



*Photo credit: CARE International*

# Worker Wellbeing Project in Bangladesh, Indonesia and Vietnam

## Endline Evaluation

September 2021

This publication was produced at the request of CARE International. Survey design, data collection, analysis and report were prepared independently by Rapid Asia.

# ENDLINE EVALUATION

## Worker Wellbeing Project in Bangladesh, Indonesia and Vietnam

This endline evaluation was conducted to assess change and impact resulting from the Worker Wellbeing Project in Bangladesh, Indonesia and Vietnam. It was carried out independently by Rapid Asia to conduct an endline evaluation of the Worker Well-Being Project to provide a final report to the donor, capture details on impact and analyse lessons learned to be applied to future programming. The purpose of the Worker Wellbeing Project is to improve wellbeing for garment workers through access to dignified working conditions, legal and social protections and gender-equitable relationships. Findings from the evaluation will also be used to learn from and develop the Dignified Work portfolio and promote women's economic justice worldwide.

Project Duration: January 2018 – June 2021

Implemented by:  
**CARE International**



Evaluation Authored by:  
**Daniel Lindgren, Boonsita Ravisopitying, Rattanaluk Tungjiewlee, and James Eckford**



**DISCLAIMER:** The author's views expressed in this publication do not necessarily reflect the views of the CARE International.

# ACKNOWLEDGEMENT

This survey would not have been possible without the contributions from several parties during project planning, fieldwork, analysis and report preparation. The Project Team would like to acknowledge several individuals, groups and organisations whose contributions were instrumental to making the survey a success.

We would like to acknowledge the support and contributions received from the local CARE International offices in Bangladesh, Indonesia and Vietnam. Special thanks to Humaira Aziz, Babul Azad, Thanh Hoang Huy, Nga Vuong Thai, Linh Dang Phuong, Rini Devianti Nasution, Rika Sputri and Anna Sakreti for their valuable input and support during the inception workshops and data collection.

Special thanks to Lesley Abraham, Regional Impact Strategy Coordinator; Joanna Casson, MEAL Advisor; Joe Sutcliffe, Senior Advisor at CARE International in the UK, whose input and continuous support have been most appreciated throughout the project.

We also recognise the data collection teams in each country led by Ahmed Abid in Bangladesh, Wasnidar Harun in Indonesia, and Tran Quoc Sang in Vietnam. Thank you so much for your hard work and flexibility during fieldwork, which was very challenging given the pandemic situation.

The Project Team would like to thank the various stakeholders who participated in the interviews, who took time out of their busy schedules to help answer our questions. This project would not have been possible without their contributions.

Finally, the Project Team wishes to acknowledge all the hard-working women factory workers who continue to fight for better equality. Your efforts towards improved work conditions should not go unrecognized.

# CONTENTS

EXECUTIVE SUMMARY .....	8
Overview.....	8
Evaluation, purpose and objectives .....	8
Key Findings.....	8
Key Recommendations .....	9
1. INTRODUCTION .....	11
1.1 Project background.....	11
1.2 Purpose.....	11
1.3 Objectives .....	11
2. BACKGROUND .....	12
2.1 Women garment workers context.....	12
2.2 Women empowerment strategies .....	12
2.3 Theory of change.....	12
3. STUDY METHODOLOGY .....	16
3.1 Study design.....	16
3.2 Survey with women workers .....	17
3.3 Focus group discussions with men and boys .....	17
3.4 IDI with women workers and KII with stakeholders .....	18
3.5 Data analysis and triangulation .....	19
3.6 Research ethical guidelines .....	20
3.7 Gender mainstreaming.....	20
3.8 Study limitations and constraints.....	20
3.9 Women worker profiles .....	21
4. BASELINE DETAILED FINDINGS PER INDICATOR .....	23
4.1 EKATA and meaningful participation.....	23
4.2 EKATA Outcomes .....	30
4.3 Workplace situation .....	39
4.4 Gender relations .....	51
4.5 Baseline and endline results comparison .....	59
5. CONCLUSIONS.....	62
6. RECOMMENDATIONS .....	65
7. APPENDICES .....	67

7.1 Advocacy activities.....	67
7.2 Baseline and endline results comparison .....	70
7.3 Survey questionnaire .....	77
7.4 FGD Moderator guide .....	90
7.5 KII Moderator guide .....	93
7.6 IDI Moderator guide.....	97

# LIST OF ACRONYMS

BGD	Bangladesh
BILS	Bangladesh Institute of Labour Studies
CAPI	Computer Aided Personal Interviewing
COVID-19	Novel Coronavirus
EKATA	Empowering, Knowledge and Transformative Action
ESOMAR	European Society of Marketing Research
FGD	Focus group discussion
HR	Human Resources
IDI	In-depth interview
IDN	Indonesia
ILO	International Labour Organization
KPI	Key Performance Indicator
KII	Key Informant Interview
LF	Logframe
MOE	Margin of Error
PC	Worker Participation Committee
SES	Socioeconomic status
UN	United Nations
VTN	Vietnam

# LIST FIGURES AND TABLES

List of figures	Description
Figure 1	The Worker Well-Being Theory of Change
Figure 2	Study locations
Figure 3	Study Design
Figure 4	Triangulation process
Figure 5	Actions taken as a result of EKATA
Figure 6	Issues raised by women in the workplace
Figure 7	Women raising concerns at work
Figure 8	External Support for EKATA Activities
Figure 9	EKATA action translating into outcomes
Figure 10	Recent improvements in work conditions
Figure 11	EKATA impact on women workers
Figure 12	Required to work overtime vs paid for overtime
Figure 13	COVID-19 economic impact by country
Figure 14	Gendered division in domestic work and decision-making
Figure 15	Harassment policy and complain process at work
List of tables	Description
Table 1	FGD composition by country
Table 2	IDI and KII participants by country and sex
Table 3	Measures for gender mainstreaming
Table 4	Country profiles of women workers
Table 5	EKATA Engagement
Table 7	Change in women's empowerment
Table 8	Work entitlements aware of an received
Table 9	Wage payments
Table 10	Impact of COVID-19 on women workers

# EXECUTIVE SUMMARY

## Overview

The Made by Women Strategy has been implemented by CARE International Since 2016, the Made by Women (MbW) strategy which now works in 11 countries across Asia and Africa to economically empower women garment workers through dignified work. The Worker Wellbeing project carried out in Bangladesh, Vietnam, and Indonesia between 2018 and 2021 is part of this strategy and seeks to improve wellbeing and dignified working conditions for female factory workers in their workplaces and communities.

The key to this strategy has been the two-pronged approach of training and organising women garment workers, which recognises that collective organisation and bargaining are crucial to claiming power and voice, thereby accessing decent work. A key feature of this strategy, is [the EKATA model](#) which promotes women's leadership and empowerment by building women's life skills and knowledge of worker rights, creating groups of women workers to provide safe spaces for collective action to discuss and raise grievances with employers and achieve work improvements.

## Evaluation, purpose and objectives

This evaluation sought to identify the extent to which the project achieved meaningful change in women workers' lives both at home, community and in the workplace through the activities in each country by identifying outcomes from project activities and outputs to understand linkages between those outcomes and the projects outputs.

## Key Findings

### The EKATA engagement model

The EKATA model proved to be highly successful in greatly enacting change for women garment workers in the factories and at home. Women workers consistently highlighted the usefulness of the training had on their daily lives. Through the training, the women learnt how to reclaim those voices and negotiate at work for better conditions.

### Engagement with men

Recognising the crucial role that men play in delivering gender-transformative impact by engaging them as stakeholders proved to be successful. Men were found to be receptive in recognising gender as a social construct, which then formed the basis for understanding the value of women and why domestic responsibilities should be shared and that sexual harassment of women is unacceptable.

### Duty bearers' responsiveness

Garment factory management staff believed they could see not only the benefit of the project but also an improvement in the conditions of the women workers, which they recognised as having a positive impact on their business. Employers appeared to welcome women garment workers raising their concerns, mainly due to the workers' improved communication skills.

### Outcomes and their relation to activities



Beneficiaries of EKATA training found the sessions on financial management, gender equality, labour rights, leadership and communication the most valuable and impactful in their daily lives. It was found however, that such training alone would not be enough to deliver true impact. Evidence demonstrated that establishing committees from where women can launch collective demands was a significant trigger to exercising women's rights.

### **Project sustainability**

There is great potential for women recognising labour violations and unfair practices, gender inequality, and the capacity to take action without a considerable reliance on outside support. Sustainability is also underpinned by network activities, namely the linking of community worker association to local federations and trade unions and local service providers.

### **Key Recommendations**

#### **EKATA wellbeing**

- Continue and expand the EKATA model and its activities especially in Indonesia and Vietnam, more time is needed for women's groups and committees to form, and establish linkages to unions.
- The EKATA topics are relevant and useful and should continue, the communication skills have proved particularly useful for women in improving their confidence and ability to enter into dialogue with supervisors
- Involve CBOs, local government and worker organizations as facilitators in training to better inspire the women and to provide indirect oversight and accountability of employers
- Push for better health benefits and insurance coverage to protect women workers, especially during COVID-19

#### **Activity drivers**

- Women's awareness of rights and ability to communicate at home together form effective empowerment and their capacity to act
- Financial training on savings help to bring men and women together to plan for their future and achieve greater financial independence
- When a critical mass of women take action or change, collective action tends to be very effective and gives more bargaining power
- When women workers witness positive outcomes or improvements implemented directly because of action they are more likely to attempt raising concerns

#### **Men's involvement**

- The involvement of men has a positive impact on women and their communities and needs to continue
- Needs more focus on training to managers and supervisors in the workplace to remove barriers for change

#### **Public policy**

- Raise awareness on ILO Convention C-190 among key stakeholders, especially local government and employers
- Advocate for greater implementation and enforcement of existing labour law frameworks
- Build capacity of local service providers to respond to women's needs more effectively

- Sensitise buyers in the supply chain to lessen the volume of orders to ease the workload on women workers which pressures them to work overtime
- Strengthen anti-harassment policies in workplaces and ensure areas surrounding factories are well lit
- Expand complaint mechanisms at the community level

**Sustainability**

- Expand EKATA to also train women on alternative employment skills, especially to cope up with lay off due to COVID-19 – complimentary component
- Involve women more on EKATA activity planning
- Use the results from this endline study to harmonise and standardise the program indicators across the three countries.

# **I. INTRODUCTION**

## **I.1 Project background**

The global garment industry is defined by an over-representation of women, with 75% of the workforce comprised of women workers. These results in women workers lacking the power to voice their needs, access dignified working conditions, receive minimum wage, claim maternity leave and live and work free from gender-based violence.

Since 2016, CARE International has been implementing the Made by Women (MbW) strategy which now works in 11 countries across Asia and Africa to economically empower women garment workers through dignified work. The Made by Women strategy takes a comprehensive approach and aims to support meaningful change across the garment industry by promoting improved practices in global supply chains, strengthening women's leadership and working with governments to promote public policies which will positively impact workers.

The "Worker Wellbeing" project being carried out across 17 factories in Bangladesh, Vietnam, and Indonesia is part of this strategy and seeks to improve wellbeing and dignified working conditions for female factory workers in their workplaces and communities.

The project's specific outputs were to form Empowerment, Knowledge and Transformation Action (EKATA) groups of women garment workers; train and build the capacity of said groups' leaders and members; support collective action of the EKATA groups; merge and facilitate networking between EKATA groups; engage with men to support women garment workers in accessing their rights; organise factory-based activities, and conduct advocacy and training with duty-bearers to support the sustainability of the project.

## **I.2 Purpose**

As the project drew to an end in June 2021, CARE International contracted an independent endline evaluation to assess the extent to which the project achieved change and positive impact in the working and living conditions of women garment workers resulting from the project's activities and outputs in Bangladesh, Indonesia and Vietnam. The evaluation used a mixed-methods approach with women workers, men in their communities and duty-bearers ranging from factory managers, HR staff, labour union representatives, government workers and EKATA frontline staff.

## **I.3 Objectives**

The specific objectives of the endline evaluation are to:

1. Provide an objective assessment of the achievements and results, weaknesses and strengths of the Worker Wellbeing project.
2. Document evidence, lessons learned and good practices of project implementation to inform future programming.
3. Evaluate the quality and effectiveness of project delivery. This will cover both CARE and its implementing partners by looking into the strengths and weaknesses of activity implementation and program management; quality of outputs and their appropriateness and perceived value to target communities; and identifying factors that appear to enhance or detract from the quality.

4. Present evidence of changes (intended and unintended, positive and negative) associated with activity interventions and outputs; assess how well the observed changes reflect the Key Performance Indicators (KPI) and Log Frame (LF).
5. Identify factors in the implementation or context that impede or promote the observed and intended changes.

## **2. BACKGROUND**

### **2.1 Women garment workers context**

The global garment industry is defined by an over-representation of women, with 75% of the workforce comprised of women workers. These results in women workers lacking the power to voice their needs, access dignified working conditions, receive minimum wage, claim maternity leave and live and work free from gender-based violence. Yet, they lack representation in leadership roles in both their workplaces and communities. This imbalance of power, buoyed by embedded gender norms and unequal economic relations, can be upended once women are empowered with the skills and confidence to collaborate and speak with one voice to demand better conditions.

### **2.2 Women empowerment strategies**

The Made by Women strategy takes a comprehensive approach and aims to support meaningful change across the garment industry by promoting improved practices in global supply chains, strengthening women's leadership and working with governments to promote public policies which will positively impact workers. Under the theme of women's leadership, [the EKATA model](#) has been used to bring women together and confidently discuss common grievances collective action to redress power imbalances in the workplace and improve their conditions. The strategy builds the capacity of women garment workers with on-site training while engaging with factory management to break down the barriers for women to access leadership roles within the sector. In terms of leadership, the project has focussed its efforts on increasing women's representation in trade unions as members and leaders. Training for women trade union leaders provides them with the skills necessary to bargain collectively and negotiate better terms of work for their members.

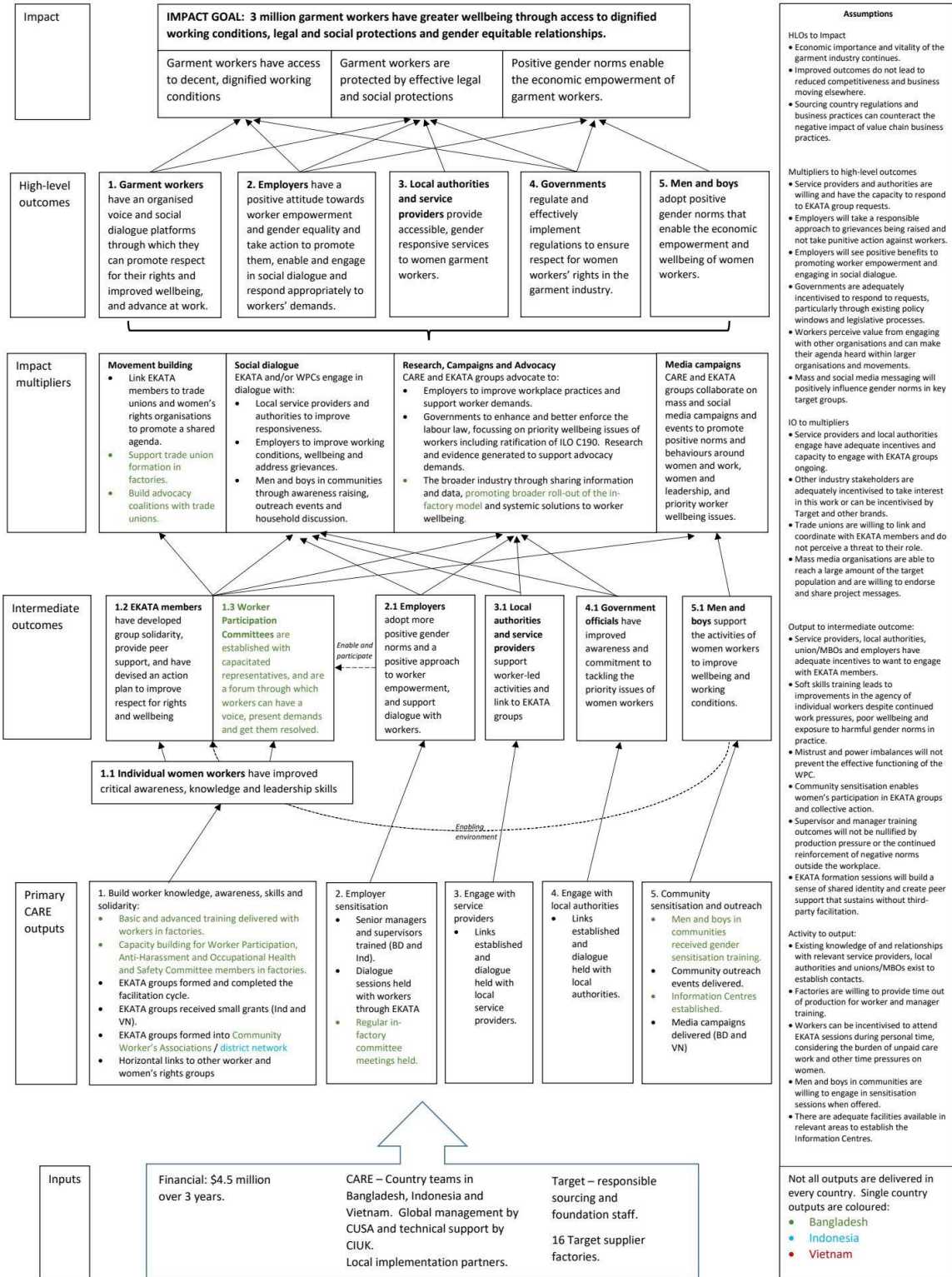
The key to this strategy has been the two-pronged approach of training and organising women garment workers, which recognises that capacity building of individual women can only go so far. That collective organisation and bargaining are crucial to claiming power and voice, thereby accessing decent work.

The Worker Well-Being approach in Bangladesh has demonstrated clear evidence of success, where women have begun collectively highlighting issues in both their workplaces and communities to push for improvements, through the vehicle of factory-based activities and the EKATA groups. This indicates that EKATA groups have been successful. Some of the changes and impact observed in Bangladesh are particularly promising in terms of bottom-up empowerment. Women involved in EKATA groups are increasingly bolder in demand-raising and providing mutual support, launching claims for lost pay, taking action against abusive supervisors, unfair dismissal and forcing the factories to observe minimum wage laws. Most crucially in providing a safe forum in which women can openly discuss ongoing grievances without fear of redress and collectively take action using their skills and knowledge of labour rights, collective bargaining and negotiation.

### **2.3 Theory of change**

The Worker Well-Being Theory of Change details the extensive and complex pathway of change throughout the project's activities to the immediate outcomes, impact multipliers, high-level outcomes, and overall impact in the garment industry.

**Figure I: The Worker Well-Being Theory of Change**



The primary outputs begin with worker empowerment by building worker knowledge and awareness of rights, building solidarity, and acting collectively. These activities run parallel with complimentary activities to sensitise factory management staff and hold dialogue sessions between factory management and workers ; engaging EKATA participants with local service providers, local authorities to establish links and dialogue between them and the workers as well as sensitising the community, especially men and boys to transform harmful gender norms.

These outputs then become strengthened by impact multipliers that focus on fostering dialogue, building networks of trade unions and EKATA groups, lobbying both employers and the government to build an enabling policy environment and enacting attitude and behaviour change to the wider society of gender norms.

Having established momentum, women workers are then empowered to begin taking action by themselves, leveraging the collective strength of the groups and networks and the increasingly positive attitudes of employers and responsiveness of public service providers toward women garment workers to produce tangible outcomes. Women feel confident and safe in raising demands in the workplace, providing mutual support and open forums for discussing grievances that had previously gone unaddressed. On the social side, gender norms have improved by sustained media campaigns targeting men and boys to change their attitudes towards women's place in society. At the same time, government agencies also become more empowered to enforce workers' legal and social protection as the gaps in access are filled by the organisation of labour.

Key outcomes identified in this evaluation include

- Improvement in worker facilities, including the installation of lactation rooms, break rooms for women and/or pregnant workers, separate toilets for men and women, installation of lights surrounding the factories to reduce the incidence of sexual harassment
- Increased confidence and awareness of worker's rights as well as improved communication skills leading to women directly and confidently approaching supervisors with requests that are often fulfilled
- Improved gender equality in the home, workplace and community and a dramatic reduction in sexual harassment in target areas due to engaging men on gender norms
- Improved relationships and communication with supervisors, including greater respect and recognition from male colleagues and superiors of women workers
- Claiming back worker's unpaid salaries through collective action
- Increased savings and reduced debt due to financial management training and skill development for income generating activities and opening bank accounts
- Securing maternity pay and reducing working hours for pregnant workers
- Establishment of worker voice channels and platforms such as morning dialogue sessions and suggestion boxes

### 3. STUDY METHODOLOGY

#### 3.1 Study design

The evaluation utilised a mixed-methods approach in all three countries and was carried out in successive steps as follows:

- Inception stage including desk review, evaluation framework, methodology and plan, inception workshop and tools development.
- Data collection was carried out during June and July 2021 through a CAPI survey, FGD, IDI and KII.
- Data analysis, final evaluation report and validation workshop.

**Figure 2: Study locations**



The evaluation design is shown in **Figure 3** below. For consideration and based on experience with similar projects in the recent past, an initial inception workshop was held with CARE International to confirm the evaluation scope and seek agreement on the evaluation plan. Subsequent Kick-Off meetings were also held with the CARE International team in each country to discuss logistics and coordination around data collection.

**Figure 3: Study design**





The desk reviews helped to identify key existing literature and data sources relating to EKATA and other program documents, paying particular attention to project indicators to determine how to best measure outcomes and impact in the three countries.

### 3.2 Survey with women workers

The face-to-face survey was completed with 80 women workers in each country to examine the level of meaningful participation in EKATA and factory based activities, work conditions and gender roles. Each country provided sampling frames for the research in the form of a list of all participating women workers. Village clusters were first selected randomly, followed by systematic random sampling to select potential participants. The final selection was shared with CARE staff in each country to help mobilise the women and ensure they were available for an interview. When a selected participant was not available, they were replaced with the next person on the list. To ensure confidentiality, CARE staff did not sit in on the interviews.

Data collection was completed using computer-assisted personal interviewing (CAPI) to avoid human error and allow real-time monitoring of data quality. The CAPI system used was Survey Solutions developed by the World Bank Group. A test link was set up so that the survey data could undergo testing and ensure that it was free from errors. Interim data were also examined as a validity check before commencing the full launch of the survey. The survey was also rolled out in stages, starting in Bangladesh before launching in Indonesia and Vietnam.

**COVID-19 precautions during fieldwork**  
WHO guidelines for preventing the spread of COVID-19 were adhered to with the following precautions implemented throughout the data collection: (i) wearing masks at all times; (ii) washing hands or using hand-sanitizer before and after each interview; (iii) adhering to social distancing; (iv) avoiding interviewing anyone at high risk of contracting COVID-19; and (v) confirming that the respondent was not immune-compromised before conducting an interview (**See Appendix 7.7**).

The survey questionnaire was developed with input from CARE (see **Appendix 7.3**). After the questionnaire had been agreed upon, it was translated, scripted and pre-tested. Translations were carried out by experienced translators and rechecked by CARE staff in each country. The pre-test results were used to make final adjustments and corrections to the instruments before undertaking data collection.

All completed interviews underwent several checks before being accepted as approved interviews to ensure data quality.

- Validation of 20–30 percent of all interviews by each interviewer. The validation was completed through direct monitoring of fieldwork, collecting GPS data, or making call-backs to respondents to verify the data.
- Throughout fieldwork, all completed interviews were checked online for consistency and completeness. If mistakes were found, the interview was sent back to the interviewer to be redone.
- Additional data testing procedures were run to ensure the data was clean, consistent and free from outliers.

### 3.3 Focus group discussions with men and boys

The national consultants selected for the project moderated the FGD. A moderator guide was developed with input from CARE International (see **Appendix 7.4**). Questions were sub-divided into themes to ensure the FGD could be compared and triangulated with other data sources. Before fieldwork, the

national consultants received detailed training that covered an overview of the project and its objectives and how to execute the moderator guide to ensure consistency of questioning and manageability of the data collected.

FGD were conducted with men who had participated in project activities in the workplace or in their community. A total of two FGD were conducted in Bangladesh and Indonesia. However, due to COVID-19, FGD could not be carried out in Vietnam and subsequently replaced with ten individual IDI. It was possible to do the FGD via Zoom in Indonesia but with five participants rather than 6. The FGD composition is presented in Table 2 below. This structure ensured homogeneity within the groups, fostered good participation and helped to tease out more insightful answers and ideas. The FGD also allowed for a more in-depth exploration of participants' experiences with (i) views, insights and observations; and (ii) experiences, challenges, lessons learned and recommendations regarding the Worker Wellbeing project. All FGD were recorded for quality control purposes. Upon completion, the national consultants submitted English FGD summaries to Rapid Asia for review and clarification.

**Table 1: FGD composition by country**

Country	Participants	Location	Group composition	Participants per FGD	n	Method
Bangladesh	Youth and adult aged 18+	Dhaka	Male	6	1	Face to face
Bangladesh	Youth and adult aged 18+	Dhaka	Male	6	1	Face to face
Indonesia	Youth and adult aged 18+	Sukabumi	Male	5	1	Zoom
Indonesia	Youth and adult aged 18+	Purwakarta	Male	5	1	Zoom
<b>Total</b>				<b>22</b>	<b>4</b>	

### 3.4 IDI with women workers and KII with stakeholders

The national consultants selected for the project moderated the IDI and KII. Separate moderator guides were prepared in collaboration with CARE International (see **Appendix 7.5 and 7.6**). Execution of the interviews was covered as part of the training with the national consultants. Participants were selected from a contact list provided by CARE International, both for the IDI and KII. The IDI were carried out with selected women who had more in-depth experience with EKATA to gain deeper insights into how the program has worked and key challenges. In some cases, participants were selected from the survey by reviewing respondent answers, and in some cases, the local CARE focal points suggested suitable participants.

