



Baseline Study for PACMUW Project In Vientiane Province

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Consultant:

Stefania Rossetti

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The views expressed in this publication do not necessarily reflect the views of CARE in Vietnam.



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ABBREVIATIONS

CSO	Civil Society Organisation
DW	Domestic Workers
FDI	Foreign Direct Investment
IPV	Intimate Partner Violence
JV	Joint Venture
GBV	Gender Base Violence
GW	Garment Workers
LLO	Legal Literacy Officer
LTU	Lao Trade Union
LWU	Lao Women's Union
NCAW	National Committee for the Advancement of Women
NGO	Non-Governmental Organisation
PACMUW	Protection of Marginalised Urban Women
PPG	Peer Protection Group
SW	Service Women

EXECUTIVE SUMMARY

The aim of this baseline is to survey and collect baseline data for PACMUW project sub impact groups of garment factory workers and entertainment workers in Sikhottabong, Sisathanak and Chanthabouly districts in Vientiane. This data paints a picture that describes the profile of the young migrant women that come to Vientiane trying to make a living for themselves and their families. The baseline role is to provide solid basal information.

This information extrapolated by the questionnaires will be utilised by CARE as a benchmark for future interventions and used to highlight changes and improvements that will take place in the course of this 4 year project. It is important that primary research is not discontinued, and that at mid-term review, another survey takes place, using similar methodology, to highlight differences and intervened changes

From the surveys conducted with garment workers in the factories it was observed that there is a certain degree of adherence to the minimum standards. **Decent work** is indeed an area of concern and even though improvements in areas such as minimum wage have taken place, with more equitable compensation for work, many grey areas still remain, such as overtime compensation, where between 60-80% of workers are not paid correctly and leave, where majority does is not entitled to it. Dormitories are crowded with up to 30 women in each one. There are also many other aspects of decent work that could not be measured by this baseline that need consideration in the future. Partnerships with duty-bearers such as Trade Unions and ILO could be very important to further the improvement of many aspects of decent work. **GBV, specifically Sexual Harassment** should find a voice in the project, 50% of women have experienced some form of it. Advocacy for provisions in factories that protect women against harassment should find a space in the CARE programming. **Health service provision** is also an important area of intervention. Partnership with the LYU clinic could be very important for this aspect of CARE work.

From the survey conducted with service women, it appears that the distinction between beer-shop and entertainment girls found in the literature and adopted by CARE for its interventions is, judging by the results of this baseline, far more blurred than expected. Whilst it might be true that karaoke bars/ hotels/ are better venues in terms of facilities to work from, there is no clear difference in terms of income, lengths of work, safety, harassment and protection between girls that work in the two different kind of establishments according to this baseline. 52% of SW are extremely young, between 15 and 20. **IPV and GBV** have a central role in the lives of many migrant women and action and provision to improve the situation are due. In **GBV service provision** the panorama of services in Laos is extremely dire for this area, very little is on the ground, virtually no avenues of support are present for women. This is an area in which CARE should consider expanding and support CSOs in this endeavour. CARE's work so far with both sub-groups is extremely fundamental to the vulnerable groups it targets. It is very important that CARE's role is also expanded to encompass all areas of interventions that are necessary to improve the lives of garment workers, service workers as well as domestic workers. The implementation of the PACMUW project can make such a significant difference to these women and provide CARE with a very strong base for advocacy. Hopefully this baseline will contribute to this solid interventio

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Type of report	Baseline Report
Brief abstract (description of project)	The Protection and Choices for Marginalised Urban Women (PACMUW) Project, funded by the Australian Department for Foreign Affairs and Trade's Australian NGO Co-operation Program (ANCP), is being implemented by CARE International in Lao PDR in Vientiane City, over a 4-year period. The project purpose is: To strengthen the capacity of local groups and implementing partners to lead development actions for stronger protections and positive choices among marginalised urban women.
Program (higher-level) Goal (to which the project contributes)	The goal of the Marginalized Urban Women (MUW) program is to ensure that the Impact Group (the most socially and economically marginalised women and adolescent girls in urban settings, including recent migrants) is participating equitably in the economy and has a legitimate voice.
Project Purpose / Goal / Specific Objective	The project aims to strengthen the capacity of local groups and implementing partners to lead development actions for stronger protections and positive choices among MUW in Vientiane. The primary target group for this project is marginalised women in urban settings engaged in entertainment work, sex work, factory work and domestic work.
Objectives / ERs (more specific outputs)	<ul style="list-style-type: none"> <input type="checkbox"/> Objective 1: Sub-impact groups experience improved labor-related legal protections <input type="checkbox"/> Objective 2: Sub-impact groups experience improved legal protections on violence <input type="checkbox"/> Objective 3: Sub-impact groups have increased control over their health
Evaluation Methodology	.Questionnaires
Summary of lessons learned (evaluation findings of interest to other audiences)	
Contribution to MDG(s)?	<i>1a:Income / 1b:Hunger / 2: Education / 3:Women's Empowerment / 4: & Sanitation / 8:Civil Society</i>

INTRODUCTION

Brief description of the project

CARE International in Lao PDR is implementing two long-term programs designed around two impact groups. The goal of the Marginalized Urban Women (MUW) program is to ensure that the Impact Group (the most socially and economically marginalised women and adolescent girls in urban settings, including recent migrants) is participating equitably in the economy and has a legitimate voice. Within the MUW program, CARE currently works in three districts of Vientiane Capital, with the intention to expand projects to other urban areas over the coming four years.

The Protection and Choices for Marginalised Urban Women (PACMUW) Project, funded by the Australian Department for Foreign Affairs and Trade's Australian NGO Co-operation Program (ANCP), is being implemented by CARE International in Lao PDR in Vientiane City, over a 4-year period. The project purpose is to strengthen the capacity of local groups and implementing partners to lead development actions for stronger protections and positive choices among marginalised urban women. The primary **target group** for this project is **marginalised women in urban settings** engaged in entertainment work, sex work, factory work and domestic work. The key underlying causes of poverty and social injustice that affect these sub-impact groups are related to lack of access to and control over resources, unequal power relations between men and women, poor governance (particularly in terms of the gap between policy and practice) and limited representation through civil society.

Sub-impact groups often have very limited control over their own bodies due to the nature of their work in some cases, such as sex workers, or due to limited skills to negotiate their way through new peer pressures and cultural shifts in behaviour in the urban setting. This may leave sub-impact groups more vulnerable to physical and sexual violence as well as sexual and reproductive health issues. Unequal power relations between men and women often mean that sub-impact groups are not only potentially subject to violence, exploitation and abuse but also face barriers in seeking redress through predominately male gatekeepers. These challenges are compounded by a relatively weak and often contradictory policy environment with major gaps between policy and implementation as well as weak law enforcement.

Other key challenges faced by the urban poor and disadvantaged include low and often insecure incomes, combined with high costs of living. The urban poor generally live in inadequate housing and have poor access to and information about services. Recent migrants to urban areas are often particularly vulnerable, as they lack local knowledge and they also lack the social networks that are often the only source of support in the absence of any state provision.

To address the underlying causes of poverty and social injustice, this project targets duty bearers, such as Lao Federation of Trade Unions (LFTU), the police, health care providers,

factory and entertainment venue owners and Lao Women's Union with a view to strengthening capacities to implement protections for marginalised urban women.

Moreover the potential role of civil society to improve the lives of marginalized groups is not well understood in Laos, and capacity of the few NGOs with government registration documents remains limited, but is growing. Building an understanding of and acceptance amongst government decision-makers and project staff of the role of CSOs in national development as well as the capacity of such organizations to perform effectively, will be important to this project. Effective networking amongst local CSOs (and their international counterparts) will be important in order to present a united front and voice to the government for advocacy purposes.

PACMUW also purports to strengthen linkages with other duty bearers such as the Laos NCAW (National Commission for the Advancement of Women) mobilizing a broader range of duty bearers around protection for these marginalized and largely hidden groups.

Objective of the baseline study

The objective of the baseline study is to survey and collect baseline data for PACMUW project sub impact groups of garment factory workers and entertainment workers In Sikhottabong, Sisathanak and Chanthabouly Districts in Vientiane.

Initially also domestic workers (DW) were planned to be included in the baseline, however after discussion with CARE team, it emerged that the DW was still a highly elusive group and no access had been established. Consultation with stakeholders, such as ILO and Oxfam revealed that also other organisations have no links to domestic workers in Vientiane Capital or know how to access them. Due also to time constraints, it was then decided that the DW would not be included in the baseline and CARE team would start doing in-depth research on how to access DW and integrate them into the project starting from the 3rd year of operation, and will draw on new partnerships to access this sub-impact groups.

