The study relied on the quantitative analysis of the data extracted from the questionnaire, and the Quadruple Likert scale was adopted. The SPSS program was used to carry out the statistical analysis of the questionnaire to reach the results, achieve the objectives, and answer the questions of the study.

The questionnaire was subjected to academic arbitrators from Qatar University, and it was tested on a survey sample, which was later excluded from the original study sample to ensure the validity and reliability of the questionnaire. The degree of stability for the seven questionnaire statements was high, amounting to 926. The degree of reliability for the seven questionnaire statements was internally consistent with the total score, which validates the internal consistency and validity of the questionnaire.

The questionnaire's expressions measure the cognitive, emotional, and behavioural attitudes of the respondents and the extent of their satisfaction with the Qatari

measures during the period of the Covid-19 pandemic to support stability and coexistence in society.

## 10. DISCUSSION

### 10.1 Objectives of the Alliance of International Civilizations

The objectives of the Alliance of Civilizations include peaceful coexistence, and combating extremism and racism by developing a network of partnerships, highlighting projects, and establishing relations with countries, international organizations, private sector institutions, and civil society entities to support the United Nations system (Alliance of Civilizations, 2007).

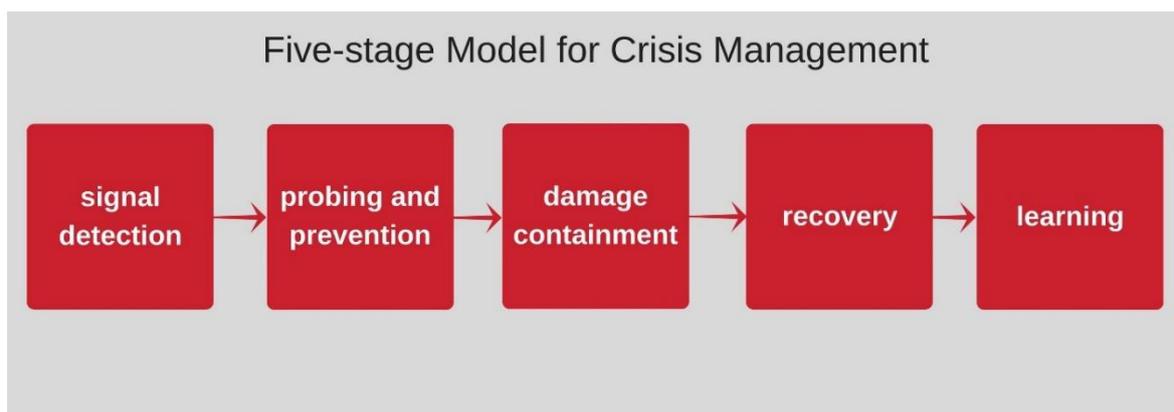
Procedurally, the term peaceful coexistence will be used in its simplest form, which is peaceful neighbouring between multicultural and multi-ethnic population groups within Qatari society.

### 10.2 Measures to Confront the COVID-19 Pandemic

The State of Qatar took a set of measures during the period of the spread of the Covid-19, relying on the strength of its health system, the effectiveness of its procedures, and the cooperation of citizens and residents in applying precautionary measures, which led to overcoming the crisis with minimal losses. These measures are as follows:

#### 10.2.1 Administrative control based on planning and task distribution:

A decision was issued by the Prime Minister to form the Supreme Committee for Crisis Management during the pandemic period, headed by the Prime Minister and the Minister of Interior, to develop plans and strategies based on the volume and quality of available data, and then take appropriate measures. These procedures and decisions were distributed in the stages of crisis management as follows (Hefni, 2017):



#### 10.2.1.1 The crisis and discovering its warning signs

The Qatari Ministry of Public Health announced the first confirmed case of infection on February 29, 2020. Despite the application of distancing policies, the cases witnessed a significant increase, as it reached after nearly three months to 2355 cases that were recorded in one day on May 31, which resulted in the need to take all possible measures to mitigate the expected harm. The latest statistics in August 26, 2021 indicate that the total number of infections that were recorded in the State of Qatar

reached (231,792) cases, out of (2,475,733) examinations that were conducted, while (228,327) people recovered, and the number of deaths was (601). (Qatar Ministry of Public Health, 2020).

#### **10.2.1.2 Preparedness, prevention, and damage containment and limitation**

The Director of Public Health, Mohammed bin Hamad Al Thani, revealed the existence of a coordination program with the World Health Organization within its established procedures, to enhance logistical support and proactive measures to limit the spread of the virus. The Ministry of Public Health also communicated with the countries affected by the pandemic before it arrived in Qatar, with the aim of exchanging information to reach the maximum possible readiness. (Al Sharq Newspaper, 2020).

Among the most important proactive measures is the launch of a web page that provides citizens with a reliable source of information about COVID-19, while updating it on an up-to-date basis.

In addition, the state of Qatar established a tactical leadership team in April 2020, which included a number of stakeholders from the Ministry of Health, Hamad Foundation, and the Supreme Committee for Crisis Management, with the aim of planning several important matters, including: implementing sanitary isolation places, strengthening the health system in the country in general, spreading awareness, and imposing wearing masks and physical distancing. (Government Communications Office, 2020).