The KII were done with a mixed group of stakeholders, as outlined in Table 3 below. Due to the pandemic situation in Bangladesh and Indonesia, most of the interviews had to be done over the phone. Anticipating the need for phone interviews, the interviews guides were designed and tested to ensure they were no longer than 30 minutes. All IDI and KII were recorded for quality control purposes. The national consultants submitted English interview summaries to Rapid Asia for review and clarification.

**Table 2: IDI and KII participants by country and sex**

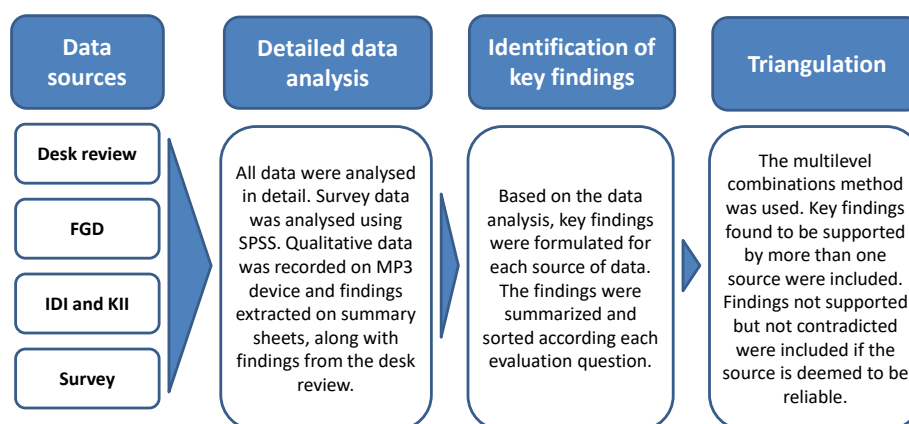
Country	Participant	n	Male	Female	Method
---------	-------------	---	------	--------	--------

Bangladesh	Women workers	4	-	4	Face to face
	Government officials and local authorities	2	1	1	Phone
	Factory managers and supervisors	2	-	2	Phone
	Worker's organisation	2	2	-	Phone
	Trainers and facilitators	2	1	1	Phone
Indonesia	Women workers	4	-	4	Phone
	Government officials and local authorities	6	3	3	Phone
	Factory managers and supervisors	2	2	-	Phone
Vietnam	Women workers	10	-	10	Face to face
	Factory managers and supervisors	2	-	2	Face to face
	Worker's organisation	6	1	5	Face to face
	Trainers and facilitators	1	1	-	Face to face
	EKATA representatives	3	-	3	Face to face
<b>Total</b>		<b>46</b>	<b>11</b>	<b>35</b>	

### 3.5 Data analysis and triangulation

Triangulation was applied to obtain greater assurance of the validity of the research findings and a broader range of perspectives. In this study, the multi-level combination method was used.<sup>1</sup> Data from the desk review, FGD, IDI, KII, and survey were analysed separately to identify key findings. Findings were then sorted according to the set research questions. Finally, the data was triangulated by examining the key findings across the different information sources and selecting those findings supported by more than one source. The detailed triangulation process is illustrated in **Figure 3**.

**Figure 4: Triangulation process**



The results of the endline study were also compared to those of the baseline as part of the analysis. Since project indicators were not fully harmonized across the three countries, the comparison focused on

<sup>1</sup> USAID, *Conducting mixed-method evaluations*, Technical Note, Washington, D.C., June 2013.

indicators that were similar. The baseline and endline results comparison has been included as Appendix 7.2 and a results summary is included under section 4.5.

### 3.6 Research ethical guidelines

Rapid Asia holds membership of the European Society for Opinion and Market Research (ESOMAR). It is thus obliged to follow well-established, international best practices for professional conduct for data collection and data management. The guidelines, norms, standards, and code of conduct under ESOMAR cover the following:

1. Ensuring that those involved with collecting data are independent and act with integrity and honesty when interacting with all target groups and stakeholders.
2. Ensuring that all participants in the survey understand the purpose, objectives, and the intended use of survey findings.
3. Being sensitive to social and cultural norms and gender roles during interactions with participants and their families.
4. Respecting the rights and welfare of participants by ensuring informed consent and rights to anonymity and confidentiality before the interview, that consent is freely volunteered, and that they can withdraw at any time without any negative consequence.
5. Limiting storage of any personal data to a maximum of six months and keeping it secured to avoid unauthorised access by any third party.

In addition, data collection and analysis for the study adhered to more specialised ethical guidelines for data privacy and security developed for research with women and vulnerable groups.

### 3.7 Gender mainstreaming

Gender concerns were addressed throughout the process of conducting the study. Some of the key measures included recruitment of a gender expert for the research team, targeting of highly-gendered sectors of work and disaggregation of data to support gender analysis of the results. **Table 3** below provides the detailed steps to ensure gender was thoroughly mainstreamed in the study's approach.

**Table 3. Measures for gender mainstreaming**

Stage	Measures for gender mainstreaming
<b>Research design and procurement</b>	<ul style="list-style-type: none"> <li>Gender-specific issues were included in the research instruments (such as gender roles, gender-based violence and sexual harassment).</li> <li>Gender mainstreaming and expertise were included as criteria for assessing the quality of proposals.</li> </ul>
<b>Formation of the project team</b>	<ul style="list-style-type: none"> <li>Gender expert included on the project team.</li> <li>Training on gender issues was provided to enumerators.</li> </ul>
<b>Data collection</b>	<ul style="list-style-type: none"> <li>Gender lens applied in the review of literature and statistics.</li> <li>Participation of both women and men</li> <li>Gender-sensitive approach applied</li> </ul>
<b>Data analysis</b>	<ul style="list-style-type: none"> <li>Recommendations were developed to promote gender equality and the empowerment of women.</li> </ul>

### 3.8 Study limitations and constraints

The following factors affected the study:

- Whilst all three countries have made an effort to adapt the EKATA program to different sub-groups, the outcomes of those efforts could not always be highlighted due to limitations of the evaluation design. The evaluation was carried out in three countries with a limited sample of participants. Hence, it was not possible to cover multiple locations in any one country. Whilst the evaluation design stived to be as inclusive and representative as possible, analysis of sub-segments (e.g. comparing women in factories and communities in Bangladesh) did not yield any significantly different results. That does not mean differences do not exist.
- The evaluation focused on the effectiveness, sustainability and impact of the project, rather than the efficiency of project and activity implementation by CARE or the implementing partners.
- Advocacy efforts at the national level is an important aspect of the work that CARE is undertaking in the three countries. Given that the evaluation focused on activities at the local level, the outcomes of advocacy efforts could not be measured directly.
- Due to the pandemic situation, it was impossible to conduct FGD with men participants in Vietnam as initially planned. To compensate for this, IDI were conducted instead. The absence of group dynamics may have led to less insightful results. Also, FGD in Indonesia had to be done via Zoom and meant fewer participants could be accommodated.<sup>2</sup>
- The plan was to conduct FGD with men and boys in all countries. However, there was no training activities conducted with boys. . Hence, all participants recruited for the FGD in Bangladesh and Indonesia were men 18 years or older.
- Most of the KII and IDI had to be done by phone. This was anticipated, and the moderator guides were designed to ensure the interview was no longer than 30 minutes. Under normal circumstances, the interview could have been longer and may have yielded more insights.

Rapid Asia is a member of the European Society for Opinion and Market Research (ESOMAR) and is thus obliged to follow well-established, international best practices for professional conduct for data collection and data management. The guidelines, norms, standards and code of conduct under ESOMAR cover:

### 3.9 Women worker profiles

As shown in **Table 4** below, the profile of women workers differed somewhat between the three countries. In Bangladesh, they were younger, most under the age of 30 years, had on the average lower level of education. Nearly one third had only completed primary school up to grade six. In Indonesia, the women were considerably older, with 57 per cent being over the age of 30 years. On average, the Indonesian women had higher education, with 43 per cent having completed middle school and 43 per cent high school. Vietnam had a similar profile to Indonesia, but the women were on average older still and with higher levels of education. The vast majority of women in Bangladesh and Indonesia are Muslim, whereas they had other religions in Vietnam.

Women workers in Indonesia were found to have the lowest socioeconomic status<sup>3</sup> (SES), followed by Bangladesh and Vietnam. Overall, around one in six women had some form of disability.

**Table 4: Country profiles of women workers**

<sup>2</sup> The standard for face to face FGD is up to eight participants. When using zoom it is more challenging to have continuous engagement and participants can easily switch off. To compensate for this the number of participants is limited to 5.

<sup>3</sup> Socioeconomic status (SES) was determined by asking respondents about the financial situation in their household. The categories A to E were estimated based on the household not always being able to afford: E – Food, D – New clothes, C – Home appliances, B – A car, and A – Those better off.

Demographics Base: all respondents	Bangladesh n=81 (%)	Indonesia n=80 (%)	Vietnam n=81 (%)
<b>Age</b>			
18 – 29	77	44	14
30 - 39	24	41	52
40 or older	-	16	34
<b>Education</b>			
Never attended school	1	-	-
Primary school (grade 1-6)	28	15	3
Middle school (grade 7-9)	49	43	37
High school (grade 10-12)	21	40	47
Higher education	-	3	14
<b>Marital status</b>			
Married	88	79	91
Single	11	19	5
Divorced or Widowed	1	3	4
<b>Religion</b>			
Muslim	100	98	-
Catholic	-		6
Other	-	2	94
<b>Household financial situation</b>			
SES E	-	5	3
SES D	3	68	3
SES C	93	24	35
SES B	5	4	46
SES A	-	-	15

## 4. BASELINE DETAILED FINDINGS PER INDICATOR

### 4.1 EKATA and meaningful participation

#### EKATA participation

The Empowerment, Knowledge and Transformative Action (EKATA) model has been run most extensively in Bangladesh, the results of which can be seen in **Table 5** below. Participation in the EKATA groups differs significantly by country, specifically with increasingly higher participation levels evident in Bangladesh over the course of the project, and mixed results between Indonesia and Vietnam, where fewer women have joined each year. This is to be expected as the model was tested and developed in Bangladesh. The frequency of participation is also highest in Bangladesh, followed closely by Vietnam and Indonesia; a similar pattern can be seen for asking questions in meetings, where Indonesia trails significantly behind the other two countries. Meanwhile, there was an overwhelming consensus of the high relevance of the EKATA groups across the three countries.

In Bangladesh, a distinction was made between women who participated in community based EKATA activities and factory based activities. Participation in community based EKATA activities was found to be significantly higher, and nearly all women participating on a weekly basis. These women were also more likely to hold a position as a board or committee member. It is interesting to note that women in factory based activities had on average been employed by the factory for a longer period of time, 4.2 years compared to 2.7 years. Hence, seniority does not correlate with participation.

**Table 5: EKATA engagement**

EKATA activities involvement Base: all respondents	Bangladesh n=81 (%)	Indonesia n=80 (%)	Vietnam n=81 (%)
<b>Year of joining EKATA</b>			
2020-2021	50	13	25
2019	35	55	42
2018	16	33	33
<b>Frequency of participation</b>			
At least every two weeks	62	6	56
Every month	19	49	32
Less often	20	45	12
<b>Ask questions in meetings</b>			
Never	3	36	5
Sometimes	75	59	65
Often	22	5	30
<b>Perceived relevance of EKATA</b>			
Very relevant	88	99	93
Somewhat relevant	10	1	7
Less relevant	3	-	-

The topics covered by EKATA cover knowledge and skills relating to both the workplace and home, ranging from labour laws and protections, gender equality, communication and negotiation skills with colleagues and superiors, gender equality, employee entitlement, financial management, sexual harassment, both at and outside of work, and leadership skills. In Bangladesh, EKATA participant's and factory-based participant's takeaways from the training topics showed little difference, financial management, worker's rights and communication were cited by both types of participants as particularly useful.

Women reported that they could apply the knowledge and skills to their daily lives; those interviewed had received training on financial management and exercising their rights both at work and at home.

*"I received training twice a week. Tuesday after 7 pm and Friday after 3 or 4 in the evening. We participated in 'savings' training, and we had training on 'Corona safety'. We had training on our legal rights before knowing what to do if our employer suddenly sacks us. Now we know what to do in case of any injustice and money owed" (Woman Garment Worker – Bangladesh)*

*"I learnt about home budgeting so I can spend money better with my income. They teach me about budgeting in the family, who should keep track of home spending etc, and maternity rights for workers" – (Woman Garment Worker – EKATA participant in Vietnam)*

### **Box 1: EKATA engagement case studies**

**Bangladesh:** I have participated in the Worker Wellbeing project for almost 2 years now and received the training in different topics twice a week. The topic of women empowerment, rights at home and workplace, income and expenses, savings are the training activities I have participated in. The facilitator not only explained but also showed us in different ways. I have applied the training lessons on savings into everyday life since my husband and I never thought about savings before but after the training, we discussed about saving some money to build a house or to use it in a productive way. I also learnt about exercising my rights both at home and work place, this led to a mutual understanding among family members and moreover, I used my knowledge to help a woman that was being harassed on her way to work.

**Indonesia:** I have participated in the Worker Wellbeing project since 2018. Before COVID-19 outbreak, I used to attend the program every week. The training activities includes gender equality, financial management, negotiation, and family health and after the training, I usually share them with my sisters and friends and start applying it into our daily lives little by little. After participating in gender equality training, I realized that women and men should have equal share of work in the household because nowadays men are not the only one who generate income on the family. Also, I have applied the training on financial management into my daily life since I used to run out of money before end of the month. Now I can spare some of my money for saving for my future.

**Vietnam:** I have participated in the Worker Wellbeing project since 2019. I joined the training around once or twice a month, mostly on Sunday. The training activities that I participated include women and labour rights, reproductive health, family savings, child care and education. This enables me to express my thoughts within the family and connect more with my children. I apply the training in the household, my husband and I made joint decision to share household responsibilities including cooking, going to the market, and cleaning the house as well as spend money more reasonably and keep track of our spending. Moreover, the trainings on women workers' rights and labour law give me courage to voice my concerns and know my rights that was not given to me before such as break time and paid maternity leave. I also participated in Co-research program, we conduct research within the community and share our opinion and solutions.

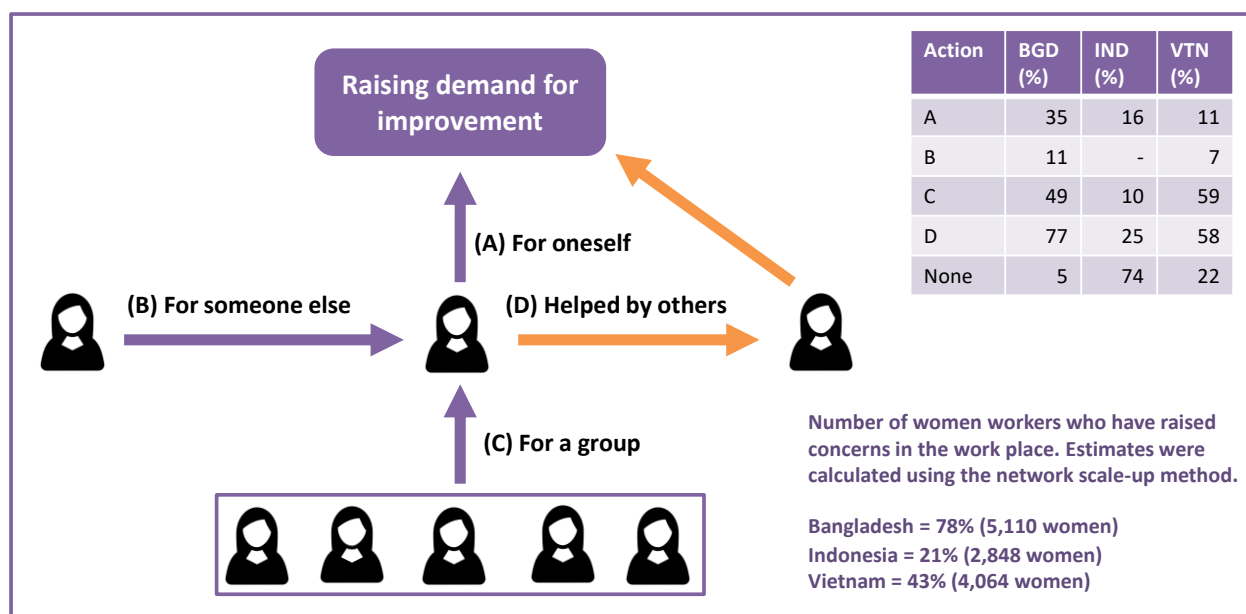
### **From EKATA training to action**

**Figure 5** below illustrates the channels that women can take to raise demands and take action after having attended EKATA training sessions. As shown, there are four pathways for action, for oneself, for someone else/ co workers, as a representative of a group, or being helped by others. The survey data demonstrated the outcome of the EKATA training, with 78 per cent of women sampled in Bangladesh raising concerns in general, compared to only 21 per cent in Indonesia. The most common method in Bangladesh was to be helped by others (77 per cent), followed by collective action (49 per cent) for a group and taking action for oneself (35 per cent). Vietnam shows a similar pattern, with the collective forms of demand raising being the most common; this is also mostly accurate for Indonesia, though to a lesser extent due to the lower proportion of women raising demands, with 74 percent taking no action at all. This could be the result from lower participation rate in the trainings compared to other countries. Further analysis of the



survey data was done but it should be noted that there were no significant differences found between women who participated in community EKATA training and factory based training in Bangladesh.

**Figure 5: Actions taken as a result of EKATA**



#### Box 1: Network scale-up method

When estimating the number of women who have raised concerns in the workplace, traditional methods can have limitations. Surveying a limited geographical areas and not being seen as a trouble maker means some women may be reluctant to disclose their actual behaviour. To overcome this, the network scale-up method was used. The analysis was performed in three steps, as follows:

1. First, the average number of women workers' in each respondents workplace was estimated by asking how many other women they knew and with whom they could talk about personal things.
2. Secondly, what proportion of the women they knew personally in their workplace had raised concerns at work.
3. Thirdly, the average proportion of women who raised concern could be calculated by multiplying the average proportion of women who raised concern with the total population of women within the program.

An underlying assumption of the Network Scale-up method is that women known to the respondents personally are representative of the general factory population included in the program. This can not be ascertained with certainty and the calculated estimates should be regarded as indicative rather than representative.

Based on data received from CARE International, there are just under 30,000 women and girls working in factories where CARE has worked directly.<sup>4</sup> Based on the scale-up method (see Box 1), indicative results could be calculated and it was estimated that over 5,100 women in Bangladesh, over 4,000 women in Vietnam and over 2,800 women in Indonesia had raised concerns with their employers (see also Figure

<sup>4</sup> Based on Project activities during 2020 and 2021. The total number of women and girls working in factories where CARE has worked directly were estimated to be 6,552 for Bangladesh, 13,560 for Indonesia and 9,450 for Vietnam.

6). Those women represent some 40 per cent of all women under the program. The ranking order of the countries with Bangladesh in the lead with 78 per cent, followed by Vietnam with 43 per cent and Indonesia with 21 per cent, is consistent with other findings in this report.

A key success factor of the worker well-being approach found in previous studies<sup>5</sup> has been collective action, which allows women to counter the power imbalance in the workplace and instil them with the confidence necessary to overcome barriers. These results serve to strengthen this finding. The training's topics on communication skills in the workplace served as a foundational basis for women to raise concerns in the first place. In Indonesia, however, it was mentioned by several workers and supervisors the only way to reach management with complaints was through a suggestion box. Relying on their supervisor to pass on the issue to their manager would result in a delayed response or no response. Comparing the in-depth interviews between Indonesia and Bangladesh regarding raising concerns, sheds some light on the power of collective actions. Particularly the various committees working on different issues such as anti-harassment, worker participation and occupational health and safety, which were established in Bangladesh by the project, and following government regulations, and serve as accessible and safe platforms for women workers through which to process complaints.

*"If we are troubled by the supervisor, the members of the PC committee help us to resolve the problem by discussing with the welfare committee" (Woman Garment Worker – factory-based activity participant in Bangladesh)*

*"Before the program, I was a timid person. Thanks to the program, I and other women raised our voice to the company about working time, and the time was reduced, we used to work until 9pm, but now we can leave from 5-6pm" (Woman Garment Worker – Participant in Vietnam)*

Examples of how these committees facilitated the raising of concerns for women are also given in previous progress reports. In the *Columbia* factory in Bangladesh women workers participating in the above mentioned committees has allowed them to place women worker's issues on meeting agendas, while in the *Glory* factory, the Worker Participation Committee decided to make accessible a set of stairs that was previously not accessible to women workers, thereby allowing women greater mobility during their lunch breaks.

From the interviews with employers in Indonesia, it appeared that they believed that suggestion boxes were sufficient methods for raising concerns, whereas the workers did not as there was no transparency regarding whether management considered the request or not.

In Bangladesh, it was noted that issues raised directly with their supervisor could be resolved more quickly, particularly if it would impact the worker's productivity. The participants highlighted that the communication skill training helped them build confidence to raise our rights and confront their supervisors.

*"As much as I think I've changed, the 29 people who trained with me must have changed too. If everyone gets this training and knows about it, then everyone will change. I wouldn't have changed if I hadn't known about it, so everyone needs to know first" (Woman Garment Worker – EKATA participant in Bangladesh)*

From the key informants' perspectives in Bangladesh, women rarely raise concerns and will only do so if asked. When asked, the "demand" would usually be simply requesting leave or sick leave. The stakeholders

---

<sup>5</sup> CARE International. Progress Report for Target. Worker Well-Being: Bangladesh, Indonesia and Vietnam (28<sup>th</sup> February, 2020)

interviewed saw an increase in confidence and ability to express themselves after the project's training. One EKATA frontline staff member in Bangladesh made the following observation.

*“They women are more confident now. Although some women workers still hesitate to say that. But those with leadership skills are confident claim their right, or if wronged, take action against it. Such self-confidence has been created in many women” (CARE staff member – Bangladesh)*

In Indonesia, the demands from the employer's perspective were concerning the "comfortability" of the workplace, and they experienced concerns mainly arising through either the suggestion box or local labour organisations.

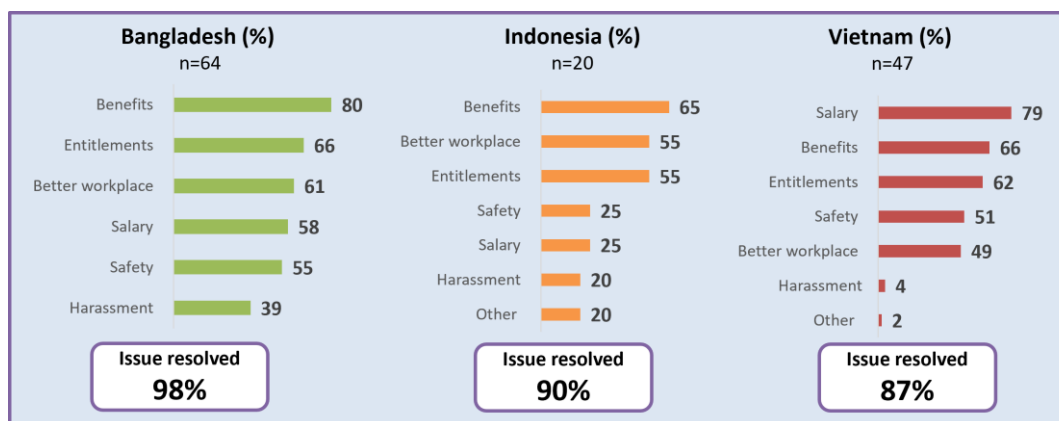
In Vietnam, there were similar characteristics in terms of raising issues, workers found that small concerns could resolved quickly whereas larger ones, which required action from management, would either take longer or receive no response. In one Vietnamese factory there was a specific mechanism for facilitating worker feedback, a 5-10 minute group meeting each morning for workers to share their problems and suggestions with their team leader, though there is no transparency in the process as women workers did not know whether their concerns were reported to management.

*“There are small problems that our manager has already fixed, however there are bigger problems that they need to send to their superiors so we have to wait 2-3 days. Problems such as unpaid leave of workers” (Woman Garment worker – Participant in Vietnam)*

## Resolving Issues

The illustration below shows the breakdown of the issues raised by women, with each country showing high levels of resolution and similar patterns in the most common types of problems. Women in Bangladesh raised more issues on average, especially the EKATA community participants. This pertained to personal issues in particular, including salary and sexual harassment. Whist not mentioned, it is possible they felt more secure to share in a community setting rather than in the factory.

**Figure 6: Issues raised by women in the workplace**



The in-depth interviews revealed that lack of benefits, entitlements and low salary were common grievances, resulting in working overtime to supplement their low salaries and not taking any leave. Fear of losing their jobs or supplementing was also mentioned, resulting in working overtime and developing health issues from lack of rest.

*“When I ask for leave in the factory, they always say that there is so much work. They'll give leave in the end but always harass us” (Woman Garment Worker – EKATA participant in Bangladesh)*

The figure below illustrates the methods which women used to raise their concerns and seek improvements. Nearly all women in Bangladesh had raised concerns (95 per cent) followed by Vietnam with 78 per cent. It is noteworthy that 74 per cent of women in Indonesia did not raise any concern and may reflect their limited engagement, and lower participation rates, with EKATA activities compared to the other two countries (see also Figure 5). The less confrontational request for change is the most common type, next to complaints. Stronger actions, such as protests or strikes, were less more common..

**Figure 7: Women raising concerns at work**



This correlates well with the qualitative data, which shows that the women workers place great importance on the awareness of their rights as well as having the ability to communicate them to their supervisors and request changes in the workplace to be in line with their labour rights.