The baseline data is to provide a more detailed picture of the situation of migrant urban women in Vientiane, either involved in garment or in sex work.

Period of the Study

The baseline study took place between the 20th of May the 16th of July 2014. The preparation phase took place between the 20th and the 25th of May.

Between the 26th and 30th of May the consultant had a week of consultations with CARE team in Vientiane, which also included meetings with stakeholders such as ILO, Oxfam, and Lao Youth's Association.

Tools development took place between the 31st of May and 2nd of June. On the 3rd of June tools were translated. Data collectors were trained in an all-day workshop on the 4th of June

and field testing was undertaken the day after on the 5th of June. On the 6th of June CARE and the consultant met for field work evaluation and tools corrections. CARE team of data collectors, supervised by CARE staff undertook the data collection for both sub-groups without the consultant.

Initially the data collection was scheduled to be completed by the 13th of June, however due to the delays in receiving permissions to enter factories and in difficulties in scheduling with SW, the fieldwork was completed on the 23rd of June and received by the consultant on the 27th of June.

Data analysis and report writing was undertaken between 28th of June and 11th of July.

Limitations of the study

This study had several limitations:

- **Preparation**
Time for the study was limited. Bureaucracy for access to target groups is lengthy.
- **Access to sub-groups**
Access to target groups was difficult, especially for SW. Since no activities have started for this new project, existing network are not sufficient to access to SW. In two factories employers had male workers overseeing the interviews to workers. It is possible that some of the respondents may have been chosen by the factory management.
- **Data collectors training**
Some of the trainees that came to the all-day workshop could not be utilised because they did not possess the criteria requested from data collectors. Many male staff from the Trade Unions wished to participate in the survey, however they were deemed unsuitable due to the fact that they were middle-aged males, and this can be intimidating for young female workers, especially considering the sensitive nature of some of the questions. Also for the service workers the male trainees were not selected.

METHODOLOGY

During the initial consultations with CARE staff, it emerged quite clearly that for this new project it would be paramount to have a baseline study which also had a quantitative set of data. This was needed for several reasons. To-date the only data available from previous past projects is quintessentially qualitative in nature. The baseline research conducted by Legal Awareness and Life Skills (LALS) project employed a methodology known as PEER (Participatory Ethnographic Evaluation Research) as a way of accessing in-depth data about the life experiences of the research target population.

The baseline research on the situation of garment factory workers '*Sewing the Line*' in 2011 is also qualitative and expanded PEER baseline research. The report documents challenges faced by young women entrants to garment factory. The qualitative nature of this baseline does not allow for comparisons or indicators or measure effective change.

Therefore building on the past experiences, the chosen methodology for this baseline study consisted of a mix of quantitative and qualitative design and instruments, with a predominance of quantitative methods. The baseline study is expected to be compared with mid-term review and final assessment, therefore a clear set of indicators needed to be developed for both sub-groups. It was decided to develop questionnaires which could be administered to wide set of respondents.

In order to also have a qualitative dimension to this baseline, it was decided to adopt alongside questionnaires, the longitudinal study approach, which is borrowed from the psychological sciences. In longitudinal cases, a subject with criteria relevant to the study is chosen and then followed through for a certain number of years in which she/he is re-interviewed periodically to update the history and the changes that have intervened in her/his life. It was decided with CARE staff that once the PACMUW's activities are underway and closer contact has been established with the target groups, 10 subjects from the each sub-group will be selected. Their life history will be initially recorded, questionnaire questions will also be part of the initial interview. At 10-12 months interval, CARE staff will re-interview the subjects, ask the same questions, expand on their life history and note intervened changes. At midterm and end of project, their life history and changes will be collated together to document intervened differences, or lack of. This will be able to give a depth to primary research, and capture nuances and important issues of the lives of the target groups.

Overall the methodology for this baseline comprised of:

- Review of literature (PACMUW project documents - Legal Awareness and Life Skills (LALS) baseline and final evaluation documents, including evaluation of PEER methodology- CARE policies - CARE Laos' programme strategies)
- Meetings with stakeholders (ILO – Oxfam - Lao's Youth Clinic – Trade Union's representatives)

- Questionnaire design one for each sub-group
- Data collection with selected garment factories
- Data collection with selected groups of SW
- Data analysis
- Report writing

The baseline targeted two distinct groups, SW and GW that required the development of different questionnaires, different sampling and different surveys techniques. For easier explanation they will be explained separately in the sections below.

Garment Workers Methodology

The export-oriented Lao Garment Industry was established in the early 1990s, enabled by the Lao Government's reform policy known as the New Economic Mechanism (NEM) (Sakurai and Ogawa 2006). Developed in 1986, the NEM aimed to transform the economy from centrally-planned to market-oriented through a range of policy interventions. Starting from a base of two firms in 1990, the industry expanded quickly through the 1990s, and has seen steady increases since 2000 to a total of 89 firms as of May 2012 (Second Trade Facility Development Project, World Bank 2012). There is some variation in employment estimates between the WB and other sources, with the range being 30,000 people employed (according to the Association of Lao Garment Industries) and 28,000 (according to the WB 2012 document).

The garment industry plays a significant role in the Lao economy. The export value of the industry has remained stable over the past few years at approximately 200 million US dollars annually (WB 2012). In terms of revenue alone, the garment industry is positioned as the fourth most significant export industry in Lao PDR. The garment industry has the potential to contribute significantly to human development in Lao PDR because, unlike other industries such as hydropower and mining, the garment industry is labour-intensive and employs a large number of women from rural provinces, thereby making waged employment available to a sector of the population that would otherwise not easily access it. The potential multiplier effects of having women from rural Lao in waged labour are many: greater educational opportunities for younger siblings; better household-level infrastructure, better rural food security as families have money to assist them through times of poor harvests, and so on.

The export garment sector in Laos is composed of three kinds of factories,: Foreign Direct Investment (FDI), Joint Venture (JV) and Lao (L) company.

FDI factory is characterised by being completely foreign-owned, it is a company from one country making a physical investment into building a factory in another country. This kind of company represents 55% of the total number of companies (Sakurai & Ogawa, 2006). The direct investment consists of buildings, machinery and equipment. They are direct contractors for their own garment lines. This type of company has several privileges and advantages while operating in Laos, specifically in tax exemption and other facilitations..

The surveyed company has 265 employees. Number of respondents from this company: 136.

JV factory is a partnership between a foreign and a local, in this case Lao owner. Also this kind of company has privileges and advantages in tax exemption, reductions and several other facilitations. The surveyed company has 513 workers and the number of the respondents is 111

Lao Export factory is on average smaller in size than the other. All production capital, building and machinery is Lao owned. The company has 202 workers and the sample size is 202.

Sample Size

Three factories were chosen in the districts of Sisathanak, Sikotthabong and Chantabury, which are the target district of the project. The criteria of selection of factories were the following:

- One Foreign Direct Investment (FDI) factory= 265 employees -> sample size 136
- One Joint Venture (JV) factory = 513 employees -> sample size 111
- One Lao Export (L) factory= 202 employees -> sample size 67

The selection of each kind of factory was to see if there is any significant difference amongst the 3 different types or the responses were similar in each factory. The FDI and L factory are similar in size and it would have been interesting to have also the JV with similar number of workers, however capacity to select the factories was out of CARE's hands, as it was deferred to the Trade Union.

Sample was random amongst the female workers at the factory. In the FDI factory the sample is very significant as it is roughly half of the total number of workers. In the JV factory the respondents were 22% of the total workers, and in the Lao factory respondents were 33% of the total number of workers.

After discussions with CARE team a set of indicators was decided upon. The indicators expand of the initial set of indicators. The questionnaire reflects a wider choice of indicators for which to compare data at mid-term and final assessment.

This new indicators, together with the pre-existing ones, have been decided and developed with the team and reflect PACMUW's objectives and priorities.

This comprises of a first set of indicators to capture the general demographic of the respondents. The questionnaire then centres around decent work and with the following indicators:

- Minimum wages
- Overtime
- Leave
- Conflict resolution

In order to also frame the more personal aspects of life for migrant women, there are indicators for:

- Personal safety
- Sexual harassment inside and outside the workplace

The last section centres on:

- Health related issues
- Sexual Reproductive Health
- Service delivery
- nutrition

Preparation and Data Collection

Ten data collectors were trained by the consultant and CARE staff in the administration of the questionnaire. The questionnaire was administered in a one-to-one situation. The collector filled it in as sometimes many workers have literacy issues. All surveyed were though given a copy of the questionnaire to follow during the interview. The collectors' team paid one visit for each company; the permissions were handled by the Trade Union in the most part.

In the FDI factory the survey took place in a working day. Approval was obtained after a letter of request. Good cooperation from the employer was reported.