#### **10.2.1.3 Reactivation and learning**

Activity was restored after enabling immunity by adopting a vaccination policy. The Ministry of Public Health announced on August 22, 2021 that about 79.8% had been vaccinated with two doses of the Covid-19 vaccine for people who are over 12 years old, and that 92% of the population has been vaccinated with at least one dose of the vaccine, while continuing to vaccinate citizens, residents and expatriates without imposing any charge (Al-Jazeera 2021). The state managed the vaccination process in stages according to priorities, and the medical staff and health workers were at the top of the list, followed by the elderly and patients, then teachers and the rest of society (Daraa, 2021, pp. 40-41).

Despite the increase in the number of infections in the State of Qatar at the height of the Corona pandemic, the number of deaths was small, which is attributed to two main reasons: the first reason is that nature of the demographics, where the percentage of people over the age of 65 years does not exceed 13% of the population. The second reason is the advanced level of health care provided by the State of Qatar, as it occupies advanced positions at the global level, with total allocations for the health sector amounting to 22.6 billion Qatari riyals in the 2020 budget, which is approximately 11% of the total budget (Jamal, 2020, p. 136).

#### **10.2.1.4 Lessons learned from the crises of coronavirus pandemic**

- Activating the role of digital technology and communications.
- The International Labor Organization predicted that widespread remote use may not end with the end of the pandemic, but rather may become part of a new and better normal life for years to come, supported by technological techniques in the field of digitization and advanced communications (International Labor Organization, 2020, p. 7).

- The State of Qatar launched the Smart Qatar program, known as (Tasmu), for medical consultations. It innovated the “chat robot” program for interactive conversations, on March 28, 2020, with the aim of launching innovative digital solutions for health care, and a number of remote health services were activated (Daraa, 2021, pp. 41-42).
- After the success of the distance education experiment for the different educational stages, which is a result consistent with the study of Al-Talouhi (2021), the Ministry of Education and Higher Education issued instructions to continue the daily live broadcast via a channel so that the absent student and those with chronic diseases can attend virtually.
- Continuing training courses and practical workshops in the public and private sectors, and holding seminars and conferences using remote communication programs such as Zoom, Webex, Microsoft Teams...etc.
- Launching a national initiative by the Ministry of Public Health entitled “Qatar Infection Control Week” in October 17-23, which is celebrated annually, to raise awareness and spread infection control concepts (Ministry of Public Health, 2021).
- Increasing public discipline, as this included a decrease in the percentage of violations due to the increase in inspection visits to the workplaces and residences of expatriates in the public and private sectors, which contributes to increasing social security in the country.
- The State of Qatar has acquired advanced ranks in the Global Peace Index issued by the Institute of Economics and Peace in Australia. In 2020 and 2021, it ranked first in the Arab world, and 27<sup>th</sup> and 28<sup>th</sup> globally, respectively, in the level of security and safety in society.

The State of Qatar has faced challenges during the application of the protective measures during the Covid-19 pandemic, in which it balanced between protecting society and respecting human rights and freedoms, as follows:

- During periodic inspection visits to the workplaces and residences of expatriate workers, 200 individuals were seized and deported for practicing illegal activities that threaten the health and safety of society. This matter was explained to Amnesty International, which criticized Qatar for this procedure.
- One of the Qatari measures is the Ehteraz app, which people have been obligated to download on smart phones to monitor the transmission and spread of the virus. Some may see this as a violation of human freedom, but a study by Muharrar (2020) shows that international law allows the state to declare a state of emergency by enacting legislation commensurate with the measures taken in a humane and non-arbitrary manner that guarantees respect for freedoms and human rights and focus on public health.
- During the devotion of all energies and capabilities to confront the repercussions of the Covid-19 pandemic, many important matters were ignored, such as other diseases, delays in transactions, and suspension of cases. The remittances of expatriates from Qatar to abroad were as follows:

**Table 1**

Year	Million QR	Billion USD
2019	43	11.9
2020	38.61	10.78
First quarter of 2021	11.9	3.26

Through the previous table, we find a decrease in foreign remittances in 2020 compared to the previous year. However, according to the data of Qatar National Bank, 2021 witnessed a significant increase in remittances from Qatar to abroad (Gulf Online, 2021).

After reviewing the Qatari measures to support stability and peaceful coexistence in the State of Qatar, the researcher will, through the practical side, identify the extent of the expatriate population groups' satisfaction with these measures, and whether they contribute to supporting stability and achieving the objectives of the Alliance of Civilizations.

### **10.2.2 Health procedures: (Qatar Ministry of Public Health, 2020)**

The Public Health Department has adopted a monitoring and follow-up system to enhance prevention, protection, and services in light of the National Health Strategic Plan.

- Participation of health protection and infectious disease control teams in regular visits to monitor hospitals and intensive care units.
- Equipping field medical teams that include doctors, nurses and technicians.
- Providing medical, nursing and technical cadres and hiring additional therapists to support field work.
- Involving licensed practitioners in the private sector to work in therapeutic institutions in the government sector.
- Providing additional training programs, and adopting quality and performance indicators to measure the readiness of the hospital system through periodic reports.
- Allocating a hotline for communication to be available 24 hours a day.
- Providing remote health services.
- Pctivating virtual clinics for diabetics, delivering medicines to homes, and launching the “For Qatar” campaign to attract volunteers.
- Allocating 5 hospitals and 4 health centres in the Ministry of Public Health to conduct examinations and reservations, with a hospital designated for medical isolation. (Al Sharq Newspaper, 2020).
- Allocating hotels and residential complexes that meet quarantine standards, including 30 hotels, which have been equipped with the highest safety and security standards.