*"I couldn't say anything before, at work, I didn't have the courage. Even if I needed a leave, I couldn't tell the supervisor or sir. After that in training, the sisters taught us how to speak in the office, now I'm not so scared and can speak easily."*  
(Woman Garment Worker – EKATA participant in Bangladesh)

*"There are law experts that give is more knowledge so I can plan my moves better. I know what I have, what I need, what I haven't been given, such as resting time, maternity policy. We suggest these and we are given paid maternity leave like the law requires, the company used to avoid those."* (Woman Garment Worker – Participant in Vietnam)

One of the interviewees in Bangladesh demonstrated considerable confidence and autonomy in dealing with issues without support from others and citing that she would simply directly approach her supervisor or discussing with male colleagues and seek their viewpoints and advice. The same interviewee also mentioned that the conditions in her factory had improved, especially regarding women's health. Another participant also focused on the improvement for worker's health, such as having soap available in the bathroom. As this question was in response to which barriers workers face to raise their concerns, it is likely that the project contributed to these changes, since the changes observed are consistent with the activities, such as communication training with both workers and supervisors to facilitate dialogue.

The theme of confidence to speak up to others, combined with greater knowledge was also apparent in the Vietnam interviews. With one participant explicitly attributing the project's activities to her increase in confidence.

*"I am stronger, I express my opinions more. If something goes wrong, I will stand up and say. Unlike before when I was shy and timid. I was afraid of the crowds. By participating in project's activities, I have had a lot of knowledge that I can use when I talk to others."* (Woman Garment Worker – Participant in Vietnam)

From the stakeholder's perspectives, the main changes observed regarding the women workers have been their attitude, behaviour, and skill development. Very few mentioned well-being at work or improvements in work conditions. One employer in Indonesia mentioned that women had benefitted by supplementing their income with side businesses using skills they learned from the training, the employer did not reflect on any changes implemented at the factory to improve work conditions. Financial management was often cited by stakeholders, who explained that women could now become less dependent on their job as their sole source of income and share decision-making with their husbands.

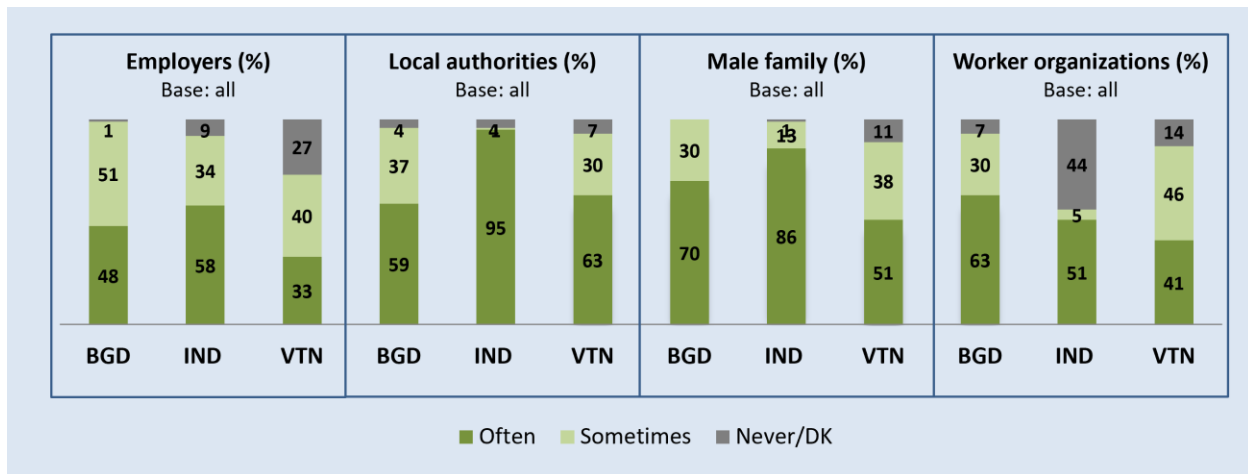
One of the most common elements cited in terms of improvement was women's awareness of their rights in the workplace and ability to communicate with husbands and male colleagues, including supervisors, mentioning the importance of women learning about their rights as women and gender equality.

*"Many changes have taken place in improving the living standards of women workers. Before women didn't even know that they have a role to play and that they could talk, our social context is such that women have always thought she is a woman and will take care of the family; she has no right to speak anywhere. By joining this project, women have realised what kind of rights they have." (An LGI Representative at Gazipur City Corporation)*

*"I saw a lot of changes, women have had more right to express their concerns, dared to stand up to express their wishes to factory leaders, proposed inadequacies to the factory. Perspectives from others have also changed, I saw a policeman who was supervising the program respect the female workers more, they said to me that they felt workers have changed a lot, they have been active in asking questions." (Deputy Head of Woman's Union, Vietnam)*

**Figure 8** below shows the extent to which each stakeholder supported EKATA activities throughout the project. Interestingly in Indonesia, despite there being less impact on workers through EKATA, women perceived there was support from employers, local authorities and male family members. This could be a lever to take advantage from as the program moves forward. While in Bangladesh, support from each stakeholder was relatively high but lowest for employers and highest for male family members, followed by worker organizations. It should be pointed out that local authorities and men in general in Bangladesh were more likely to support EKATA community based activities. A simple explanation could be closer proximity.

**Figure 8: External Support for EKATA Activities**



## 4.2 EKATA Outcomes

### Action translating into outcomes

Previous progress reports on the worker well-being project reveal actions that have resulted in positive outcomes and improvements for women workers directly relating to their training activities and, especially in Bangladesh, the formation of Community Worker Associations comprised of hundreds of workers.

In Bangladesh, women in target factories have earned promotions and have been elected to represent other workers on factory welfare committees. These committees have played an active and positive role in building collective actions, providing a safe space for workers to discuss and raise concerns, and crucially, providing safe platforms to address management and push back against bad practices directly.

The 2020 progress report further details specific outcomes for women workers in Bangladesh, such as women raising their concerns about the lack of separate canteens for women and using their collective action to arrange for men and women to eat at separate times, allowing the women to feel more comfortable during their meals. At Euro Denim Garments, following an accident at the factory, an EKATA group successfully arranged for the company to cover the hospital fees for the injured workers. Women workers in another EKATA group were able to ensure paid maternity leave for pregnant workers and claim back unpaid leave for workers at Relative Garments.

The matrices in **Figure 9** below show the different outcomes based on actions taken by the women workers in each country. The matrix looks at whether an action was taken and whether the issue was resolved, forming a quadrant with four segments. Again, Bangladesh outstrips the other two countries, particularly Indonesia, for 'empowered action', meaning that the woman, or women, took action and managed to resolve the issue subject to that action. The opposite is 'no action' and was highest in Indonesia with 68 per cent. The in-depth interviews, as previously mentioned, can shed some light on the differences between Bangladesh and Indonesia. Vietnam had more 'brave attempts', and may reflect action is met with resistance or collective bargaining is yet to be perfected. Not taking action, and relying on 'employer goodwill' alone, does not appear to be a fruitful strategy.

**Figure 9: EKATA action translating into outcomes**



**Table 7: Change in women's empowerment**

Empowerment domains Base: all respondents	Bangladesh n=81 (%)		Indonesia n=80 (%)		Vietnam n=81 (%)	
	Agree	Disagree	Agree	Disagree	Agree	Disagree
Skills to achieve future goals	89%	7%	80%	14%	99%	1%
Confidence to achieve future goals	94%	4%	65%	32%	97%	2%
Skills for leadership position	93%	7%	26%	72%	70%	22%
Confidence for leadership position	95%	4%	15%	80%	69%	22%
Equal opportunity to get promoted	98%	3%	22%	44%	78%	19%
Support from supervisors/manager	100%	-	16%	68%	68%	14%
Support from male colleague	96%	2%	18%	48%	61%	20%

The in-depth interviews provided deeper analysis into why certain elements scored high in Indonesia instead of others, such as skills and confidence to achieve future goals. Interviewees in Indonesia, similar to those in Bangladesh, emphasised the financial management training as particularly useful and could immediately apply and conceive of achievable future goals without the need for other stakeholders to be sensitised.

*“The activities are very useful to me especially on how to bring up children and financial management as these subjects are needed and help in my daily life” (Woman Garment Worker – EKATA Participant in Indonesia)*

Furthermore, in Indonesia, women referenced the general change in social and gender norms happening in the country towards the contribution of more equitable outcomes for women, thereby providing a foundation which the project’s activities, especially engaging with men, can build upon and become more impactful.

*“Nowdays, there are more vacancies for women to work than for men. Therefore we find many women play role as breadwinner of their family, while some men have to accept it and they have to replace their wives to take care of the household work when his wife is out for working” (Woman Garment Worker – EKATA Participant in Indonesia)*

This outcome may explain why the areas relating to leadership, promotion, and support from supervisors and male colleagues remained relatively low for Indonesia but higher for Bangladesh and Vietnam. The program has lasted longer in those countries, and stakeholders have come to support women's advancement and empowerment over time.

In Vietnam, in addition to the project lasting longer, support from male supervisors and opportunities to get promoted may also be explained by improvement of gender norms in general. Women participants in Vietnam did not see significant change as they believed that Vietnamese society already had achieved elements of gender equality to a significant degree in recent years.

*“10 years ago when I got married, men were still the pillars of families, women depended on them. Things have gotten better recently, and people and society are more progressive now. They are not as stubborn, they listen to their wives more.” (Woman Garment Worker – Participant in Vietnam)*



*"I think women are regularly promoted. They need to improve knowledge and improve professional skills to be promoted. I think it is not different between men and women in promoting. We all need to be good to get promoted." (Woman Garment Worker – Participant in Vietnam)*

The interviews provide some details on how these improvements came about. In Bangladesh, one woman worker found that the training on labour laws was the most valuable and practical as they had previously no knowledge of their rights.

*"The company where I was working, a woman was suddenly dismissed, and her salary was revoked. So, we raised our voice and threatened to seek the help of authorities under the law, and we managed to get her three months salary. Workers underestimate themselves, and we did not realise it earlier. Through the training, we became aware of our rights" (Woman Garment Worker – EKATA participant in Bangladesh)*

It is also worth mentioning that interviewees were particularly optimistic about the training, which led to changes and outcomes at home, often more so than in the workplace. For example, in Indonesia, women workers cited that they could communicate better with their supervisors. However, they did not have any specific examples of how this communication led to any tangible change in their workplace. In comparison, participants could cite a specific example from their home life for Indonesia and Bangladesh, whether it was opening a bank account, investing in a sewing machine, or better relationships with their husbands or other community members. In Vietnam, the trainings on financial management, health and communication were credited with producing positive change in women worker's lives.

*"There was an accident next to our house, and after that, I was scared and emotionally upset. But when I told them that I had a lot of problems, they [EKATA trainers] gave me advice on how to get out of it and I'm much better now" (Woman Garment Worker – EKATA participant in Bangladesh)*

*"I think the trainings about taking care of family was the most useful because I work as a worker and have little time to learn about healthcare, so when I got this advice, I remembered and implemented them right away." (Woman Garment Worker – Participant in Vietnam)*

Duty bearers in Indonesia gave specific examples of observable changes in women worker's well-being. They witnessed more women in higher positions, less harassment and noticeable behaviour change from the women who received EKATA training, specifically in terms of being more vocal and less timid about raising concerns. Changes in behaviour and communication had also led to improved relations at home.

*"The project is quite effective in promoting gender equality. Men and women already have an equal portion in making decisions in the household and workplace. The roles and responsibilities of men and women have changed, especially those who have participated in the EKATA program. For example, I heard the communication among spouse and family members have improved" (Secretary of Pondok Kaso Tonggoh Village, Sub-District of Cidahu)*

In terms of observing initiatives from women, participants from the three countries were able to give example of initiatives led by women. The examples given were of specific ideas for an improvement in facilities, mostly in the form of a request but generated by the women. In Vietnam, the participants referred to women raising concerns and giving opinions about working conditions, and sometimes women collectively discussing an idea for improvement, such as a having a rest area specifically for women and pregnant workers. This example however did not include any action taken or outcome.

Similarly in Bangladesh, one participant referred to an idea that a group of women had about an office canteen but mentioned a lack of capital to transform the idea into action. Another in Bangladesh could only refer to women taking initiatives in their personal lives to earn extra income, otherwise there were

a lack of solid examples of initiatives taken by women in factories, regardless of whether they had taken part in EKATA or factory-based training.

In contrast, in Indonesia, two participants referenced how, as a group they had discussed the need for a lactation room and taken this idea to their supervisors, resulting the installation of a room for mothers to lactate. Also in Indonesia, one participants mentioned that there is no initiative because the workers simply accept the policies as they are.

Women workers were also asked about their career aspirations and changes needed for women to advance and their leadership capacity in their workplaces. In Bangladesh, most women expressed a desire to work for themselves, some of whom wished to run a tailor shop, which seemed possible to them following the project's financial management training. Other women recognised the need for capital to pursue entrepreneurial aspirations, believing they have the skills and confidence to run their own small business but lacking the financial means. Women in Indonesia similarly wanted to be able to start their own business, primarily with the goal of having greater work flexibility to spend more time with their family, while earning more income. They also expressed that they have the knowledge, skills and confidence to achieve these goals thanks to the EKATA training.

Most women interviewed in Vietnam were happy with their current position and did not want to get promoted as it would mean a higher workload, although one participant wanted to rise to the position of manager or vice manager and saw a clear pathway for herself, although with a recognition of following manager's requests without question.

*"I want to be promoted to manager or vice manager. I think we have to work our way there, we have to complete our KPI, produce good quality goods and all. We should obey our manager, not talk back or anything". (Woman Garment Worker – Participant in Vietnam)*

Perspectives on the possibility of advancement in the workplace for women in Bangladesh differed among the interviewees. Around half of the women worked in factories where there were female directors or women in managerial positions. Many interviewees did not see any barriers to their advancement. Similarly, in Bangladesh, women believed that promotions were based purely on the person's skills or capabilities, and the employer will promote whoever is best.

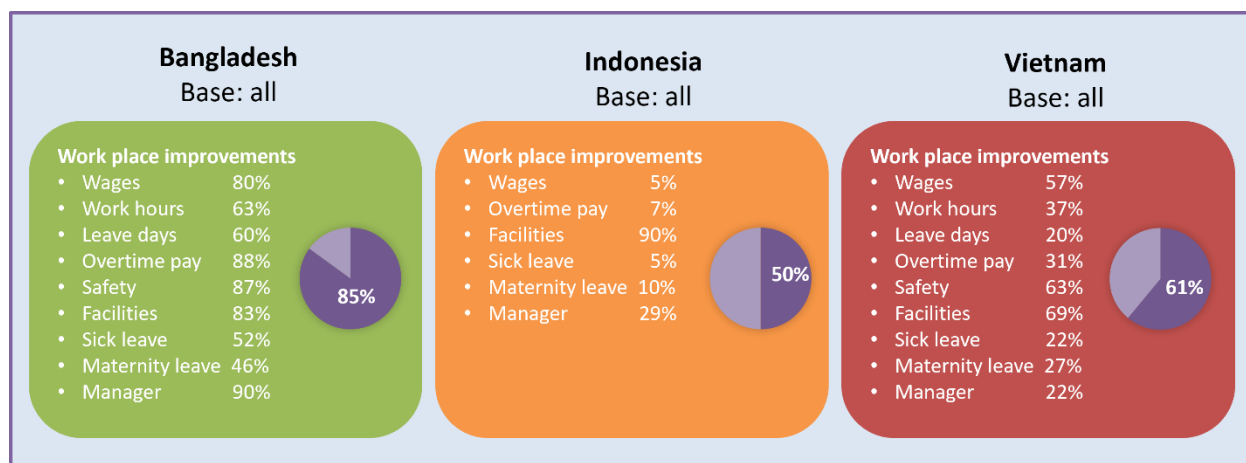
In Vietnam, women saw few gender barriers to career advancement and access to leadership or managerial positions.

*"Everyone is happy and encourage women for higher positions in my company, I would say there is not any problem at all about this. Male workers always respect female managers and directors because they have talent and they have tried to get those positions." (Woman Garment Worker – Participant in Vietnam)*

### **Outcomes in terms of improved work conditions**

**Figure 10** below shows endline improvements in work conditions. The same pattern can be seen with Bangladesh women garment workers experiencing a greater number of significant improvements in the workplace. Vietnam has also seen several improvements, in particular work facilities, safety and wages. The main improvement in Indonesia has been work facilities.

**Figure 10: Recent improvement in work conditions**



Across all three countries, the most common significant improvement is facilities. This was reflected in the interviews where participants cited such improvements as improved toilets, greater hygiene, lactation rooms, and lights installed around the factory premises. High levels of improvement are likely because improving facilities is often a one-time intervention and something which affects all workers, whereas payment of wages, requesting leave etc., can be different for each individual and each month.

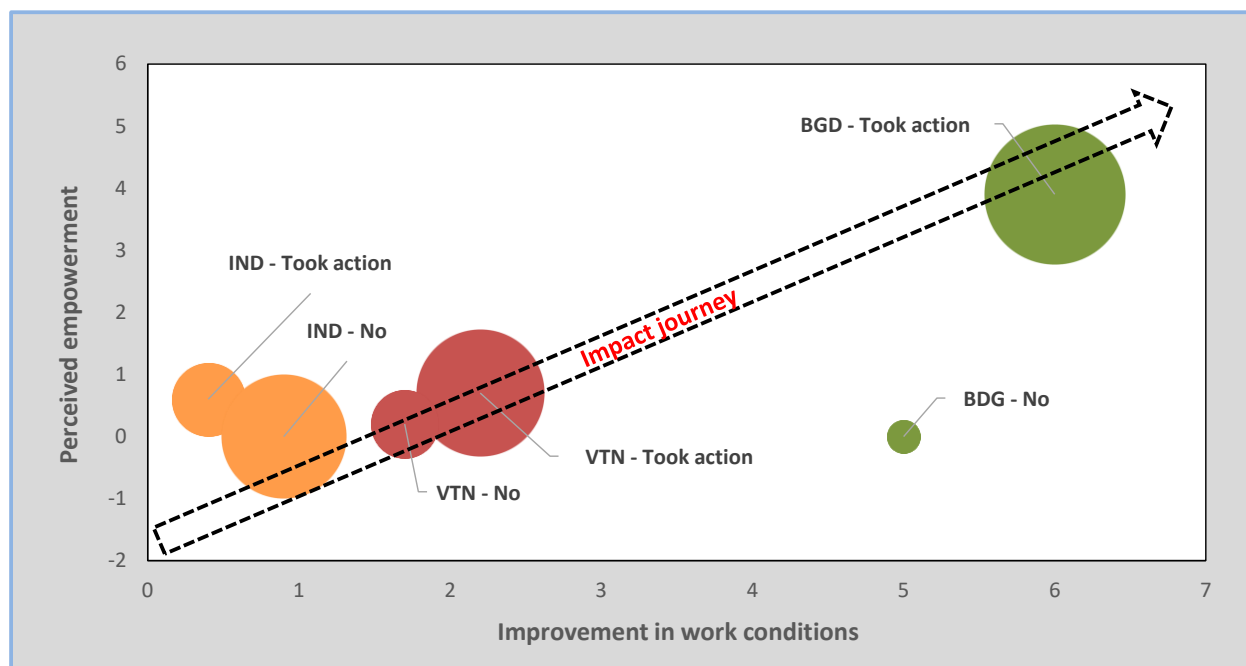
### Linking EKATA model to impact

The bubble chart below (**Figure 11**) looks at the impact of taking action in the workplace. The effect is shown in two dimensions. On the vertical axis is the social dimension, impact in the form of perceived empowerment.<sup>7</sup> On the horizontal axis is the physical dimension, the average number of improved work conditions. The size of the bubble represents the proportion of women who took action in the workplace. The higher the score on both dimensions, the higher the impact. The vast majority (95 per cent) of women from Bangladesh have already shifted relatively far up on the impact journey. The remaining five per cent did not feel empowered but still reaped most of the benefits negotiated by their peers.

There is a strong link between women's perception of empowerment and gaining improvements in the workplace. Indonesia is positioned further down the impact journey, with fewer women taking action coupled with a lower perception of being empowered. With a large pool of women taking action, Vietnam has moved along in terms of perceived empowerment and achieved work improvements. The analysis shows that EKATA can achieve results over time as long as there is a critical mass of women who feel empowered to take action.

<sup>7</sup> Aggregated result based on strong agreement with seven questions around empowerment, measured on a five point scale from strongly disagree to strongly agree.

**Figure 11: EKATA impact on women workers**



The in-depth interviews from this study reveal how the EKATA activities and training led to these successful outcomes. They also revealed outcomes not captured by the survey. References were made to these welfare committees as ways in which individual workers can participate and act where they did not have the confidence to before, even knowing that they could act legally. The women interviewed in Bangladesh particularly emphasised the training on communication and labour rights as valuable and applicable to their work situations.

*“The training activities about laws and workers right was the most useful and effective. They write on the board and use graphs and charts to help us understand. We got to know what to do. For example, the company where I was working, a woman was sacked all of a sudden and her salary was declined. So, we sought help under the law and managed to get her three months salary.” (Woman garment worker –Bangladesh)*

++

In Indonesia, interviews with women garment workers revealed that while all the topics were relevant to their daily lives, some were particularly useful, such as financial management, communication with male partners and supervisors, parenting, workplace protections and gender equality.

When the Indonesian interviewees mentioned improvements at work, they referred to better communication and increased confidence, both critical outcomes per se. However, they could not cite specific examples of using these skills to raise concerns and improve their work environment. That may have resulted from a slower start with less engagement and training with employers in Indonesia, which contrasts with what has been done in Bangladesh. In Vietnam, various activities were highlighted as particularly useful, most relevant to improving working conditions were activities on labour laws, healthcare, working-out activities and perhaps most crucially group discussions for workers to collectively raise their concerns.

Also in Vietnam, there was an explicit link referenced between the co-research activities and an improvement in the working environment, though there remained challenges in reducing working hours.

*“We solve some problems. We got our maternity leave and some working environment upgrades. We still have to work overtime a lot, that’s a problem. We are tired and pressured because we work too much. We have pressure from our bosses’ words, we haven’t solved those problems. We want to less overtime so we have more time with our family, it’s still an unsolved problem.” (Woman Garment Worker – Participant in Vietnam)*

However in other Vietnamese factories, there were successes in reducing working hours referenced by more than one participants

*“I find the changes very good, for example, my company has reduced extra working time from 9pm to 6:30pm so that I have more time to take care of my home.” (Woman Garment Worker – Participant in Vietnam)*

*“I can reduce my overtime working to maintain my health, my family can share more time, I have more time to take care for my children.” (Woman Garment Worker – Participant in Vietnam)*

In Indonesia, the EKATA groups have been engaging in dialogue with local authorities and factories to raise issues concerning the factory facilities, complaint systems, and respect for leave policy. This dialogue had reportedly received positive feedback from management, who have tried to address worker's concerns. However, in terms of an outcome at the company level, there appeared to be only the inclusion of a suggestion box, rather than establishing committees giving workers a collective platform to raise concerns. Participants were optimistic about these changes, as they also were able to use their newly learnt communication skills to discuss issues with their supervisors, who would give quick responses. Raising concerns with management however, via the suggestion box, would either take much longer or they would receive no response at all.

With activities in Bangladesh including trainings for supervisors, as well as facilitating social dialogues, women interviewed found their supervisors to be more receptive to them, taking their concerns more seriously and addressing them if they find them valid. When asked specifically about supervisors who had received training, women reported that they listened more attentively to their concerns and behaved better towards workers in general. However, when probed on supervisor’s attitudes in terms of gender quality, there were mixed responses given, without reference to the impact of trainings.

*“Our supervisor does not treat men and women equally. He [the supervisor] harasses women workers when they need leave or even a 10 minute break” (Woman Garment Worker – EKATA Participant in Bangladesh)*

In Vietnam, it was clear that unions and allocated ‘dialogue sessions’ with company management provided were key factors in providing women a channel to not only voice concerns but achieve outcomes, an explicit reference was also made about training on labour rights and entitlements.

*“We have participated in dialogue sessions where we asked the factory to repair the refrigerator, clean the dirty dining table. These have changed. They have installed steam fans for 2 months and they have extended the parking lot as well.” (Woman Garment Worker – Participant in Vietnam)*

*“The well-being has changed in recent years, I participated in a training and I knew a new information that pregnant workers have paid 5 paid leave days. Thanks to the project, I recognized that company has not applied that. Then we mentioned it to the union. They now have that benefit for us. The project conducted discussion sections with factory, after that the factory has replaced air-cooler system and kitchen shelves.” (EKATA Representative in Vietnam)*

The lack of concerns raised in the workplace Indonesia is further reflected in the interviews by the overwhelming focus on improvements at home, with little to no examples given in regards to the

workplace. When asked which training they found useful, women workers in Indonesia emphasised the financial management training and the communication sessions.

*"The activities are beneficial to me especially on how to bring up my children and financial management, as these subjects help me in my daily life" (Woman Garment Worker in Indonesia)*

Financial management, saving and opening a bank account were consistently highlighted by interviewees as something they were immediately able to apply in their daily lives. Some women also bought sewing machines with their savings or cash from CARE Bangladesh for those with particularly difficult financial circumstances to earn extra income. Several women stated that they had previously not even thought about savings and having been introduced to the concept. They were already opening bank accounts and starting to make plans for the future.

*"Financial management program has been beneficial. I have applied for the program and begun to save for my future" (Women Garment Worker in Indonesia)*

*"I have applied the training and activities into my everyday life. I have a bank account now, and I have bought a sewing machine thinking about what I may do in the future" (Woman garment worker – EKATA participant in Bangladesh)*

Communicating at home was also highlighted as a skill they had learned and immediately applied with their husbands, specifically winning their support for attending training. More than half the women claimed that they could exercise their rights at home, voice concerns at home and in the community and begin to have their opinions considered in decision-making.

*"My husband never listened to me before. He didn't understand and was annoyed that I wanted to come to these training sessions. After explaining a lot to him, he agreed and said, let's see first. Since then, my husband has been very supportive of me. As a result of these training sessions, the environment for women workers has changed, and now everyone supports us" (Woman garment Worker – EKATA participant in Bangladesh)*

Similarly, in Indonesia, women found that they could communicate more effectively with their husbands and create a more 'harmonious' home life. Some had gained the confidence to speak to their supervisors or senior co-workers, which they previously would not do for fear of being scolded or rejected.

