

THE CAMBODIA REPORT

Report of survey findings and qualitative study results from a factory
in Phnom Penh

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Workers' Well-being
Study*

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Executive Summary

The Worker's Well-being Survey focuses on five major areas of interest: access to safe and healthy environment; health and well-being; economic empowerment; equality and acceptance; and education and professional development. Workers' aspirations were also included in the survey. The study was conducted in five countries: Haiti, Egypt, Pakistan, Bangladesh and Cambodia. This report refers to the findings of the survey conducted in a factory in Phnom Penh, Cambodia.

The survey used a questionnaire, developed and finalized through a consultative process involving a variety of stakeholders, that explored each of the areas of interest. Standard statistical procedures were followed to calculate the sample size for the study and to randomly select the respondents. The quantitative survey was followed by qualitative studies to further explain why workers, as a group, answered questions the way they did.

Demographics

About 85% of the workers were women; all participants belonged to the reproductive age group (between ages 19 and 40).

Almost all the workers had moved to Phnom Penh from other parts of Cambodia. A little more than 40 percent of the workers had worked for more than five years in the apparel manufacturing industry, and about 25 percent had been working in this factory for more than five years. Most of the workers had joined the industry because they needed the money or as a solution to family problems. Many said that if they were not working in the factory, they would have been working on farms or running their own business. Very few of the workers were sure of the type of contract that they had.

About 90% of the workers had to pay for their housing. Most workers had small nuclear families, living with their siblings or spouse. Most workers supported four or fewer people.

Access to Safe and Healthy Environment

Water: Most workers obtained their water from the factory-provided water containers, which they used to fill individual bottles. At home, many workers got their water from the public supply, which they usually purified by boiling before consumption. The incidence of diarrhea among the workers and their families was high, and could be related to the quality of water they used, especially at home.

Sanitation: All the workers had a pour/flush type of toilet, shared with others, in their homes. Most workers disposed of their household waste in a garbage pile, which was collected by a waste management company. Disease vectors such as mosquitoes, flies and cockroaches were common in most homes; workers used insecticides to control them.

Environmental preparedness and resilience: About half the workers felt that they lived in a disaster-prone zone. While at the factory, most workers knew what to do in an emergency, and a majority said they would feel safe within the factory because there was enough equipment to handle a crisis situation. Only half the workers felt the same about their home, because the neighborhood was crowded and there was no one there who was trained in emergency procedures.

Mobility: Over 85 percent of the workers walked to and from work. Transportation of children to and from school was not a concern in general, because most of those who had children had left them with the grandparents in their home village. While about two-thirds of the workers felt safe traveling to and from work, the rest did not, primarily because they feared gang violence. Focus group discussions revealed workers' particular concerns about returning from work after dark due to working overtime.

Good Health and Well-being

General health and well-being: Most of the workers did not suffer from any significant illness in the period of a month before the survey. Since many working parents' children did not live with them, absences due to children's illnesses were rare.

Hand washing practices: Practices were satisfactory in most cases, though there is some concern about the relatively low instance of hand washing before preparing food. Almost all the workers used soap and water to wash their hands.

Sexual and reproductive health: All the women used sanitary pads during menstruation. Almost all workers who had experienced a pregnancy had received prenatal care at a clinic, and all felt that a hospital or clinic was the best place to deliver. A majority for the workers used contraceptives. Awareness of sexually transmitted diseases was high, though knowledge of prevention best practices was relatively low.

Nutrition: Most workers had three meals a day, as did their children. Rice is the staple food; a majority of the workers also consumed meat and vegetables, though a number said fruit, animal protein and dairy products were unaffordable.

Children's health: About 90 percent of workers had breastfed their infants, and none reported a child's death from diarrhea. Nearly all of the respondents' children had been vaccinated against some diseases, but universal immunization did not appear to be a common practice among this population.

Economic Empowerment

Standard of living: About 15 percent of workers were the sole breadwinners of their family; most had at least one other person contributing to the household finances. The top two major expenditures were food and housing; clothing and cosmetics were also a significant expense. Many workers sent money home. About 20 percent of the workers had taken loans, and almost 40 percent said their families had debts; loans were most often taken to cover medical emergencies, for daily needs or to buy land.

Financial education and literacy: About 75% of the workers said they understood the contents of their paystub, though a number did not understand parts of it, including how their pay was calculated. Two-thirds of the workers saved some money, almost all in cash, primarily for the purpose of future medical expenses.

Access to financial products and services: All workers received their wages as cash. Only one worker had a bank account; most of the rest said they did not have enough money to start an account.

Many workers felt they would benefit from having safe ways to save money and a safe way to send money home (most carried cash); from having direct deposit for their pay, and from having health insurance.

Equality and Acceptance

Harassment and abuse: Workers are clear as to what constitutes unacceptable forms of behavior, but were unsure of what to do about it when it occurred. Instances of unacceptable behavior from peers were relatively high; verbal and physical abuse were common. Verbal abuse was also relatively common from supervisors and managers, though very few workers reported these issues through a formal grievance procedure. A number of workers also reported verbal and physical abuse in the community (at home and in the street).

Discrimination against HIV+ workers was perceived by about 20 percent of respondents. The workers also felt that disabled people were treated differently because of their lower productivity.

Communication and negotiation: The proportion of workers who felt comfortable talking to their supervisors and managers was relatively small. About half of the workers said they would approach their union leaders in case of a problem, while about 15 percent said they would resort to a strike to solve their problems (and about 25 percent had actually done so in the past).

Education and Professional Development

Basic education and literacy: Over 80 percent of the workers were literate; a little less than half had attended at least some secondary school. Most of the workers had no vocational training. Workers agreed that it was “very important” or “essential” for children to go to school, though slightly fewer said school was “essential” for girls.

Workers spent their spare time watching television, listening to the radio, or using their cell phones.

Professional skills and development: Most workers expressed moderate to high levels of satisfaction with their jobs. Among those who gave a reason for dissatisfaction, most said it was that there were no other options; others cited the workload and/or the difficulty of performing the required tasks.

Most of the workers had not received training on how to do their job. OSHA/Compliance-related training was relatively low.

Most of the workers had never been promoted in the factory; a number of reasons were given for this, including skill and educational level, though some said they did not want to get promoted.

Aspirations

Workers felt that the greatest challenges to their community included poverty, safety and security, drug abuse and environmental issues.

A significant number of workers felt their current situation fell short of their own expectations. Asked what they would prefer to do, many said they would like to have their own business, e.g. selling vegetables or motorbike parts, and some said they wanted to work in dressmaking or hairdressing.

Workers were happy being with their families and their children, and happy they had enough money and/or were employed; they said they would be happier if they knew of ways to save, were less sick, or were closer to their families. Most workers wanted a better future with a better life for their children; the two most frequently expressed hopes for children or siblings were more education than they themselves had, and to have a good relationship with their families.

The top responses to the question of what they would like to be doing three to five years from now were: owning their own business, and going back to their village or hometown for good. Most workers (about 75 percent) felt that they could make their dreams come true.

Detailed Cambodia Report

Study Methodology

The workers' well-being study focuses on five major areas of interest: access to a safe and healthy environment; good health and well-being; economic empowerment; equality and acceptance; and education and professional development. The study also included a component about workers' aspirations. Questionnaires were developed with the aim of learning about and understanding workers' perceptions and practices in each of the core areas. Following several rounds of detailed, comprehensive stakeholder feedback, the questionnaires were finalized in February 2012.

The study was conducted in five of the countries where our products are made: Haiti, Egypt, Pakistan, Bangladesh and Cambodia. At each of the locations, the questionnaires were translated into the local language and pilot-tested among workers from another factory manufacturing for the garment industry. Responses from the pilot were analyzed to identify any issues rising from nuances of the area's language and customs. Based on those learnings, the interviewers were re-trained before conducting the study in the selected factories.

The sample size for an infinite population is usually calculated using the formula

$$n = \frac{z^2 pq}{d^2}$$

Where:

z is a constant (at 95% confidence interval) is 1.96

p is the known or assumed prevalence of a particular variable expressed as a part of 1.

q = (1-p)

d is the precision, i.e. the variation that we are willing to accept from the value that we get

Using this formula,

p is taken as 0.5 (meaning 50% of the individuals have the variable that is being studied – e.g. 50% of the individuals have poor access to safe drinking water). This will automatically mean that q will also be 0.5 (1 – 0.5).