The Ministry of Public Health stated that once it is confirmed that there is a case of Covid-19, the following measures were taken for the infected person (Al-Sharq Newspaper, 2020):

- 1) The infected person is placed in isolation in the Communicable Disease Centre. The rooms have negative pressure and equipped with HEPA systems to purify the air through standard technology that prevents the transmission of infection from one room to another.
- 2) Medical evaluation of the patient every day.
- 3) Conducting examinations for the contacts of the patient.
- 4) Providing the necessary services in hotels, and allowing the injured to communicate with family and friends through the Internet.
- 5) Keep the injured person in isolation for a period of three weeks, and may exceed according to the patient's condition and complications of the condition. Then, the case was followed up after the patient's discharge.

### 10.2.3 Social measures

- Ceasing all incoming flights to Doha. (Al Jazeera, 2020)
- Stopping all public transportation that is used collectively. (Al-Amiri, 2020)
- Tightening examination procedures at Hamad International Airport and seaports for arrivals.
- Adopting the Ehteraz application through smart phones as an entry permit for service areas.
- Launching continuous community awareness campaigns that include websites, broadcasting television and radio interviews, press coverage and regular messages via social media and on all websites of the embassies of different countries present in Qatar in several languages, in addition to preventing gatherings in all places, including mosques (Al Sharq Newspaper, 2020).
- Publishing awareness brochures for workers.
- Cooperate with embassies in the country to support expatriate workers and secure voluntary return for those who wish (Qatar Committee for the Alliance of Civilizations, 2020).
- Adopting distance education in schools and universities.

### 10.2.4 Economic measures

- Requiring the authorities responsible for construction workers to conduct a thermal examination twice a day, while maintaining safety measures to reduce their levels of anxiety (Qatar Ministry of Public Health, 2020).
- Adopting remote work, and exempting 80% of employees from attending workplaces.
- Exemption from work for those over 50 years old, and those with chronic diseases, and special needs, without their monthly salary being affected by that, which leads to their psychological and physical stability (The Amiri Diwan, 2020).

- Inspection visits to work sites to ensure occupational safety and health procedures.
- Providing financial support worth 75 billion Qatari riyals (\$23 billion) to the economy in the private sector as an emergency national response to protect society, as stated in a study of (Jamal, 2020), and referred to by (ESCWA, 2020).
- Investing in the Qatari Stock Exchange to protect it with an amount of 10 billion Qatari riyals, which kept the worst effects of the pandemic under control through a strong test and trace system as stated in the Fitch Index (Varley, 2020).
- Exempting food and medical commodities from taxes for a period of six months, provided that this is reflected in the selling price to the consumer, and exempting certain sectors from electricity and water fees for a period of six months (Qatar Ministry of Public Health, 2020).
- Postponing the payment of loan installments for individuals and sectors by the Central Bank and various banks for a period of 6 months with low interest. (Fadli, 2021)
- Providing additional liquidity to banks and supporting it from the Qatar Central Bank.
- Exempting government and private companies and sectors from water and electricity fees for a period of 6 renewable months in exchange for providing services and exemptions to local and expatriate tenants. (Jamal, 2020).
- Exemptions from rents for logistic areas and small industries for a period of six months (The Amiri Diwan, 2020).

### **10.3 Regional and international procedures and the Alliance of Civilizations**

The State of Qatar played its global role in the pandemic period to preserve world peace as a lofty objective of the Alliance of International Civilizations, and referred to the security, economic, social and development risks posed by the Covid-19 pandemic, and called for the need for rapid response and international coordination to control this pandemic. This was evident in the statement of the Ambassador Alia Ahmed bin Saif Al Thani, Permanent Representative of the State of Qatar to the United Nations, during the virtual meeting on pandemics and the challenges of sustainable peace, where she said: "It is useless in the context of building and maintaining peace to limit ourselves to security aspects. Rather, the social, economic, political, and developmental dimensions of the crises shall be addressed".

Her Excellency, the Ambassador, shed light on the consequences of this pandemic in terms of destroying peacebuilding gains, stressing the call of Mr. Antonio Guterres, Secretary-General of the United Nations, for a comprehensive ceasefire and also asserted the content of Security Council Resolution 2532, 2020 (UN, 2020).

Qatar also extended a helping hand towards other countries in its contribution to support the Civilizational Alliance and international peace. The CEO of Qatar Charity, Youssef Al-Kuwari, stated that 500 million dollars was spent in 2020 to support the response to the Covid-19 pandemic in more than 60 countries (Gulf Times, 2021). It sent aid to China, Iran, Italy, Lebanon, the Gaza Strip, and other countries. The Qatar Red Crescent and the Qatar Charity Association continue their efforts to contribute to

efforts to combat the virus in many countries, as the Qatari aid was praised by the United Nations and the World Health Organization, these efforts included providing urgent medical services to 78 countries that exceeded 88 million dollars, and 20 million dollars to the Global Vaccine Alliance, and 10 million dollars to the World Health Organization to support its programs and accelerate the provision of tools to fight the pandemic in the needy countries (Qatar Ministry of Foreign Affairs, 2021).