When male participants were asked which activities they found to be most helpful, they consistently highlighted the training on gender and understanding gender as a social construct. That allowed them to understand that women deserve equal respect and dignity and that social norms can be changed. This recognition led directly to concrete outcomes as the men in Indonesia and Bangladesh reported sharing domestic chores with their wives, having better communication with them, and significant reductions in gender-based violence and sexual harassment in their communities, although the latter may be exaggerated as they could be anecdotal observations.

When women were asked how sustainability of the project and its impact could be achieved, across the three countries, emphasis was placed on simply widening the scope of the project's activities to reach a greater number of people, this was based on their experience of empowerment from the trainings specifically. Women themselves, in each country, said that they would raise awareness to friends and families in their communities about the project and what they have learnt. In Bangladesh, women believed that involving the factory directors would lead to greater sustainability, while women in Vietnam appeared to focus on the training activities and wished for more specialists, particularly in relation to healthcare as well as labor law. In Indonesia, one woman recommended for the local government to adopt the EKATA model as part of their community development work.

### 4.3 Workplace situation

The table below shows the entitlements afforded to women workers and the degree to which they are aware and receive them. Bangladesh shows a strong performance in relation to what is one of the intended outcomes of the worker wellbeing project, with virtually all workers aware and receiving their entitlements, Vietnam showing most workers knowing and receiving with some room for improvement, while Indonesia exemplifies the limits of awareness-raising or knowledge training. Again, a similar pattern can be observed, with the three countries illustrating the project's efficacy at different stages of implementation. Indonesia's outliers such as paid maternity leave and overtime pay can be accredited to a robust legal framework, which is well-enforced in practice. It should be noted that no significant difference was found when comparing EKATA community activity and factory based activity participants in Bangladesh.

**Table 8: Work entitlements aware of and received**

Work entitlements Base: all	Bangladesh n=81 (%)	Bangladesh n=81 (%)	Indonesia n=80 (%)	Indonesia n=80 (%)	Vietnam n=81 (%)	Vietnam n=81 (%)
	Aware	Receive	Aware	Receive	Aware	Receive
Paid holidays	99	100	84	21	98	99
Paid sick leave	99	100	90	18	94	88
One-day off per week	98	99	28	9	56	56
Paid maternity leave	96	98	100	95	95	69
Overtime pay	99	100	99	98	94	91
None	-	-	-	1	1	1

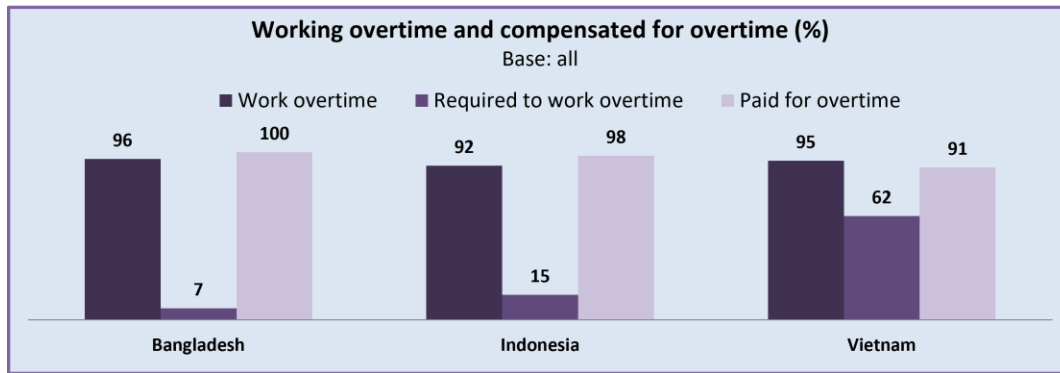
In accounting for the stark differences between Bangladesh, Vietnam on one end and Indonesia on another, besides the length of project implementation, in Indonesia, few women had participated in activities aimed at improving worker rights such as collective bargaining and negotiating with employers collectively independently without facilitation. Also notable in regards to Indonesia, is that the only tangible mechanism for facilitating worker feedback was the installation of a suggestion box, which does not produce an conducive or transparent environment to raise concerns and achieve improvements. One participant reflected that women are still afraid to demand more from their employers.

*“It is rarely happened here in my community. Because people are afraid to demand more. We tend to accept what we are given as we have agreed in the contract” (Women Garment Worker in Indonesia)*

The figure below displays the comparison between working overtime, being required to work overtime and being compensated for it. The results below indicate that most workers are not required to work overtime, but most workers work overtime. The majority of workers also indicated that they are compensated for overtime work. However, the workers, employers, and other stakeholders interviewed frequently referenced the lack of overtime compensation, meaning what is paid may be inadequate.

**Figure 12: Required to work overtime vs paid for overtime**





The findings were consistent across both Indonesia and Bangladesh and across the in-depth interviews and key informant interviews in terms of working conditions. Working in the garment sector for women was frequently described as 'miserable' and deplorable' by the key informants, while both types of interviewees emphasised women's intersecting burdens and responsibilities throughout the day between work and home. Working in garment sector, women workers must get up early, first to prepare their children for school, make breakfast for the family and then arrive at work at 8 am, where they face tough and physically demanding tasks all day, with a short lunch break that only allows barely enough time to eat or use the restroom. This is followed by overtime and returning home late to take care of their families.

The key informant interviews gave more detail that the women themselves on the common issues faced by women workers in the workplace. Some of the most common concerns cited were related to unpaid overtime, fear of taking leave or sick time, lack of a hygienic or safe working environment, safety from harassment or violence, maternity leave and menstrual hygiene and leave. It was also noted that women who do not have permanent contracts are particularly precarious as they face higher pressure to complete high quotas or face termination. Many women had to work overtime due to the low pay and burden of often being the breadwinner at home while earning a low salary. Across all these issues is the underlying problem of not having any accessible or safe grievance channels, primarily due to the fear of losing their job for speaking up, underlined by their responsibility to provide for their families.

*"When I was working in the garment factory, I used to work for 10 hours a day. I had to quit as I have developed severe leg pain, as there is a huge pressure in garment manufacturing, and I used to get nervous, and the pain would increase. That is why I quit my job and let my son work for the family. We have financial problems, but life goes on" (Woman garment worker – EKATA participant in Bangladesh)*

Women workers often face the threat of sexual harassment while leaving the factory and return home to face domestic responsibilities such as cooking dinner and looking after their children. The combined burden of domestic chores, low income, and cycles of debt creates significant tension between the women workers and their husbands, often resulting in domestic violence.

*"The living conditions of garment workers are very concerning. The majority of the women workers are taking the role of the main breadwinner. Nevertheless, some of them still face domestic violence and even divorce" (Women's Empowerment and Child Protection Department, Indonesia)*

The women themselves had a somewhat more positive outlook than the key informants, however.

*"I work in the quality section; I check if there is any defect in the products. I work really hard. I cannot spend much time with my children. I miss being a Mom. Managing between home and work is stressful. So what can I say? My life is stressful" (Woman Garment Worker – factory-based activity participant in Bangladesh)*



Before the project, women garment workers essentially had dual burdens, discrimination and harassment both at home and in the workplace. Women also lacked the awareness of their rights as workers and as women and the confidence to speak up.

*"I wake up in the morning, say my prayer, I cook for everyone in the family before going to work. After returning home at 7, I also start working, cleaning the house, cooking, take care of my children, husband, mother-in-law etc. I sleep at 11 pm"*  
(Woman Garment Worker – factory-based activity participant in Bangladesh)

Despite the poor working conditions, which many women garment workers often accepted as inevitable, the garment manufacturing sector in each of the three countries is in line with national or non-national minimum wage laws. The minimum wage has been converted to USD based on the average exchange rate for the period in which fieldwork was undertaken in Bangladesh,<sup>8</sup> Indonesia,<sup>9</sup> and Vietnam,<sup>10</sup> as shown in **Table 10** below. Nearly all the women work permanently and receive a fixed monthly salary. Women in Vietnam and Bangladesh have a large proportion of their salary made up from overtime.

**Table 10: Wage payments**

Wage payments Base: all respondents	Bangladesh n=81 (%)	Indonesia n=80 (%)	Vietnam n=81 (%)
<b>Payment frequency</b>			
Monthly	100	99	98
Weekly	-	-	-
Daily	-	1	3
<b>Monthly wage</b>			
Average wage with overtime (USD)	130	220	250
Average overtime (USD)	30	4	60
Overtime proportion of wage (%)	10%	2%	24%
<b>Minimum wage</b>			
Minimum wage (USD)	18	111	127
Paid minimum wage (%)	100%	99%	100%

The challenges and difficulties cited by the women workers in Bangladesh and Indonesia, similar to the key informants, though with less detail, related to the fear of their supervisors, sexual harassment from male co-workers, as well as being pressured to work overtime, not being paid for overtime and not being granted leave or to afraid to ask for either. In Vietnam however, sexual harassment was not mentioned by any of the participants and they found male co-workers to be helpful; instead poor working conditions highlighted were health and safety, particularly in relation to dust and chemicals, the heat of the factory, and not being able to use their phones during work hours. Time poverty of women workers due to long working hours and family duties were also referenced by key stakeholders in Vietnam as challenges for workers.

## Duty-bearers responsiveness

<sup>8</sup> Bangladesh. National minimum wage= 1500 BDT (US\$18). Nominal wage = 12,016 BDT (2017). Minimum wage per month in terms of purchasing power parity (PPP) = US\$48

<sup>9</sup> Indonesia. There is no national minimum wage floor in Indonesia and the setting of minimum wages is decentralized (established by province and district). Lowest provincial rate = 1,570,922 IDR. ILO uses US\$111 as the minimum wage of Indonesia in 2019. Nominal wage = 2,913,897 IDR (2019). Minimum wage per month in terms of purchasing power parity (PPP) = US\$331

<sup>10</sup> Vietnam. The minimum wage levels in Vietnam differ only by region. Lowest provincial rate = 2,920,000 VND. ILO uses US\$127 as the minimum wage of Vietnam in 2019. Nominal wage = 6,714,500 VND (2019). Minimum wage per month in terms of purchasing power parity (PPP) = US\$388.

Interviewees were asked what barriers they face in accessing support within the workplace and whether male colleagues support them in any way. In Indonesia, the installation of suggestion boxes was mentioned along with better communication with supervisors and management, and it was noted from two interviewees that male supervisors had helped them with work-related issues during a difficult time. From the Indonesian women's interviewees, there was mostly positive feedback concerning supervisors as they would respond or resolve the issue within the same day. When asked why they thought such improvements had happened, the interviewees focused on the ability to communicate better with both colleagues and superiors.

A specific example of worker facilities improving due to speaking to supervisors was also given in Indonesia, and two women workers having discussed with their team to request their supervisor to install a lactation room for mothers. This was specifically cited as an example of a woman-led initiative in their workplace. Another interviewee, however, stated that there is no such initiative in her work as employees simply accept the policies put in place by the employer.

In Vietnam, key informants from the factories reported that their companies encourage workers to share their concerns through various channels including the union, a suggestion box, and email. They also reported experiencing more women raising their voices and asking for benefits since the project started and were able to cite improvements in the factories, such as access to clean drinking water and new cooling systems.

*Working conditions are quite good, the workplace is cool now, before it was hot, but then they changed the fan system. We have separate toilets for men and women. Benefits for women now include milk for overtime, pregnant workers work 7 hours a day and women workers with children work 6 hours" (HR Representative of a Garment Factory in Vietnam)*

Before the project started in Bangladesh, it was said that supervisors were mainly concerned with production volume and quotas. Women's issues, such as menstrual hygiene or better consideration for women's health, were ignored. They noted that following the project's intervention, the toilets are now better equipped. However, this seemed to be attributed to CARE Bangladesh' direct involvement rather than through the empowerment of women workers.

When the key informants were asked the same set of questions, more detail was provided. An NGO worker in Bangladesh focused on the power dynamics at the factories and how women are afraid to take either sick or annual leave for fear of losing their job. The same informant highlighted that while technically women workers can complain to their supervisor, manager or HR, in reality, no action is taken. While some welfare committees have been formed in certain factories, these do not exist across all factories covered, despite national law mandating that factory must have Welfare Committees, particularly for facilitating worker participation and addressing harassment in the workplace.

The fear of speaking up or using work entitlements due to fear of losing their job was also raised by key informants in Indonesia, citing that women "prefer to choose" cash payment rather than taking menstrual leave.

The Secretary of the Health Department for the District of Sukabumi in Indonesia pointed to similar issues, such as women being too afraid to speak up in case of reprisal, despite the law providing protection, pregnant women being forced to resign and not having their contract renewed with no real recourse for action. Due to there being less work available for men, women face pressure from their husbands or other male family members to accept their work conditions out of a responsibility to provide for the family by themselves.

In Vietnam, women similarly had issues with overtime, the company's management, promised to reduce the amount of overtime during the week but also promised a bonus to the workers if they could meet the quota of a particularly big order. Women workers in Vietnam were also able to gain extra pay for overtime, extra break time and workout sessions between shifts; while they also referenced not being able to increase their pay, they attributed this to the pandemic. As such, an apparent key difference between Vietnam and Bangladesh and Indonesia appears to be less fear and greater confidence in raising concerns.

*"It has improved, the company has paid more attention to female workers. Due to COVID-19, we cannot ask the company to increase the salary. The company's financial balance, I can't ask for a raise." (Woman Garment Worker in Vietnam)*

Working hours were also highlighted as an issue, especially in Indonesia. Not only do women often not receive pay for overtime, but also their only break time each day is 30 minutes, during which all workers queue up to eat and use the toilet at the same time, whilst also needing to find time to pray. One informant in Indonesia believed this issue to be due to women's mismanagement of time and claimed that they are too busy "chit-chatting" rather than eating lunch and praying.

Regarding how different stakeholders viewed women's confidence and capacity to share concerns, it was again frequently mentioned that women fear losing their job too much to speak up. However, for those who do, in Bangladesh, it was shared that they go through the various welfare committees, raise concerns as a group or seek support from an outside organisation, although it was noted that these organisations could only send letters to the employer who may not read them.

A government official in Bangladesh described how government duty-bearers use their authority to respond to worker's concerns

*"When the city corporation gives trade licenses to the factories, they make it clear about workers' rights. We suggest to them how they should behave with the workers. Sometimes the workers come to us, and we try to solve their problems by taking proper action. If the problem is severe, if it is a criminal offence, we advise them to go to the police." (Deputy Secretary and Secretary of Gazipur City Corporation)*

When asked how they respond to worker's demands, a supervisor in Bangladesh argued that they try their best, and if the request is beyond their capacity, they will go to a higher authority.

*"I always try to solve their problems for a better working environment. For example, one worker suddenly needs to leave at work, they came to work in the morning, and suddenly, she needs emergency leave. I tried to take this matter to my boss. I cannot approve the leave, and I can only suggest how to get leave. Some changes have been made since the start of the project. Everyone has become more responsible. Workers have become more attentive to their work" (Factory supervisor, Bangladesh)*

A factory manager responded to the same question similarly, saying that they would try their best to address workers' concerns and cited an example of the factory improving its facilities in response to common complaints.

*"The common demand is mostly about their comfort at the workplace. To make their workplace more comfortable, we provided more water dispensers with easy access during work. We provided a TV at the canteen, and we also added some more room for praying, so they don't have to wait in line for so long to pray" (Factory Manager, Indonesia)*

In Vietnam, there were varied perspectives about the extent of worker's confidence to raise concerns, reach an outcome and not face any repercussions. The key differences appeared to be the power of collective action, knowledge of the laws and setting a precedent for positive outcomes.

*"I don't know if the company has stolen benefits from me, if I knew, I would ask the manager if the problem was right or not, then I would go to the HR department and ask. But at the end, I couldn't do anything more I guess, I only know working, I'm not sure about the law. So I don't know who to ask for help or how they can help me. Workers don't know about the laws" (Leader of an EKATA group in Vietnam)*

*"I think workers in the project believe this [achieving outcomes from employers] because they have been experienced in raising their voices and received good results. So I think they believe it, they will raise anytime they have concerns" (Leader and Lawyer of Dong Nai Legal Aid Centre)*

*"They believe they have more confidence, more understanding of the law, belief in the strength of the group and collective. They believe that if there are many people together saying something, it will create stronger results." (A worker from CARE's Partner Organization in Vietnam)*

*"I myself do not believe it, because others and I have complained many times about our benefits, but the company will find reasons to fire those who complain" (Leader of an EKATA group in Vietnam)*

Employers, similar to the workers, found that communication training and labour rights awareness were the most important parts of the project. They could see a direct improvement in workers' behaviour, and ability to understand their rights and share their concerns, specifically how they can express themselves and their rights. Employers also found that the workers became more productive due to the training.

*"Since they participated in EKATA programs, our women workers became more expressive and communicative. They are more confident to express their thoughts. It is reflected in the way they conduct themselves at work and become more productive" (Factory Manager, Indonesia)*

In Bangladesh, a supervisor expressed how they benefitted from the project in terms of communication and specifically how to open dialogue with their staff to create a better working environment, which was better for the business and the welfare of the workers.

*"I have learned how to behave as a supervisor to the workers at my workplace. I came to know how to work to get better production. I have talked to my workers and discussed how to work better if there is anything they are worried about. I have learned to behave well with my workers. Good behaviour inspires them to work better" (Supervisor in Sewing at Colombia Apparels Limited)*

In Indonesia, an employer found the training on worker's rights, and particularly the training on communication skills to be useful for the workers in creating a dialogue with their supervisors and HR and raising concerns.

*"The training activities do help us to understand worker's rights and needs because it develops worker's interpersonal skills. They learn how to communicate with co-workers and leaders, and then they feel confident to express their needs"*

*"Workers were not aware of their rights, and they did not know about their salary, promotion, and all. So, the training activities helped us to understand our rights and needs. We know how to deal with the problem at home and workplace" (Human Resources Manager at PT Cipta Dwi Busana)*

### **Box 2: Duty-bearer responsiveness based on women garment workers' perspectives**

**Bangladesh:** When there is any concern raised by women workers at the factory, we need to set up an appointment in advance in order to report to our supervisors or discuss by phone for emergency case. It also depends on the issue, sometimes the supervisors only respond to women's complaints that they think it is valid. In some cases, supervisors are not actively solving the problem and workers' concerns are not properly addressed. On the other hand, when there is any issue in the community, if we explain to the authorities properly, they will definitely pay attention. For example, in front of my house the road is very narrow dark, it is very dangerous especially for women at night. After we explained our concerns on sexual harassment to the local councillor, and the Councillor arranged street lights in the area. However, we did not have the courage to approach them before and they never asked us what we need so we never had the opportunity to say. It was through Worker Wellbeing Project that we were able to raise our demands.

**Indonesia:** It depends on the issues that we complain, women workers usually attend the discussion if it is only related to their work. All workers who work for department of warehouse always have a weekly meeting with their supervisors. During the meeting we will be asked about the problems we face at work. If any, they will provide us solution right away and if the supervisors who attend with us at that time could not help us, they will bring our concern to higher level of management in monthly staff meeting. Work-related concerns mostly get immediate response but if it is related to demand for higher pay, it would take time to get response, could be months, years or no response at all. It mostly depends on how easy or hard it can be implemented, how much money the employer needs to spend to fulfill the worker's demand such as parking lot for workers, it took about a month for employer to respond but problems that has direct impact to productivity were responded in the same day.

**Vietnam:** Normally the workers do not have that many complaints but when we want to raise any concerns, we have to do it through our team leaders then they will report to the supervisors then managers. We cannot talk directly to the manager unless there is a serious matter such as strikes. There are some small problems that the manager can fix immediately. Still, the responses to our concerns or demands are often slow and not all problems are solved such as overtime pay and paid leave. Whenever we raise a question, the answer will be provided after 1-2 days. Every morning, we will have a group meeting for 5-10 mins to talk about our problems or suggestions. However, mostly the concerns of workers will be addressed or considered at the end of the year.

### **Public Policy**

Across both Indonesia and Bangladesh, there was a strong consensus among the key informants on the existence of good labour laws and protections for workers and specifically for women workers. However, there is little to no enforcement or implementation of the relevant laws and policies. The poor rule of law was sometimes attributed to both the government for failing in their duties to implement and enforce, and workers' ignorance concerning their rights.

*"Now there are many laws such as women and child abuse suppression laws, women's development policy laws etc. But the problem in our country is always the ignorance of and reluctance of people involved in the law. The first is ignorance of us who do not know what legal benefits we can get and the unwillingness of those who will implement the law. The biggest problem of our country is that the laws and policies that exist are not implemented effectively. (Institute of Labour Studies, Bangladesh)"*

*"The government has issued regulations and laws to protect all workers, but the implementation in the field is still not effective. It is necessary to establish closer cooperative relationships between companies, the government and active labour organisations to harmonise their work programs so that they can be more effective and efficient" (Head of the Section on Prevention and Settlement of Industrial Relations)"*

In Vietnam, there was greater faith in the effectiveness of labour laws as well as the Government's interest in protecting women workers, both in terms of maternity and menstrual rights as well as sexual harassment laws. Key informants specifically cited a 2019 revision of the Labour Law to reduce the working time of pregnant workers and women workers with children to 6-7 hours and allow women menstruating an extra 30 minute break. The revised Labour Law also recognises unions as well as other organizations formally in the employer-employee relationship to protect workers.

*"The revised version adjusts mostly about the relationship between employer and employee, it adds more parties. It says besides the union, there can be more organizations for workers at the workplace. The Guiding Decree 145 is a guideline for revised Labour Laws, it clarifies some points such as how to implement and defines some points" (Lawyer, Dong Nai Legal Aid Centre)*

However the key informants found it difficult to assess the effectiveness of sexual harassment policies in companies due to a lack of examples of complaints being recognised. Whether this mean that the laws were effective in preventing sexual harassment or that women were not reporting cases is unclear. Key informants in Vietnam appeared to be much more knowledgeable about the collective action and bargaining aspects of labour law than gender equality.

*"My company has not faced any sexual harassment issues, so I can't evaluate it. In terms of gender equality, I don't know much about it either. In terms of rights and collective actions, employees have the right to consult 50% of every action that their companies intend to do. I think the implementation is quite effective, I see many times that the company asks for worker's opinion before doing something. If the majority of workers agree, then the action will be applied." (HR Representative, Garment Factory in Vietnam)*

The policy changes that CARE has been contributing to in this project related to strengthening gender equality provisions, including sexual harassment prevention at work in the revised Labour Code 2019 and its Guiding Decree No. 145 at the national level (see Appendix 7.1). This was not asked explicitly and participants did not volunteer it probably because the Law and the Guiding Decree did not come into force until January 2021. Stakeholders only observed changes directly related between those who are closely engaged with the workers and factories, and some informants could only reference the fact that companies were more responsive to workers, or would refer back to the women being able to raise concerns but could not provide examples of impact from a public policy perspective. At least one informant in Bangladesh had found that there was at least more policy discussion concerning ILO C-190 and attributed this change to the project.

## **External Support Services**

When asked whether women garment workers are aware of and use support services available in their areas, there was generally a consensus among key informants in all countries that women knew about existing services mostly due to the project's intervention. There was also a virtual consensus in Indonesia and Bangladesh that women workers tended not to use those services, this was attributed mainly to women garment workers' time poverty. It was frequently cited from various stakeholders in both countries that service providers, especially healthcare services being the one that women were often in need of, are not accessible outside of working hours, and women do not want to take leave, due to loss of income, to be able to visit a service provider.

*"This is a big challenge for women workers. A woman worker has to take leave from the factory on that day if she is buying food or taking her child for vaccination. In this case, she doesn't work that day and does not get paid. They don't have any arrangements to operate after-hours for working women" (Director and Founder Member of BILS (Institute of Labour Studies, Bangladesh)*



Besides time poverty, key informants also cited that women workers do not trust service providers. The staff are not considered professional or helpful to the workers, leaving the women to have little trust that service providers will fight for their case. It was also explicitly mentioned that court processes are too lengthy for labour disputes or arbitration, and women tend not to get support from their families in pursuing a legal resolution.

In Vietnam, there were mixed responses from key informants about the extent to which women are aware of external services. Awareness of services and rights to access them was attributed somewhat to company orientations at the beginning of a worker's contract, other attributed it to the project involving unions and lawyers and a research team to understand their rights better and how to enjoy them.

*"Before any worker starts to work, the company will conduct a training to educate them about policies and laws, and support services. But I would say workers cannot remember those, they only remember a few basic ones such as the system for paying overtime. Regarding support services, I only know about the union which can support us and an insurance organization recently supports us about insurance if we have any questions" (EKATA Representative in Vietnam)*

*"We only know about basic benefits. If we know there are some benefits that the company gives to its workers but we just don't have it, we have nothing to do about it because we don't know if those ones comes from the law or they are just company's own regulations. So we just receive whatever the companies give us." (Leader of an EKATA group in Vietnam)*

There were also mixed responses from Vietnam in terms of the extent to which workers will actually seek help from services providers, some found that workers will go to the company's union and some found that workers were too hesitant to approach the union or the authorities because they think no one will listen.

*"If we have difficulties, we can ask the union for help. I know one worker lacking money in raising her children, or someone with cancer, they asked for the union's help. The union noted it, and collected other opinions, then they asked other workers to contribute to help them." (EKATA Representative in Vietnam)*

*"I think the barrier is about shyness, if they are alone, they don't want to raise their concerns, but if they are together, I think they are confident to share. And the other concern is if they ask for help the first time but it fails, then I think they will lose their trust and just don't want to share or to come to support services anymore" (Representative from the Institute for Studies of Society, Economy and Environment in Vietnam)*

Fear and lack of confidence were also common themes in Bangladesh and Indonesia in explaining why women workers would not access services, besides time poverty. These feelings appeared to stem from the inherent power imbalance weighted against low wage workers who cannot afford the risk of losing their job and the steps that employers will take to either punish or smear workers in response.