Generally we would like the variation to be within 10% of the result that we get, i.e. if we find that 30% of the employees are uneducated we can presume that the actual number is between 27% and 33%.

Taking p as 0.5 will result in the highest sample size; the higher the sample size, the more reliable the results. A variation of 10% is accepted around the result. Therefore, the sample size (n) for any for a given population will be:

$$\frac{(1.96)^2 (0.5 \times 0.5)}{(0.1 \times 0.1)}$$

This will come out to 96 (or approximately 10% of a 1000-worker factory).

For descriptive studies where the number of workers in the factory is known (a finite population), the sample size is re-calculated using the formula:

$$N = \frac{n}{1 + \frac{n}{p}}$$

where n = calculated sample size = 96, p = population = e.g. 1500, N = corrected sample size

So for a 1500-worker factory:

$$N = \frac{96}{1 + \frac{96}{1500}}$$

This will equal approximately 90 workers.

This study sorted the workers into the following categories: married men, unmarried men, married women, and unmarried women. In each factory, the proportion of the study's sample correlates to the proportion of all of its workers in these categories.

To ensure unbiased results, the interviewees were selected randomly (using free online software available at www.random.org) from a list of all factory workers, broken out into the study's categories.

All interviews were conducted privately and confidentially; workers were assured that their responses would not be revealed to management. Completed questionnaires were entered into a Windows Excel database, then imported into EpiInfo and analyzed. A draft report was prepared based on the survey results.

Survey results were followed by qualitative studies using participatory methods, such as focus group discussions with factory workers and key informant interviews with a variety of stakeholders including factory managers, medical officers and line supervisors. The qualitative study results have been incorporated into the final report where appropriate.

This report discusses the findings of the quantitative survey and qualitative study done in a factory in Phnom Penh in Cambodia.

The Demographics

Age and Gender Distribution

Table 1: Age and Gender Distribution

Gender	Age	16-18	19-24	25-29	30-40	>40	Total
Males		--	10	3	4	--	17
Females		--	43	29	19	--	91
Total		--	53	32	23	--	108

All the workers in the randomly-selected study sample were between ages 19 and 40. The fact that the proportionate sampling of the workers resulted in 84.26% of the selected population being females points to a need for programs resulting from this study to be targeted primarily toward women.

Migration

Almost all the workers (106 – 98.15%) had moved to Phnom Penh from other parts of Cambodia. A number of workers have come from Kampong Cham (35 – 32.41%), Prey Veng (24 – 22.22%) and Kandal (12 – 11.11%). A smaller number have come from Kampong Thom (nine), Svay Rieng (eight) and Takeo (seven).

- Of the 108 workers surveyed, more than half (65 – 60.19%) had stayed in Phnom Penh for more than three years; 24 (22.22%) had been in Phnom Penh for between one and three years; and 17 (15.74%) for less than one year.
- Of the 106 who had moved, 60 (58.82%) had part of their family living with them and part living back in their home town; 27 workers' families (26.47%) lived back at their home town, and 17 workers' families lived with them in Phnom Penh.

Experience in the Apparel Industry

Table 2: Experience in the Apparel Industry

	< 1 year	1-5 years	> 5 years	Total
In Apparel Industry	21 (19.44%)	42 (38.39%)	45 (41.67%)	108
In Present Factory	33 (30.55%)	47 (43.52%)	28 (25.93%)	108

The workers in this factory had a good mix of experience levels in the apparel industry. Within the factory, there also appears to be an even mix of experience: there were almost equal numbers of workers with less than one year and more than five years of experience.

Of those who had been in this factory for less than a year, 21 had worked between four and 12 months, 10 had worked between one and three months, and two for less than one month.

Working in the apparel industry

Table 3: Reasons for joining apparel industry

Reason	Number
Needed the money	79 (73.15%)
Family problem (incl. household member sick)	40 (37.04%)
Better than other options (incl. no opportunities in home town)	35 (32.41%)
Keeping siblings in school	19 (17.59%)
Family/parents sent me to work	8 (7.41%)

A number of workers (42) first selected the “Other” option; reasons given under the “Other” response that would fall into one of the above categories were grouped appropriately. Beyond that, reasons given included: the need to earn an independent income and live independently (six), following family members or others from the village (six), desire to work in a factory (five) and saving to start a small business (four).

In response to the question on what they would be doing if they were not working in the factory, 55 respondents (50.93%) said working on farms, 26 (24.07%) starting their own business, eight (7.41%) said raising livestock, and six (5.56%) each said learning skills (e.g. beauty/salon work), working as construction laborers, and self-employed in other jobs.

During the focus group discussions, many workers said that they want to have their own skills, such as tailor, small trader, or beautician, so that they could run their own small business in the city; a large number, in fact, mentioned the goal of owning their own business and some have begun saving or planning to ask relatives for help getting started once they leave the garment industry. Some said that they would like to go to their home town to help their parents in rice or vegetable planting, or have their own animal husbandry or poultry farm.

Approximately half the workers surveyed (55 – 50.93%) said they did not have a permanent contract with the factory; 49 (45.37%) said they did, and four did not know.

The focus group discussions revealed that almost all the workers were unclear on their contract status. They were aware of the factory’s three-month probation period, after which a worker becomes a full-time employee; when people first join the factory, an administrator reads the contract aloud, then asks if there are any questions, after which the workers are directed to put their thumbprint on the contract and then begin work.

At the in-depth interviews, only one administrative staff worker knew about the fixed duration vs. indefinite duration contracts. The other staff members were unclear about what kind of contract the workers had with the factory; they only knew about the three-month probation period and (in a few cases) a six-month probation period. Administrative staff also confirmed that most factory workers did not know what kind of labor contract they had; only they themselves knew about many of the key points in the contracts.

Of the 108 workers, 84 (77.77%) would be categorized as production workers, 17 were in the “support staff” category (e.g. quality control, stock taking, cleaning, etc.), and seven were low-level managers.

Of the 108 workers, 40 were married and 68 were unmarried.

Housing

A large majority of the workers (98 – 90.74%) were paying rent to landlords; some (10 – 9.26%) paid rent to a family member.

Most of the workers lived in brick/concrete houses (71 – 65.74%); about one third (35 – 32.41%) lived in wooden houses (generally wooden walls with zinc roofing), and two lived in corrugated iron sheet houses.

Family Structures

Most of the workers lived in nuclear families (98 – 90.74%). Of the ten others, seven had family sizes of five to eight, and three had more than eight persons living with them, including one worker with 13 and another with 18 household members.

Proportionately, a smaller number of workers lived with their immediate family: parents or spouse’s parents (three), spouses (32), siblings (49), their own children (five) or other children (two) living with them. Thirty-nine workers (36.11%) lived with extended family members, 12 (11.11%) with co-workers, and 19 (17.59%) with friends.

Of the 40 employees who were married, 27 had children. A large majority (23 – 85.19%) had left their children relatives; five (18.52%) workers’ children lived with them (one respondent had one child living with her and another with relatives).

Based on some of the data collected on family incomes, the per capita income ranged from USD 6.84 to USD 150 (with a mean of USD 52.26 and an inter-quartile range of USD 30 to USD 60). Note that the figures are not precise; they are based on workers’ responses, and there could be significant variations.

Access to Safe and Healthy Environment

Water

While at work, most of the workers (103 – 95.37%) consumed bottled drinking water; a few consumed water that was filtered from a safe source (five) or boiled (four).

In the home, the largest source of drinking water was the public main or faucet (used by 69 workers, or 63.89%), followed by bottled water (used by 41 workers, or 37.96%). Two workers got water from a rainwater system, and one from a well. Of the 69 who got their water from the public main, 55 (79.71%) purified the water before consumption; of these, 54 boiled the water and eight filtered it.

During the focus group discussions, almost all the workers reported that factory managers provided them with an individual bottle for their use, with which they got drinking water from large containers in the factory; if they lost this bottle, they would have to buy another. Many workers said that this water is safe, but that the quantity provided was often not enough, which caused them to have to spend three to five dollars per month to buy drinking water. Sometimes workers brought boiled water from home.

In the in-depth interviews, all interviewees said that the factory supplied pure drinking water for workers every day. Large containers were filled inside the factory; though the workers noted that the containers were not cleaned properly, and sometimes there was visible debris in it, most did not feel there was any problem with the water or that it was unsafe to drink.