The State of Qatar also undertook to return the citizens of the State of Kuwait who are in the Republic of Iran to the State of Kuwait after they did not find any airlines to return them back (Amiri Diwan, 2020). Qatar Airways also returned 17,000 people in 60 special flights around the world to their countries after being unable to find a way to return after the closure of airlines and airports around the world. Germany, France and Britain praised the efforts of the State of Qatar and its regional and international role in protecting global peace and security (Al-Jazeera Channel, 2020).

The State of Qatar has also sponsored relief for weak countries, including: providing \$150 million to the besieged Gaza Strip to help combat the Covid-19 pandemic over a period of 6 months on March 22, 2020, in addition to continuous aid related to the Palestinian political and economic situation.

It implemented projects to strengthen local response capacities in Sudan to address the pandemic on June 17, 2020 (Qatar Red Crescent, 2020).

It also took part in sending medical aid to Lebanon in 2020 to enhance its health capabilities to deal with the pandemic, and financially supporting the Lebanese Ministry of Health on August 2, 2021, with the aim of providing 31,250 doses of the Pfizer-BioNTech vaccine (Qatar Ministry of Foreign Affairs, 2021).

It also donated one million dollars to six organizations in Florida to help the most vulnerable residents in light of the partnership between the State of Qatar and the US state of Florida (Qatar Embassy in Washington – USA, 2020).

Through the aforementioned contributions, the Qatari local and international measures, have had an effective role in supporting the objectives of the Alliance of Civilizations, which is the peaceful coexistence between population groups in one society, reducing tensions that may lead to unforeseen results, and working on interdependence and solidarity between different countries to confront development difficulties and obstacles.

The National Human Rights Committee announced its satisfaction with the precautionary measures taken by the State of Qatar during the Covid-19 pandemic (National Human Rights Committee, 2020). The American Bloomberg news agency also confirmed in its polls that the death rate in the State of Qatar amounted to 0.07%, due to the strength of the health care system, the application of modern technologies and intensive early examinations, and the close follow-up of contacts and the thorough investigation of them, which increased its professionalism in confronting the crisis. This explains the low death rate compared to the developed countries of the world” (Varley, 2020).

Tiziana Begin, a member of the International Trade Committee of the European Parliament, said during her visit to the State of Qatar to check the conditions of migrant workers, “We have seen respect for workers’ rights and the qualitative shifts that have taken place, which confirm the state’s keenness to achieve equality and respect for

human rights despite the challenges the world is witnessing these days” (National Human Rights Committee, 2021).

#### 10.4 Results of the statistical analysis of the questionnaire statements:

To answer the research question, which is: How the population groups of expatriate workers are satisfied with the health and precautionary measures followed by the State of Qatar during the Covid-19 pandemic? The SPSS program was adopted for the statistical analysis of the questionnaires by calculating the arithmetic average and standard deviation as well as the frequencies and percentages for each statement, and comparing the results of the averages with the estimated scale according to the quadruple Likert scale to find out the degree of approval of the questionnaire statements. First, the researcher reviewed the characteristics of the demographic sample in terms of gender, age, work sector, monthly income, and number of years of residence in Qatar, and then analyse them statistically.

#### 10.5 Characteristics of the demographic sample

The study sample included 2041 individuals, from 70 different nationalities out of approximately 185 nationalities, which reflects the population diversity of expatriates in the State of Qatar, and it was distributed as follows:

**Table 2**

Demographic information	Category	Percentage
Gender	Female	%47
	Male	%53
Nationality	African	%5
	Arab	%30
	Asian	%52
	European	%13
Work sector	Government employee	%24
	Semi government employee	%13
	Private sector employee	%59
	Freelance	%3
Educational level	Postgraduate	%12
	University	%60
	Secondary and less	%23
	Primary and less	%5
Age	Less than 35 years old	%54
	50-36	%33.5
	Over 50	%12
Years of residency	Less than 5	%28
	10-6	%18
	15-11	%18
	20-16	%21
	Over 20	%15
Monthly income	Less than 5000	%31
	10,000 - 5,500	%24
	15,000 - 10,500	%21
	L 15,500 - 20,000	%11
	25,000 - 20,500	%9
	25,500 over	%4

## 10.6 Results of the statistical analysis of the questionnaire

Table (3) shows the statistical analysis of percentages, arithmetic averages and standard deviations of the questionnaires:

**Table 3**

Statement Number		Strongly agree	Agree	Disagree	Strongly disagree	Average ----- Standard deviation	Agreement degree
1	العدد	1194	1155	20	6	3.48	Strongly agree
	%	%50.3	%48.6	%0.8	%0.3	0.531	
2	العدد	809	1344	142	82	3.21	Agree
	%	% 34	%56.5	%6	%3.4	0.702	
3	العدد	714	1299	142	74	3.19	Agree
	%	%32	%58.3	%6.4	%3.3	0.693	
4	العدد	705	1306	243	117	3.09	Agree
	%	%29.7	%55.1	%10.2	%4.9	0.766	
5	العدد	889	1315	115	37	3.29	Strongly agree
	%	%37.7	%55.8	%4.9	% 1.5	0.631	
6	العدد	829	1294	133	40	3.26	Strongly agree
	%	%36.1	%56.4	%5.8	%1.7	0.645	
7	العدد	632	1361	218	130	3.06	Agree
	%	%27	%58.1	%9.3	5.6	0.762	
	العدد	825	1296	145	69	3.22	Agree
	%	%35.2	%55.5	%6.2	%3	0.675	