For the JV factory no letter of request was sent to the employers. The survey was combined with a mobile clinic outreach visit during a weekday. There were no problems from management, who were happy to cooperate and allow the data collection.

For the Lao factory a letter of request was sent, together with the questionnaire. The survey was conducted during a normal working day. During collection the team noticed the

presence of several male workers observing the interviews and trying to guide what the respondents were saying. The team asked them to leave, which they reluctantly did.

Service Women

Service women in Vientiane capital are a numerous but highly elusive group. They are divided into 2 categories, SW that work in small beer-shops and those who instead work in bigger venues, such as karaoke bars and hotels. The two categories, beer-shops workers and entertainment venues workers are usually also used to indicate a difference in earning and status of the SW, with the ones working in the entertainment venues belonging to a better-off category of SW. One questionnaire was developed for both groups, but the data collectors interviewed the groups separately and kept the data disaggregated.

CARE has done long pioneering interventions in working with service women and conducting research on the realities of the lives of these women. During the LALS project access to the target groups was mainly through activities organised by the Legal Literacy Officers (LLO), from the Lao Women's Union (LWU) or by Peer Protection Groups (PPG). Once the project closed, some skeleton activities have been maintained to keep access to the target group. PPG coordinators keep on doing some ad-hoc interventions with SW, providing information on Sexual Reproductive Health where they work. This has provided some degree of access to the target group for this baseline study, even though it was still difficult. The PPGs were able to put CARE team in touch with several venues and convince pimps and mamasangs to let their workers take part in the survey. It was not all smooth sailing though, as some of the girls, specifically the ones working in the bigger entertainment venues were not very interested in the PPGs interventions and were not very cooperative during the survey.

Sample Size and Questionnaire

Respondents were chosen from beer-shops and entertainment venues in the three target districts, Sisathanak, Sikotthabong and Chantabury.

- Beer-shops respondents -> 45 sample size (13 from Sisathanak, 21 from Sikotthabong and 11 from Chantabury)
- Entertainment respondents ->69 sample size (25 from Sisathanak, 19 from Sikhottabong and 24 from Chantabury)

The questionnaire was developed after discussions with CARE team a set of indicators was decided upon. The indicators expand the initial set of indicators in the project document. The questionnaire reflects a wider choice of indicators for which to compare data at mid term and final assessment.

This new indicators, together with the pre-existing ones, have been decided and developed with the team and reflect PACMUW's objectives and priorities.

This comprises of a first set of indicators to capture the general demographic of the respondents. The questionnaire then centres on:

- Length in prostitution
- Coercion into prostitution
- Coercion into remaining into prostitution
- Income
- Remittances

The questionnaire shifts to GBV:

- GBV from intimate partner
- GBV from clients
- Support Networks
- Service mapping
- Service utilisation
- Service satisfaction
- Training in GBV and legal rights

Data Preparation and Data Collection

Ten data collectors were trained by the consultant and CARE staff in the administration of the questionnaire. The questionnaire was administered in a one-to-one situation. The collector filled it in as sometimes literacy level can be low amongst respondents. However all surveyed were given a copy of the questionnaire to follow during the interview.

For the beer-shops respondents the data collector team paid organised two sessions of interviews. Gild were collected from their place of work and taken to the PPG house where they were interviewed separately and privately. Some of the pimps/mamasangs did not allow the girls to take part in the survey, but most of them were cooperative. The girls were very cooperative, even though sometime it took a while for them to understand the questions.

The entertainment SW also had two sessions of interviews. Some of the pimps/mamasangs offered their venue for the surveys. A small part of them did not allow their girls to take part in the interviews. Several of the SW were not interested in the survey and provided information reluctantly.

RESULTS

Garment Workers Results

Background Information of the Target Group.

Number of respondents questionnaires: 314¹

Provenance

Province	Percentage
Vientiane Province	13%
Luang Prabang	25%
Huaphanh	23%
Xiengkhuang	3%
Oudomxai	4%
Savannakhet	0.3%
Vientiane Capital	10%
Salavanh	0.6%
Phonsaly	12%
Champasak	1.2%
Borlikhamxai	0.6%
Sayaboury	3.8%
Khammouane	0.6%
Xekong	1.9%

Ethnicity

Lao Loum	60%
Lao Thoung	17%
Khmu	1%
Thai Dam	0.5%
Tai Deng	2.5%
Phou Noi	1%
Others	18%

Status

Single	84%
Married	15%
Boyfriend	0.6%

¹ Please note that some respondents' details are missing and some questions incomplete from the questionnaires. The percentage is therefore based on the actual number of responses for any given answer.

Divorced	0%
Widowed	1.4%

Age group

14 -16	9.5%
16 – 18	22%
18 – 20	33%
20 -22	6%
22-24	8%
24- 26	7%
26-30	6.6%
30+	7%

Educational Level

Primary school diploma or primary school attendance	43%
Secondary school diploma or secondary school attendance	57%

Disabilities

2 respondents only had a disability but did not want to disclose the type.

Staff turnover

70% of the workers have been with the company for less than 2 years and 89% for less than 3 years, confirming the trend observed before that there is a high turnover of staff in companies.

Sleeping arrangements

9 out of 10 girls live in the dormitory provided by the company, with an average of 30 women sharing the same room.

Age of starting working in factories

1.9% of workers started working at the age of 13, 5.4% at the age of 14, 12.5 started working at the age of 15 and the 12.5% t the age of 16.

16.5% started working in factories at 18. 25% stated working between 19-21.

Minimum Wages

Overall 70% of the 314 respondents across the 3 factories receive the legal minimum wage of 626,000 Kip per month. 15% of the girls says they do not receive the minimum wage and another 15% does not know how much they are paid monthly.

There is the only notable exception in the Lao export factory, with 40% of the workers there receiving below the minimum wage. The overwhelming majority of workers is informed about deductions and wages payment.

Overtime Wages

Daylight overtime

In the Lao factory 65% of the workers are not paid correctly for overtime hours worked between 5- 8 PM. According to Labour Law (2007 Amendment) payment should amount to 4500 Kip per hour. Workers are paid about 1500 Kip per hour.

In the JV factory workers are also in majority not paid correctly, receiving 3000Kip per hour. In the FDI factory 90% of the workers are paid correctly, receiving 4500 Kip per hour.

About 20% of the workers are paid correctly and 10% does not know how much they are paid for normal overtime.

Overtime at night

For overtime hours worked at night, which means the hours worked between 8 PM and the morning after, the present Law sets payment at about 6000 Kip per hour. No differences are observed in the responses across the three factories, 25% of the total number of respondents receives the correct amount. The majority either does not or does not know how much they are paid. Across the different factories workers are paid around 3000Kip per hour.

Overtime during rest days and public holidays

Wages for overtime worked during rest days and public holidays are paid correctly to 55% of the total number of respondents, homogeneously across the different factories.

20% of the respondents are paid about 3000 kip per hour and the rest is not aware of how much they are paid for this type of overtime.

Amount of Overtime

The amount of overtime requested from workers greatly varies across factories. According to the law factories are only entitled to ask for 3 extra hours of work per day, totalling not more than 45 hours per month. After this limit employers have to ask permission from the unions.

In the Lao owned factory 95% of the workers are asked to do 3 hours overtime per day, and the same result for the FDI factory. In the JV factory, responses are more discordant, with 63% of workers saying they only do 3 hours per day extra and the rest says they do at least 5 hours extra work per day.

Paid Leave

Annual leave

According to the Labour Law 2007 Amendment, workers are entitled to 15 days a year fully paid leave. On average 50% of the total respondents are paid correctly for paid leave, answers were homogenous in the three factories. About 15% of the GW are not aware of how much leave they are entitled to and also the majority do not know if they are entitled to payment if they do not take any leave.

Sick Leave

If workers present a medical certificate they can have up to 30 days fully paid sick leave. In the Lao Export factory only 20% of the workers say that they receive correct payment in case of sick leave. In the other two factories, the great majority of workers say they are fully compensated for sick leave. 25% of respondents in all factories do not know if they receive correct payment in this case.

Maternity leave

In the L factory, 50% of the workers have been pregnant. Amongst them, 70% have been paid correctly for maternity leave, 90 days fully paid salary. In the FDI factory, 40 % of the workers have been pregnant and of them about 80% have been paid correctly, 10% have been paid half of their salary. In the JV factory 50% of the girls have been pregnant and taken maternity leave and 90% of them have been paid correctly.

Regular Hours

75% of the respondents in all factories say that they work the statutory 8 hours per day. 25% say they do not and that they do between 1 -4,5 hours overtime per day regularly. Also the majority receives regular breaks and 1 hour lunch. Moreover all workers in all three factories receive one day off per week.