The vast majority of the workers (103 – 95.37%) used normal/unpurified water to clean fruit and vegetables; four used water with salt for this purpose, and one used purified water. Almost all the workers (105 – 97.22%) used water from the public mains or faucet for cooking food; the others used bottled water or well water.

A third of the workers were worried about water quality and accessibility. Of the 20 who specified which water they meant, 10 said the water at home was a cause for concern, six said the factory water and four said water from both sources was a problem. Many workers were worried about the quality and cleanliness of the water (41 – 37.96%), while 13 (12.04%) were worried about the quantity; a few were worried about the cost as well.

Of the workers who responded to the question on the incidence of diarrhea in the past two weeks, 14 workers (12.96%) said that they themselves had suffered the illness; seven said other members of the family had, and three said both they and their family members had. The overall incidence of 22.22% was relatively high, and could possibly be related to the source of drinking water for many of the workers.

Sanitation

All 108 workers had a pour/flush type toilet at home; 43 (39.81%) shared the facility with at least three others, 34 (31.48%) shared with four to six others, eight shared with seven to nine others, and 23 (21.30%) shared with 10 or more. Nearly all the workers (104 – 96.30%) said their toilets were connected to a sewage system; four did not know if the toilets were connected to the sewage pipes or septic tank.

Most workers (97 – 89.81%) disposed of household waste by depositing it at a garbage pile, which is then collected by the “company” within three to seven days; however, four said they threw it away around the house and the rest said they threw it elsewhere (e.g. along the path or into a creek or lake nearby).

A majority (90 – 83.33%) said there were disease vectors such as mosquitoes, flies and/or cockroaches in their homes (in the focus group discussions, most participants said they killed insects with insecticides, used a mosquito net to prevent mosquito bites, and cleaned their homes and clothes every day before going to work). About 40 percent (42 – 38.89%) said there was stagnant water around their homes or workplace. The vast majority of the workers (97 – 89.81%) also said there were piles of waste and casual dumping areas around their homes.

The focus groups also discussed the factory environment. Many workers complained about the dusty working area, and some complained about the smell and the heat. They said there was not enough space for lunch, and that the food stalls around the factories were not sanitary. Some workers said the working area was cleaned every day, though there were a number who reported that the trash bins were full and had a bad smell, and that the bathrooms were unclean.

Environmental Preparedness and Resilience

Half of the workers (54 – 50.00%) said they do not live in areas that are at high risk for natural disasters; 53 others said they did, and one was not sure.

Most of the workers (95 – 87.96%) said they knew what to do in an emergency while at the factory. Only nine said they did not know; four were not sure. Similarly, 90 (83.33%) of the workers knew what to do in case of an emergency at home; 15 said they did not, and three were not sure. A majority (78 – 72.22%) said their families would know what to do in an emergency; 10 said they would not, and 20 were not sure.

About two-thirds of the workers (72 – 66.67%) responded in the study that they had not been trained on emergency procedures; however, in the focus group discussions, most of the workers said they had attended emergency training, which is supported by the factory managers, and had practiced what they learned. Of the others, 32 survey respondents (29.63%) said they had been trained at the factory and four had received some training in the community. Only 29 workers gave valid answers as to what training they had received; all said they had been trained in fire safety.

The in-depth interviews with staff confirmed that the factory is equipped with an emergency system, and had a number of emergency response teams (e.g. fire fighting team, first aid team) that had special training and regular practice. The workers have also practiced emergency procedures from time to time. Some workers reported a few instances of minor electrical explosions, but these have not resulted in any injuries.

A large proportion of the workers (70 – 64.81%) had experienced some kind of emergency. Of these, 38 had experienced a flood or a storm; 10 had experienced a drought; and nine each had experienced an equipment explosion or fire accident in a factory (which seems to indicate a higher incidence of factory-based emergencies in Phnom Penh than in the other sites in this survey).

A majority of the workers (61 – 56.48%) said they would feel safe at their workplace in an emergency; 42 (38.89%) said they would not. Among those who said they felt safe, the most common reason (34) was that the factory had enough equipment or that it had a ready emergency response team to handle the situation; 19 of those who said they would not feel safe said it was because there are too many workers and there could be a stampede during an evacuation.

Half of the workers (54 – 50.00%) said they would feel safe at home during an emergency; most said that was because they had neighbors or relatives to help, and that their neighborhood was safe in general. Those who felt unsafe cited a variety of reasons, including, most commonly: thieves, a crowded neighborhood, and lack of trained personnel nearby to give aid and assistance.

Mobility

Most workers (93 – 86.11%) walked to work; 14 had a bicycle or a motorbike. Many of those who walked said they did so because their homes were nearby (50); about 30 percent (34) said they could not afford any other form of transportation.

Given the above distribution, most workers (97 – 89.91%) did not spend any money on transportation; eight spent less than 10 percent of their salary, and three spent between 10 and 25 percent.

All the workers spent less than an hour on traveling to work; 92 spent less than half an hour, while 16 spent up to an hour.

Asked about preference, 54 of the 93 who answered (58.06%) said they would prefer to commute on their own bicycle or motorbike; 20 said they would prefer to walk, and four said they would like a factory-provided bus.

Of the 27 workers who had children, 22 said their children were not living with them, three had children who did not go to school and two used their own bicycle or motorbike to transport their children to school. Of these two, one said there was no cost attached to taking her child to school and the other spent less than 10 percent of her salary on transportation; both spent less than 30 minutes in transporting their children to school, and neither had been late to work because of this.

Thirteen workers (12.04%) have been late to work in the past month; 12 of them walked to the factory.

Many workers felt safe travelling to and from work (71 – 65.74%). Of the 37 who did not feel safe, 13 feared gang violence; 12 said their mode of transport is not safe (nine walked, three used their own bicycle or motorbike); seven did not feel safe because of the time of the day that they traveled; and three said they did not feel safe because they were paid in cash at the factory.

During the focus group discussions, however, many workers worried about going home at night after overtime hours, and especially after getting paid their wages – particularly those who walk home. They had heard about robbers along the way, and had seen groups of men who sexually harassed the female factory workers; some said that included rape. A number of workers brought up reports of chemical powders being used by attackers to make workers unconscious, then steal their valuables and money. They also talked about traffic accidents around the factory (though they did

not know if this happened other places or just where they were). Most of the workers said that they had to take care of these issues themselves; they do not complain about them to factory management or to the local authority.

Staff members said in the in-depth interviews that there were no problems after overtime at night. When overtime was finished, staff said the workers walked home in groups, and never faced any problems except an occasional traffic accident – though one staff member said that she had heard about robbery, gangs, and drug users along the way back to the houses from the factory, and the factory manager told the workers not to bring any valuables when they have overtime.

Good Health and Family Well-being

General Health and Hygiene

Illness in self and among children

The vast majority of the workers (87 – 80.56%) had not been absent in the past month. Of those who had been, 15 (13.89%) had taken between one and two days off due to illness, three had taken three to four days, and three had taken five or more days off. Though this is not a precise figure, it can be inferred that about 50-55 days (approximately 1.82 percent) were lost due to sickness among the 108 workers interviewed.

In the in-depth interviews, factory health staff reported that five to seven workers asked for sick leave during the past month with problems such as headaches, dizziness, and abdominal pain; they felt that workers did not get enough sleep because they watched too much television. Other staff members are not sure of the number of workers who have taken time off due to illness in the past month, but they report that the common cold, abdominal pain and typhoid fever are frequent complaints.

The most common cause of illness was typhoid fever (4 – 3.70%); three had colds, three had headaches, and two each had stomachache and menstrual pains. The fact that four out of 108 people had suffered typhoid fever, if proven, is a cause for concern because of the link to poor water quality and food hygiene.

Of the 27 workers who have children, only one took leave (one to two days) due to a child's illness.

Thirteen workers had children younger than five years of age; six reported that their child(ren) had not been sick in the past two weeks, five had a child who had been sick at least once in that period, and one each had a child who had been sick twice or three times. The most common causes of illness were the common cold (five) and pneumonia (three). The incidence of pneumonia may be a cause for concern, because of the increased risk from poor environmental conditions (e.g. overcrowding, poor ventilation, or the use of bio-matter for fuel in the home).

While confirming the above findings, the focus group discussions also revealed a number of misconceptions held by the workers about the causes of illnesses; for example, that certain common diseases can be caused by not eating enough food, eating raw vegetables or eating too much sour food.