*"Most of the employers tend to cover up when there is a case concerning the rights of workers violated in the company, by intimidating workers" (Secretary of Pondok Kaso Tonggoh Village, Sub-District of Cidahu in Indonesia)*

*"At the end of the day, the workers do not complain. Workers belong to the marginalized community, they do not have the power to achieve their rights. And so most of the time, they do not seek justice. They just want to work and earn money for their family. Though there are workers who do not care about their job and want everyone to know the injustice that happened to them" (Vice President of the Garment Worker Solidarity Federation in Bangladesh)*

One informant in Bangladesh noted that many women workers accept their conditions as a natural part of being a worker. They also would prefer not to take any risks that may result in losing their job and failing to support their family. Above all, however, time poverty and the lack of alignment between

women's free hours and the operating hours of service providers were consistently cited as the biggest challenge for women to access them. One of the key informants stated that women workers advocated for change to the local government because of this barrier.

*"The only hurdle for women workers is that they work six days a week and are unable to receive services, especially from government support service activities. When there was a social event in our community, women complained to the local government representative that when they went to the support service office on Friday, the office was closed, and they returned. The counsellor then promised them that they would only keep the office open until 5 pm for women workers every Friday. They sometimes get services over the phone because we are connected with some service providers and have given our participants the phone numbers of the officials" (EKATA Project Frontline Staff in Bangladesh)*

In terms of labour unions protecting women's rights or advocating for change, many key informants found it difficult to assess due to a lack of complaints from women workers to labour organisations. And this again cited as a result of time poverty and the burden of household responsibilities preventing women from taking the time to either lodge formal complaints or be involved in any capacity with trade unions.

In Bangladesh, however, the women worker's federation appeared to be very effective in defending women's rights if a case is brought to them.

*"Through our project, I learned that a woman was harassed in a factory by a senior official from the side of the owner. She is a participant in our project, and she knows that women have the right to a harassment-free environment. She has complained about the man in the factory's Participation Committee. But the committee didn't take her complaint seriously because it was against a senior official. She then contacted the local federation and complained again, and later the accused was punished and kicked out of the factory. So I think it's a great achievement to punish a high-ranking person even after being a woman." (EKATA Project Frontline Staff in Bangladesh)*

In Vietnam, it was noted that the union was comprised of management staff and during the meetings, the workers have to present quickly their concerns and sometimes the staff are not receptive to the worker's concerns. The union was also criticised by EKATA leaders and representatives for lacking power due to them being mostly staff who themselves are not in a position to make significant changes.

*"Meeting the union is uncomfortable. We must all gain confidence, we must be very courageous because they just don't have time to listen to us. The meeting must be brief and quick. We cannot talk directly to the President of the Union, we have to talk to the staff, sometimes they just don't want to listen to us."*

*"I think the effectiveness is about 60-70 per cent. Because the union staff are workers too, if they have less work, they may help, but if they have more work, they would refuse to help us" (EKATA Representative in Vietnam)*

*"The union support some workers by asking other workers to contribute. But for some, they just ask us to deal with it ourselves. Many times, we have complained about welfare, seniority, food and drink. They also don't have the right answer, they just ask us to wait but not much changes. The only adjustment is the fan, because they see our sweat on the finished products." (Leader of an EKATA group in Vietnam)*

In Bangladesh there were also criticisms about the effectiveness of local organisations to help workers, beyond lack of appropriate working hours, it was noted that if the woman worker's husband works in the same factory, he will interfere in the process. However, the key informants emphasised more on the positive impact that such organizations were having, especially through the use of seminars to raise awareness on domestic violence, stopping the practise of dowries, ending child abuse, preventing child marriage as well as providing free legal advice to women.

## **Impact from COVID-19**



COVID-19 has had a significant negative impact on an already vulnerable and precarious workforce. The garment manufacturing sector has been hit by buyer's cancelled orders resulting in job losses. As shown in the table below, with around a quarter of women in Indonesia and Bangladesh losing their jobs, significant portions losing income, lacking food, and experiencing poverty increased stress. Due to the Vietnamese government's success in mostly mitigating the impacts of the pandemic, the effects on women garment workers can be seen to be less than in the other two countries. However, all three countries experienced massive school closures.

**Table 10: Impact of COVID-19 on women workers**

Impact of COVID-19 Base: all	Bangladesh n=81 (%)		Indonesia n=80 (%)		Vietnam n=81 (%)	
Loss of job	22	Average income loss last month	25	Average income loss last month	4	Average income loss last month
Unable to work	4	USD 235	21	USD 113	-	USD 150
Loss of income	17		30		11	
Family member quarantined	11		5		4	
Food shortage	22		5		-	
Children unable to attend school	57		43		68	
Increased stress/conflict	20		23		5	
Other	-		1		3	
None	31		43		30	

According to the key informant interviews, those women who maintained employment status were at increased risk of exposure to the virus, experienced a loss of income and the increased stress from the combination of reduced salaries and looking after children out of school, domestic violence also increased.

*“In the Corona situation, the living standards of women have become very miserable. When we met them, their lives were going on even if it was hard. But because of this pandemic, in the family where both the husband and wife worked, one of them would lose their jobs. That is why domestic violence has increased. When a family’s income has decreased, there is greater unrest and turmoil. Many have also had to leave Gazipur and move back to their villages.”*

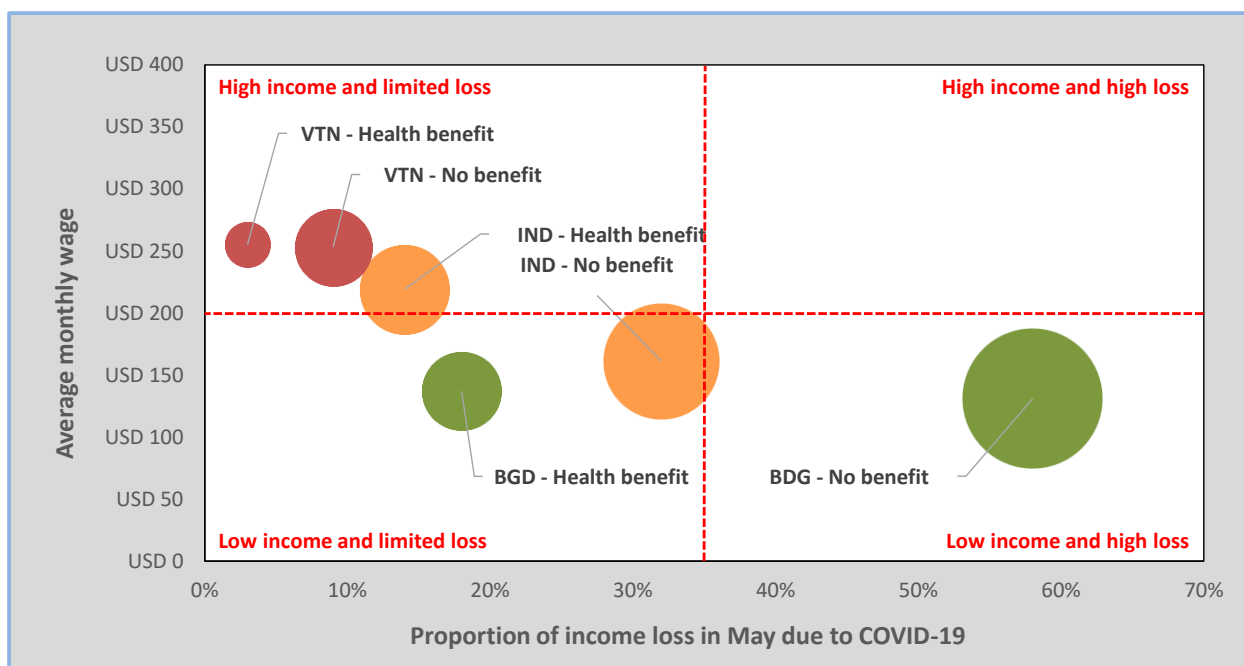
*“In many factories, it has been observed that the wages of both male and female workers have been reduced but they still continue to work. Many have lost their jobs because of Corona. So taking advantage of this, some factories are giving these low paid jobs and the workers have to work. Because they need jobs in this pandemic but they are being wronged. Where the minimum wage was supposed to be 8000 Taka, now it is only 5300 to 5500 Taka. So in the Corona situation, the lives of women workers or men and women workers are falling behind in a lot of ways.” (EKATA Project Frontline Staff in Bangladesh)*

In Indonesia, one employer found that the workers had become more aware of the importance of keeping healthy.

*“COVID-19 has both a negative and positive impact for workers. Some of the workers feel uncomfortable to work according to strict health protocols and with limited interaction with other workers, especially during lunch. However, the positive impact is that they are more aware that a healthy lifestyle is important” (Human resources Manager at PT Cipta Busana)*

The bubble chart below (Figure 13) shows how access to health benefits like social security or private health insurance, has a mitigating effect on the negative impact of COVID-19. The vertical axis shows the average salary of women workers and the horizontal axis shows the average loss in income in May 2021, expressed as a proportion of total income. Workers who had access to health benefits suffered less from the pandemic compared to those without benefits. The result was consistent across all three countries and most pronounced in Bangladesh.

**Figure 13: Impact by COVID-19 on women workers by country**



#### 4.4 Gender relations

##### Gender equality at home and in the workplace

The project engages men and boys in the target communities to sensitise them to gender equality in order to lessen women's overwhelming domestic burdens and induce social change to bring about greater respect for women, reduce gender-based violence and create better conditions for women in general. According to the February 2021 project progress report, the project had reached 700 men and boys across 28 meetings. Those who have facilitated these meetings have witnessed changes in men and boy's behaviour, such as taking on more household duties.

The focus group participants were all men who had taken part in EKATA program activities for at least a year. In Indonesia, they had all participated for two years. The men had received training on gender and understanding it as a social construct and how it differs from sex, gender equality, sexual harassment and the importance of dividing domestic work equally between men and women.

Participants in both countries provided very positive feedback for the training they had received, showing interest and appreciation for understanding the difference between gender and sex. Most importantly, the men were thankful for having a greater understanding of sexual harassment.

The importance of understanding the basics of gender quality and sharing domestic duties proved to be successful as men were able to easily apply this to their daily lives by agreeing to help with domestic responsibilities, which they had previously refused to do. Like the women, interviewed men were also happy to have received training on financial management, opening a bank account, and better communication with their partners and family.

*"I think the attitude of the men who received this training sessions has changed a lot. Before, whenever my father bought a big fish in our house, he always let my younger brother eat the fish's head. He didn't even care about my sisters and me. But*

*after receiving the training, my father now divides it between us. Because we're also his children, we shouldn't be discriminated against. The men who have received this training are slowly changing this way" (Woman Garment Worker – EKATA participant in Bangladesh)*

In Bangladesh, the male participants shared that they would only 'hang out' after work without thinking about helping the women in their household and being the sole decision-maker, resulting in men spending the money that women earned. After the training, they began to respect women, helped them around the house, reduced social time with other men, spent less money, and communicated better with their mothers, sisters, and wives. The men also shared that they felt very positive about these changes in their community and household.

In Vietnam, where no FGDs with men were held, the changes in gender norms appeared to be less radical as Bangladesh and Indonesia, though this is not surprising considering Vietnam ranks higher than Bangladesh and Indonesia in the UN Women's country score for gender equality.<sup>11</sup> Despite this difference, there remains gender inequality in Vietnam, specifically in terms of society's perception of the division of labour and decision-making responsibilities being in favour of men, though participants found these views were already becoming outdated.

*"I would the role of both genders are equal nowadays, however, the common perception is that men earn money and women take care of the household. However, women still can join every meeting or raise their voice in every community's business." (Woman Garment Worker – Participant in Vietnam)*

*"I think our generation still has gender inequality. Younger generations have a better understanding of gender equality now. However, we women have joint activities now, and our husbands respect our personal lives" (Woman Garment Worker – Participant in Vietnam)*

When asked about how tasks should be divided between men and women in the household, it was found that in Bangladesh, some gender norms persisted with the men believing women should have the main responsibility for looking after the household. Men held the perception that women are more mature, thoughtful, and considerate about their children's savings and welfare. Some respondents believed that women should have the primary responsibility because they are "keener". Other respondents believed that the division should be equal and that they can alternate on different tasks.

A woman participant in Bangladesh believed that men were well aware of the unequal division of labour but choose to ignore it before.

*"It can be seen that a woman works harder than a man. She works outside, then cooks at home, washes clothes and takes care of the baby if she has one. But a man who works outside and comes home after work and sleeps at home gets angry when he can't have food timely. Women do more hard work, but no one wants to understand it. Actually, they pretend not to understand it. But after coming from the office to help women a little, then it is much better. I think this should change first" (Woman Garment Worker – EKATA participant in Bangladesh)*

Similarly, in Indonesia, the men admitted that before the training, they were selfish and did not consider helping women with domestic chores. Still, now they believed in sharing the tasks equally. However, the division of labour continued to follow gendered patterns, with women continuing to cook and iron and

---

<sup>11</sup> Vietnam has a 'high performance score of 16.4%, while Indonesia has 5.7% and Bangladesh has 4.9%. See [data.unwomen.org](http://data.unwomen.org) for more details

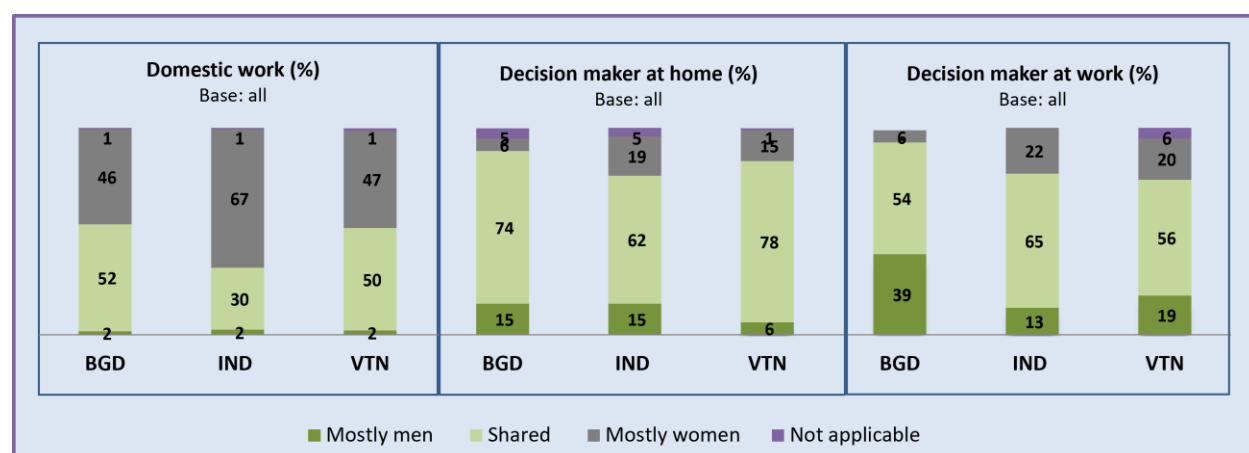
dry clothes because they were seen to be more skilled at them, while the men would clean the house and look after the children.

In Vietnam, following the project's activities, women workers experienced positive changes from their partners as well as at the community level in terms of the value of women's voices and perspectives.

*The project mentioned about division of housework, I saw women apply what they learnt with their husbands, their husbands also understood and supported. When woman workers went to work, their husbands stayed at home and did housework. In terms of financial decisions, I see the husband and wife make decisions together, in the past, only the husband made decisions. At the community level, it's not clear to me, but I think women's role is already strong, we have many organizations for women, they also participate in the community's activities more than men" (HR Representative in a Garment Factory in Vietnam)*

The charts below illustrate the gendered divisions in decision making both at home and the workplace and domestic responsibilities. The results for Bangladesh and Vietnam are very promising in terms of domestic work division, with the tasks being split virtually equally. At the same time, all three countries show a high tendency to share decision-making at home and at work.

**Figure 14: Gendered division in domestic work and decision-making**



**Box 3: Gender equality at home and in the workplace based on women garment workers' perspectives**

**Bangladesh:** Most of the women take more household responsibilities than men and the current share is not suitable since I still have to go out to work then come back to do the household chores. Men and women both should equally share responsibilities of household duties and work together as a 'team' as well as on financial decisions. I think the attitude of the men who have received this training has changed a lot as there are less discrimination and they are more supportive in the household level whereas in the workplace, supervisor does not treat men and women equally. Men seems to get more support in the factory than women, for example, if a woman has finished her job timely and takes a 10 minutes break, they will never tolerate it. If one of the men in the work asked for a 10 minutes break then he is given immediately. But if a woman says that, she is harassed by various questions. Also, women should get the same support to get promoted to a high position as men.

**Indonesia:** Based on our tradition and faith, women are the one who should be responsible for the household duties. Most men feel shy to do household work including washing dishes or preparing food. In my opinion, this gender norm should be changed because women today have started to work outside to help earn more money for the family which originally is men's duty. Therefore, it is fair for men to take some share of women's household duties. I have tried to convince my husband that household duties are not a shameful thing for men to do after participating in the training, slowly he began to understand and started doing support more in the household. At the workplace, there were very few issues because my senior co-workers were very supportive and my employer encourages both women and men workers equally to be in leadership position. I have seen some improvements such as a suggestion box for workers to make a complaint and they managed it very well.

**Vietnam:** Nowadays, both men and women share equal household responsibilities as well as financial-related decisions. My husband and I will make the decision together when buying something big but I can make the decision on my own for smaller things. The awareness about gender equality was promoted and has been improved. However, in some families, women do not have any chances to share their concerns and have to be responsible for all household duties including child care while men rest at home. There are only a few challenges in the workplace, one of the challenges is the attitude of other workers towards my job as a sanitation worker, they sometimes disrespect me but the company pays more attention to female workers and that has been improved. Women are encouraged to be in a higher position and get promoted regularly, male workers always respect female managers and directors.

In Bangladesh, there was virtual unanimity regarding the need for gender norms to change. All the men interviewed agreed that women should be able to work outside the home and have greater freedom. Only one respondent said that after men and women become married, they must become “*responsible for their actions*”, always respect elders, and, to protect against sexual harassment, should wear the burqa.

Most of the men had observed changes in gender norms and attitudes around them. From the project itself, they found that understanding the difference between gender and sex to be crucial in becoming more open to respecting women equally and believing in sharing burdens with them. In Bangladesh, the men agreed that there was a significant change observable in the community through CARE Bangladesh's training. The same group made a specific reference to a committee that CARE had directly formed, on which a female ward councillor was made president.

In Indonesia, the men's main changes in attitude and behaviour were the increasing acceptability and prevalence of women working outside, becoming active in the community, and changes in intimate partner relationships. This change was mainly attributed to general advances in society, such as technology and education, changes in the environment, and agriculture decline. One respondent attributed the changes to a prominent women's activist, Ibu Kartini. Other men in the Indonesia focus groups attributed the changes more directly to the project's activities, observing changes in women's behaviour and mindset after taking part in EKATA's training.

Men in both countries had engaged in supporting women in the workplace or observed some changes in the factories. One of the men in Indonesia, an IT worker, had reached out to the local village authority to collaborate with a labour union to engage a company to improve women worker's conditions. He called the management of his wife's company to talk to them about the importance of considering women's specific needs, such as menstruation leave. He believed that it was important for husbands to take this upon themselves as companies do not listen to women. He also mentioned that he listens to his wife's concerns carefully and finds a way to support her.

Another respondent also talked about how he mediated with his wife's employer and was listened to, though he did not give specific details of the issue. Other male respondents in Indonesia either observed labour unions supporting women at work or simply gave suggestions for interventions that CARE International could take, such as advocacy to improve conditions citing that pressure from the community would not work.

*“CARE International should be able to assist in advocating for this employee's PPH) (income tax) to the company, because if it is from the community, the company may not necessarily listen to it and do not understand labour regulations. From the community side, there have never been any advocacy problems that arise in the factory” (Male respondent in Ponkkaso Tonggoh)*

In Bangladesh, the changes observed from the men were primarily the same as mentioned by the women, such as women's awareness of their rights, a reduction in harassment of women, the 'end' of child marriage, and improved communication and financial behaviour of women.

*“I think the attitude of the men who have received this training has changed a lot. The discrimination against women has come under control now. Earlier, girls were not valued at all, but now they are valued fairly. People are slowly changing now and supporting women” (Woman Garment Worker – EKATA participant in Bangladesh)*

The male participants in Indonesia and Bangladesh were very supportive of women becoming managers or leaders at work, arguing that women possess the same capabilities and capacity as men to lead. However, none of the men in either country could cite any specific examples of this happening. In terms of making this change happen, respondents believed there needed continued action through EKATA training. Although the men in Bangladesh believed that employers' attitudes had changed towards appointing women to leadership positions, no specific examples were given either but rather the proportion of women workers to men in the factories.

However, there was a specific example given by a welfare officer in Bangladesh of more women taking leadership positions in factories.

*“In the past, male workers were heard and given more benefits and women were offered fewer job opportunities. Because now women know that women can do what men can do. Another thing that happened was that there was a woman operator in our factory, from there she became a supervisor, then a line chief. We didn't have any female supervisors at the beginning of my job, but now we have female supervisors, line chiefs and controllers. Women in our factory were in charge of the pilot line, but after receiving project training, now a woman has the title of assistant manager. This is a beautiful example of gender equality. This is a positive change, and it has been made possible by getting this training. And that's why this work should be done in every RMG factory” (Welfare Officer at AKH Eco Apparels Ltd.)*

In Indonesia, the men were very positive about the EKATA training and strongly believed that the model should not only be expanded with more training and seminars in the garment factories and communities but also to other sectors such as agriculture and manufacturing. They believed that EKATA could increase a family's income, improve working conditions, and improve relations between households and community

members. Some men thought that the training from EKATA groups was too theoretical and could be more practical and applicable to daily life, such as sewing masks.

In Vietnam, key informants also witnessed positive changes in attitudes around the social and domestic roles of men and women, this included greater participation in community decision making and inclusion in politics. These changes were seen to come about from gradual social progress as well as a better policy environment. Some found that there was no significant change as their communities already had strong and active women.

*“I think there is 50% who think men and women are equal, and 50% who do not. But I see the positive changes. People tend to be happy whether their children are male or female. In the past, people tried to have a son, even when they already had 6-7 children. I think the change is because of higher perception and higher education. Most husbands support their wives better in the household, they do housework which encourages women to participate in programs.” (EKATA Representative in Vietnam)*

*“There was a clear change from the perspective of the government, there have been more policies for women. My organization has proposed a program about gender equality, the government was interested and supported it very well. I see women’s role is increasing, such as they are more involved in politics” (Women’s Union Worker)*

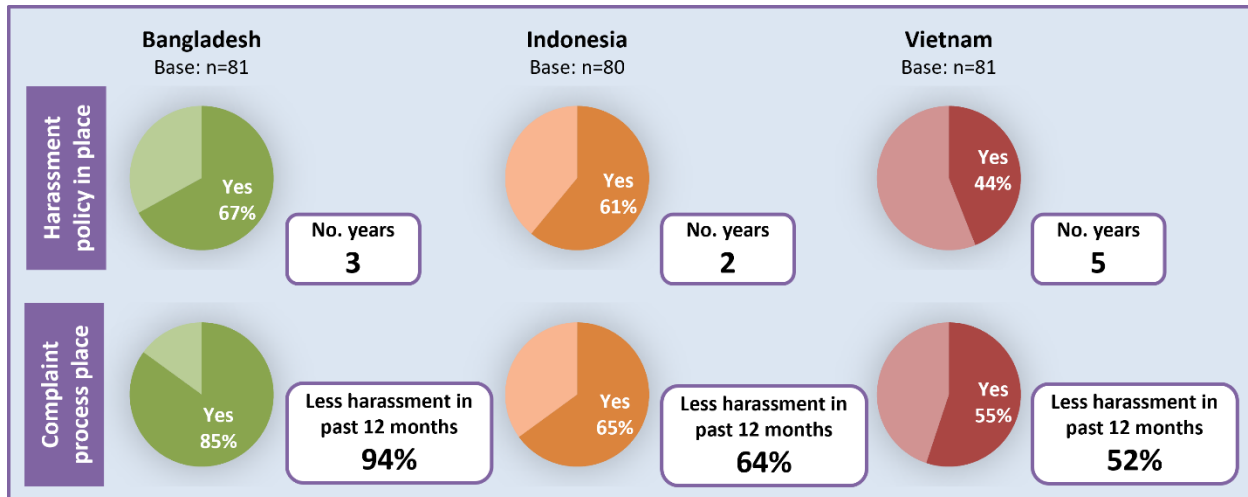
## **Sexual harassment and support**

According to the women interviewed, workplace harassment and discrimination still takes place and was found to be more prominent in Bangladesh where 42 per cent of women had seen or heard about such a case. In Indonesia it was lower with 25 per cent followed by Vietnam with three per cent. It is noteworthy that women who participate in EKATA community based activities in Bangladesh had seen more examples of harassment in the workplace. In particular, harassment based on sexual orientation, joking about sex, ‘cat-calling’, and verbal abuse. It is possible that their greater involvement with EKATA activities has made them more aware and alert to identify such issues. Consistent with this, they were also more likely to believe that harassment and discrimination in the workplace has improved in the past 12 months.

The figure below shows the comparison between the three countries and the adoption of complaint processes and anti-harassment policies at factories. The results are primarily congruent, with Bangladesh showing a higher level of reduction in harassment in the previous 12 months and increased uptake in complaint processes and harassment policies. As reported by survey participants, both Indonesia and Vietnam also had significant decreases in harassment and good uptake in adaptations of procedures and policies at the workplace to support women.



**Figure 15: Harassment policy and complaint process at work**



The interviews further back up the quantitative results. The women participants often cited incidences of harassment and taking action, one woman explained.

*“It helped me realise the existing rights. For example, I could not speak properly earlier. After the training, one day, I saw a boy eave-teasing [sexually harassing] a girl on the way to work. I immediately stopped and talked to that boy. I suggested the girl dial 999. So, the project helped me realise my rights” (Woman Garment Worker – factory-based activity participant in Bangladesh)*

In Bangladesh, male participants were proud to state that sexual harassment, for which prevalence was previously very high, was now virtually non-existent (at least from their perspective). They said the EKATA training improved their understanding of sexual harassment and why women should be respected. Some of the men present in the FGD admitted to having harassed women themselves in the past. They acknowledged that due to the gender sensitivity training, they understood their mistakes and changed their views towards women. The men in Bangladesh also stated that if they saw or heard other women experiencing GBV or sexual harassment, they would talk to the man involved, and explain that violence is not a solution and can only lead to further hatred.