There are seven statements that were included in the questionnaire, which are:

- 1) In my work, I have received sufficient knowledge coverage about the danger of the Covid-19 virus in terms of symptoms, risks, and the procedures that I must take.”
- 2) The employer for which I work applied safety measures against the Corona virus, such as wearing masks, physical distancing, temperature checks, and applying Ehteraz.
- 3) My employer is committed to exempting those with chronic diseases from work in order to preserve their health in accordance with the decisions of the state.
- 4) There is clear media coverage of the number of infected cases, the number of recoveries, and the number of deaths, and it is updated on a daily basis.
- 5) There are sufficient equipment to receive people with Covid-19, as far as I know, without discrimination.
- 6) I was sure that I would receive the necessary treatment and health care in the case of my infection with the Covid 19 virus, even with the high pressure on hospitals.
- 7) There is a real commitment from the community members towards the new behaviors and the instructions issued regarding dealing with Covid-19.

From the previous table, we find that the percentage of satisfaction varies between the different statements, but it achieved an average of agreement rate of 55.5%, followed by a strong agreement of 35.2%, while the percentage of disagreement and strong

disagreement did not exceed 9.2%. The total arithmetic average for all statements was 3.22, with a standard deviation of 0.675, which corresponds to the degree of agreement with a positive range.

This result indicates that there is a high rate of satisfaction by the expatriates with the Qatari health measures during the Covid-19 pandemic, which fulfils the hypothesis of the study.

### **10.7 Analysing the results of the statistical analysis of the questionnaire statements**

- The first statement topped: “In my work, I have received sufficient knowledge coverage about the danger of the Covid-19 virus in terms of symptoms, risks, and the procedures that I must take.”

The percentage of agreement and strong agreement is a total of 98.9%, which is a very high percentage, with a very high arithmetic average. The high agreement rate is due to a number of measures, including: Continuous community awareness campaigns using the media, technology and social media, publishing leaflets in several languages titled “Your Health and Work”, answering common questions about COVID-19, producing educational films, and obliging various agencies to display them in workplaces and residences.

The Ministry of Labour cooperated with the Qatar Charity Association, and in partnership with the Ministries of Interior and public Health, to distribute 26,077 health and awareness bags, in addition to food baskets and others. In cooperation with the Ministry of Transport and Communications, text messages were sent to expatriate workers within the “Better Communication Program” campaign with instructions for applying precautionary and safety measures in the houses, workplaces, and public places (Ministry of Administrative Development, Labor and Social Affairs, 2020)

- The second statement: “The employer for which I work applied safety measures against the Corona virus, such as wearing masks, physical distancing, temperature checks, and applying Ehteraz.”

The agreement rate was 56.5%, and the strong agreement rate reached 34%, i.e. a total of 90.5%, which is a high percentage. The arithmetic average was 3.21 and the standard deviation was 0.702. These percentages and numbers are equivalent to a positive range and level of agreement. Through the Government Communication Office, the State of Qatar called on all residents to exercise caution and apply simple precautionary measures to protect themselves against infection, such as wearing masks, physical distancing, frequent hand washing, and the use of hand sanitizers (Government Communications Office, 2020).

The high rate of agreement in the second statement, which amounted to 86%, is due to the procedures and laws binding on workplaces in the public and private sectors. For example, regarding construction workers, the state obligated the authorities responsible for them to conduct a thermal examination twice a day, while maintaining physical distancing and using masks and sterilizers continuously (Qatar Ministry of Public Health, 2020). As for other jobs, it required employees to take a weekly PCR test for Corona, with a thermal detection and an Ehteraz test.

There is also periodic monitoring and inspection by the concerned authorities to ensure compliance with the application of precautionary measures. In the case of a

violation, the violator is punished with a financial fine, imprisonment, or closure of the facility if it is a private sector (Ministry of Administrative Development, Labor and Social Affairs, 2020).

Strong disagreement and disagreement reached 9.4% By analysing this result with demographic information as a percentage, we found that gender and age did not constitute a difference in the result of this statement and in the other statements. Looking at the type of work sector, educational level, and monthly income and their relationship to rejecting the statement, we find that:

Table (4)

Statement No. 2		"The employer for which I work applied safety measures against the Corona virus, such as wearing masks, physical distancing, temperature checks, and applying Ehteraz."			
		Strongly disagree ..... Percentage and number	Disagree ..... Percentage and number	Agree ..... Percentage and number	Strongly agree ..... Percentage and number
Work sector	Government employee	%19.5 – 16	%23.9 – 34	%22.2 – 299	%28.7 – 232
	Semi government employee	%29.3 – 24	%20.4 – 29	%13.8 – 186	%9.8 – 79
	Private sector employee	%45.1 – 37	%54.2 – 77	%59.7 – 803	%59.5 – 481
	Freelance	%6.1 – 5	%1.4 – 2	%4.2 – 56	%2.1 – 17
Educational level	Postgraduate	%8.5 – 7	%7.7 – 11	%9.4 – 126	%16.1 – 130
	University	%54.9 – 45	%50 – 71	%58.3 – 783	%63.8 – 516
	Secondary and lees	%26.8 – 22	%34.5 – 49	%25.8 – 347	%17.3 – 140
	Primary and less	%9.8 – 8	%7.7 – 11	%6.5 – 88	%2.8 – 23
Monthly income	5000	%28 – 23	%39.4 – 56	%34.3 – 461	%23.6 – 191
	10,000 - 5,500	%41.5 - 34	%14.8 – 21	%23.9 – 321	%23.5 – 190
	15,000 - 10,500	%15.9 - 13	%22.5 – 32	%21.5 – 289	%21.5 – 174
	20,000 - 15,500	%9.8 - 8	%15.5 – 22	%12.5 – 168	%9 – 73
	25,000 - 20,500	%4.9 - 4	%7.7 – 11	%6.4 – 86	%13.5 – 109
	Over 25,500	%0	%0 – 0	%1.4 – 19	72 %8.9 –