Conflict Resolution in Factories

The majority of workers in all three factories had almost identical beliefs in regard to conflict resolution.

61% believes that that if a problem arise regarding payments of workers, or similar issues, the likelihood of it being solved fairly is good, whilst the remaining 34% believes it will not be solved fairly.

About 43% is completely confident that if problems arise in the factory r with the help of their employers. Only a minority of all workers is not confident in the help of the management in the factories.

Workers place trust in immediate supervisors and senior management for resolution of conflicts. Majority of workers in all 3 factories have not heard of Union leaders and representatives or workers representatives.

Personal Safety

In all three factories 62% of GW feel safe when they are going and coming from their place of work, whilst the remaining 38%, a considerable amount, does not feel safe. Over half of them worry about being vulnerable to crimes, especially to rape and physical violence. They are less worried about being robbed or threatened and to be involved in traffic accidents. In the past 12 months 21% of them have heard of women being robbed on their way to work, 17% heard of other women being raped and over 20% of others being physically assaulted on their way to and from to work.

Inside the factories personal safety is also an issue, answers are also surprisingly homogenous across the 3 factories, 30% of workers feel scared by male workers in the factory, 30% are scared by supervisor/managers and 40% of workers saying that they do not feel threatened by anyone while at work.

Sexual Harassment

Garments workers were also asked if in the last year they had experienced various forms of harassment personally by supervisors or managers in the factory. About 8% of all respondents had been subjected to forms of verbal abuse belittling women. 10% of them had been asked to have sexual intercourse, or to go out with the superiors. Another 10% had been unwantedly touched in various parts of their body, 23% had been verbally abused. Half of them had not experienced any of these unwanted behaviours.

The respondents were also asked if they knew personally anyone in the same factory who had been subjected to the same behaviours. 8% knew women who had experienced unwanted touching and flirting. Another 10% had experience verbal abuse and 16% had been subjected to verbal disrespectful behaviour. 18% had been asked to go out or have sexual intercourse with by a supervisor,. Another 8% had experienced unwanted touching. Only 21% of the women had not experienced any unwanted attention.

Garment workers were also asked what the situation was like outside the factory, and specifically if they had been harassed the on the way and returning to work. The situation is similar, about 60% of the respondents claim not to have been subjected to any harassing behaviours. The remaining suffered different degrees of abuse. The percentages are very similar to the ones found inside factories. About 8% were verbally abused by males in the street and also about 8% were touched in various parts of the bodies. 18% of them had been asked to have sexual intercourse with and the remaining 16% had been shouted at or insulted in the street.

Health Related Issues

Half of all respondents have access to health clinics, while the other half does not. 35 % of all respondents did not take any time off work in the last year for health problems. 70% of the ones that took time off, did it for minor health problems such as fever.

In terms of workers protection in health related issues, the responses varied according to the type of factory. In the Lao export factory, 50% of the respondents said that the employer did not protect nursing or pregnant workers against health risks, such as no lifting of heavy weights and no standing for prolonged periods of time. 88% of them said they thought they would not be helped in case of illness by their employer and the majority said they did not receive a medical check-up every year organised by the factory. 30% of the workers had a visit at the mobile health clinics organised by the Lao Youth Organisation. These clinics visit several different factories in the industrial areas to provide an auxiliary service for the garment workers. Three out of four workers in this factory that was checked vifound them either of bad quality or just passable. The majority of workers feel the service they need the most from them are the general check-ups.

In the JV factory 90% of the workers say that nursing and pregnant women are protected against risks. Also about 90% of them say that they feel they would be helped by the factory in case of illness and 95% of them say they receive a free medical check-up every year. 65% of the workers visited the mobile health clinic when they came to the factory and 90% of them found the service satisfactory. Also the workers in this factory feel that the service they need the most is the general check-ups.

In the FDI factory over half of the GW say they are protected against risks while nursing or pregnant. Three quarters of them also feel they would be helped by the factory in case they fell ill and 9 out of ten receive a free medical check-up every year. In this factory seven out of ten of the respondents have received a visit from the mobile clinic and the majority of them feel the service was very good. The overwhelming majority feel that the clinics are needed for general check-ups, but about 13% of the workers also would like to receive check-ups for sexually transmitted diseases.

In all factories the GW said they have access to safe drinking water and have comfortable seating.

Nutrition

Nutritional choices differ according to factory. In the Lao factory, the majority of respondents feel they do not have enough to eat. Half cooks majority of their food and the other half buys pre-prepared food. They are not served lunch at the factory. The diet is mainly composed of rice, fish and meat and vegetables. There is very little presence of sugar items in the diet. In the JV factory majority of respondents feel they have good access to food. Most of the workers cook their own food; they are though served lunch at the factory. The diet is mainly composed of rice, fish and meat. Very little sugary foods are consumed. In the FDI factory half of the respondents feel they have enough to eat and the other half feels they do not. 50% of them cook their own food and the remaining buy their own food. They are not served lunch at the factory. Majority of the diet is composed of rice and vegetables. In this case there is a higher percentage of respondents that have routinely sugary foods.

Service Women Results

Background Information of the Target Group.

Number of respondents questionnaires: 114²

Provenance

Province	Number	Percentage
Vientiane Province	40	35%
Luang Prabang	31	27%
Huaphanh	15	13%
Xiengkhuang	5	4%
Oudomxai	4	3.5%
Savannakhet	3	2.6%
Nakhoneluang	5	4%
Salavanh	2	1.7%
Phonsaly	3	2.6%
Champasak	1	0.1%
Borlikhamxai	3	2.6%
Other	12	10.5%

Ethnicity

Lao Loum	58%
Lao Thoung	31%
Tai Deng	4.5%
Others	6.5%

Status

Single	94%
Married	5%
Partner (living together)	0.9%
Divorced	0%

5 SW have 1 child.

3 have 3+ children.

All children live with the extended family in the origin of provenance/

² Please note that some respondents' details are missing, such as provenance, status and so on and so forth. The percentage is therefore based on the actual number of responses for any given answer.

Age group

15-16	7%
17-18	18.5%
9– 20	28%
21 -22	11%
23-24	16%
24- 26	7%
26-30	6.6%
30+	7%

17% of respondents are below 18 years of age.
54% of respondents are below 20 years of age.

Educational Level

Primary school diploma or below	31%
Secondary school diploma or below	53%
Other	11 %

Disabilities

No disabilities.

Duration

About 7 out of 10 of the girls have been in Vientiane for a year. However a considerable amount of the sample, 25%, has resided in Vientiane for between 2 and 5 years.

70% of the entertainment SW have been working for around one year, and for the beer-shop workers it is 65%. The remaining have been working for between 2 to 5 years, corresponding with the amount of time they have lived in the Vientiane Capital.

Half of the SW would like to keep on working for 1 to 3 years more. 45% of them do not know how long more they will remain in the city.

Reasons to start and keep work

The majority of the girls started to work as a service worker to provide for their family. There is a significant amount, 14% of them, who say they have been coerced to work and it was not their own free choice. 9% of them are also forced to remain in the job against their own will, because they say to not know how to support themselves in other ways. None of the girls indicated that either their pimps, mamasangs, partner or family are forcing them to stay in the job.

12% of the total amount of SW both from beer-shop and entertainment venues have been coerced into prostitution or are forced to remain into it by the lack of choices or perceived opportunities.

Support Networks

The 42% of total amount of SW interviewed claim that they cannot count on any support network in the urban area where they live, leaving them very vulnerable. Only 17 % of them can access a support system in the urban areas, either in the form of partners or pimps. The majority of SW though indicates that the support system is still in the traditional family back in the rural provinces, and a significant amount claims they cannot count on any external support in case of need.

Income

Income distribution is very similar between beer-shop and entertainment workers, and in some cases beer-shop girls earn more than their counterpart in the other venues. This is in contrast with the accepted belief that entertainment SW earn more, are better –off than the beer-shop

For the beer-shop SW:

- 13% Earns up to a million Kip per month
- 13% earns 1,5 mil Kip a month
- About 30% earns 2,5 mil Kip a month.
- Almost 50% earns between 2,5 and 5 mil Kip per month

For entertainment SW:

- 10% earn a Mil Kip per month
- 26% earn 1,5 mil kip per month
- 28% earns 2,5 mil Kip a month
- Another 10% earns over 5 mil kip a month

In this case the beer-shop SW are better earners than the entertainment workers, contradicting previous literature (CARE research and LALS final evaluation) that claims that beer-shop workers are worst off in terms of income than their counterparts in karaoke, hotels and bars.