Hand-washing practices

Responses to the question on when the workers believed it was important to wash their hands are presented in the following table.

Table 4: Perceived need to wash hands

When do you believe it is good to wash hands?	No. of respondents
After going to the bathroom	65
Before preparing food	47 ⁽¹⁾
Before eating food	93
After coming home from work	37
After touching an ill person	1
Before going to bed	14
After touching something unhealthy	9
After cleaning the house	6
After eating	6
Others	3

Note: Multiple responses given

From the above table it can be concluded that in general, hand washing practices were satisfactory. There was some cause for concern with regard to practices of hand washing before preparing food⁽¹⁾. Since the incidence of diarrhea and food-borne illnesses in this group are moderately high, special attention should be paid to improving hand washing practices among these workers.

Nearly all of the workers (103) said they used soap and water to wash their hands; of these, two used ash and water also, and four used just water.

Menstrual Hygiene

All the women used sanitary pads during their menstrual cycle; none stated any other preferences.

Of the 91 female respondents, 89 said they would bathe as normal during their cycles; the two who said they would not, did not state a reason for their answers.

Sexual and Reproductive Health

Pregnancy and contraception

A total of 30 workers – 24 females and six males – reported that either they or their partners had experienced a pregnancy.

Of these, 29 respondents said that they or their partner had visited the prenatal clinic during the pregnancy. One woman had not visited the clinic at all, because she had no money; she also said it was a practice in her community not to visit the health center. Of the 29 who answered further questions, most respondents said that they (19) or their partners (six) had visited the clinic at least three times; three said they had visited one or two times.

Almost all the workers said a pregnant woman should deliver in a hospital (105) or clinic (two); one did not respond. Of the 30 who had children, 28 had delivered their last child at a hospital and two had delivered at home (both had been assisted by an attendant).

Of the 40 currently married workers, 23 were using contraceptives. Of the 17 were not, eight said it was because they intended to conceive, three feared contraceptive use would cause infertility, and two were afraid of side effects.

The most frequently used contraceptives were oral pills (13), rhythm/calendar method (nine), condoms (three), injectable contraceptives (three), withdrawal (two), and IUD (one).

Decisions about contraceptive use were most often made by both partners (25 – 65.79%), though five workers said the male partner decided and three said the female partner did.

Sexually transmitted diseases

Awareness about infections that can be spread by sexual contact was very high: 106 out of the 108 (98.15%) knew about sexually transmitted diseases; one did not know and the other did not respond.

Table 5: Sexually Transmitted Diseases known among the workers

Sexually Transmitted Disease	No. who knew
HIV/AIDS	106
Syphilis	42
Gonorrhea	27
Hepatitis B	24

A very high percentage of respondents had heard of HIV/AIDS; knowledge of other STDs was relatively poor.

Knowledge of the modes of HIV/AIDS transmission and protection was relatively high (as shown in the following tables).

Table 6: Methods of Transmission of HIV

Mode of transmission	No. who knew
Unprotected sex with an HIV+ person	103
Contact with blood of infected person	80
Infected needles	62
Mother to child	8

Of note is the fact that there were very few misconceptions about the modes of transmission; just one person mentioned mosquito bites and another said eating together were ways in which the disease can spread.

Table 7: Protection against HIV

Method of protection	No. of responses
Always using condoms	85
Being faithful to your partner	22
Avoiding sex with a sex worker/prostitute	17
Having only one sex partner	9
Non-penetrative sex	7
Abstaining from sex	6
Not having concurrent or overlapping partners	3
Not sharing utensils	39

The relatively low level of awareness of HIV/AIDS prevention was surprisingly poor for a group that was otherwise knowledgeable about the disease.

On the topic of contraceptives, most of the workers the focus group discussions said that using a condom could prevent the transmission of HIV and other STDs; they also said that condoms could prevent pregnancy (one worker said they were the best choice for her because she could not use pills or injections, though at least one other respondent said using condoms over a period of time could inflame the cervix, and that men did not like to use them). A number of interviewees mentioned rumors (promulgated by friends and older people in their villages, and not eradicated by information from television, radio or other media) that lead people not to use contraceptives, e.g. that they cause the user to have an unhealthy body or that they cause infertility, bleeding, weight gain, fevers, and uterine abnormalities or cancers.

A large majority of the workers (63 – 58.33%) said they had not been tested for HIV.

Most of the workers (69 – 63.89%) had spoken about HIV/AIDS to others; 37 had discussed it with their friends, 22 with their families and seven with their sexual partner.

Nutrition

Most of the workers (99 – 91.67%) said they had three meals a day; five workers said they had more than three, and one worker said two. Eight of the workers said they often felt uncomfortably hungry and 35 said they were occasionally hungry during the day. Forty workers said they were rarely hungry; four workers said they were hungry all of the time and two said they were hungry very often.

Of the 27 workers who had children, 23 said their children had three or more meals per day, two said one meal per day and another three said they did not know.

Table 8: Variety of food eaten and food that cannot be afforded

Name of food item	No. who consumed	No. who could not afford
Bread	8	2
Rice/noodles	103	--
Fruit	42	54
Vegetables	80	13
Animal protein	93	62
Legume protein	8	2
Milk and milk products	1	12
Sugar/ sweets	48	4
Fried, salty food	36	--

The above table indirectly suggests that many workers did have a variety of food to eat. Rice is the staple in Cambodia. The consumption of fruits, dairy products and plant protein was low.

Fruit, animal protein and dairy products were common items that workers felt they could not afford; seafood, pizza and hamburgers were also mentioned as items that were not affordable.

In the focus group discussions, most workers said that they eat meat, fish, eggs, and vegetables with rice for every meal. A few workers said that they eat little during lunch time at work because they have to buy food from around the factory, but they eat a lot at dinner because they make their own food. Most workers said they eat a lot on Sundays, when they have time to cook.

Children's health

None of the respondents reported a death of an infant in the family due to diarrhea. Nearly all the respondents (25 of 28) said they had breastfed their children; six said they did so because they could not afford to buy milk. Of the three who did not breastfeed their children, two said they did not have the time and one said there was no breastmilk.

Of the 28 workers who had children, 27 had had them vaccinated; one had not, because of the distance from the health center.

Table 9: Vaccines received by the child (n = 45)

Name of vaccine	No. of responses
BCG (against tuberculosis)	3
Diphtheria	1
Hepatitis A	7
Hepatitis B	14
Measles	22
Meningitis	15
Poliomyelitis	15
Tetanus	13
Whooping cough	4

The above table appears to indicate that universal immunization is not a common practice.

Economic Empowerment

Standard of Living

Fifteen (15.74%) of the surveyed workers were the sole breadwinners of their family; of these, three supported between one and two people, nine supported between three and four, and three supported five or more.

Of the 93 (84.26%) respondents whose families had other wage earners besides themselves, a large number (64 – 68.82%) had one to two people supporting the family, 33 had three to four, and six had five or more.

Table 10: Support to the family

	No. of family members supported by the sole breadwinner (n = 15)	Of the rest, No. of other members supporting family (n = 93)
None	--	NA
1-2 others	3	64
3-4 others	9	33
>4 others	5	6

The table below shows how the employees spent their money. The top four major areas of expenditure cited by workers were: food (108 – 100%), housing (103 – 95.37%), sending money home (87 – 80.56%), and clothing/cosmetics (71 – 65.74%). Other notable expenses included saving for later (45 – 41.67%) and medical costs (40 – 37.04%).

Table 11: Major expenses incurred by the employees

Expenditure head	No. of responses
Food	108
Housing/rent	103
Sending money to family	87
Clothing/cosmetics	71
Saving for later	45
Medicine/doctor visits	40
Child care	16
Transportation	14
Education	12
Recreation	4
Repaying debt	2
Feeding livestock	1

Of the 15 sole breadwinners, only one said the salary was sufficient to support the family. Among the 93 who had others contributing to the family finances, 37 (39.78%) said their salary was sufficient to support the family.