In Indonesia, there were observable changes regarding the adoption and implementation of anti-harassment policies as well as an improved understanding of sexual harassment in general from employers.

*“Yes, we do have an Anti-Harassment Committee and Health Committee in our company. The workers work more comfortably now” (Human Resources Department Manager at PT Cipta Busana)*

*“Based on what we have learned from the training, we understood the definition of harassment much wider than before. Therefore, we have changed our policy regarding the harassment issue.”*

*“They [service providers] monitor the implementation of the law and regulations related to the workers. They will take necessary action to handle an issue when they receive an official complaint, like involve the police department or health department in their investigation. They are aware of gender sensitivity” (Factory Manager at PT Cipta Dwi Busana)*

An EKATA staff member observed a change in community attitudes and behaviour towards sexual harassment of women, however, the behaviour change also appeared to encompass physical violence towards the male perpetrators.

*“Our discussions of these programs have led to several changes at our community level. Inequality between women and men has disappeared, and men now cooperate with women in need. For example, one of our men members and his wife are one of our participants. Some boys on the streets always tease women. The brother beat them one day, and later when police asked him why he had beaten them, he referred to our project and said that I have learned that it is the responsibility of men to protect women and give them a harassment-free environment” (EKATA Frontline Staff and Peer Educator Bangladesh)*

Employers in Indonesia and Bangladesh had very little knowledge of laws to protect women from discrimination or harassment. In Bangladesh, employers were simply aware that many government agencies and organizations are working to strengthen the rights of women workers and that they must respect these rights. In terms of awareness of ILO Convention C190, government stakeholders were only aware of its existence and did not know about the Convention in detail. Non-government organisations recognised the importance of ratifying Convention C190. Still, they believed it would be ineffective if there were no enforcement of labour laws and social protection in their respective countries.

*“There are laws and policies, but they are not applied. Something should be done to strengthen the laws and policies for garment workers. Different meetings are arranged on different days – like May Day (International Labor Day) to raise awareness of women garment workers regarding their rights. Maternity leave should be increased to six months” (Vice President of Garment Worker Solidarity Federation, Sorkerabari, Vogra-Gazipur Bangladesh)*

*“Existing laws protect women workers. As mentioned in Omnibus Law on Job Creation, Government Regulation No.34-37, ILO Convention 111, ILO Convention C190 etc. but the existing policies have not been able to provide support, due to a lack of supervision in law enforcement” (Section on Prevention and Settlement of Industrial Relations. Sukubumi Regency Consumer Dispute Settlement Agency)*

*“As soon as this convention was adopted, we translated it in Bengali for our main stakeholder trade union because in our country, very few people know English. And in Bengali, we have given it to trade unions and the ILO and our network members. Later, as awareness increased, we reprinted the Convention and Recommendation together.”*

*“We’ve also consulted at the Division level to create teams that can share with other employees. We have a team of trainers, a group of defenders, and that’s how we let everyone know about it. Another thing is that we have lobbied at the policy-making level, as we have had long discussions with the Chairperson of the Standing Committee on Women’s Affairs and sought her cooperation and also advocated with the Ministry of Labour.”*

*“We’ve advocated for the Worker’s Employees Unity Council, to give us their support. We’ve lobbied those who can confirmed out demand are heard from the field level. This is how the Convention is ratified. We’ve talked to several MPs. CARE Bangladesh has done a lot of work directly, and we’ve done these things with the help of them.” (Institute of Labour Studies - Bangladesh)*

#### **Box 4: ILO Convention No. 190 (C190)**

C190 is the first international treaty to recognize the right of everyone to a world of work free from violence and harassment, including gender-based violence and harassment.

- (a) the term “violence and harassment” in the world of work refers to a range of unacceptable behaviours and practices, or threats thereof, whether a single occurrence or repeated, that aim at, result in, or are likely to result in physical, psychological, sexual or economic harm, and includes gender-based violence and harassment;
- (b) the term “gender-based violence and harassment” means violence and harassment directed at persons because of their sex or gender, or affecting persons of a particular sex or gender disproportionately, and includes sexual harassment.

*Majority of the KII respondents in all three countries mentioned that they have limited knowledge of C190 since it was recently ratified only by few countries. Also, each country has their own laws and policies to protect workers from violence and harassment at the workplace especially for women.*

#### **4.5 Baseline and endline results comparison**

As highlighted in the analysis throughout this report, the Worker Wellbeing Project has made progress on most indicators in all three countries, especially in Bangladesh. The results are summarized in Table 11 below and detailed results can be found in Appendix 7.2. Since each country had its own set of quantitative indicators, the results had to be determined through a qualitative assessment. However, indicators associated with positive change can be regarded as being backed by solid evidence, given that the quantitative results in this endline study were supported by the qualitative findings. The evidence of change is also based on a collective view, as expressed by women and the various stakeholders interviewed, following triangulation. The change results in Table 11 are presented at three level.

1. A ‘Yes’ indicates that an indicator was associated with clear evidence of change.
2. ‘In transition’ means that no clear evidence of change was found but efforts are being made by women.
3. No evidence of change or transition towards change was found.

Description	Project indicator	Evidence of positive change		
		Bangladesh	Indonesia	Vietnam
1. Garment workers have an organised voice and social dialogue platforms through which they can promote respect for their rights and improved wellbeing.	# and % of women with a union, women's group or cooperative membership through which they can voice their labor rights (GI 18)	Yes	Yes	Yes
2. Employers have a positive attitude towards worker empowerment and gender equality and take action to promote them, enable and engage in social dialogue and respond appropriately to workers' demands.	# of issues resolved by Worker Participation Committees	-	-	-
	# of issues raised by EKATA/WCA members to employers and effectively resolved	Yes	In transition	Yes
	# actions taken by employers to respect the rights of women workers	Yes	Yes	Yes
3. Local authorities and service providers provide accessible, gender responsive services to women garment workers.	# of accessible, responsive service provision by service providers as a result of EKATA dialogue.	Yes	Yes	Yes
4. Governments regulate and effectively implement regulations to ensure respect for women workers' rights in the garment industry.	# of new or amended policies, legislation, public programs, and/or budgets responsive to the rights, needs and demands of women garment workers (GI 20)	In transition	In transition	-
5. Men and boys adopt positive gender norms that enable the economic empowerment and wellbeing of women workers.		Yes	Yes	Yes
1.1 Individual women workers have improved critical awareness, knowledge and leadership skills	# and % of workers who are aware of their rights and entitlements at work	Yes	Yes	Yes
	# and % of women who demonstrate critical consciousness of the barriers they face in their lives	Yes	Yes	Yes
	# and % of women who have increased confidence in their ability to address barriers in their personal and professional lives.	Yes	Yes	Yes
	# and % of women who report improved soft and life skills	Yes	Yes	Yes
	# and % women who have improved leadership skills	Yes	In transition	Yes
	# and % of women who have taken on leadership positions with examples	In transition	In transition	In transition
1.2 EKATA members have developed group solidarity, provide peer support, and have devised an action plan to improve respect for rights and wellbeing.	# EKATA groups that have taken collective action to promote their rights with examples	Yes	In transition	Yes
	# of 'horizontal linkages' established with worker and	In transition	In transition	In transition

	women's rights organisations and movements with examples			
1.3 Worker Participation Committees are established with capacitated representatives, and are a forum through which workers can have a voice, present demands and get them resolved.	# WPC representatives who have improved leadership skills with examples	-	-	-
	# of issues raised by workers through WPCs with examples	-	-	-
2.1 Employers adopt more positive gender norms	# and % of managers and supervisors who have more gender-equitable attitudes	<b>Yes</b>	<b>In transition</b>	<b>Yes</b>
3.1 Local authorities and service providers support worker-led activities and link to EKATA groups	# of service providers who link to EKATA groups with examples	-	-	-
4.1 Government officials have improved awareness and commitment to tackling the priority issues of women workers	# government and local authority officials who make commitments to supporting the rights of women garment workers	<b>In transition</b>	<b>In transition</b>	<b>In transition</b>
5.1 Men and boys support women workers activities to improve wellbeing.	# of men and boys who have more gender-equitable attitudes	<b>Yes</b>	<b>In transition</b>	<b>Yes</b>

## 5. CONCLUSIONS

This endline evaluation of CARE International's Worker Well-being Project sought to evaluate the degree to which the project succeeded in delivering positive and impactful change in the lives of women garment workers. It further sought to determine how outcomes were achieved, the extent to which project activities contributed to positive changes, and the influence of other factors and lessons learnt for possible scalability and adoption of the EKATA model.

The Worker Well-Being project has shown to be an effective and impactful approach to improving the lives of women garment workers, both at home and in the workplace. Through the EKATA model, CARE International has been able to depart from the traditional methodology of focusing solely on awareness-raising of workers by establishing worker-centric community-based groups. The groups help to leverage the power of collective actions to empower women garment workers and instigate change, while building on awareness-raising of worker rights and capacity for communication and dialogue with supervisors and management. Moreover, the stakeholder engagement activities proved to be effective, especially in engaging men in the community, the home and the workplace in recognising the value of women and showing a genuine change in beliefs, attitudes and behaviours.

### **The EKATA engagement model**

The EKATA model proved to be highly successful, particularly in Bangladesh, where the model was tested and developed, in greatly enacting change for women garment workers in the factories and at home. Feedback concerning the training was overwhelmingly positive, even when workplace improvements were limited, such as Indonesia. Women workers consistently highlighted the usefulness of the training had on their daily lives. Financial management, labour rights, leadership exercises and communication were frequently highlighted as the most useful and the most impactful in delivering outcomes. Financial management allowed women to begin to save, open bank accounts, make plans for the future and increase their economic independence. Financial management also appeared to complement their newly acquired communication skills. Previously, social norms attached little value to women's voices. Through the training, the women learnt how to reclaim those voices and negotiate at work, improve relationships with their male partners, and take a more significant role in decision-making, commensurate with their level of responsibility for their families.

### **Engagement with men**

By recognising the crucial role that men play in delivering gender-transformative impact, the EKATA model placed considerable importance on engaging men. This approach proved to be successful, and interviews with men in Indonesia and Bangladesh showed that they were receptive to recognising gender as a social construct, which formed the basis for understanding the value of women and why domestic responsibilities should be shared. Men have also started to agree that decision-making should be shared between men and women. However, there were often differences between male and female respondents about who should have the 'main' responsibility to care for their families. Some participants believed it should be the man, and others believed it should be the woman.

## **Duty bearers' responsiveness**

Garment factory management staff believed they could see not only the benefit of the project but also an improvement in the conditions of the women workers, which they recognised as having a positive impact on their business. Supervisors and human resources managers were grateful to the project for training women to communicate and understand better. They recognised that women had been conditioned not to raise their voices or make demands in their workplace. The employers appeared to welcome women garment workers raising their concerns, mainly due to the workers' improved communication skills. They found it useful that women could approach them and negotiate better conditions. This was particularly true in Bangladesh, while in Indonesia, factories had only added a suggestion box for worker complaints towards management.

All duty-bearers agreed that each of their country's legal frameworks was only strong and comprehensive on paper. It was consistently highlighted by all that the effective implementation and enforcement of the law is the main barrier for protecting women garment worker's rights. Stakeholders were also in agreement that public services for women workers were not adequate in terms of access. The chief cause of this is women worker's time poverty and poor scheduling by public service providers, which does not cater to women garment workers.

There was no change in public policy due to the project's activities. While many stakeholders were aware of the ILO Convention 190 on sexual violence and harassment, many were not familiar with the details or their responsibilities under the Convention.

## **Outcomes and their relation to activities**

Beneficiaries of EKATA training found the sessions on financial management, gender equality, leadership and communication the most valuable and impactful in their daily lives. While knowledge of labour rights was also crucial for the women workers, even when combined with improved leadership and communication, it was found through Indonesia's results that such training alone would not be enough to deliver true impact.

A common contributor to the outcomes was increased confidence resulting from communication training, this being combined with knowledge of labour rights allowed women to identify what was missing and give them the skills to raise their concerns. The outcomes appeared to differ across the three countries however, when there was no collective platform or safe channel to effectively raise concerns and create pressure for factory managers to implement changes. While women workers across the three countries referenced being able to bring concerns to their supervisors over minor matters, it was common that greater barriers existed in bringing change from the management level over issues such as lost overtime pay or increasing their salary.

Bangladesh had the largest share of outcomes achieved because the model has had the chance to be tested and developed more fully. Both women workers and, crucially, stakeholders had greater sensitisation to the project. The results in Bangladesh show the potential impact that the model can have after a more extended period. Most important, however, is establishing committees within factories providing formal and institutionalised structures from where women can launch collective demands without fear of negative consequences. Collective action was found to be a significant trigger to exercising women's rights, following awareness-raising sessions for both duty-holders and duty bearers. The unequal power relationship between employee and employer needs to be balanced by initiating social dialogues and collective strength. This is further strengthened by the findings from Vietnam, where EKATA participants were linked to and included in company unions, comprised of workers but also management from garment

factories. These unions, while not fully comprised of workers, were frequently referenced as a source of support and collective action for women workers to raise concerns and achieve improvements.

### **Project sustainability**

The results, particularly from Bangladesh, but also to a large extent, Vietnam, show great promise for the potential sustainability of the project. As this evaluation shows, there is great potential for women recognising labour violations and unfair practices, gender inequality, and the capacity to take action without a considerable reliance on outside support. When participants were asked for recommendations and feedback about the project, stakeholders, men, and women workers were unanimous that the project activities and training sessions should be expanded to other factories, communities and other work sectors. For greater sustainability, however, this must be met with greater governance and the rule of law, especially in terms of holding employers accountable. Many employers take a reactive approach to labour laws and wait until they are met with resistance rather than pro-actively aligning their practices with the law.

Sustainability is also underpinned by network activities . For example, the community worker association is integral to EKATA through linking and engaging with local federations and trade unions. Under the EKATA model, networks with local service providers such as health, social protection (GOB), financial, legal are also established with EKATA/CWA members becoming change makers in their communities. Network activities are also implemented at the factory Level (only in Bangladesh so far) with women workers promote long term career development through aspiration workshops. The workshops are monitored by the factory management and means women are gaining more recognition for their leadership. EKATA has also established factory based committees, and initiated social dialogues to minimize grievances and mitigate of potential risks.



## 6. RECOMMENDATIONS

The following recommendations were harvested from the evaluation's findings and a triangulation workshop facilitated by Rapid Asia, they seek to build on the project's strengths and innovations.

### **EKATA wellbeing**

- Continue and expand the EKATA model and its activities especially in Indonesia and Vietnam, as more time is needed for women's groups and committees to form, and establish linkages to unions and worker's committees, as was achieved in Bangladesh
- Scale up the EKATA and factory-based model in Bangladesh to leverage its success in empowering women to raise and resolve concerns in the workplace.
- As a recommendation from women workers directly, strive to use one facilitator for one activity for better focus and improved continuity
- The EKATA topics are relevant and useful to the participants and should continue, the communication skills have proved particularly useful for women in improving their confidence and ability to enter into dialogue with supervisors
- Involve CBOs, local government and worker organizations as facilitators in training to better inspire the women and to provide indirect oversight and accountability of employers. Such service providers also need to take women's working hours into consideration for greater accessibility.
- Push for better health benefits and insurance coverage to protect women workers, especially during COVID-19. Women garment workers face several health issues from their long and laborious working hours as well reproductive health challenges that are often not taken into consideration by factories

### **Activity drivers**

- Regular participation in EKATA activities at least every 1-2 weeks, Bangladesh and Vietnam had much higher frequency of attendance by women and yielded more positive results in terms of action by women workers than Indonesia
- Women's awareness of rights and ability to communicate at home together form effective empowerment and their capacity to act. Women workers in all three countries consistently highlighted the usefulness and immediate applicability of training topics.
- Financial training on savings help to bring men and women together to plan for their future and achieve greater financial independence, many women workers cited not having previously considered saving before and found it to be a major relief to ease financial pressure
- When a critical mass of women take action or change, collective action tends to be very effective and gives more bargaining power, as seen in Bangladesh, women also begin to take action on behalf of others, displaying a strong sense of solidarity among workers.
- When women workers witness positive outcomes or improvements implemented directly because of action they are more likely to attempt raising concerns. Women workers often cited observing other's successes or failure and deciding whether to act based on those outcomes.

### **Men's involvement**

- The involvement of men has a positive impact on women and their communities and needs to continue. In Indonesia and Bangladesh especially, men were very receptive to the topics of anti-sexual harassment and gender equality, many even claimed that sexual harassment was eradicated in their communities as a result of their training.

- Men were also found to be much more cognizant of their wife or partner's various and intersecting burdens at both work and home and recognized the importance of sharing domestic responsibilities.

Needs more focus on training to managers and supervisors in the workplace to remove barriers for change. Supervisors were found to be a key focal point for raising day-to-day concerns with, their receptiveness to receiving their complaints and capacity or willingness to affect change has a big impact on women's motivation to raise concerns

### **Public policy**

- Raise awareness on ILO Convention C-190 among key stakeholders, especially local government and employers. In Bangladesh, great attention and effort was made to sensitise lawmakers and the wider public on the Convention leading up to its ratification, such activities are important impact amplifiers for greater sustainability of worker empowerment efforts.
- Advocate for greater implementation and enforcement of existing labour law frameworks as virtually all key informants agreed that their national frameworks had good laws on paper but lacked any real effectiveness or enforcement
- Build capacity of local service providers to respond to women's needs more effectively, including ensuring that their services are tailored to women garment workers schedules, and that staff are sensitised to their specific challenges
- Sensitise buyers in the supply chain to lessen the volume of orders to ease the workload on women workers which pressures them to work overtime, this was consistently cited as a root cause of the pressure to work overtime and limited number of breaks
- Strengthen anti-harassment policies in workplaces and ensure areas surrounding factories are well lit; the latter was a common problem to which women workers in Bangladesh especially highlighted
- Expand complaint mechanisms at the community level to diversify the channels through which women workers can raise concerns

### **Sustainability**

- Expand EKATA to also train women on alternative employment skills, especially to cope up with lay off due to COVID-19 – complimentary component
- Involve women more on EKATA activity planning
- Use the results from this endline study to harmonise and standardise the program indicators across the three countries.
- Build on the successes experienced in Bangladesh and continue to connect EKATA groups to worker's federations, unions and associations
- Involve factory management and leadership in activities as they can present an opportunity for amplifying receptiveness to women worker's needs, challenges and grievances at a larger scale

## 7. APPENDICES

### 7.1 Advocacy activities

#### Bangladesh

In Bangladesh, the project led a concerted advocacy push around ratification of ILO Convention 190 to eliminate violence and harassment in the world of work. The consultation meetings was organized, with 33 members of parliament and a further consultation with 24 employer representatives, along with two media roundtables and a TV talk show. Also, two studies were conducted to support evidence-based advocacy, launched a social media campaign, and created two documentary films. All of these activities helped create a consensus among key stakeholders, who now support the need to ratify and implement ILO Convention 190.

#### Activities to advocate for ratification of ILO 190

- Coordinating with trade unions to make ILO 190 a priority, including an information-sharing meeting with 15 high-level members of the Tripartite Consultative Council (TCC) in partnership with implementing partner BILS (Bangladesh Institute of Labor Studies). The purpose was to create a common consensus to include ratification as an agenda in upcoming TCC meetings.
- Two lobbying meetings with government officials. Attendees included: Chair of Women Affairs Parliamentary Standing Committee, Ministry of Women and Children Affairs; Member of Labour and Employment Parliamentary Standing Committee; and Ms. Shirin Akter, Hon'ble Member of Parliament.
- Two consultation meetings (60 participants) with trade union leaders, ITC leaders, worker federations and civil society organizations in Chittagong Division to collect recommendations for boosting ratification efforts.
- The project organized a media orientation for 30 journalists from print and electronic media, focusing on the importance of ILO 190 ratification.
- Formed and capacitated 20 members of a defender group who are working on prevention of workplace harassment. This defender group will continue to advocate for ratification.
- A (virtual) media roundtable discussion (titled “Harassment-free Workplace for Women and ILO Convention 190”) was co-hosted with Prothom Alo, a popular daily newspaper, in June 2021, with government policy-makers, employers, employees, academics, legal experts, media personnel and development practitioners<sup>5</sup> taking part. Findings and recommendations from the legal gap analysis report (see below) were presented, along with discussions on major barriers to women’s economic justice including limited monitoring and implementation of labor laws, wage inequalities, irregularities of salary payment, social protection, skills development and uncertain employment. A roundup of the discussion can be seen here.
- A TV talk show was organized with BILS on prevention of harassment and discrimination in the world of work, and how to move Bangladesh toward ratification. This was held on the popular DBC News Channel, with participants including a member of Parliament, the president of Samajtantrik Shoromik Front (a trade union), a director from CARE Bangladesh, and a female garment worker.
- A strategic consultation took place with members of Parliament in May 2021 on ILO Convention 190, with 24 participants<sup>6</sup> — all of whom agreed that Bangladesh should set a stipulated time within which to ratify. The meeting, organized jointly by national NGO Unnayan Shamannay and CARE, was covered by national daily newspapers.
- Also in May 2021, Unnayan Shamannay and CARE held a consultation meeting with 33 members of Parliament to discuss ideas for moving ratification forward.

- A social media campaign was launched to generate public awareness and common understanding on what ILO Convention 190 is and drive a consensus on ratification and implementation. The Facebook and Twitter pages have reached 694,600 people.

To support advocacy efforts, the project conducted two studies, including a **legal gap analysis** focusing on ILO 190 in the context of the country's legal framework. The study reviewed existing laws of Bangladesh to assess their effectiveness in ensuring protection to victims of gender-based violence and harassment at work, and capture the prevalence of violence and harassment at work. The study makes recommendations for relevant stakeholders to strengthen the legal framework. The second study conducted was a **watchdog report** created with Karmojibi Narri (a center for women workers). The objective was to reveal how the rights of women workers in Bangladesh's garment industry are upheld, identify gaps and challenges in the implementation and formulation of labor policies and standards, determine areas of concern, track positive and negative trends in implementation of policies, and formulate recommended key actions for advocacy and policy. The findings have been shared through a webinar attended by 70 participants from a range of stakeholders, which was covered by the media.

### Outcomes

- Key stakeholders have arrived at a consensus and agreed to support the ratification and implementation of ILO Convention 190. They agree that Bangladesh must ratify and implement the Convention as soon as possible in order to stop issues of harassment and violence.
- Key stakeholders, especially the government, CSOs, trade union and employer representatives better understand why the Convention was adopted in June 2019.
- Garment workers, trade unions and employer representatives are aware that current labor law does not clarify harassment and violence against women in the workplace. This is an important step in understanding why ratification of ILO 190 is critical.

### Vietnam

In Vietnam, the focus and long-term goal of the process is to prevent and addressing sexual harassment at the workplace, a GBV issue. The advocacy process aims to create a working environment that both male and female employees are free from sexual harassment. Promoting gender equality is also the key approach during this process. The information and evidence on CARE's advocacy wins and captures the significance of the win, the level of **contribution** of CARE and our partners, the **impact** (who stands to benefit from the change), and the **evidence** to support these claims. It indicates the change of approach in policymaking mindset of the Government from protecting women to promoting gender quality

CVN's key roles are:

- Providing technical input and detailed recommendation in text for the draft Decree. In partnership with DLA (MOLISA), CVN has conducted the national assessment on Decree No.85/2015/NĐ-CP and a thematic report on reviewing the implementation of SHP at workplace and lesson learnt from international experience. CVN also organized a series of technical meetings and national consultation workshops across Vietnam with MOLISA to collect more inputs and feedbacks for the draft Decree. Furthermore, CVN closely follows the revision process to update recommendation accordingly to timely address the differences between CVN and MOLISA's approach with SHP.
- Coordinating CSOs and different stakeholders throughout the process to amplify collective voices. CVN shared the advocacy process and key advocacy messages with Ambassador Group Meeting. Two co-chairs of the group (Spanish Ambassador and UN Resident Coordinator in Vietnam referenced key advocacy messages and supporting arguments/evidence when discussing to the press on the Decree. CVN also provided recommendations and position papers on SHP in the Decree to UNWomen, GBVNet , Mnet ,

SUN CSA Vietnam , GIZ, Fairwear Foundation, VGCL; gathered and invited brand representatives, employers, HR, Trade Union officer and factory workers to give recommendation to the drafted Decree, thereby to strengthen the collective voices from different stakeholders on the issues

## **Success**

The advocacy achievement is the result of CVN's efforts since 10/2019 when initiating the collaboration with the Department of Legal Affair (DLA) of the MOLISA; including:

- Providing technical inputs for MOLISA with evidence-based recommendations and legal analysis of international experience through multiple activities
- A national survey to evaluate the implementation of the Decree no. 85/2015/NĐ-CP on Stipulating the policies on female employees and SHP implementation;
- A series of technical meetings with ministries representatives, NGOs, and technical consultants;
- A thematic report on reviewing the implementation of SHP at workplace review paper on SHP and
- A series of 03 consultation workshops in Hanoi, Binh Dinh and Ho Chi Minh City, jointly with partners, NGO alliances, employers and employees representing Northern, Central and Southern areas under TARGET, STOP projects
- Coordinating civil society organizations (CSO) and national networks in order to share technical support and collaborate for the amplification of collective voices. Recommendation letters, input by CVN, have been submitted under the name of GBVNet to the drafting committee.