When collated together, the data shows that 13 % all respondents earn up to 1 million Kip per month, 20 % earn 1,5 million per month, about 30 % earn 2,5 million per month. About 40% earn between 2,5 and 5 million per month, confirming the previous data and showing that SW can make a decent living out of the profession, considering the wages level in Laos.

Remittances

The overwhelming majority sends money back to the family, confirming the hypothesis of remittance also in the prostitution profession, with about 70% of the girls sending money

regularly every month or every two months. The average remittance is between 400,000-1 mil Kip. About 80% of all respondents send money back to the family regularly.

The difference between beer shop and entertainment workers does not reflect in the data in terms of income or duration in the job, both groups consistently display the same behaviour and the results of the two groups mirror each other, which brings forward the strong conviction that this division of SW in two groups according to place of work, is probably more dictated by the perceived prestige or status of the work place, rather than by a REAL difference between the conditions of work, the income, the treatment by the employers and so on. It is arguable that such division is not necessary and data for SW should just be all collated together, as the two different groups do not in reality exist and for all intent and purposes of research and information such division is not useful or significant.

Intimate partner violence and violence from clients

20% of the beer-shop workers have been attacked by their partner in the last 12 months. For Entertainment workers 1 every four girls has been attacked by their intimate partner in the last 12 months. They decline to say where they went for help.

Of the girls that have been attacked, about 10% did not seek help and support anywhere. Another 10% went to their employers for help. 4% went to the police, and reports to have had a fair treatment. Only 1 girl went to the VMU and also received a good treatment.

When asked about other women who might have been attacked by their partners, 30% know someone who has been abused. 50% of these SW went for help to her immediate network of support, either co-workers or pimps, the remaining majority decided to not seek help and a very small amount of the SW decided to call the SOS hotline of the Lao's Women Union. They declined to rate the service they received.

22% of the total amount of SW have been attacked by their partner in the last 12 months, and 40% know of someone else who has been attacked in the same period.

Beer-shop SW were also asked if they were attacked by their clients in the last 12 months. 1 in four girls has been physically attacked, the majority of them by multiple clients in repeated incidents.

Also in this case the overwhelming majority of women decided either to seek support from their immediate network (co-workers and pimps) or did not seek out any service. Only a tiny percentage of women sought help from services. None of them rated the services.

When asked about other women, 1 every 5 beer-shop SW knows of another SW being attacked by clients. The results in help seeking behaviour mirror the results of previous question regarding seeking support. The majority of respondents either did not seek help or did seek help amongst her own network. Almost nobody contacted services, police or VMU.

When the two groups are put together the results are very similar, if not identical, suggesting that both groups have the same help seeking behaviour.

Gender and GBV Training

Legal Rights Training

Majority of Beer-shop SW have not received any training by CARE. If they have received training, also by other providers, it is overwhelmingly in Gender and Women's rights and only a small amount in Penal Code with particular reference to GBV law.

The ones that received training in these subjects rate the training highly. The 75% of the ones who have not received training think they it would be important for them to receive it. About 35% of the ones that answer do not think that this kind of training is important and they are not interested in it.

SRH Training

In this case the majority of respondents, about 75%, have not received training in this subject. The ones that have received it rate it very highly

25% of the respondents that have also accessed SRH service, such as the Lao's Youth Clinic, all of them rate the service very positively. About 15% have access the Lao's Women Union Counselling clinic and rate is positively.

DISCUSSION OF RESULTS

Results have been extensively discussed in the result section; however some major points are highlighted and discussed in this section.

Garment Workers

Demographics

Generally the data on demographic confirms the trend of migration from rural to urban areas of majority young women. Some notable facts highlighted in this baseline:

- GW migration from remote provinces is confirmed by this study, with the majority of women hailing from different provinces. However there is a substantial number of women coming from Vientiane Capital, 10% of the surveyed sample, the 4th most numerous group. The trend in Laos is of migration from rural to urban areas, and this study confirms the World Bank findings; that about 51% of the workforce in factories comes from remote, rural communities (World Bank, 2012).
- In this study 31.5% of the workers are in the 16-18 age group, and 22% are in the 18-20 age group, making it a very young demographic, compared to other studies where majority of workers were between 20-25 (A Baseline on Corporate Social Responsibility from Different Sizes Garment Factories in Vientiane Capital by UNWomen undertaken in 2013).
- The age of starting working is also very young, 32% of workers started between 13 and 16.

Wages

- Majority of workers, 70%, are paid the legal minimum wage. This is confirmed by the study by UNWomen. However the previous baseline conducted by CARE in 2012 (Sewing the Line, 2012) indicated that majority of workers did not receive the minimum legal wage and that the industry is completely self-regulated.
- Overtime wages have a completely different scenario, with majority of workers across all sampled factories being grossly underpaid. Majority of workers receive on average 50% less of what they should be paid for overtime, be it day, night-time or rest day overtime.
- Overtime duration appears to be contained, with majority of respondents claiming they are asked to do only 3 hours a day maximum overtime, complying with the Labour Law prescription.

Leave

- Compliance with leave is stronger in the FDI factory rather than in the Lao factory and similar to the JV factory. It could have to do with the fact that there is anecdotal evidence that Lao factories are almost invariably sub-contractors for foreign companies abroad and are under strong pressure to deliver garments on strict deadlines.

Conflict resolution

- From the baseline it appears strongly that Trade Unions and workers representative are unknown entities in these factories for the great majority of respondents. This is very important in light of the partnership between CARE and Lao Trade Union (LTU) in this project and should be considered when considering which kind of activities should be undertaken with the partner. CARE could be instrumental in helping the LTU to have a bigger role in factories, through future selected activities.

Personal Safety and Sexual Harassment

- Personal safety is an issue for many workers, inside and outside the factory. Over half of them worry about being vulnerable to crimes, especially to rape and physical violence. They are less worried about being robbed or threatened and to be involved in traffic accidents. Inside the factory women are worried about male supervisors and managers. That coupled with the fact that about half of them have experienced a certain degree of harassment, highlights the importance of future interventions in this field.

These findings mirror CARE baseline for GW in 2012. Situation in countries such as Cambodia is also similar, according to a study in Cambodia (Women and work in the factory, ILO 2006). The issue of sexual harassment in the work places, in a working environment where majority of women are in a subordinate position in respect to men and where they have limited support networks, is very pressing. CARE should address efforts into this field, especially through collaborations with the Trade Unions. Sexual Harassment policies and procedures in collaboration with factories should be strongly considered as an entry point.

Health

- Health is an important area of intervention for GW. Generally all issues surrounding support in health are overlooked or neglected by employers. Women do not have access to clinics, medicines, check-ups, support in pregnancy, and leave. The support from mobile clinics of the Lao Youth Union is an important first step in the right direction, but in the sample interviewed only a very negligible amount of

women had actually first-hand experience of them, and the reports on the service are a mixed bag. CARE should continue its dialogue with the LYU to find further opportunities for collaboration. It appears that most women in factories would welcome general check-ups, but there also seems to be demand for more specialised interventions such as sexual reproductive health, which are already part of the specialties of LYU.

Service Women

The distinction between beer-shop and entertainment girls found in the literature and adopted by CARE for its interventions is, judging by the results of this baseline, far more blurred than expected. General consensus is that entertainment SW are on a higher income and status level compared to their beer-shop counterparts. Whilst it might be true that karaoke bars/ hotels/ are better venues in terms of facilities to work from, there is no clear difference in terms of income, lengths of work, safety, harassment and protection between girls that work in the two different kind of establishments according to this baseline. This distinction should be reconsidered and taken far more lightly and should not be used to create an imaginary line of girls who are in a better position than others. Both categories of girls are vulnerable and in need of the same kind of help and interventions and neither of the two should be prioritized.

Demographics

- For this baseline study SW provenance is far less remote than for GW. The majority of the sample, 62% come either from Vientiane Province or from neighbouring Luang Prabang. The demographics of these women confirms the complicated narrative of prostitution; many of them are very young, about 26% are below 18 (7% are 15-16) and 52% are between 15 and 20. Considering many SW lie about their age for fear of legal repercussions, we can safely assume that many girls working in Vientiane are very young. The length of their work in prostitution is similar for the two groups into consideration, with the majority of them having worked for a couple of years. One girl every ten has been forced into prostitution, revealing that coercion is an issue for many of these girls. Almost half of the girls cannot count on an established support network, be it of pimps, colleagues or family, even though many of them are not geographically very far from home.

Intimate partner violence

- IPV is an issue for SW. Confirming the results of the previous baseline undertaken by CARE in 2009 (Just Beginning), SW face several challenges in accessing services or legal enforcement authorities against violence. Mapping of the utilisation of services in the questionnaire reveals results that are similar to other countries.