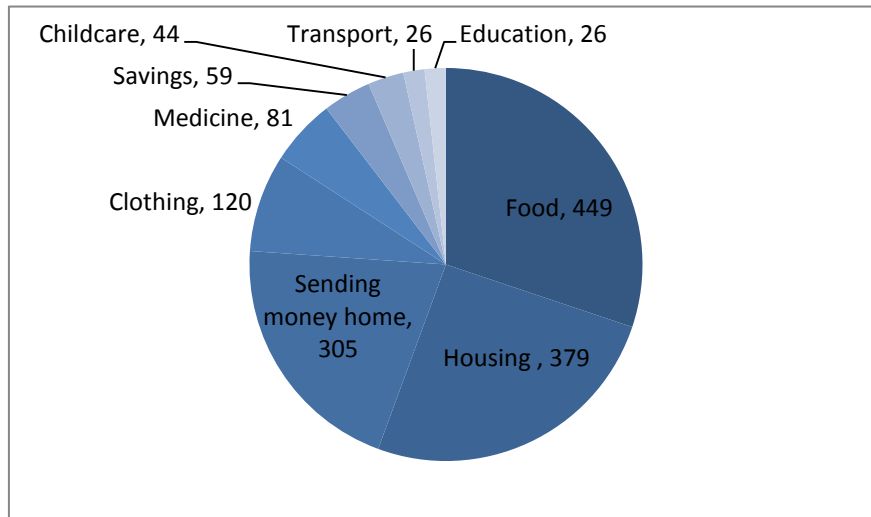
Among those who stated that their wages were not enough to support the family, the major areas where they wanted to spend money on but did not have enough included buying food and clothing (as seen in the table below).

Table 12: Major expenses that workers could not afford

Expenditure head	No. of responses
Food	42
Clothing/cosmetics	24
Medical	13
Education	7
House rental	4
Savings	3

Respondents were asked to rank their top five expenses from the above list; the graph below shows the weighted list of “priority expenses” from that ranking.

Figure 1: Major expenses (weighted) incurred by the workers



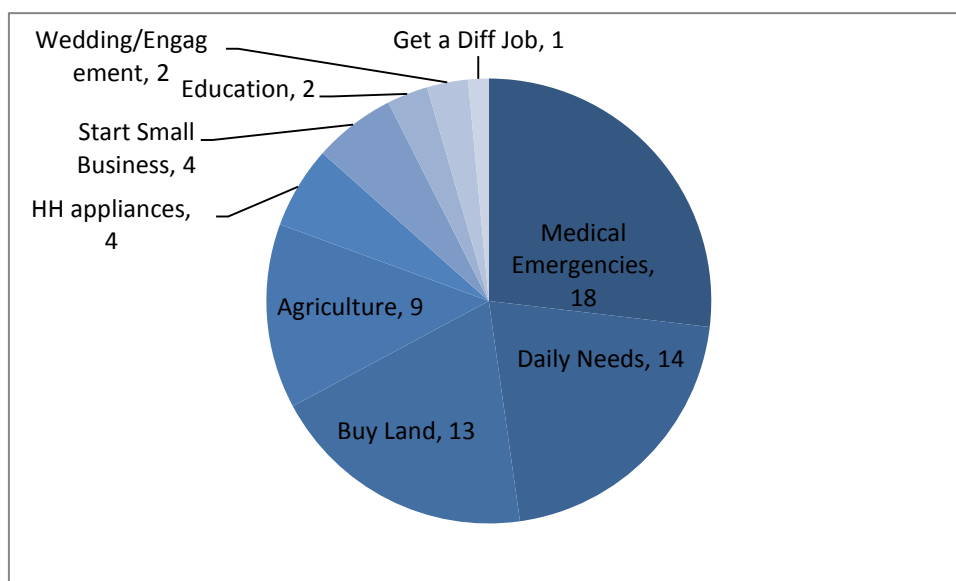
Asked how much of their salary was sent or given to their family, 16 of the 108 who responded (14.81%) said they gave more than half, 34 (31.48%) gave half, 47 (43.52%) gave less than half, and 11 said they did not send any money home.

About 40 percent of the workers (42 – 38.89%) said their parents decided how money is spent; 33 (30.56%) said they decided for themselves, 14 (12.96%) said their spouse decided, and 10 (7.41%) said they discussed spending decisions with their family.

About 20 percent (22 – 20.37%) of the employees had debts, though a larger proportion (41 – 37.96%) said their family members did. Of the 34 who could quantify how much of their wages were spent on repaying debts, most (26) said it was less than half their wages, five said it was half, and three said more than half.

Reasons for the loans are described in the chart below.

Figure 2: Reasons for loans (of all valid responses)



Of the 50 who revealed the source of their loans, 17 said they borrowed from relatives; others said the bank/micro-lending institution (12), a local moneylender (nine), friends (seven), and a peer lending scheme, a middleman, an NGO and another villager (one response each). One person did not know where she/her family borrowed from.

Asked where they would get money in case of an illness at home, 57 (52.78%) of those who responded to the question said they would use their savings, while 44 (40.74%) said they would have to borrow money to cover the costs. A small number said they would borrow from a relative (seven) or sell some of their assets (six).

Financial Education and Literacy

Asked about their understanding of their paystubs, 75% (81) of the workers said they understood the contents; 16 said they did not, and 11 were not sure. Of the 27 who did not say they understood, 20 said they did not get paystubs, five said they could not read or do math, one said it was too confusing and one said the numbers change every time.

At the focus group discussions, many workers said that they saw the paystub on payday, and normally almost all printed their thumbs on it (or signed on “the list”). The document showed details of their pay, including basic salary and overtime, but it was not clear to the workers how the correct figures were calculated; sometimes they thought that they had lost a little pay, but they never brought it up with the managers. A few workers said that they recorded their overtime in a notebook so that they would have an accurate idea of how much they would get paid.

A staff member said in an in-depth interview that most of the factory workers were not clear on how their pay is calculated, but that they asked a co-worker or trade union member to help when they have a problem.

About two-thirds of the workers 72 (72 – 66.67%) said they save some money from their wages.

Of the rest, 24 said there were too many family expenses, 18 said there was not enough money at the end of the month, and five said they had too many personal expenses.

The most frequent reasons workers mentioned for saving are shown in the table below; there were a number of other reasons (many of which had single responses), including household expenses, future wedding, debt repayment, buying gold, buying land, agriculture and raising livestock.

Table 13: Purpose for saving

Reason	No. of responses
Future medical expenses	47
Personal expenses	11
Children’s education	9
Future small business	9
Housing	7
Emergencies	6
Delivery of baby	5
Own future education	5

Of the 72 who responded to the question on how they saved, 54 said they saved as cash, 17 sent the money home for safekeeping and one invested in gold.

Of those who tried to save, 63 saved every month and 54 had saved in the last month. Of these, 35 saved less than 25 percent of their wages, eight saved between 25 and 50 percent, and 11 saved half or more.

Of the 77 workers who responded to the question on how much money they had left over after expenses (including savings), 53 had less than 10 percent of their wages, 14 had between 10 and 25 percent and 10 had half or more left over.

Of the 102 who responded to the question on whether other family members saved, 58 (56.86%) said that others in the family did and 44 (43.14%) said no one did.

Access to financial products and services

All 108 workers said they received their wages in cash, though one also received a check payment. Only one worker had a bank account, which was used for depositing and withdrawing money.

Reasons why workers did not have bank accounts are shown in the table below.

Table 14: Reason for not having a bank account

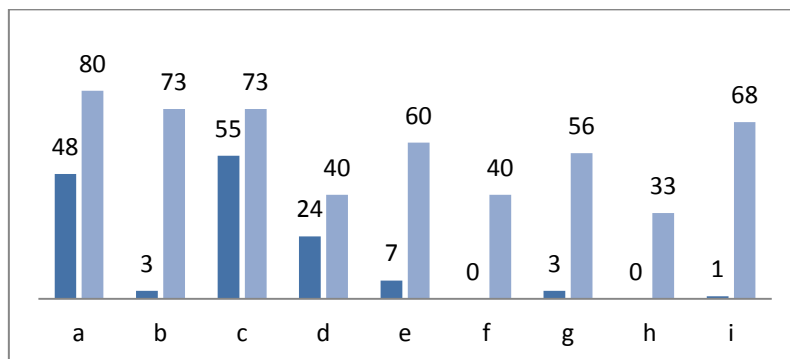
Reason	No. of responses
Do not have enough money	79
Do not know how to operate an account/do not know its benefits	27
Not necessary	20
Do not know anything about bank	6
Keeping money with oneself is easy	5
Difficult to get money when needed	4
Partner/spouse has an account	3
Not enough time	2

One worker said they did not know where to access banking services, and another said she felt too shy to because she did not have much money.