During the process, incremental wins that happened were:

- SHP was regulated as one Chapter in the drafted Decree, while there was no SHP regulation in the Decree no. 85/2015/NĐ-CP. The drafted versions of the Decree indicated the definition of SH at the workplace; requirements for workplace regulation to protect employees from SH; and responsibilities of employers, employees and related stakeholders in SHP
- The improvement of SHP regulations in the first drafted Decree, the public drafted version and the latest drafted Decree (26 Aug), submitted to the Ministry of Justice
- Ambassador Group's discussion to the press on SH at the workplace
- SUN CSA Vietnam and UNWomen recommendation letter to member of the drafting committee and presentation in consultation workshop.
- VGCL's recommendation letter on SH identification at the workplace
- GBVNet's recommendation letter on SHP
- Consultation Report of Drafting Committee, submitted to MOJ
- Recommendations from brands, employers and employees
- Recommendation from external legal consultant
- Draft versions of the Decree

Female and male employees with benefit from the advocacy win, in particular:

- A more comprehensive national legal framework with clear guidance on SHP will enable businesses to create a safer working environment for employees, regulated by their work regulation and policies. Therefore, all employees will be protected from SH in the workplace.
- All employees will have better understanding of the issues and be aware of the responsibilities of their employers and themselves, as the result, they are more confident to report SH and protect each other from SH at work• If fully implemented, it's estimated of 28.25 million Vietnamese workers, who are regulated by the Labour Code, will benefit from the advocacy win, equivalent of 51.1% of Vietnamese workforce

The win was part of CARE Vietnam's long-term advocacy goal for improved legal framework and workplace mechanisms on preventing and addressing sexual harassment at work. and socially marginalized population program goal for 2018-2020 period, related to women economic empowerment and gender-based violence

## 7.2 Baseline and endline results comparison

Description	Project indicator	Baseline result	Endline result
<b>High-level outcome / multiplying impact</b>			
1. Garment workers have an organised voice and social dialogue platforms through which they can promote respect for their rights and improved wellbeing.	# and % of women with a union, women's group or cooperative membership through which they can voice their labor rights (GI 18)	<p><b>Bangladesh:</b> Women garment workers often suffer from a lack of voice and control over working conditions. This created a gender imbalance in leadership and labor rights as well as rights at home.</p> <p><b>Indonesia:</b> Low participation of women workers were involved in speaking out ideas related to work in the workplace in activities related to union activities to protect workers' rights, such as working hours, salary negotiations, as well as related to policy benefits for workers. The double burden of home and work also plays a significant role in the health and wellbeing of female factory workers.</p> <p><b>Vietnam:</b> Workers participation and voice on work-related issues are limited in the workplace due to capacity constraints, perceptions, and lack of a favorable environment for involvement at the household and community level. In general, women workers' communication and leadership skills are weak, so there is a lack of confidence to accept opportunities or improve and develop themselves.</p>	<p><b>Bangladesh:</b> Women garment workers have more courage to voice their concerns and are more aware of their rights. They communicated through their supervisors and discussion session in their workplace. Also, they realize that they can raise their voice and ask for support from their family members at home.</p> <p><b>Indonesia:</b> There are some improvements in women garment workers raising their concerns to their employers. There is a suggestion box provided in the workplace for workers to raise their voices and demands. Women are also aware that both family members should share equal household responsibilities.</p> <p><b>Vietnam:</b> Women garment workers gain more knowledge and confidence to raise their concerns at home, workplace, and community. They learn how to collectively raise their voice if the company does not provide benefits according to the laws such as working hours, working environment overtime work, and maternity leave.</p>
2. Employers have a positive attitude towards worker empowerment and gender equality and take action to promote them, enable and engage in social dialogue and respond appropriately to workers' demands.	<div># of issues resolved by Worker Participation Committees</div> <div># of issues raised by EKATA/WCA members to employers and effectively resolved</div> <div># actions taken by employers to respect the rights of women workers</div>	<p><b>Bangladesh:</b> No formal complaints handling mechanism was found in the factories. However, workers and representatives from the management part handle some informal system to handle any complaints. Some women workers voice their concerns through their supervisors.</p> <p><b>Indonesia:</b> Neither employers nor family/community members fully understand the struggles and pressures women face daily. Most of the cases regarding harassment such as verbal abuse and physical touch that happened in the workplace were not reported by women workers.</p>	<p><b>Bangladesh:</b> Some employers were more encouraging than the others. They encourage women to take leadership positions. Women garment workers feel that the attitude of their employers is positively improving. Employers also took action according to workers' concerns and demands.</p> <p><b>Indonesia:</b> Employer encourages both women and men to be in a leadership position based on the requirement needed for that position. Employers will respond to workers' concerns and demands through a suggestion box.</p>

		<p>Usually, the first step taken is to give a warning. If it is not successful, then it involves HRD to resolve the problem.</p> <p><b>Vietnam:</b> Weak communication skills and leadership skills, not confident to participate in decision-making process or to change policies in the factory. There are some companies that have delayed the protection of workers' rights due to the calculation of economic and business efficiency.</p>	<p><b>Vietnam:</b> The majority of women garment workers feel that women and men workers are treated equally and have an equal chance to get promoted to leadership position while some still feel that women do not get promoted regularly. Women workers face few challenges at work such as overtime work, their employers respond to their concerns through supervisors and suggestion box.</p>
3. Local authorities and service providers provide accessible, gender responsive services to women garment workers.	# of accessible, responsive service provision by service providers as a result of EKATA dialogue.	<p><b>Bangladesh:</b> Women garment workers in the community have less awareness about their access to services. High satisfaction is generally observed with the services received. However, women workers do not have good access to basic services such as legal, security, utility, and a healthy environment.</p> <p><b>Indonesia:</b> There is limited knowledge and lack of awareness of service providers available in the area. The basic services that are usually most accessed by female workers are health services. While other services such as legal services, psychology, skills services, and life skills are not widely accessed by women workers. Internal and external resources from which women workers can access information related to health and safety is rare.</p> <p><b>Vietnam:</b> The access to service providers for women workers such as health care services, legal advice, financial services, psychological counseling. Only a few women workers have access to health care services at the health facility regularly. Legal and counseling services for workers are limited, not yet available. Psychological support services are scarce.</p>	<p><b>Bangladesh:</b> The majority of women garment workers are aware of the service providers in the area and where to seek help. Some service providers visited and informed workers in different factories about the services available. However, the involvement of women workers is still low, and women cannot gain enough benefits from the services provided due to their limited time and budget.</p> <p><b>Indonesia:</b> Women garment workers are aware of and understand their rights. They know where and how to seek help from service providers. It also promoted the availability of support services in the workplace through visual media, leaflets, and banners posted in every rest area. However, workers are still reluctant to seek help due to fear of losing their job and financial concerns.</p> <p><b>Vietnam:</b> Women garment workers know and understand their rights because there is a short period of factory training before workers start their jobs. They know how and where to seek help from service providers, but they do not have enough confidence, feel comfortable sharing their concerns, and are afraid that the service providers will fail to help.</p>
4. Governments regulate and effectively implement regulations to ensure respect for women	# of new or amended policies, legislation, public programs, and/or budgets responsive to the rights, needs	<p><b>Bangladesh:</b> Women garment workers are aware of rights-related issues under labor law. They believe that in most factories, the legal requirements are fulfilled, factories provided facilities for women with</p>	<p><b>Bangladesh:</b> Key stakeholders acknowledge that there are strong laws regarding women's rights in the workplace, but the implementation still needs improvement. Some of the notable laws are maternity leave,</p>

workers' rights in the garment industry.	and demands of women garment workers (GI 20)	<p>children. However, about half of the female workers are not getting paid maternity leave.</p> <p><b>Indonesia:</b> The majority of female workers do not know about the contents of the labor code, regulations related to insurance, benefits that workers must receive, very few women workers understood clearly or could influence others about legal benefit for employees.</p> <p><b>Vietnam:</b> The knowledge about the laws and rights of women workers is limited, while the employers infringed. Some companies are aware of the laws and policies and fully comply with regulations. However, some companies have delayed protecting workers' rights due to the calculation of economic and business efficiency.</p>	<p>equal pay for equal work, overtime pay, and safety and protection against harassment.</p> <p><b>Indonesia:</b> Women garment workers are protected by existing laws and national policies. The existing laws and regulations are normatively effective in addressing and decreasing discrimination and harassment in the workplace. There are training related to women workers' rights and organising seminars to share any new workers' rights regulations.</p> <p><b>Vietnam:</b> There is no specific policy regarding the rights of women under the Labour law, it covers all women workers' rights, such as regarding menstruation and maternity, but it depends on the implementation in each company. The government agencies publish about health and social insurance via online platforms to make workers aware of whether the company fulfils their rights or not.</p>
5. Men and boys adopt positive gender norms that enable the economic empowerment and wellbeing of women workers.		<p><b>Bangladesh:</b> Half of women garment workers faced barriers in their work and personal lives such as family, social, insecurity and discrimination. When it comes to making decisions in the family, very few women can make decisions independently. Most will be joint decisions with male family members.</p> <p><b>Indonesia:</b> There is very little support from home or within the community in terms of sharing household responsibilities. These women, with limited knowledge and social capital, have to struggle to meet the expectations of these varied roles. Only a small proportion of them was involved in trade union activities. The rest only participated in the factory.</p> <p><b>Vietnam:</b> There is a general lack of education and training about women's right to live free from violence and what constitutes harassment, coercion, and abuse. Restrictive gender norms and expectations about</p>	<p><b>Bangladesh:</b> Men agreed that gender norms should be changed since nowadays, women also go out to work, so men should share household responsibilities. Men also support women in leadership positions, and their attitudes towards women are positively changing.</p> <p><b>Indonesia:</b> Men are breadwinners since they earn money from work to support their families. There has been a change in the mindset of the roles of women and men in the community. Women are starting to go out to work and are more willing to discuss when support is needed with their husbands.</p> <p><b>Vietnam:</b> Most women workers and their husbands make all decisions together, including financial-related issues. Now, gender equality has been promoted in the community, and family members have achieved a high awareness of gender equality. Only a few families still perceive women as less important than men.</p>



		men's roles and masculinity and workplace power dynamics frequently compound the experience and habituation to violence.	
<b>Intermediate / lower-level outcomes</b>			
I.1 Individual women workers have improved critical awareness, knowledge and leadership skills	# and % of workers who are aware of their rights and entitlements at work	<p><b>Bangladesh:</b> Women garment workers have significant knowledge and awareness of their rights in the workplace. They have learnt to confront threats, violence, social oppression and powerful capitalist forces to defend their fundamental rights. However, some women are not interested in taking a leadership role due to the fear of harassment if they become leaders.</p> <p><b>Indonesia:</b> The majority of women garment workers do not know about the contents of the labor code, regulations related to insurance, benefits that worker must receive based on the rules. Half of women workers rated themselves as having confidence</p> <p><b>Vietnam:</b> The knowledge and awareness of workers about their rights is limited. Only few women workers fully understand the policies of benefits for workers and most of them have not received the training such as labor safety, domestic violence prevention, communication skills, etc. In general, the communication and leadership skills of female workers are weak, so there is a lack of confidence to accept opportunities or to improve and develop themselves.</p>	<p><b>Bangladesh:</b> Most women workers have more knowledge and awareness of their rights and can raise their concerns more confidently. They are equipped with skills and certainly believe that women can be in leadership roles.</p> <p><b>Indonesia:</b> Women workers have understood their rights and become more aware and confident to speak up to exercise their rights. They have improved their leadership skills both at home and in the workplace.</p> <p><b>Vietnam:</b> Gender equality is promoted and their knowledge and awareness have improved. Women workers have confidence to be in leadership roles since they have better understanding of women's needs. There are some initiatives led by women, such as regarding the protection of workers' rights and benefits, the suggestion of better working procedures, etc.</p>
	# and % of women who demonstrate critical consciousness of the barriers they face in their lives		
	# and % of women who have increased confidence in their ability to address barriers in their personal and professional lives.		
	# and % of women who report improved soft and life skills		
	# and % women who have improved leadership skills		
	# and % of women who have taken on leadership positions with examples		
I.2 EKATA members have developed group solidarity, provide peer support, and have devised an action plan to improve respect for rights and wellbeing.	# EKATA groups that have taken collective action to promote their rights with examples	<p><b>Bangladesh:</b> The female workers are not united and have little collective voice. They hardly complain or collectively pursue an issue except sometimes pleading with management for a sick coworker's leave. Consequently, the management show little interest to promote them to responsible positions.</p> <p><b>Indonesia:</b> The involvement of women workers in social and political activities in the workplace and community is low. It may be because</p>	<p><b>Bangladesh:</b> Few women's groups are known by women workers. They deal with the problems that women workers were hesitant to express earlier. It is seen that the women's group is gradually moving towards success.</p> <p><b>Indonesia:</b> Woman workers have formed groups based on their interests such as sewing, empowerment etc. They support each other through group activities.</p>
	# of 'horizontal linkages' established with worker and women's rights organisations and movements with examples		

		<p>the workers consider that the company is good enough to pay attention to them. Relatively high participation is in the activities of a group of friends.</p> <p><b>Vietnam:</b> Female workers are mainly involved in production and union activities in the factory. When any problem occurs in their life, they usually solve problems by themselves and they never or rarely give their opinion at work. The main reason is that most female workers are less involved in activities related to protecting workers' interests.</p>	<p><b>Vietnam:</b> The activities regarding women workers' rights and labour law are effective because workers have realized what they need and what they have not been given by the company, such as resting time and paid maternity leaves. They learn how to raise their voice if the company does not provide benefits according to the laws. The meeting or group discussion is the most useful activity. Workers can share their opinions and problems. They can collectively raise concerns with the company.</p>
<p>1.3 Worker Participation Committees are established with capacitated representatives, and are a forum through which workers can have a voice, present demands and get them resolved.</p>	<p># WPC representatives who have improved leadership skills with examples</p> <p># of issues raised by workers through WPCs with examples</p>	<p><b>Bangladesh:</b> The complaint handling mechanism present in the factory from the supervisors and the WPC members. Typical problems, such as health-related issues, were brought to the supervisors and WPC members.</p> <p><b>Indonesia:</b> Usually, the first step taken is to give a warning when disputes happened. If it is not successful, then it involves HRD to resolve the problem. However, around half of female workers think that the company does not have policies related to anti-violence and discrimination in the workplace and cases were often not reported.</p> <p><b>Vietnam:</b> Women workers have less time to join social activities and participate in decision-making for some issues. Some of the factors that are barriers to participating or sending their speech in the decision-making process and the factory's operation, such as communication and conflict resolution skills, are limited.</p>	<p><b>Bangladesh:</b> There are sessions to raise awareness of women workers and increase the respect and dignity of women in the family, workplace, and community through social dialogue with community leaders, government representatives, and other organizations within the community.</p> <p><b>Indonesia:</b> Women can voice their concerns and demands through a suggestion box and speak to supervisors directly. Problems related to the job are discussed with the supervisor, and issues related to management are through the suggestion box.</p> <p><b>Vietnam:</b> Most women workers raise their concerns regarding working conditions, such as working hours, break time, overtime shifts, reproductive laws, sick leaves, food, and working environments. Some share their problems via dialogue sections or discussion with the company's board once every 3-4 months, while some raise through the team leader.</p>
<p>2.1 Employers adopt more positive gender norms</p>	<p># and % of managers and supervisors who have more gender-equitable attitudes</p>	<p><b>Bangladesh:</b> The attitude of employers and WPC members was upright to maintain a good relationship with the workers. They often asked workers about their working environment and mental conditions as another way to create good relations.</p>	<p><b>Bangladesh:</b> Some supervisors do not treat men and women equally, whereas others are gender-sensitive and respect women workers. The attitude towards women is improving.</p> <p><b>Indonesia:</b> The attitudes of employers have positively changed</p>

		<p><b>Indonesia:</b> There are some discrimination and harassment towards women workers. There was no record of the relationship between employers and workers.</p> <p><b>Vietnam:</b> The majority of women workers talk positively about the leader. Only some faced a dissension issue with their employers, and some reported that the company leaders do not take care of their life.</p>	<p>since a better communication channel has been adopted. Employers encourage workers, both women and men, equally to be in leadership positions based on the requirement needed for that position.</p> <p><b>Vietnam:</b> Women and men are treated equally. The company encourage women into leadership positions such as manager and team leader. Employers support women workers in professional development and are often sent to professional development classes.</p>
3.I Local authorities and service providers support worker-led activities and link to EKATA groups	# of service providers who link to EKATA groups with examples	<p><b>Bangladesh:</b> Women garment workers have access to the service providers in the workplace but not within their community. Respective authorities and the locals can address and solve the problems. However, they don't have any communication with government officers.</p> <p><b>Indonesia:</b> The basic services that are usually most accessed by female workers in health services. While other services such as legal services, psychology, skills services, and life skills are not widely accessed by women workers.</p> <p><b>Vietnam:</b> The legal and state policies system related to the care and protection of women workers' interests are pretty adequate. The access to service providers for women workers such as health care services, legal advice, financial services, psychological counseling, but only a few has access to the mentioned services.</p>	<p><b>Bangladesh:</b> Most women workers are aware of the support service available in their area. If one has faced a problem, they can seek help from a service provider. Now, the service providers promoted by the labour unions go door to door to collect information from workers.</p> <p><b>Indonesia:</b> The support services help mediate between workers and the employer and investigate the case of violation. Women workers who participated in EKATA training know the official procedures in raising their concerns through the labor union available at the company and the independent labor unions.</p> <p><b>Vietnam:</b> The service providers support, listen, advise, or if they cannot help, guide workers to go to higher positions. If the case is beyond their power, they will advise and guide workers to bring the case to higher levels. The effectiveness of support services depends on the situation.</p>
4.I Government officials have improved awareness and commitment to tackling the priority issues of women workers	# government and local authority officials who make commitments to supporting the rights of women garment workers	<p><b>Bangladesh:</b> There are challenges to uplift women workers in society due to existing social norms. All key stakeholders must be able to take responsibilities inside and outside the factory wall, which will ensure workers' wellbeing.</p> <p><b>Indonesia:</b> Most female workers do not know about the contents of the labor code, regulations related to insurance,</p>	<p><b>Bangladesh:</b> The interviewees do not know about the strengthening of laws and policies, but they are aware that many government agencies and private organizations in the country are working to strengthen the rights of women workers.</p> <p><b>Indonesia:</b> The awareness was raised, and local authorities have supported women as a priority. There is a significant change in how the</p>

		<p>benefits that workers must receive based on the rules. Very few women workers clearly understand or can propagandize to everybody about the regulation related benefits for employees follow the law. There was no record of prioritizing these issues.</p> <p><b>Vietnam:</b> The government officials supervise the implementation of the labor law and ensure the interests of the workers, the labor and trade unions. Local authorities create conditions for enterprises operating in the area to ensure the rights of women workers, coordinate activities of capacity building, legal advice, etc.</p>	<p>women workers of the EKATA group conduct themselves in their workplace. They are more open to express their thoughts and at the household level, and the household responsibilities are shared with their husbands.</p> <p><b>Vietnam:</b> There was an evident change from the perspective of the government. There have been more policies for women. The roles of women within the family are positively changed. The husband support and encourage the wife to have more initiatives and participate in the project's activities.</p>
5.1 Men and boys support women workers activities to improve wellbeing.	# of men and boys who have more gender-equitable attitudes	<p><b>Bangladesh:</b> Support should be given to women in both private and public spheres. In reality, women took the responsibilities of her family as well and did not get enough support from their husbands and community.</p> <p><b>Indonesia:</b> There is very little support from home or within the community in terms of sharing household responsibilities. These women, with limited knowledge and social capital, have to struggle to meet the expectations of these varied roles. Only a small proportion of them was involved in trade union activities, and the rest only participated in the factory.</p> <p><b>Vietnam:</b> Women and men mostly have an equal share of household responsibilities and decision-making at home. Men supported women to go to work outside while they are helping mor with the housework.</p>	<p><b>Bangladesh:</b> Men workers support women in creating a safe environment at work. Women need to be treated equally in their workplace. Employers and supervisors must approve leave if women workers are sick.</p> <p><b>Indonesia:</b> Men understand gender equality and show more support at home, especially household responsibilities. They support women in participating in the training to gain more knowledge. Also, they developed a mutual understanding with their wives as well as having better communication.</p> <p><b>Vietnam:</b> Men and women have an equal share of decision-making and household responsibilities. Women are encouraged and raise their voices in community activities. At work, men are willing to help even it is not their duty. Men workers respect and support women leaders because women are promoted based on their talents.</p>

### 7.3 Survey questionnaire

**SURVEY**

[June, 2021]

Version: **FINAL**

Date stamp	Time stamp	Name of interviewer
------------	------------	---------------------

#### INFORMED CONSENT

Thank you for agreeing to talk with me today. I'd like to introduce myself – I am **(NAME)** from **(ORGANISATION)**. We are conducting a study on EKATA participation and labour conditions. It would be very helpful if you could share information about your most recent experience. There are no right or wrong answers, so please give us your honest opinion. Any information collected from you will be kept strictly confidential. We will not use your name, address or any other personal information by which you could be identified. Your participation in the interview is voluntary and you can withdraw any time.

Do you have further questions about this survey? **CLARIFY AND CONFIRM UNDERSTANDING**

Do you understand and give your consent to be interviewed for the study? **IF YES CONTINUE**

#### A. SCREENING

##### A1 RECORD COUNTRY

Bangladesh	1
Indonesia	2
Vietnam	3

#### SHOW CARD1

A2 How old are you? **(SA)**

Below 18 years	1	<b>STOP</b>
18 – 24 years	2	
25 - 29 years	3	
30 - 34 years	4	
35 – 39 years	5	
40 – 44 years	6	
45 or older	7	

#### BANGLADESH

A3a Have you participated in community based EKATA activities or factory based activities? **(MA)**

Yes, EKATA	1	<b>STOP</b>
Yes, factory	2	
No	3	

#### INDONESIA AND VIETNAM

A3b Have you participated in community based EKATA activities?

Yes	1	<b>STOP</b>
No	2	

**SHOW CARD 2**A4 How often did you participate in EKATA activities? **(SA)**

Never	1	<b>STOP</b>  <b>CONTINUE</b>
Weekly	2	
Every two weeks	3	
Every month	4	
Less often	5	

**B. EKATA AND COMMUNITY PARTICIPATION**B1 When did you first join the EKATA group activities? **(SA)**

This year 2021	1
Last year 2020	2
In 2019	3
In 2018	4

B2 In these meetings do you ask questions and participate in discussions? **(SA)**

Never	1
Sometimes	2
Often	3

B3 Do you currently hold a position as a board or committee member?

Yes	1
No	2

**SHOW CARD 3**B4 Which of the following topics did the EKATA activities cover? **(MA)**

Labour law	1
Employee entitlements	2
Workplace sexual harassment	3
Gender equality	4
Domestic violence prevention	5
Reproductive health	6
Workplace safety	7
Financial skills	8
Leadership skills	9
Negotiation skills	10
Other ( <b>SPECIFY</b> )	11

B5 How relevant have the EKATA activities been to you? **(SA)**

Very relevant	1
Somewhat relevant	2
Less relevant	3

**SHOW CARD 4**B6 As a result of the EKATA activities, have you ever raised concerns with your employer in any of the following ways? **(MA)**

Made a request for change	1	<b>CONTINUE</b>
Formal complaint	2	
Protest	3	
Strike	4	
Other ( <b>SPECIFY</b> )	5	
No	6	<b>GO TO B8</b>

B7 Did you take action for yourself, for someone else or on behalf of a group? (**SA**)

Myself	1
Someone else	2
A group	3

B8 Has a female work colleagues ever raised concerns with your employer on your behalf or on behalf of a group you are part of?

Yes	1	<b>CONTINUE</b>
No	2	<b>GO TO B11</b>

#### SHOW CARD 5

B9 What the issue about? (**MA**)

Salary	1
Work entitlements	2
Worker benefits	3
Workplace improvement	4
Sexual harassment	5
Worker safety	6
Other ( <b>SPECIFY</b> )	7

B10 Was the issue resolved?

Yes	1
No or don't know	2

B11 If you needed to raise concern with your employer, how comfortable would you feel about doing so in the following ways? (**SA**)

		<b>Very comfortable</b>	<b>Somewhat comfortable</b>	<b>Not comfortable</b>
A	Do it myself	1	2	3
B	Do it on behalf of a group	1	2	3
C	Someone else did it for me	1	2	3

B12 In your workplace, how many women do you know personally, meaning you sometimes talk to them about private things?

B13 How many women of the women you know personally have ever raised concerns with your employer, either for themselves or on behalf of others? **IN NONE PUT '0'**

**SHOW CARD 6**

B14 Are the EKATA group activities supported by the following groups in any way? **(SA)**

		<b>Often</b>	<b>Sometimes</b>	<b>Never</b>	<b>Don't know</b>
A	Employers	1	2	3	4
B	Local authorities	1	2	3	4
C	Male family members	1	2	3	4
D	Workers organizations	1	2	3	4



**SHOW CARD 7**

B15 To what extent have men in your community, family or friends, supported you in the following ways? **(SA)**

		Often	Sometimes	Never	Don't know
A	Participated in EKATA training	1	2	3	4
B	Supported women to voice concerns	1	2	3	4
C	Supported gender equality at work	1	2	3	4
D	Creating a safer work environment	1	2	3	4
E	Supported gender equality at home	1	2	3	4

B16 Apart from EKATA, are you currently a member of any other community-based organization?