SW do not seek the help of authorities, such as Village Mediation Unit (VMU) or Police or do not utilise existing services such as Lao's Women Union Counselling Unit or SOS Hotline. Such services such as the SOS hotline are, according to stakeholders and partners, not actually fully functioning. The panorama of services in Laos is extremely dire for GBV, very little is on the ground, virtually no avenues of support are present for women.

- Violence perpetrated by clients is also a daily occurrence for SW, and in this case the help of law enforcement is even less sought, because of the illegal nature of their trade, SW are sceptical about approaching the law, fearing repercussions and unhelpful behaviour.
- Training in GBV, legal rights and SRH is also lacking in the respondents, future work to build such knowledge should definitely be coupled with a practical interventions and direct support for these girls. Many of them during the interviews asked where they could go to have help in case of violence, or asked if CARE could help, sadly at present there is absolutely nothing on the ground to even advise them.

CONCLUSIONS AND RECOMMENDATIONS

The aim of this baseline is to survey and collect baseline data for PACMUW project sub impact groups of garment factory workers and entertainment workers In Sikhottabong, Sisathanak and Chanthabouly districts in Vientiane. This data paints a picture that describes the profile of the young migrant women that come to Vientiane trying to make a living for themselves and their families.

The baseline role is to provide solid basal information. This information extrapolated by the questionnaires will be utilised by CARE as a benchmark for future interventions and used to highlight changes and improvements that will take place in the course of this 4 year project. It is important that primary research is not discontinued, and that at mid-term review, another survey takes place, using similar methodology, to highlight differences and intervened changes.

CARE intervention in Vientiane is extremely important and it is a unique chance to push for improvements in the life of target groups.

To recapitulate the important areas of interventions emerged from this baseline.

For Garment workers:

- **Decent work** is indeed an area of concern and even though improvements in areas such as minimum wage have taken place, with more equitable compensation for work, many grey areas still remain, such as overtime compensation, leave. There are also many other aspects of decent work that could not be measured by this baseline that need consideration in the future. Partnerships with duty-bearers such as Trade Unions and ILO could be very important to further the improvement of many aspects of decent work.
- **GBV, specifically Sexual Harassment** should find a voice in the project. Advocacy for provisions in factories that protect women against harassment should find a space in the CARE programming.
- **Health service provision** is also an important area of intervention. Partnership with the LYU clinic could be very important for this aspect of CARE work.

For Service Women:

IPV and GBV have a central role in the lives of many migrant women and action and provision to improve the situation are due>

- **GBV service provision.** The panorama of services in Laos is extremely dire for GBV, very little is on the ground, virtually no avenues of support are present for

women. This is an area in which CARE should consider expanding and support CSOs in this endeavour.

The Lao Youth Union Clinic is a good example of an organisation that could supply a great service for women, because it has the medical service which could be utilised as an entry point of access for GBV, if adequately advertised as an avenue of support for women who have been subjected to violence. The clinic's services could be expanded to include a small pilot project of crisis intervention for GBV, and equipped with trained staff. CARE could support in terms of funding for manpower training of staff and capacity building. This could be the first ever service to take off in Lao and one of the pioneers in South East Asia. It would provide an invaluable service to women, not only SW, who at present have nowhere to go and it would not require a big start-up. The main issue would be to find dynamic staff with training in GBV and couple it with the medical services of the LYU clinic already in existence. Programming can be externally assisted with the help of experts.

- **Training in GBV and SRH** is also very important when coupled with service provision. The baseline demonstrated the need for it and it should have a place in future programming. However it is important to note that capacity building will have only limited impact if no services are available to support the change it promotes.

CARE's work so far with both sub-groups is extremely fundamental to the vulnerable groups it targets. It is very important that CARE's role is also expanded to encompass all areas of interventions that are necessary to improve the lives of garment workers, service workers as well as domestic workers. The implementation of the PACMUW project can make such a significant difference to these women and provide CARE with a very strong base for advocacy. Hopefully this baseline will contribute to this solid intervention.



Annex 1 Garment Workers Questionnaire

CARE International in LAO PDR – Baseline assessment in Garment Factories

Date:...../...../.....

Researcher name.....

Time of beginning interview

Time of end of interview

Number of workers in this group:

.....

Factory Name:

Number of workers in the factory:.....

District: Sisathanak Sikhottabong Chantabury

“Thank you for agreeing to participate in this interview. My name is I am a researcher working with CARE in this assessment of the situation of workers in garment factories in Vientiane. Our programme aims at improving the situation for workers in the garment companies in the next few years. We will be working with companies, trade unions, service providers and the wider community in many different ways to improve the situation of garment workers in Vientiane.

As part of the CARE programme we are carrying out a research that will help tell us what the situation for workers is now and measure how well we are doing in supporting improvements.

I will not record your name and everything you say will be confidential so please feel free to share your knowledge and experience. The management of this company is not present in this room.

I will read the questions with you and we will fill them in together, let me know if any of the questions are unclear, and I will try to explain better.

In case you feel uncomfortable with any of them do let me know. If there is no problem we can just move to the next question

I think our discussion will take about 1 hour. Is that OK?”

GENERAL DETAILS

Province of origin:.....

Ethnic Minority (if Any):.....



Status:

- Single
- Married
- with boyfriend
- Divorced
- Widowed

AGE:.....

Your educational level is:

- Primary school diploma
- Went to primary school but didn't finish it
- Secondary school diploma
- Went to secondary school but didn't finish it.
- Other (please explain).....

Do you have any disability? If yes please specify:

.....

Tick the appropriate box

1) How long have you worked in this company?

- Less than one year
- between 1 and 2 year
- between 2 and 3 years
- between 3 and 4 years



- between 4 and 5 years
- over 5 years

2) What age have you started working in Factories?

- 12
- 13
- 14
- 15
- 16
- 17
- 18
- 19
- 20
- 21
- 22
- 23
- 24
- 25
- 25-30
- 30-35
- Older

3) Where do you live:

- Your own accommodation
- Dormitory (provided by employer)

4) How many people sleep in your same room?

.....

MINIMUM WAGES

5) Does the employer pay at least the legal minimum wage for normal hours of work (8 hours of work per day) to regular full time workers (626.000 Kip per month?)?

- Yes



- No
- I don't know

6) If the answer is NO how much are workers paid each month for legal minimum wage (excluding overtime and any other payment)?

- Between 100,000-200,000 Kip
- Between 200,000-300,000 Kip
- Between 300,000-400,000 Kip
- Between 400,000-500,000 Kip
- Between 500,000-600,000 Kip
- Between 600,000-700,000 Kip

OVERTIME WAGES

7) Does the factory pay workers/you correctly for all normal overtime hours (normal overtime hours are between 5- 8 PM) worked (About 4500 Kip per hour)?

- Yes
- No
- I don't know how much I get paid for overtime

If the answer is NO how much are workers paid for ordinary overtime hours?

.....

8) Does the employer pay correctly for all overtime hours worked at night,which means the hours worked after 8 PM until the morning after (you should be paid about about 6000 Kip per hour)?

- Yes
- No
- I don't know



If the answer is NO how much are workers paid for hours worked at night (from 8PM until morning after)?

.....

9) Does the employer pay workers correctly for all overtime hours worked on due weekly rest and public holidays (according to the law you should be paid about 9,000 kip per hour) ? For example That Luang Festival, Start of Buddhist Lent, End of Buddhist Lent, Labour's day

- Yes
- No
- I don't know

If NO how much are you paid for each overtime hours worked on public holidays?

.....

10) Does the employer properly inform workers about wage payments and deductions?

- Yes
- No
- I don't know how wage payment and deductions are calculated

PAID LEAVE

11) Does the employer pay workers correctly for legally required annual leave (worker can have up to 15 days of fully paid leave per year)?

- Yes
- No
- I don't know how much annual leave I can get paid for
- Other.....

12) If NO do you know how many fully paid days can you get for annual leave?

.....



13) If you don't take annual leave do you still get paid for it? (if you don't take the leave you should receive 15 days extra pay once a year)

14) Do workers receive correct payment during sick leave (if workers present a medical certificate they can have up to 30 days fully paid sick leave per year)?

- Yes
- No
- I don't know

If NO or I DON'T KNOW, do you know how much are workers paid per day for sick leave?

.....

REGULAR HOURS

15) Do your regular daily working hours go over 8 hours on a normal day?

- Yes
- No

If YES, how many more hours per day normally?

16) Does the employer give you 15 minutes break every hour and 45 minutes lunch break?

- Yes
- No

If NO, how long is the break each hour?.....

How long is lunch?.....

17) Does the employer give workers at least one day off per week (usually Sunday)?