In response to the question on what financial products they used, 55 said they had a safe way to send money home, 48 said they had a safe way to save, and 24 said they got financial advice. Smaller numbers said they had small loans for starting their own business (seven), direct salary deposit (three), and small loans for medical and personal emergencies.

The chart below describes what workers felt they would benefit most from.

Figure 3: What workers currently have/use and what would be most useful



Dark blue – what workers currently have and use Light blue – what workers think would be useful

a = safe way to save
 b = direct salary deposit
 c = safe way to send money home
 d = financial advice
 e = small loans to start business

f = small loans to pay school fees
 g = small loans for medical and personal emergencies
 h = insurance for emergencies
 i = insurance for health costs

Despite having and using a number of financial services, the workers still felt they would benefit from more. The biggest gaps are with the desire to have direct salary deposits, insurance for health costs, small loans to start businesses and small loans for medical and personal emergencies.

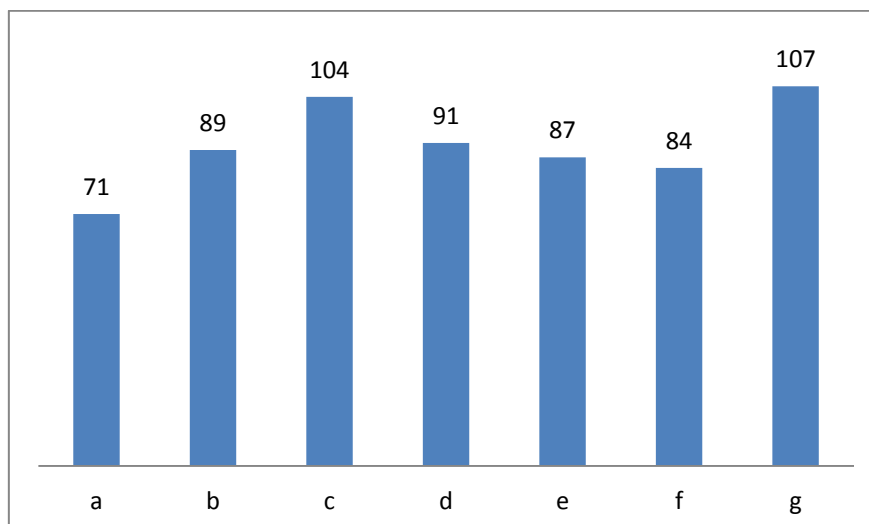
In response to the question on how workers sent money home, 98 said they carried cash home or sent cash through friends or relatives; three used a wire transfer from a bank, two used Western Union or a similar service, and six did not send any money home.

Equality and Acceptance

Harassment and discrimination

The chart below represents what workers consider unacceptable forms of treatment.

Figure 4: Workers' opinion of unacceptable forms of treatment (n = 108)



a = Supervisor shouts and acts rude to workers
 b = Husband shouts and turns violent whenever he needs
 c = Cursing a person

d = Unwelcome sexual connotations, jokes and body language
 e = Body touching (waist, buttocks, etc)
 f = Humiliation
 g = Forced sex, rape

The above chart indicates that all these behaviors were considered unacceptable, albeit to different degrees. However, only 70 workers knew what the penalty for harassment and abuse was.

Incidence of unacceptable forms of behavior from peers

The number of workers who had experienced various forms of unacceptable behavior (unwelcome treatment or attention) from a peer is relatively high, as can be seen from the table below. Verbal abuse and physical abuse are particularly frequent.

Table 15: Report of unacceptable forms of treatment from peers (n = 108)

Category	No. of reporting "Yes"
Verbal abuse	44
Physical abuse	23
Unwelcome sexual/gender comments	17
Sexual touching	4
Forced sex/rape	1

Of the 108 workers who responded, 55 said such behavior never happens, 29 said almost never, 16 said at least once a month, seven said once a week and one said every day.

Incidence of unacceptable forms of behavior from supervisors and managers

While the number of workers who had experienced various forms of unacceptable behavior from a supervisor or manager was relatively low (as shown in the table below), the higher incidence of verbal abuse from managers and supervisors is a cause for concern.

Table 16: Report of unacceptable forms of treatment from supervisors/managers (n = 96)

Category	No. of reporting "Yes"
Verbal abuse	37
Physical abuse	3
Unwelcome sexual/gender comments	1
Sexual touching	0
Forced sex/rape	0

Eleven of the 108 who responded said that these forms of behavior occur at least once a month, four said once a week, and 24 said almost never.

In the case of unacceptable forms of behavior from supervisors and managers, 41 said they would tell their friends, 26 would remain silent, 12 would tell their supervisors, eight would tell a union representative, and seven would tell a family member. Five workers said they would compromise in a peaceful way, four said they would reconcile with the supervisor, three would ask for a reason, one would have an argument, and one would try to improve her performance.

Incidence of unacceptable forms of behavior on the street or at home

The number of workers who had experienced various forms of unacceptable behavior in the street or at home was quite high, as seen in the table below.

Table 17: Report of unacceptable forms of treatment in the street or at home (n = 95)

Category	No. of reporting "Yes"
Verbal abuse	43
Physical abuse	33
Unwelcome sexual/gender comments	9
Sexual touching	6
Forced sex/rape	3

Of the 108 workers who responded, 14 reported that these forms of behavior occur at least once a month, five said once a week, and 39 said almost never.

In the case of abuse on the streets or at home, 24 said they would keep silent, 21 would tell their friends, 18 would tell family members, 11 would not know what to do, and six said they would walk away.

In the focus group discussions, workers said that verbal abuse generally happened during conflicts in working time, but was settled with manager intervention. Some workers said that they used to see conflict in the families around their homes at night. Physical abuse rarely happened, and was mostly at times such as when the workers lined up to go into the factory. Sexual and gender-based comments were made between workers during the working hours. Only one worker referred to sexual touching, but this was apparently between friends. Forced sex or rape had not happened at this workplace.

Many workers complained about some line leaders and supervisors (both local and expatriate) who did not behave well or did not communicate properly; they used impolite words to blame the workers and also used “unhappy” body language to give orders to the workers at their jobs. Many workers felt unhappy with this kind of communication; they did not like to talk to those line leaders or supervisors. They also complained about the difficulty of getting permission to leave when they had their own personal problems. However, a few workers reported that their line leaders or supervisors have good communication with them – they are friendly and make a happy environment with their teams.

At the in-depth interviews, most staff said that the workers had conflicts with co-workers in the same line and that they also had conflicts with their line managers, including with the expatriate staff. The problem was often solved by the factory administration or HR managers. Most staff said that there were no issues with physical abuse, though one administrative staff member reported about violence between workers using scissors. Sometimes the line leaders threw cloth at the workers, or line supervisors slapped the table to get the workers to go faster. Most of the interviewed staff said that there was no problem with unwelcome sexual comments at the workplace, though one staff person said that this problem happened outside of working hours. They were not aware of any incidents involving sexual touching or forced sex/rape.

Discrimination

All 108 workers answered the questions pertaining to various forms of discrimination. The most commonly cited form of perceived discrimination was against HIV+ persons (20), followed by discrimination against people with disabilities (14), people from different religions (six), foreign workers (three), men (two) and women (one).

When asked about how workers treated others, the most common response was that people with disabilities were considered to have lower productivity; there were a number other of answers too varied to group into common sections.

When asked if supervisors treated different groups of people differently, seven said they treated women differently, six said men, six said HIV+ people, five said foreign workers, five said people with disabilities, and four said people of other religions.

Communication and negotiation

The level of comfort that the workers had in communicating with their family members, co-workers, and supervisors and managers is shown in the table below.

Table 18: Workers' comfort levels in communicating

	With family	With co-workers and friends	With supervisors and managers
Very comfortable	88 (81.48%)	61 (56.48%)	36 (33.33%)
Moderately comfortable	17 (15.74%)	37 (34.26%)	26 (24.07%)
Not very comfortable	3 (2.78%)	6 (5.56%)	12 (11.11%)
Not at all comfortable	--	4 (3.70%)	34 (31.48%)

Almost a third of the workers said that they are not at all comfortable talking to the supervisors and managers.

Asked how problems at home are solved, many workers (43 – 39.81%) said it was by all talking together, though seven said a male member of the family made a decision and a few said they walked away from each other and let things settle.