Yes	1	<b>CONTINUE</b>
No	2	<b>GO TO C1</b>

**SHOW CARD 8**

B17 Which of the following organizations are you a member of? **(MA)**

Community Saving Group	1
Religious organization	2
Women's organization	3
Parent association	4
Health Support Group	5
Cultural or sports group	6
Other <b>(SPECIFY)</b>	7

**SHOW CARD 9**

B18 How often do you participate in meetings? **(SA)**

Never	1
Weekly	2
Every two weeks	3
Every month	4
Less often	5

<b>C. GENDER EQUALITY</b>
---------------------------

**SHOW CARD 10**

C1 In your household who is responsible for the following domestic work activities? **(SA)**

		Mostly men	Shared	Mostly women	Not applicable
A	Taking care of children	1	2	3	4
B	Preparing food	1	2	3	
C	Cleaning the house	1	2	3	
D	Washing clothes	1	2	3	
E	Taking care of sick relatives or elderly	1	2	3	4

**SHOW CARD 11**

C2 In your household who is the main decision maker for the following? **(SA)**

		Mostly men	Shared	Mostly women	Not applicable
A	Household finances	1	2	3	
B	Major purchases	1	2	3	
C	Schooling for children	1	2	3	4
D	Marriage	1	2	3	
E	Borrow money	1	2	3	
F	Family Business or farm	1	2	3	4

#### SHOW CARD 12

C3 Who in your workplace make decisions regarding the following? (SA)

		Mostly men	Shared	Mostly women	Don't know
A	Opportunity for promotion	1	2	3	4
B	Workplace safety	1	2	3	4
C	When to work overtime	1	2	3	4
D	Workplace facilities	1	2	3	4
E	How to voice complaints	1	2	3	4

#### D. WORKPLACE ENGAGEMENT

D1 Have you joined any trade union or workers association? (MA)

Trade union	1	CONTINUE
Worker association	2	
Health and safety committee	3	
No	4	GO TO E1

#### SHOW CARD 13

D2 How often do you participate in meetings? (SA)

Never	1	GO TO E1
Weekly	2	CONTINUE
Every two weeks	3	
Every month	4	
Less often	5	

D3 In these meetings do you ask questions and participate in discussions? (SA)

Never	1
Sometimes	2
Often	3

D4 Do you currently hold a position as a board or committee member?

Yes	1
No	2

D5 Is there a place in or around the workplace where you can hold meetings?

Yes	1
No	2

<b>E. WORK CONDITIONS</b>
---------------------------

E1 How many years have you worked in the garment sector?

E2 How many years have you worked in your current factory?

	Years
	Years

E3 Do you recall signing a work contract for your current job or was it a verbal agreement? **(SA)**

Written contract	1
Verbal agreement	2
None	3

E4 Do you have full time or part time employment, seasonal or on a temporary basis? **(SA)**

Full time	1
Part time	2
Seasonal	3
Temporary, daily work	4

E5 How many days per week do you normally work? **(SA)**

1	2	3	4	5	6	7	<b>Days per week</b>
---	---	---	---	---	---	---	----------------------

E6 Do you have a choice about working overtime?

Yes	1
No, it is required	2

E7 How many hours per day do you normally work including overtime?

	<b>Hours per day</b>
--	----------------------

E8a Are you normally paid monthly, weekly or daily **(SA)**

Monthly	1
Weekly	2
Daily	3

E8b How much money are you normally paid from your employer each month/week/day including overtime?

E8c Last month, how much extra did you get for overtime? **IF NONE WRITE '0'**

<b>E8a</b>	
<b>E8b</b>	

**E8d SELECT CURRENCY (SA)**

Bangladesh Taka	1
Indonesian Rupiah	2
Vietnamese Dong	3

**SHOW CARD 14**

E9a Which of the following are you entitled to have by law? **(MA)**

**SHOW CARD 15**

E9b Which of the following do you get in your current job? **(MA)**

	<b>E9a</b>	<b>E9b</b>
Paid holidays or annual leave	1	1
Paid sick leave	2	2
One-day off per week	3	3
Overtime pay if working more than 8 hours	4	4
Paid maternity leave	5	5
None	6	6

E10 Are you enrolled in any government or private sector health benefit scheme? **(MA)**

Social security	1
Private health insurance	2
Other <b>(SPECIFY)</b>	3
No	4

**SHOW CARD 16**

E11 What equipment and facilities does your employer provide? **(MA)**

Separate bathroom for men and women	1
Drinking water	2
Lunch	3
Uniform or protective clothing	4
Break time place	5
Medical staff	6
Child care	7
Nursing room for mothers	8
Worker housing	9
Praying room	10
Transportation	11
None	12

E12 In the past 12 months, has work conditions become worse, no change or become better?**(SA)**

Worse	1	<b>GO TO E14</b>
No change	2	

Better	3	CONTINUE
--------	---	----------

### SHOW CARD 17

E13 What work conditions have become better? **(MA)**

Wages	1
Work hours	2
Leave days	3
Overtime pay	4
Work safety	5
Work equipment and facilities	6
Maternity leave	7
Sick leave	8
Better relations with supervisor or manager	9
Other <b>(SPECIFY)</b>	10

### SHOW CARD 18

E14 To what extent do you agree or disagree with the following **(SA)**

		Strongly disagree	Disagree	Agree	Strongly agree	Don't know
A	You have the skills needed to achieve your future goals	1	2	3	4	5
B	You feel confident about achieving your future goals	1	2	3	4	5
C	You have the skills needed to apply for a leadership position at work	1	2	3	4	5
D	You feel confident to apply for a leadership position at work	1	2	3	4	5
E	All women in your workplace have equal opportunity to be promoted to a leadership position	1	2	3	4	5
F	Your supervisor or manager would support you being promoted to a leadership position	1	2	3	4	5
G	Your male colleagues would support you being promoted to a leadership position	1	2	3	4	5

### SHOW CARD 19

E15 Since the Coronavirus outbreak, what precautions have been taken in your work place? **(MA)**

Information on how to protect myself and others	1
Social distancing in work place	2
Hand washing facilities installed	3
Hand sanitizer provided	4
Masks provided	5
Shorter or flexible work hours	6
Working from home	7
None	8

**SHOW CARD 20**E16 How has the coronavirus affected you and your family? **(MA)**

Loss of job	1	<b>CONTINUE</b>
Unable to work	2	
Loss of income	3	
Family member quarantined	4	<b>GO TO F1</b>
Food shortage	5	
Children unable to attend school	6	
Increased stress/conflict	7	
Other ( <b>SPECIFY</b> )	8	
None	9	

E17 How much income did you lose last month? **IF NONE WRITE '0'**

**F. SEXUAL HARASSMENT AND SUPPORT****SHOW CARD 21**F1 Have you ever seen or heard any of the following happening in your workplace? **(MA)**

Discrimination based on sex	1
Discrimination based on sexual orientation	2
Joking about sex	3
Show pornographic pictures	4
Verbal sexual harassment like 'cat-calling' or making inappropriate comments	5
Verbal abuse	6
Making inappropriate sexual suggestions	7
Physical sexual harassment like groping or kissing	8
Rape	9
None	10

F2 Does your employer have an anti-harassment and discrimination policy in place? **(SA)**

Yes	1	<b>CONTINUE</b>
No	2	<b>GO TO F4</b>
Don't know	3	

F3 How many years has it been in place?

Don't know	99

F4 Does your employer have a formal complaint process in place? **(SA)**

Yes	1
-----	---

No	2
Don't know	3

F5 In the past 12 months, have you or someone you know been harassed or discriminated against at work?

Yes	1	<b>CONTINUE</b>
No	2	<b>GO TO F8</b>

**SHOW CARD 22**

F6 Where did they seek help? **(MA)**

Friends or family	1
Employer or manager	2
Community leader	3
Government authorities	4
Police	5
NGO or UN agency	6
Trade union or worker association	7
Other <b>(SPECIFY)</b>	8
None	9

F7 And was the problem resolved? **(SA)**

Yes	1
No	2
Don't know	3

F8 In your opinion, has the situation regarding harassment and discrimination become worse, not changed or become better in the past 12 months? **(SA)**

Worse	1
No change	2
Better	3

**G. DEMOGRAPHICS**

**SHOW CARD 23**

G1 What is your current level of education? **(SA)**

Never attended school	1
Primary school grade 1-6	2
Middle school grade 7-9	3
High school grade 10-12	4
Vocational education	5
Diploma, University or higher education	6

G2 What is your marital status? **(SA)**

Single	1
Married	2
Divorced	3
Widowed	4

G3 Do you have children?

Yes	1
No	2

G4 Do you belong to a minority ethnic group?

Yes	1
No	2

G5 What is your religion?

Muslim	1
Hindu	2
Christian	3
Catholic	4
Buddhist	5
Other	6

#### SHOW CARD 24

G6 Do you have any difficulty with any of the following? **(MA)**

Walking or going up stairs	1
Seeing, even if wearing glasses	2
Hearing, even if using a hearing aid	3
Remembering or concentrating	4
Communicating in your native language	5
Washing or dressing	6
Severe headaches	7
Persistent back, shoulder or neck pain	8
Persistent numb hands or feet	9
None	10

#### SHOW CARD 25

G7 Which of the following best describes the financial situation of your household? **(SA)**

Money is sometimes not enough to buy food	1
Money is enough for food, but sometimes not enough to buy new clothes	2
Money is enough to buy food and new clothes, but not enough to buy a new television, refrigerator or a washing machine	3
Money is enough to buy home appliances, but we can't buy a new car	4
Money is enough for everything but not to buy a house or apartment	5
We could afford to buy a house or apartment if we needed	6



- G8 In case I have missed anything and need to contact you, what is the mobile number I can reach you on? **DO A MISSED CALL TO CONFIRM NUMBER**

Name	
Phone	

- G9 You have been selected for an extension interview and we would like to ask you just a few more questions? Do you agree to participate?

Yes	1	<b>SELECT FOR POTENTIAL EXTENSION INTERVIEW</b>	
No	2	<b>THANK YOU FOR YOUR TIME</b>	

## 7.4 FGD Moderator guide

**FGD MODERATOR GUIDE**

**(May, 2021)**

**FINAL**

<b>No of participants</b>		<b>Location</b>			
<b>Date</b>	____ / ____ / 2021	<b>Time begin</b>		<b>Time ended</b>	

### DECLARATION

I confirm that I have checked that the moderator guide meets and was carried out in accordance with the ESOMAR guidelines and instructions supplied to me for this study. I understand that the information given to me during the interview must be kept confidential.

Signed by moderator: \_\_\_\_\_

### Criteria for recruitment

- Boy group (age 15-17 years old) and men group (age 18 years and above)
- Have participated in project trainings or activities
- Each group must consist of 6-8 participants
- Agreed and give verbal consent

**FOR MODERATOR:** Stimulate discussion, focusing on the topics listed in a guide and ensuring all participants participate actively.

Make sure participants sit in a way you can see all their faces so you can see their body language and facial expressions.

### INTRODUCTION (5 min):

Thank you for spending the time talking with me today. I'd like to introduce myself – I am (NAME) from (ORGANISATION)

We really do appreciate you giving us your time today. We are currently undertaking an end-line evaluation of the Worker Well-Being Project in Bangladesh, Indonesia and Vietnam running from January 2018 through June 2021. The findings from the study will be used by CARE International to assess change and impact resulting from the Worker Well-being Project. The purpose of this project is to improve wellbeing for garment workers through access to dignified working conditions, legal and social protections and gender equitable relationships. It will be very helpful to hear about your work and experience with this project.

I will record our discussion so I can concentrate on what you are saying. There are no right or wrong answers, so please give us your honest opinion. The recording will only be used for internal processing purposes. Your record will not be shared with anybody except people from our research team.

Please be assured that anything you say is confidential and your participation is completely voluntary, you can withdraw at any time. Do you have further questions about this interview? **(MAKE CLARIFICATION AS NEEDED)**

Do you understand and give your consent to be interviewed? **IF YES CONTINUE**

## START TAPE

### WARM-UP QUESTIONS (5 min):

**FOR MODERATOR:** Warm-up questions should be very brief and should not consume much time. Just for participants to feel comfortable speaking.

Let's start and please briefly introduce yourselves including:

- Name
- Place of living
- Work or main activity

### SUPPORT PROVIDED BY MEN AND BOYS: 25 min

- What does your typical day look like?  
Probe 1: Does your work required you to travel out of your local community?
- How long have you been participating in the Worker Well-being project?
- What are the trainings or activities that you participated in since the beginning?
- What is the most useful lesson that you have taken from the trainings or activities?
- To what extent have you applied the trainings and activities into everyday lives?

### UNDERSTANDING GENDER NORMS: 50 min

- How many women and girls in your household?  
Probe 1: Who is the breadwinner? (Breadwinner: any family members who earn money to support their family)

#### At household and community:

**FOR MODERATOR:** In this section, I would like you to describe roles among members on different household duties in your household separated by sex.

#### ACTIVITY 1:

1. I will hand out 2 different colors of sticky notes, each represent men and women household members
  2. In 5 minutes, write down all of your roles in the household on the assigned color paper. **EACH IDEA PER ONE NOTE**
  3. Place your paper on the board. **ASK PARTICIPANTS TO STICK IT ON THE BOARD**
  4. Have participants elaborate on their answers
- To what extent do you think your current share of household duties are suitable for each member?  
Probe 1: Who should be the main responsibility of household duties? Why?

- How are financial decisions in the household made when it comes to financial decision such as buying or selling household items and children-related issue such as schooling and care?  
Probe1: Who is involved? How are they involved?
- What are the roles of women in your community?  
Probe 1: How about men? How do you provide supports for women at home?  
Probe 2: To what extent are you aware of existing women's group in your community?
- In your opinion, what are the gender norms that should be changed? Why?
- From your perspective, have there been any changes in gender norms and roles at household and community level? Please give examples.  
Probe 1: In your thought, why has this change happened?

**At workplace:**

- From your point of view, what are the challenges and difficulties that women face in the workplace?  
Probe 1: Have you experienced these challenges as men?
- What kind of protections and supports do women workers need at the workplace? Why? How do you provide supports for women at the workplace?  
Probe 1: To what extent have you engaged to support women to voice their concerns? How?  
Probe 2: What action was taken by the employer or supervisor? Please give examples.
- What are the positive changes about well-being of women workers that you are aware of?
- Is there any initiative in your workplace led by women?  
Probe 1: If yes, what is it? What do you think of the initiative? If not, why?
- How often that women in your workplace get promoted or posit in the managerial positions?  
Probe 1: Do you think women workers can be good managers/ leaders? Why, why not?  
Probe 2: In your opinion, what should be done to increase the chance of women's advancement at the workplace?
- How would you describe attitudes by your employers in terms of encouraging women into leadership positions? Do you think these attitudes have changed at all?
- How would you describe your own attitude towards women in leadership positions? Do you think this attitude has changed at all?

That is the end of my questions. Is there anything else you would like to add?

**THANK YOU FOR YOUR COOPERATION**

## 7.5 KII Moderator guide

**KII MODERATOR GUIDE**

(May, 2021)

**FINAL**

<i>Respondent full name</i>		<i>Location</i>			
<i>Date</i>	____ / ____ / 2021	<i>Time begin</i>		<i>Time ended</i>	

<b>DECLARATION</b>
I confirm that I have checked that the moderator guide meets and was carried out in accordance with CARE's guidelines and instructions supplied to me for this study. I understand that the information given to me during the interview must be kept confidential.
Signed by moderator: _____

### INTRODUCTION

Thank you for spending the time talking with me today. I'd like to introduce myself – I am (NAME) from (ORGANISATION)

We really do appreciate you giving us your time today. We are currently undertaking an end-line evaluation of the Worker Well-Being Project in Bangladesh, Indonesia and Vietnam running from January 2018 through June 2021. The findings from the study will be used by CARE International to assess change and impact resulting from the Worker Well-being Project. The purpose of this project is to improve wellbeing for garment workers through access to dignified working conditions, legal and social protections and gender equitable relationships. It will be very helpful to hear about your work and experience with this project.

I will record our discussion so I can concentrate on what you are saying. There are no right or wrong answers, so please give us your honest opinion. The recording will only be used for internal processing purposes. Your record will not be shared with anybody except people from our research team.

Please be assured that anything you say is confidential and your participation is completely voluntary, you can withdraw at any time. Do you have further questions about this interview? **(MAKE CLARIFICATION AS NEEDED)**

Do you understand and give your consent to be interviewed? **IF YES CONTINUE**

### WARM-UP QUESTIONS

- Tell us a little bit about your overall role and your organization.
- What is your role or relation in the Worker Well-Being project?
- What activities have you been involved since the beginning of the project?

- To what extent does COVID-19 have impact on women garment workers?

Probe 1: What about the impact on the project in your country?

## STRENGTHEN DUTY-BEARER RESPONSIVENESS

- How would you describe living and working conditions of women garment workers?
- To what extent are you aware of any concerns raised by women garment workers in the workplace?  
Probe 1: What are their common concerns at the workplace? How are their concerns raised and by whom?  
Probe 2: How about at home and community level?
- In your opinion, to what extent is well-being for garment workers a significant issue in your community? Are there any changes in the well-being of women workers since the start of the project? How?
- What do you recommend to improve living and working conditions for women garment workers?
- How effective has the project been in promoting gender equality between men and women?  
Probe 1: How about in making decision on financial-related issue in household level?
- Probe 2: How about promoting the well-being of women workers as priority? What changes in gender roles do you see in the household and community level? Give examples.  
Probe 1: Do you think attitudes around the roles and responsibilities of men and women have changed? Please explain your answer.
- In your opinion, who are the actors that should be involved for a long-term sustainability of the project?

### EMPLOYER ONLY

- Have women garment workers raised their workplace concerns since the start of the project?  
Probe1: what are common demands raise by them?
- To what extent do you respond to workers' demand? Give examples.  
Probe 1: What changes to the workplace have been made since the start of the project?
- How engaged are women workers in sharing their concerns?  
Probe 1: Do you think women's participation and engagement in workplace concerns has increased or decreased since the start of the project? Please give examples.
- What was the most relevant lesson you took from the training activities in the project? Have you taken any actions based on this training?  
Probe 1: What would have made the training activities in more useful to you?
- To what extent do you think the training activities helped you to better understand workers' rights and needs? How?

- Is there any initiative in your workplace led by women?  
Probe 1: If yes, what is it? What do you think of the initiative? If not, why?
- How would you describe attitudes in this workplace in terms of encouraging women into leadership positions?
- How would you describe your attitude towards women in leadership? Do you think this attitude has changed at all?

## LAW AND POLICY COVERAGE

- What are the existing laws and national policies regarding the rights of women in the workplace?
- So far, what has been done in your country to strengthen the laws and policies for women garment workers?
- To what extent do you know about *The ILO Convention on Eliminating Violence and Harassment in the World of Work (C190)*?
- What has been done in your country to ratify *ILO convention C190*?
- In your opinion, how effective are the existing laws and national policies in your country?  
Probe 1: What could be done to strengthen the existing laws and policies?
- Do you think the project has contributed to changes in public policy? Please give examples.  
Probe 1: Which project activities do you think were most effective in contributing to these changes.  
Probe 2: Have government, local actors made (or renewed) commitments to promoting rights of women garment workers? What are their policies or commitments?
- In your opinion, apart from laws and policies, are there any other advocacy from the project?  
Probe 1: How effective are they? Give examples.

## ACCESS TO SUPPORT SERVICES

- Do you think workers are aware of, and understand, their rights at home, workplace, and community?
- To what extent are workers aware of the support services available in their areas?  
Probe 1: How do workers be informed and updated about where and how to seek for support?
- To what extent do workers seek help from these service providers?
- What are the reasons that workers do not seek assistance when they have concerns? What are the main barriers?
- What are the other labour organizations active in the area? What kind of activities do they engaged in?
- How effective are the support services currently available for women garment workers?
- To what extent are the available support services able to help workers solve their problems? What kind of remedies are usually provided to workers?

Probe 1: Are they service providers aware of gender sensitivity?

- What measures are in place to ensure protection of workers taking action from negative repercussions from their employers?
- Do workers usually have confidence that taking action will bring about practical action to meet their needs and respond to their concerns?
- What recommendations do you have for improving access to support services for women garment workers?

**THANK YOU FOR YOUR COOPERATION**



## 7.6 IDI Moderator guide

**IDI MODERATOR GUIDE**

(May, 2021)

**FINAL**

<i>Respondent full name</i>		<i>Location</i>			
<i>Date</i>	____ / ____ / 2021	<i>Time begin</i>		<i>Time ended</i>	

DECLARATION
I confirm that I have checked that the moderator guide meets and was carried out in accordance with the CARE's guideline and instructions supplied to me for this study. I understand that the information given to me during the interview must be kept confidential.
Signed by moderator: _____

### CRITERIA:

- Women garment worker
- Have fully participated in project (trainings and activities)

### INTRODUCTION

Thank you for spending the time talking with me today. I'd like to introduce myself – I am (NAME) from (ORGANISATION)

We really do appreciate you giving us your time today. We are currently undertaking an end-line evaluation of the Worker Well-Being Project in Bangladesh, Indonesia and Vietnam running from January 2018 through June 2021. The findings from the study will be used by CARE International to assess change and impact resulting from the Worker Well-being Project. The purpose of this project is to improve wellbeing for garment workers through access to dignified working conditions, legal and social protections and gender equitable relationships. It will be very helpful to hear about your experience with this project.

I will record our discussion so I can concentrate on what you are saying. There are no right or wrong answers, so please give us your honest opinion. The recording will only be used for internal processing purposes. Your record will not be shared with anybody except people from our research team.

Please be assured that anything you say is confidential and your participation is completely voluntary, you can withdraw at any time. Do you have further questions about this interview? **(MAKE CLARIFICATION AS NEEDED)**

Do you understand and give your consent to be interviewed? **IF YES CONTINUE**

## **WARM-UP QUESTIONS**

- Tell us about your role and what you do on a daily basis. What does your typical day look like?
- Please describe your work and living conditions
- How long have you been participating Worker Well-being project?

## **PROJECT ACTIVITIES AND OUTCOME**

- How often have you participate in the program activities?  
Probe 1: What are the training activities have you participated in?  
Probe 2: What are the key takeaways/lessons from those training activities? Have you taken any actions based on the training activities?
- To what extent do you find the trainings or activities useful?  
Probe 1: In your opinion, which activity is considered most useful and effective? Why?  
Probe 2: To what extent do you think it helped you to realize existing rights?  
**(BD ONLY):** What about the training activities held in the factories? Please give example
- To what extent have you applied the trainings and activities into everyday lives? Give examples.
- To what extent do the training activities help to improve your living conditions at home and at the workplace?
- To what extent do the activities contribute to create the changes at home, at workplace, and in the community?
- How did participants raise their concerns and demands in each of these spaces?
- What was the outcome of raising concerns? How were these concerns and demands received?
- How often do the company management and supervisors respond to women's complaints?  
Probe 1: How often can women participate in company's discussion with their supervisors and the company management? In what ways do women workers participate in these discussions?
- How often do women get promoted in the higher positions?
- Due to COVID-19, what have been done in order to continue the trainings and activities?
- What were other challenges you faced during your participation in the project?  
**(BD ONLY):** What about in the factories?
- What would you recommend that could be improved in the training session?  
**(BD ONLY):** What about in the factories?

## **UNDERSTANDING GENDER NORMS**

**At household and community:**

- To what extent do you think your current share of household duties are suitable for each member?  
Probe 1: Who should be the main responsibility of household duties? Why?
- How are financial decisions in the household made when it comes to financial decision such as buying or selling household items and children-related issue such as schooling and care?  
Probe1: Who is involved? How are they involved?
- What are the roles of women in your community?  
Probe 1: How about men?
- Are you a member of any women's group?  
Probe 1: What are the activities of the women's group in the community? Do you think the women's group is successful?
- In your opinion, what are the gender norms or roles that should be changed? Why?
- Do you think there have been any changes in gender norms and roles at household and community level recently? Please give examples.  
Probe 1: In your thought, why does this change happen?

**At workplace:**

- Have you participated in any activities that help to improve employment conditions? Which ones/ how often?  
Prompt: such as, bargaining with the company on wages, benefits, working environments, women's voice, etc.?
- From your point of view, what are the challenges and difficulties are you are facing in the workplace?
- What support do you need to address the challenges and barriers you face in the workplace? How do you voice your concerns and needs at the workplace?  
Probe 1: Do you receive support from men workers? If yes, how?  
Probe 2: What response was taken by the employer or supervisor?  
Do you think the wellbeing of women workers in your company has improved? Why, or why not?  
What still needs to change?
- Is there any initiative in your workplace led by women?  
Probe 1: If yes, what is it? What do you think of the initiative? If not, why?
- What are your career aspirations? How confident do you feel to pursue your career aspirations?  
Probe 1: What have you been doing to pursue your career progression?  
Probe 2: What would make a difference to your confidence or ability to pursue your career aspirations?
- How often that women in your workplace get promoted or posit in the managerial positions?  
Probe 1: In your opinion, what should be done to increase the chance of women's advancement at the workplace?

- How would you describe attitudes by your employers in terms of encouraging women into leadership positions? Do you think these attitudes have changed at all?
- How would you describe your own attitude towards women in leadership positions? Do you think this attitude has changed at all?

**For Bangladesh and Indonesia only:**

- How effective has the project been in promoting gender equality between men and women?  
Probe 1: How about in making decision on financial-related issue in household level?  
Probe 2: How about promoting the well-being of women workers as priority?
- What changes in gender roles do you see in the household and community level? Give examples.

**For Bangladesh only:**

- Have you noticed any changes in supervisors who have participated in Supervisor Training and Refresher Training? If so, what changes?
- How would you describe Supervisor's attitudes towards gender equality in the workplace?
- To what extent has men demonstrated support in regards with women participation in activities in the workplace?

**PROJECT SUSTAINABILITY**

- To what extent do you think the Worker Well-being Project improved and strengthened women's voice and action? Please explain your answer (in general and personally).
- To what extent do the project facilitate women in exercising their rights at home, workplace, and community? Prompt: Which rights, how?
- What will be your action in the community to make the project sustainable?
- What future support can the program or stakeholders provide?
- In your opinion, who are the actors that should be involved for a long-term sustainability of the project?
- What recommendations would you like to make in order to strengthen the Workers Well-being Project in the future?

**THANK YOU FOR YOUR COOPERATION**

## 7.7 IDI Moderator guide

### COVID-19 SAFETY PRECAUTIONS

#### During interview and recruitment



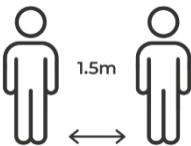
Wash hands or use hand sanitizer before and after each interview



Wear a mask at all times



Do not shake hands



Keep safe distance of 1.5 meters apart from others



Do not interview/recruit anyone if it is known that they have contracted the COVID-19 virus

#### Some practical tips:

1. Confirm that the respondent has not been in close contact with any individuals who have been infected.
2. Bring **disinfectant gel** and use it before each contact is being made.
3. If incentives are provided, **please ensure that they are sealed** before handing them out.