- Yes



No

If NO, how often do you receive a day off?

.....

OVERTIME

18) Does the factory only asks you to do maximum of 3 hours overtime per day? (according to the law it means that you should not work more than 3 hours overtime per day and NO MORE THAN 45 HOURS PER MONTH)?

Yes

No

If No, how many hours extra work per day are you requested to do regularly?

.....

19) Does the employer follows notice requirements regarding overtime (it means that when factory asks workers to do more than When over 45 hours per month overtime, it should talk to the trade union or worker's representative and let the workers know and fully pay them compensation)?

Yes

No

I don't know

LEAVE

20) The law says that you can have up to 30 days per year fully paid leave if you present a valid medical certificate. Does your factory pay you in full for the days you have not worked if you give them a medical certificate?

Yes



No

I never used a medical certificate

If NO for how many days have you been fully paid for during sickness presenting a medical certificate?

.....

21) Does the employer give maternity following the law (you should have 90 days -fully paid maternity leave of which 42 must be taken before birth)?

Yes

No

I don't know, I have never been pregnant

I don't know the law on maternity leave

If NO, how many days paid maternity leave can you get in your factory?

.....

22) Does the employer follow the law for annual leave (if you have worked for more than a year for one company you should have 15 days leave per year)?

Yes

No

If NO, how many annual leave days did you get?

.....

23) Think of the following situation: At the end of one month, when you go to get paid, you and some of the other workers on your line are not given the "perfect attendance bonus. You think this is wrong. How confident are you that this problem would be resolved fairly in the end?



- Not at all confident
- Somewhat confident
- Quite confident
- Completely confident

24) The following are 3 different people and institutions that may be able to help solve a problem like this. For each one, I would like you to decide how much you would trust that person or institution to help solve the problem fairly. If you have never heard of that person or institution, circle the square.

Immediate supervisor

Don't know – never heard of	Not at all trust he/she can help	A little bit of trust, maybe he/she can help	Quite confident he/she can help to solve it	Very confident
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Senior management

Don't know – never heard of	Not at all trust he/she can help	A little bit of trust, maybe he/she can help	Quite confident he/she can help to solve it	Very confident
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Union leader/representative

Don't know – never heard of	Not at all trust he/she can help	A little bit of trust, maybe he/she can help	Quite confident he/she can help to solve it	Very confident
-----------------------------	----------------------------------	--	---	----------------

Workers' Representative

Don't know – never heard of	Not at all trust he/she can help	A little bit of trust, maybe he/she can help	Quite confident he/she can help to solve it	Very confident
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PERSONAL SAFETY

25) Going to and from your factory each day, how safe do you feel?

- Not at all safe
- A little bit safe
- Quite safe
- Completely safe

26) Going to and from the factory, which of these do you worry about most? (choose two):

- Threatened
- Raped
- Physical violence (mugged – assaulted)
- Other (What?).....

27) During the past year, do you know any woman who has experienced the following problems on the way to or from work – not just someone you heard of, but a friend you know personally:

- Robbed
- Threatened
- Raped
- Physical violence (mugged – assaulted)
- Other (what?).....

28)



) During the past year, have you felt scared by any of these people (you can choose more than one)?

- Male worker in my factory
- Female worker in my factory
- Union leader/representative
- Supervisor/manager
- None of the above

SEXUAL HARASSMENT

29) Have you personally experienced any of the following from a supervisor/manager during the past year?

- Use derogatory words for women/female garment workers (for example say garment workers are easy to have sex with)
- Courting, flirting, ask to go out with, ask to have sex with
- Unwanted touching, for example, embrace, touch bottom, hand, shoulder, breast, back
- Verbal disrespectful behaviour: Insult/scold/shout/blame
- None of these

30) Have you personally experienced any of the following from someone along the road to and from the factory during the past year?

- Use derogatory words for women/female garment workers (for example say garment workers are easy to have sex with)
- Courting, flirting, ask to go out with, ask to have sex with
- Unwanted touching, for example, embrace, touch bottom, hand, shoulder, breast, back
- Verbal disrespectful behaviour: Insult/scold/shout/blame
- None of these

31) During the past year, do you know any woman who has experienced the following problems by a manager or supervisor– not just someone you heard of, but a friend you know personally:

- Use derogatory words for women/female garment workers (for example say garment workers are easy to have sex with)
- Courting, flirting, ask to go out with, ask to have sex with
- Unwanted touching, for example, embrace, touch bottom, hand, shoulder, breast, back
- Verbal disrespectful behaviour: Insult/scold/shout/blame
- None of these

HEALTH SERVICES

32) Do workers have access to a clinic in the factory when they are ill?

- Yes
- No

33) Did you take time off work for any of these health problems during the past year? Only circle each answer if you took time off work because of the problem:

- Fever
- Diarrhoea/stomach pain c. Respiratory problems
- Urinary/kidney problems
- Faint/dizzy/became unconscious
- Reproductive health problems (e.g. uterus and period problems)
- Other
- No time off work for health problems

34) Does the employer protect pregnant or nursing workers against safety and health risks (no lifting of heavy weights – no standing for work for long periods)?



Yes

No

35) Do you feel you will be helped in case of illness by your employer?

Yes

No

36) Does your employer give workers a free medical check-up per year?

Yes

No

37) Have you ever had a mobile clinic in your factory (Doctors come to you factory to examine workers and give them medicines if necessary)?

Yes

No

If the answer is NO, please go to 40

MOBILE CLINICS

38) If Yes how did you find the service provided (circle the number you think best describes the help you received):

Terrible	Very bad	Just OK	Good	Very good
----------	----------	---------	------	-----------

39) If you don't mind giving this information, what kind of service do you think you need the most from the mobile clinics:



- General check ups
- Gastritis
- Pregnancy check ups
- Help with abortion
- Sexually transmitted diseases check ups
- Information on where to find other services for health and how to access them

WELFARE FACILITIES

40) Does the employer provide workers enough free safe drinking water?

- Yes
- No

41) Does your employer give you comfortable seating when working?

- Yes
- No

NUTRITION

We would like to ask you a few questions about what you eat. We do this as we know that many times you don't have enough time to eat or to cook food yourself and you are rushing back and from work. This can cause some problems to your health, if you tell us what you eat we will be able to help in the next years with our programmes.

42) Do you eat enough every day?

- Never – hungry every day
- Occasionally – sometimes full, often hungry
- Often – often full, sometimes hungry
- Always have enough to eat



43) would you say that most of the times you cook food yourself or you buy prepared food?

Most of the times I buy food

Most of the times I cook

44) yesterday Can you tell us what you ate in the morning before you went to work? (you can tick more than one)

Nothing

Rice

Porridge/ Noodles

Meat/Fish

Vegetables

Cake/Dessert/Soft Drink/Snack

Sauces

Other.....

45) does your factory give you lunch?

Yes

No

46) Yesterday at midday, what did you eat?

Nothing

Rice

Porridge/ Noodles

Meat/Fish

Vegetables



Cake/Dessert/Soft Drink/Snack

Other.....

47) Yesterday in the evening after you finished work, what did you eat?

Nothing

Rice

Porridge/ Noodles

Meat/Fish

Vegetables

Cake/Dessert/Soft Drink/Snack

Other

48) How often do you eat like you did yesterday (above):

Always like that

Most of the time

Usually more

Usually less



Annex 2 Service Women Questionnaire

CARE International in LAO PDR – Baseline assessment

Date:...../...../..... Researcher name.....

Time of start of interview

Time of ending interview

District: Sisathanak Sikhottabong Chantabury

“Thank you for agreeing to participate in this interview. My name isI am a researcher working with CARE in this assessment of the situation of women working in the sex industry in Vientiane. Our programme aims at improving the situation for women in the next few years. We will be working with in many different ways to improve the situation of workers in Vientiane.

As part of the CARE programme we are carrying out a research that will help tell us where the situation for workers is now and measure how well we are doing in supporting improvements.

I will not record your name and everything you say will be confidential so please feel free to share your knowledge and experience.

I will read the questions with you and we will fill them in together, let me know if any of the questions are unclear, and I will try to explain better.

In case you feel uncomfortable with any of them do let me know. If there is no problem we can just move to the next question

I think our discussion will take about 1 hour. Is that OK?”

GENERAL DETAILS

Province of origin:.....

Ethnic Minority (if Any):.....

Age:.....

1) Are you:

Single

Married



Partner (living alone)

Partner (living together)

2) If you are not married, have you been married before?

Yes

No

3) If YES, are you now:

Divorced

Separated

Widowed

4) Do you have any children?

None

One

Two

Three

More than 3

5) If you have children, where do they live?

Here with me in Vientiane

With my family back home

With my ex- partner

Other (please explain).....