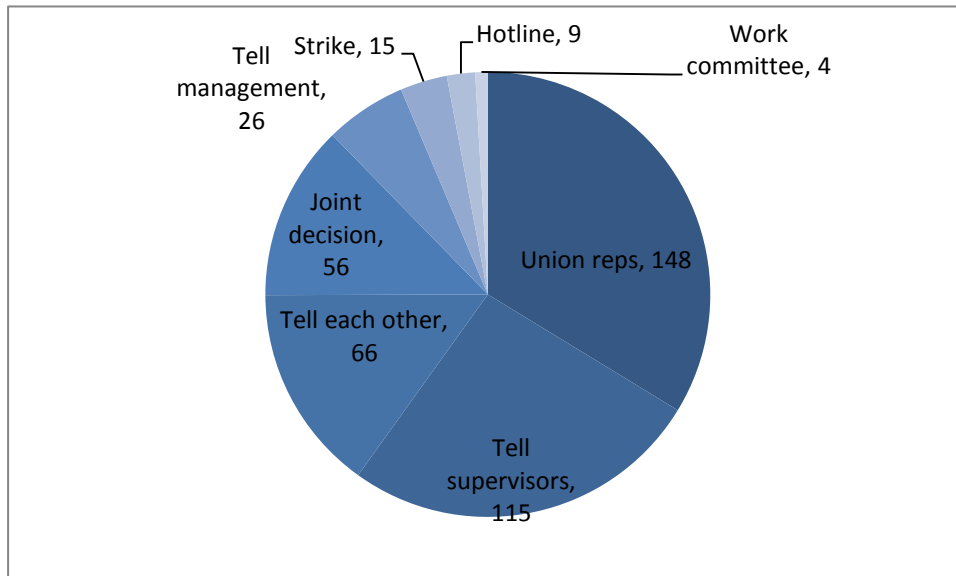
Many workers (46 – 42.59%) said they were not all comfortable bringing complaints to factory supervisors or management, 17 said they were not very comfortable, and 20 said they were moderately comfortable; on the other hand, 25 said they were very comfortable bringing complaints. A little less than half of the workers (45) had given suggestions in the factory in the past six months; nine had spoken to the supervisor, six had spoken to the management and two had told other workers. Twenty-eight workers said they had gone on strike (for a salary increase) and six others had shared the issue with their union representative.

In the in-depth interviews, most of the staff said that the workers with longer tenure were comfortable speaking directly to line leaders and to other managers, but the new workers talked only to the line leaders. If they had a problem that they needed to talk to the managers about, they would get help from line leaders or from trade union members. Some staff said that the communication between workers and managers was good – the workers can talk directly to line leaders and to other managers. They also said that communication now is better than it has been in the past.

With regard to how issues and grievances are addressed in the factory, about half of the workers said they would approach their union representatives (50), 18 would strike, 11 would tell their supervisors, 13 would tell each other, seven would approach management, and three approached the work committee.

The (weighted) chart below shows workers' preferred ways of having issues solved in the factory.

Figure 5: Preferred method of solving issues



Other responses were also given, such as “negotiate with each other in a peaceful way” and “listen to each other and compromise.”

Of the 108 workers, five have regularly raised suggestions and complaints with their union leader and 27 have done so at least once. The hotline has been used by only four people, three of whom have used it once and one regularly. Fifteen workers have raised issues with the worker committee once.

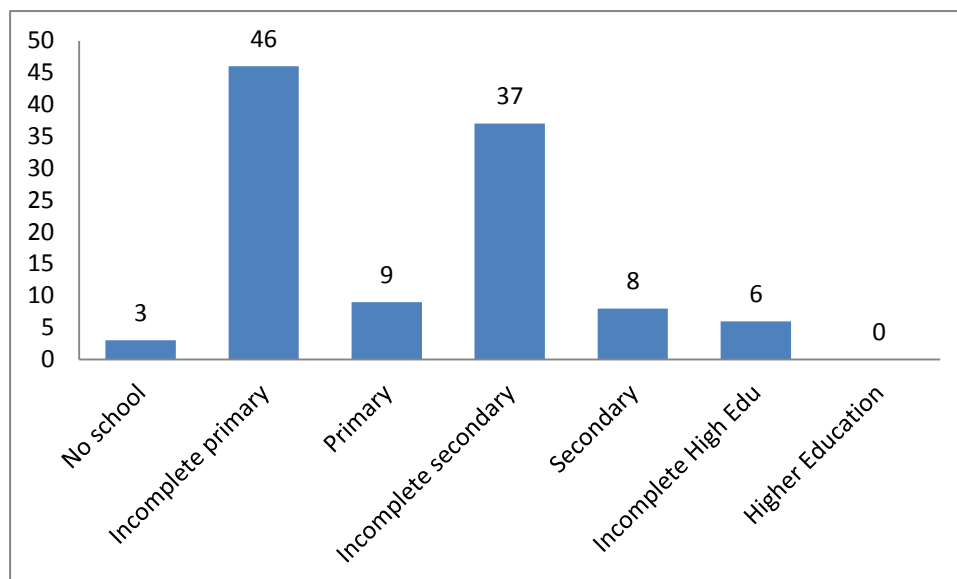
Education and Professional Development

Basic Education and Literacy

Of the 108 workers, 90 (83.33%) could read, 88 (81.48%) could write and 101 (93.52%) said they could understand numbers and do simple arithmetic.

The highest level of schooling attained by the interviewed workers is shown in the chart below:

Figure 6: Education level attained by the workers



Of the 108 workers, 85 (78.70%) had no vocational training, 19 (17.59%) had pursued short-term technical or vocational training and four (3.70%) had attended longer-term technical/vocational training.

In the focus group discussions, many workers said that they knew of a number of vocational training places in the city – they got this information from radio, television and leaflets. However, they said they do not have the time or the money to get training. A few workers said they attended some training on Sunday. The workers were not aware of the National Center for Vocational Training.

The use of spare time

The table below shows how the workers spent their spare time.

Table 19: Activities outside the factory (n = 99)

	Never	1/week	2-6 times/ week	Daily
Listen to Radio	38	20	18	32
Watch television	21	9	15	63
Read newspaper/magazines	48	41	16	3
Read a book	63	26	13	6
Use Internet	106	1	1	0
Use email	106	1	1	0
Use cell phone	7	22	39	40

There is a fairly high usage of television and radio as means of entertainment.

The workers were asked how important it is for their children to go to school, and how important it was for girls to go to school.

Table 20: Perceived need to send children to school

	Children of either gender	Girl Child
Essential	95	86
Very Important	13	21
Somewhat Important	--	1
Not Important	--	--

There is a small gap in the workers' opinions of sending a girl to school versus sending children of either gender to school.

Educating children

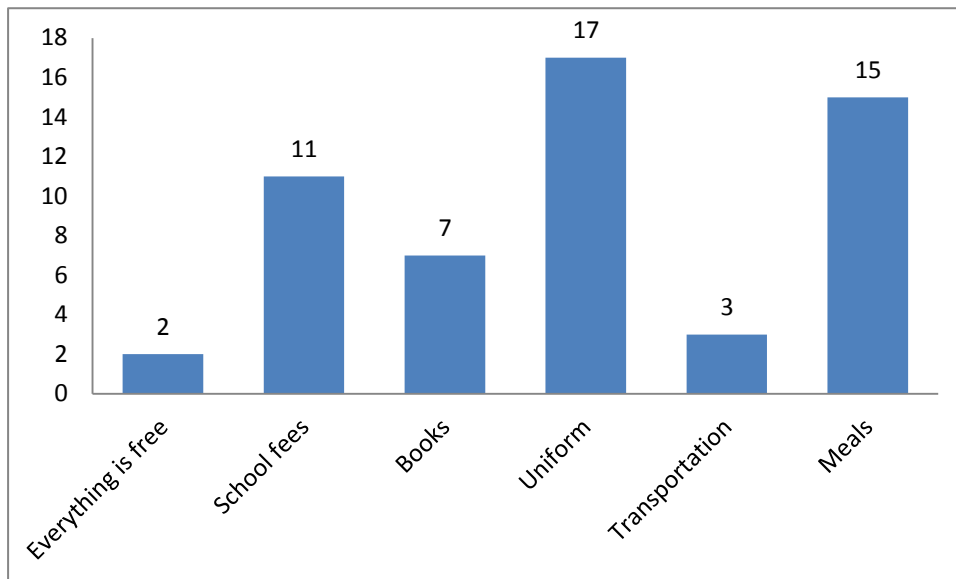
Only one person had a child younger than five years living in with her, and she said she read with the child every day.