Through the previous table, we find that the private sector had a strong disagreement rate of (45.1%), and disagreement (54.2%). Also, those with a university level of education are the most groups that reject the application of precautionary measures in the work area, as it reached a strong disagreement rate of approximately (55%), and the disagreement amounted to (50%). People with a monthly income less than 5000 QR were the most to disagree, amounting to (39.4%), while the strong disagreement was among those with a monthly income of 5500-10000, amounting to (41.5%).

Which is a huge difference from the rest of the categories.

- The third statement: “My employer is committed to exempting those with chronic diseases from work in order to preserve their health according to the state’s decisions.”

The agreement rate reached 58.3%, and the strong agreement rate reached 32%, with a total of 90.5%, which is a high percentage. The arithmetic average was 3.19 and the standard deviation was 0.693. These percentages and numbers are equivalent to a positive range and level of agreement, where:

1. The National Human Rights Committee confirmed that the precautionary measures included protecting the most vulnerable groups in this exceptional circumstance, especially people who suffer from chronic diseases, the elderly and people with disabilities, including citizens and expatriate workers (National Human Rights Committee, 2020).
2. According to the Qatari government decision, several groups were exempted from direct work, and they worked remotely at home with their salaries being paid in full. The exemption included, without discrimination, those over 55 years old, pregnant women, people with chronic diseases, and people with special needs (The Amiri Diwan, 2020).
3. The percentage of disagreement and strong disagreement was 9.7%. This is due to the fact that they are domestic workers, or occupy sensitive places in their work, as those who manage sensitive positions in the public and private sectors were not exempted due to their need to attend workplace while adopting precautionary measures. When comparing the result with the demographic data, we found the following:

Table (5)

Statement No. 3	My employer is committed to exempting those with chronic diseases from work in order to preserve their health according to the state’s decisions				
Demographic information	Categories	Strongly disagree ..... Percentage and number	Disagree ..... Percentage and number	Agree ..... Percentage and number	Strongly agree ..... Percentage and number
Work sector	Government employee	%31.1 – 23	%16.9 – 24	%22 – 286	%31.9 – 228
	Semi government employee	%12.2 – 9	%22.5 – 32	%14.9 – 194	%8.5 – 61
	Private sector employee	%54.1 – 40	%56.3 – 80	%59 – 767	%57.3 – 409
	Freelance	%2.7 – 2	%4.2 – 6	%4 – 52	%2.2 – 16
Educational level	Postgraduate	%8.1 – 6	%6.3 – 9	%9.6 – 125	%14.6 – 104
	University	%64.9 – 48	%47.9 – 68	%56.1 – 729	%68.1 – 486
	Secondary and less	%23 – 17	%37.3 – 53	%27.4 – 356	%14.1 – 101
	Primary and less	%4.1 – 3	%8.5 – 12	%6.9 – 89	%3.2 – 23
Monthly income	Less than 5000	%23 – 17	%44.4 – 63	%34.5 – 448	%20.9 – 149
	10,000 - 5,500	%18.9 – 14	%26.1 – 37	%24.3 – 316	%24.6 – 176
	15,000 - 10,500	%23 – 17	%9.9 – 14	%20.2 – 262	%25.8 – 184
	20,000 - 15,500	%20.3 – 15	%11.3 – 16	%11.7 – 152	%8.1 – 58
	25,000 - 20,500	%13.5 – 10	%7 – 10	%7.8 – 101	%11.8 – 84
	Over 25,500	%1.4 – 1	%1.4 – 2	%1.5 – 20	%8.9 – 63

In view of the previous table, we find that the private sector, educational level, and monthly income (less than 5000QR) are the ones who strongly disagreed with the application of exemptions from attending work, which were issued by the state.

- The fourth statement: “There is clear media coverage of the number of infected cases, the number of recoveries, and the number of deaths, and it is updated on a daily basis”,

the percentage of agreement was 55.1%, and the percentage of the strong agreement was 29.7%, with a total of 84.8%. The arithmetic average was 3.09 and the standard deviation was 0.766. This statement represents a positive range with a high level of satisfaction, where:

- The State of Qatar launched community awareness campaigns that include private national websites and interviews with a group of doctors and health experts on the media, technology and social media, and activities have been organized in several languages (Qatar E-Government, 2020).
- TA weekly medical conference was held, presented to the media and social media, headed by the official spokesperson for the Ministry of Foreign Affairs, Ms. Lulwa Al-Khater, an official from the Ministry of Health, and a group of doctors specializing in infectious diseases, in which information related to the pandemic was updated first-hand.
- The percentage of disagreement and strong disagreement was 15.1%. This was due to the workers being satisfied with the information they receive during work and in the residence of expatriate workers, or it may be due to not downloading the application, not having a smart mobile phone, not knowing the language used, or not being able to access the media and technology devices, or lacking access to more than one of them by some expatriate workers. When comparing the result with the demographic data, we found the following:

**Table 6**

Statement No. 4	There is clear media coverage of the number of infected cases, the number of recoveries, and the number of deaths, and it is updated on a daily basis				
Demographic information	Categories	Strongly disagree ..... Percentage and number	Disagree ..... Percentage and number	Agree ..... Percentage and number	Strongly agree ..... Percentage and number
Work sector	Government employee	%31.6 – 37	%21.4 – 52	%20.8 – 271	%31.2 – 220
	Semi government employee	%12 – 14	%15.6 – 38	%14.5 – 190	%10.8 – 76
	Private sector employee	%54.7 – 64	%59.7 – 145	%60.3 – 788	%55.9 – 394
	Freelance	%1.7 – 2	%3.3 – 8	%4.4 – 57	%2.1 – 15
Educational level	Postgraduate	%12.8 – 15	%7.4 – 18	%11.1 – 145	%13.6 – 96
	University	%54.7 – 64	%54.7 – 133	%56.8 – 742	%67 – 472
	Secondary and less	%24.8 – 29	%28.8 – 70	%25.9 – 338	%16.7 – 118
	Primary and less	%7.7 – 9	%9.1 – 22	%6.2 – 81	%2.7 – 19
	Less than 5000	%30.8 – 36	%32.1 – 78	%33.5 – 437	%24.8 – 175

Monthly income	10,000 - 5,500	%10.3 – 12	%16.9 – 41	%24.3 – 317	%27.8 – 196
	15,000 - 10,500	%32.5 – 38	%24.3 – 59	%19.4 – 254	%22.1 – 156
	20,000 - 15,500	%17.1 – 20	%11.9 – 29	%11.6 – 152	%10.2 – 72
	25,000 - 20,500	%8.5 – 10	%13.6 – 33	%9.6 – 126	%5.8 – 41
	Over 25,500	%0.9 – 1	%1.2 – 3	%1.5 – 20	%9.3 – 65

By looking at the previous table, we find that the result is consistent with the result of disagreement of thesecond and third statements. The percentage of strong disagreement and disagreement in the private sector was (54.7%) and (59.7%), respectively. While the university education level was more strongly disagreeing (54.7%), and disagreeing (54.7%) by a large difference than other groups. The monthly income of the disagreement workers was less than 5000QR with a rate of 32%. Workers who voted for strong disagreement had an income from 10500-15000 with a rate of 32.5%, followed directly by those with income less than 5000QR with a rate of 30.8%.

- The fifth statement: “There are sufficient equipment to receive people with Covid-19, as far as I know, without discrimination,” and the sixth: “I was sure that I would receive the necessary treatment and health care in the case of my infection with the Covid-19 virus, even with the high pressure on hospitals.”

We find that the percentage of agreement and strong agreement was very high, reaching 93.5% and 92.5%, respectively, with a high average. When analysing the results, we find that:

- A proactive approach was taken to expand the capabilities of the Ministry of Public Health, ensuring sufficient capacity to meet any future increases in the need for hospital admissions. Al-Wakra Hospital, one of the largest hospitals in Qatar, was fully allocated to receive the cases (Qatari Al-Raya Newspaper, 2021).
- Allocating Hazm Mebaireek Hospital in the industrial area to provide health care services for the male expatriate workers (Al-Hukoomi, 2020), and opening Ras Laffan Hospital and Mesaieed Hospital to receive cases as well.
- Issuing a health insurance card for citizens, residents and visitors to obtain high-quality health services in accordance with Law No. (22) of 2021, which is a mandatory procedure. As for the costs of treatment, they are free of charge by the state.
- Health protection and infectious disease control teams participated in field visits to ensure that no suspected case was excluded, according to the World Health Organization (Ministry of Public Health, 2020).
- The seventh statement: “There is a real commitment on the part of the community members towards the new behaviors and the instructions issued regarding dealing with Covid-19.”

Strong agreement rate was 27% and agreement was 58.1%, with a total of 85.1%. The average was 3.06 and the standard deviation was 0.762, which are numbers that correspond to the degree of agreement in a positive range.

The disagreement and strong disagreement reached 15.2% due to the behaviour of some low-wage expatriate workers who live in groups in one residence in residential complexes, they came from poor environments that do not tolerate the restrictions

imposed by governments that may affect their livelihood. The level of awareness is relatively low in these environments in matters related to the period of crisis. When comparing the result with the demographic data in percentage terms, we found the following:

**Table 7**

Statement No 7	There is a real commitment on the part of the community members towards the new behaviors and the instructions issued regarding dealing with Covid-19				
Demographic information	Categories	Strongly disagree Percentage and number	Disagree Percentage and number	Agree Percentage and number	Strongly agree Percentage and number
Work sector	Government employee	%26.9 – 35	%29.4 – 64	%20.9 – 285	%30.2 – 191
	Semi government employee	%8.5 – 11	%16.1 – 35	%14.7 – 200	%10.9 – 69
	Private sector employee	%60.8 – 79	%51.4 – 112	%60.1 – 818	%57.1 – 361
	Freelance	%3.8 – 5	%3.2 – 7	%4.3 – 58	%1.7 – 11
Educational level	Postgraduate	%14.6 – 19	%10.6 – 23	%10 – 136	%13.4 – 85
	University	%68.5 – 89	%58.7 – 128	%57.7 – 785	%62.5 – 395
	Secondary and less	%13.1 – 17	%25.2 – 55	%26.3 – 358	%19.3 – 122
	Primary and less	%3.8 – 5	%5.5 – 12	%6 – 82	%4.7 – 30
Monthly income	Less than 5000	%14.6 – 19	%28.9 – 63	%33.8 – 460	%28.6 – 181
	10,000 - 5,500	%22.3 – 29	%26.6 – 58	%22.1 – 301	%26.1 – 165
	15,000 - 10,500	%36.9 – 48	%17.4 – 38	%20.4 – 277	%22 – 139
	20,000 - 15,500	%11.5 – 15	%12.8 – 28	%13.1 – 178	%7.8 – 49
	25,000 - 20,500	%7.7 – 10	%9.6 – 21	%9 – 123	%8.5 – 54
	Over 25,500	%6.9 – 9	%4.6 – 10	%1.6 – 22	%6.9 – 44

When looking at the previous table, we found that the result is repeated, as the owners of the private sector and the level of university education were at the forefront of strong disagreement and disagreement. While we find that the owners with an income less than 5000 QR) are the most to disagree. The category that strongly disagreed was with the average income from 10500-15000 QR by approximately 37%.

## 10.8 Findings and recommendations

### First, Findings:

- The extent of praise for the Qatari measures in the health, social, economic and foreign fields is evident by several international organizations such as the Human Rights Organization and the Global Peace Index.
- The belief of the State of Qatar in the concept of security and peace derives first from Islam, which is the official religion in Qatar, and from the State of Qatar's ratification of many international treaties and covenants related to respect for human rights in general, and the rights of migrants and the alliance of civilizations in particular. This is an evidence of its belief in the principles of peace and justice for all.

- There is a high rate of expatriates' satisfaction, which amounted to (90.7%), with an arithmetic average of (3.22) about the health and precautionary measures taken by the State of Qatar during the pandemic. This indicates the success of the Supreme Committee for Crisis Management in containing the crisis and getting out of it safely.
- The high level of satisfaction among expatriates indicates Qatar's respect for the objectives of the Alliance of Civilizations by preserving the safety and health of the population, regardless of gender, colour, or sect.
- The level of domestic security and safety is reflected in the level of international cooperation adopted by the State of Qatar to support world peace, through the subsidies and foreign assistance it provides to support international organizations such as the United Nations and the World Health Organization to complete their efforts, and support countries affected by the pandemic.
- Most of the people who expressed their disagreement were within the private sector, the university level of education, and those with a low monthly income. This is attributed to the fact that their percentage is large in the study sample, reaching 59%, 60%, and the monthly income is less than 5000 QR by 31%, respectively.

#### **Second, recommendations:**

- Increasing focus on social education and raising more awareness among the population about the importance of adhering to state decisions during the emergency period to prevent crises and preserve society.
- Increasing inspection visits to ensure the implementation of government decisions for workplaces and housing for expatriate workers.
- Conducting courses and workshops to train workers in various fields to benefit more from the remote work system, its importance during emergencies and crises, and how to reach maximum productivity.
- Benefiting from Qatari measures during the pandemic to address other crises such as the climate crisis, temperature change, and others.
- Conducting studies on managing population diversity during periods of emergency in other countries, to open the door for comparison and support for this study.
- Conducting future studies on comparative perspectives between the opinions of citizens and residents regarding Qatari measures during the period of the Covid-19 pandemic and peaceful coexistence in the State of Qatar.
- Carrying out studies and researches complementary to this study to find out the extent to which the stability achieved in the State of Qatar during the Covid-19 pandemic reflects on world peace.

## **11. CONCLUSION**

In conclusion, addressing the Covid-19 pandemic is a citizen's right on the state, as stipulated in the International Covenant on Economic, Social and Cultural Rights of 1966, which stipulates: "You have the right to enjoy the highest attainable standard of physical and mental health." Therefore, taking measures regarding COVID-19 is one of the basic requirements to protect societies from the consequences of this virus. The

most important of these consequences are health risks, as COVID-19 is a typical case of a large-scale emergency that threatens public health.

The State of Qatar has made real developments to maintain social security, in terms of procedures, laws, and legislations related to expatriates. However, social security is also the responsibility of governmental and private institutions, the private sector, and individuals and groups, where everyone cooperates in achieving security and peace for all. It is a path to stability and peaceful coexistence through community commitment to government measures.

The total population who received the two doses of the vaccine reached 86.2% on December 29, 2021. The country began administering the third dose of the Covid-19 vaccine from mid-September 2021.

Mark Tarbella, a member of the European Parliament delegation for workers' rights, paid an inspection visit to Qatar on September 25, 2021, praising the efforts of the State of Qatar in the field of workers' rights and its achievements in the field of peaceful coexistence, and called on human rights organizations, unions and European authorities to visit the State of Qatar to find out what is happening in the field of human rights (National Human Rights Committee, 2021).

The study of issues of peaceful coexistence is one of the important studies that cast a shadow on world peace, and its fruits come in pursuit of the objectives of the Alliance of Civilizations. The study of country measures during the Covid-19 pandemic to support peaceful coexistence between culturally, ideologically and linguistically different population groups may be considered a role model for preventing tensions and conflicts during emergency crises and the protection of human rights.

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