6) Your educational level is:

- Primary school diploma
- Went to primary school but didn't finish primary it
- Secondary school diploma
- Went to secondary school but didn't finish it
- Other (please explain).....

7) Do you have any disability? If yes please specify:

.....

8) How long have you lived in Vientiane (please write the number of years or if months, specify)

.....

9) How long more you intend to stay in Vientiane doing this job for:

- Up to one year more
- Between one and two years
- Between two and three years
- I don't know
- Forever

10) In which kind of place do you work:

- Small Beer shop
- Karaoke Bar
- Entertainment bar
- Hotel

11) How long have you been working as a Service worker (find more appropriate term in Lao that describes):



- Less than one year
- Between 1 and 2 years
- Between 2 and 3 years
- Between 3 and 4 years
- Between 4 and 5 years
- Between 5 and 6 years
- More than 6 years

12) What is the reason you started working as a Service Worker?

- Provide for my family
- No other income
- Made to work by someone
- Money
- Other

13) Would you say you do this job because you chose to?

- Yes
- No

14) Could you leave this work if you wanted to:

- Yes
- No

15) If NO is the answer, what is the reason:

- Mamasan would not let me
- Partner would not let me stop



- Family (back home) would not let me stop
- No idea how to support myself
- Have to support my family
- Have to support my boyfriend
- Other, please explain if you can
-

INCOME

17) If for some reason you can't work for a month, who will support you?

- Partner
- Mamasang
- Family back home
- Other workers
- Nobody

18) How much do you earn on average per month?

- Between 200,000-400,000 Kip
- 100,000 – 500,000
- 500,000 – 1,000,000
- 1,000,000- 1,500,000
- 2,000,000 – 2,500,000
- 2,500,000-3,000,000
- Over 3,000,000
- Over 4,000,000



Over 5,000,000

19) Do you send money to your family back home?

Yes

No

20) How often?

Every month

Every few months

Every year

I don't send them money unless they ask me

21) How much money do you send regularly?

Kip.....(please ask to specify how often they send the money)

21) Have you been physically attacked by your partner during the last 12 months. Examples of physical attack include: beating, punching, attack with knives, kicking, scalding with water, burning, etc.:

Yes

No

If you NO go to 24 if Yes go to 22

22) If your have been physically attacked by your partner in the last twelve months, where did you go for help?

Network of Co-workers

My family



- Mamasang
- VMU (Village Mediation Unit)
- Police
- Went to Lao Women’s Union
- Called the SOS Hotline of Lao’s Women Union (1321)
- Nowhere – I took care of myself
- Other (please explain).....

23) For each of the services you used, how did you find the service:

- VMU

Excellent	good	Fair	bad	Very bad
-----------	------	------	-----	----------

- Police

Excellent	good	Fair	bad	Very bad
-----------	------	------	-----	----------

- Lao Women’s Union

Excellent	good	Fair	bad	Very bad
-----------	------	------	-----	----------

- SOS Hotline

Excellent	good	Fair	bad	Very bad
-----------	------	------	-----	----------

24) Do you know any woman who has been attacked by her partner in the last 12 months, not just someone you heard of, but a friend you know personally. Examples of attack are the same as before and include:

beating, punching, attack with knives, kicking, scalding with water, burning, etc.

- Yes

- No



If your answer is NO go to 27 if YES go to 25

25) Where did she go for help?

- Network of Co-workers
- Her family
- Mamasang
- VMU (Village Mediation Unit)
- Police
- Went to Lao Women's Union
- Called the SOS Hotline of Lao's Women Union (1321)
- Nowhere – she took care of herself
- Other

26) For each of the services you used, how did she find the service?

- VMU

Excellent	good	Fair	Bad	Very bad
-----------	------	------	-----	----------

- Police

Excellent	good	Fair	Bad	Very bad
-----------	------	------	-----	----------

- Lao Women's Union

Excellent	good	Fair	Bad	Very bad
-----------	------	------	-----	----------

- SOS Hotline

Excellent	good	Fair	Bad	Very bad
-----------	------	------	-----	----------

27) In the past 12 months have you been physically attacked by any of your clients?



Examples of attack include: beating, punching, attack with knives, kicking, scalding with water, burning, etc.

Yes

No

If NO go to 32, If YES Go to 28

28) Approximately by how many clients have you been attacked in the last year?

1

2

3

4

5

6

7

8

9

10

More than 10

29) The reason for this attack(s) was (please circle as many apply):

Client did not want to pay the agreed price

Client wanted to force me to do sexual acts I didn't agree

I asked client to use a condom

No reason

Other (please explain)



30) Where did you go for help (circle as many as necessary)?

- Network of Co-workers
- Her family
- Mamasang
- VMU (Village Mediation Unit)
- Police
- Went to Lao Women’s Union
- Called the SOS Hotline of Lao’s Women Union (1321)
- Nowhere – she took care of herself
- Other

31) For each of the services you used, how did you find the service:

- VMU

Excellent	Good	Fair	bad	Very bad
-----------	------	------	-----	----------

- Police

Excellent	Good	Fair	bad	Very bad
-----------	------	------	-----	----------

- Lao Women’s Union

Excellent	Good	Fair	bad	Very bad
-----------	------	------	-----	----------

- SOS Hotline

Excellent	Good	Fair	bad	Very bad
-----------	------	------	-----	----------

32) Do you know any woman who has been physically attacked by her client in the last 12 months, not just someone you heard of, but a friend you know personally. Examples of attack include:

beating, punching, attack with knives, kicking, scalding with water, burning, etc



Yes

No

If NO go to 33, if YES go to 37

33) Approximately by how many clients has she been attacked?

1

2

3

4

5

6

7

8

9

10

More than 10

Don't know

34) The reason for this attack(s) was (please circle as many apply):

Client did not want to pay the agreed price

Client wanted to force her to do sexual acts she didn't agree with

she asked client to use a condom

No reason

Other (please explain)



35) Where did she go for help (circle as many as necessary)?

- Network of Co-workers
- Her family
- Mamasang
- VMU (Village Mediation Unit)
- Police
- Went to Lao Women's Union
- Called the SOS Hotline of Lao's Women Union (1321)
- Nowhere – she took care of herself
- Other

36) For each of the services she used, how did she find the service:

- VMU

Excellent	Good	Fair	Bad	Very bad
-----------	------	------	-----	----------

- Police

Excellent	Good	Fair	Bad	Very bad
-----------	------	------	-----	----------

- Lao Women's Union

Excellent	Good	Fair	Bad	Very bad
-----------	------	------	-----	----------

- SOS Hotline

Excellent	Good	Fair	Bad	Very bad
-----------	------	------	-----	----------

37) Have you received training by Lao Women's Union/ CARE projects:

- Yes

No

If NO, please go to question 42

If YES go to 38

38) Have you received training in the following subjects:

Penal Code – with particular reference to GBV Law

Gender and Women's rights

39) How do you rate the quality of training?

Excellent	Good	Fair	Bad	Very bad
-----------	------	------	-----	----------

40) If you have not received any training in Penal Code (Gender Based Violence) and Women's rights, do you think it would be important for you to know about these subjects?

Yes

No

If YES, please go to 42

41) If you don't think it's important to receive training in Penal Code (Gender Based Violence) and Women's Rights please tell us why:

I already know everything about it

Other Organisations already gave training about it

I don't care about this

42) Have you received training by Legal Literary Officers at the Women's Union and CARE in Sexual and reproductive health

Yes

No



If NO go to 45
If YES go to 43

43) If you have received training, How do you rate the quality of training?

Excellent	Good	Fair	bad	Very bad
-----------	------	------	-----	----------

44) Have you used this knowledge in any of the following areas? (tick as many as you think necessary):

- Able to negotiate use of condom with the client
- Have pepper spray during work
- Not engaged a potentially unsafe customer

45) Have you ever accessed any of the following services? For each one you have used please rate how useful and helpful it was to you:

- Lao Youth Clinic.

How would you rate the assistance you received?

Excellent	Good	Fair	bad	Very bad
-----------	------	------	-----	----------

- Lao Women's Union Counselling Clinic

How would you rate the assistance you received?

Excellent	Good	Fair	bad	Very bad
-----------	------	------	-----	----------

49) Which of the following issues are most important to you in making your life better? Please rank 1 to 5 from the most important (1) to the least important (5). *Interviewer must read all options out first to the interviewee and then go back and go one by one.*

- Receiving good medical care

- Being protected from physical violence
- Having better support from police if crime is committed against you
- Having a safer working environment
- Finding a different job
- Making more money in this job
- Having support to help with child care
- Having a better home environment
- Having a safer home environment
- Moving back to home village or out of Vientiane