Of the 26 workers who had children older than five years, seven had their children living with them; two said they helped their children with homework every day, three said they did so two to six times per week, and two said they did so once a week.

Four workers said their children had dropped out of school. Reasons included: the child working to support the family (three), the child being ill (two), school being too far away from home (two), the child not wanting to go to school (two) and transportation being too difficult (one).

The responses of the 24 workers who answered the question on costs associated with sending children to school are shown in the following chart.

Figure 7: Costs associated with sending children to school



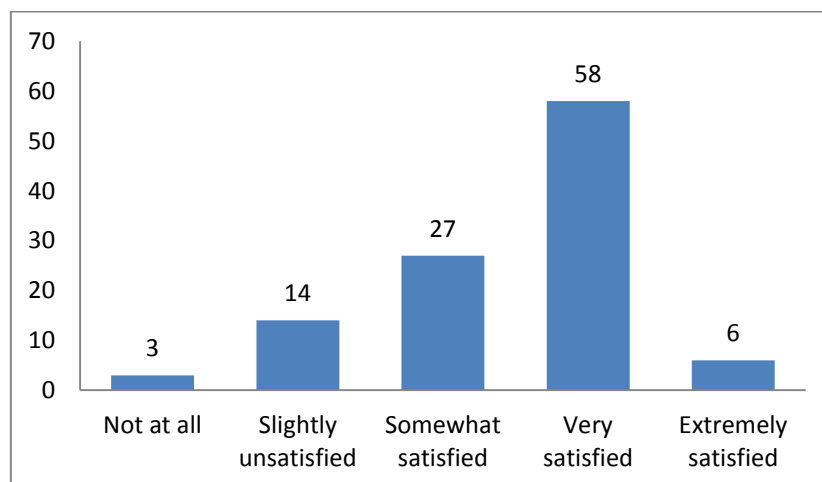
Of the 19 who responded to the question, 13 said they spent less than half their wages on sending the children to school; three spent half their salary, one spent more than half and two did not know how much they spent on their children’s education.

Professional skills and development

Of the 108 workers, 51 (47.22%) had been in their current position for more than two years, 20 (18.52%) had done so for between one and two years, and 37 (34.26%) had done so for less than a year.

Survey participants were asked whether they liked their jobs. Their satisfaction levels are shown in the chart below.

Figure 8: Satisfaction levels of the workers (n = 108)



The fact that over half of respondents (64) described themselves as “very” or “extremely” satisfied with their jobs is of note, given that in the previous section a number of workers had raised issues about their discomfort in talking with supervisors and management.

Some of the workers who were dissatisfied gave reasons for this; the most common was that they had no other job options. Other answers included: the workload, the difficulty of work-related tasks, the factory environment, and ergonomic issues. Relationship with other workers, the supervisor’s treatment, salary, and lack of training were each mentioned by one worker.

Participation in skills training and education programs

The table below shows workers’ participation in various training programs.

Table 21: Participation in training programs

Training Program	No. of responses
Technical training (n = 71)	
Training on how to do my current job	44 (40.74%)
How to use other equipment in the factory	13 (12.04%)
Quality control	6 (5.56%)
Other	None significant
OSHA/Compliance Training (n = 91)	
First aid	3 (4.63%)
Fire prevention	22 (20.37%)
Safety precautions	11 (10.19%)
Information on Code of Conduct	--
Labor laws	6 (5.56%)
Other – health	1 (0.93%)
Personal Development and Life Skills (n = 5)	
Formal education courses	--
Computer skills	--
Language skills	1 (0.93%)
Communication and negotiation skills	4 (3.70%)
Supervisory skills	2 (1.85%)
Others – HIV (prevention)	1 (0.93%)

There is an obvious need to increase the coverage of the training in each of the categories listed above.

Asked which of these trainings was most useful, 30 of the 51 respondents said the technical training, 10 said the OSHA/Compliance training, and eight said personal development.

About half (25) of these 51 respondents said they had shared knowledge from the trainings with family members. Of those who did not, nine said they did not have the time, five said the material

was not useful to the family, four said their family was not interested, and four said the information was not necessary for the family.

Of the 91 workers who responded to the question on which training they would prefer, 56 (51.85%) said personal development, 29 (26.85%) said technical training, and 17 said OSHA/Compliance training; single responses included training on how to become a designer, management training, and learning a foreign language.

Most workers (66 – 61.11%) had not worked in any other units within the factory, though many said that they would like to; the most common preferences were sewing (52), design (25), sample-making (16), quality control (eight), packing (seven), embroidery (six), cutting (six), printing (five), marker making (five), finishing (two), and weaving (two). Washing, training, color control, color design, labeling, mending and maintenance also featured as some of the single responses. Thirty workers did not want any change in their job.

Of the 108 workers, 85 had never been promoted; 16 had been once, five twice and two more than twice.

Among the barriers mentioned as reasons for not being promoted were: the skill level of the individual (42 – 38.89%), the worker's education (36), and not wanting to get promoted (26). While nine workers said there was no opportunity for promotion, 21 others said there were no barriers to promotion.

In terms of skill level, 57 (52.78%) workers felt they were skilled, 25 (24.07%) felt they were semi-skilled, 21 (19.44%) felt they were unskilled, and one worker felt she was multi-skilled.

Aspirations

Several general themes were identified from the answers to questions in this section; the data has been aggregated and categorized into these themes. It is expected that deeper issues and more context will be discovered through the qualitative studies and participatory methods that are being planned at the end of this study.

Most workers (106 of 108) said that they did have dreams for the future. Among those those who specified (multiple answers accepted), 35 said they wanted to have their own business selling vegetables, motorbike parts, etc.; 25 wanted to get into dressmaking/designing; and 18 wanted a different job (e.g. hairdresser, teacher, singer). Many had dreams for their family: They want their children to be better off, or simply wanted a better future (10), some wanted a happy married life (five), and others wanted to go back to their families (four) or help their parents (three); two said they had given up dreaming.

In response to the question on what dreams they had as children:

- 19 wanted to be in sewing/tailoring/clothing design professions
- 18 well-educated/better educated/higher educated
- 18 wanted to be teachers
- 16 wanted to have good assets (e.g. motorbike/house/good clothes)
- 10 wanted to have enough money or be rich
- 10 wanted a happy family or to be happy with their family
- A number mentioned other occupations, e.g. dancer, singer, film star, driver, tour guide, hairdresser, car “repairer”
- Three wanted to have their own business
- Two wanted to work for a company
- Four said they had no dreams as children or had never thought of the future

A significant number of workers felt that their current situation fell short of their expectations (85 – 78.70%); 20 said their current situation met with their expectations.

Asked what currently made them happy, workers replied:

- Family, e.g. being with their family, seeing their children or siblings happy, or caring for their parents
- Being employed/getting paid/having enough money/having a high-paying job
- Being with their friends
- Being healthy

A few other responses did not fall into the above categories; four workers said they were not happy.

The workers were asked what would make them happier; the top five responses in weighted order of priority were:

- Ways to save or invest
- For herself/himself and the children to be less sick
- Being closer to the family
- Better living conditions

- Career advancement at work/beyond the factory

The workers were asked what they would like to be doing three to five years from now. The top five responses in weighted order of priority were:

- Own/start my own business
- Go back to home village/town for good
- Get professional skills
- Stay home to raise children
- Getting married

Other responses included rearing animals and building a house.

About 75 percent of the workers (79 – 73.15%) felt that they could make their dreams come true; 18 (16.67%) said their dreams would not be realized, and 11 were unsure. Of those who said they would not or were unsure, 23 said there was not enough money, 11 felt their education levels prevented it, six said there was not enough time, and three said they are busy raising young children.

After work and caring for their families, about half of the workers (56 – 51.85%) said they had more than six hours for themselves, seven said they had between four and six hours, 37 had between one and three hours, four said less than an hour, and four said none.

Workers said they would like to spend their free time:

- Sleeping (64)
- Watching television (59)
- Spending time with family and friends (35)
- Shopping for oneself (nine)

In order of priority, the greatest challenges to the community as reported by the workers include:

- Poverty
- Safety and security
- Drug abuse
- Environmental issues

The only two significant hopes that the workers had for their children or siblings were:

- More education than they themselves had, and a good job
- To have a good relationship with their families

(Note: This question may have been frequently misinterpreted, because some of the responses seemed to apply to the worker himself/herself and not their children or siblings.)