



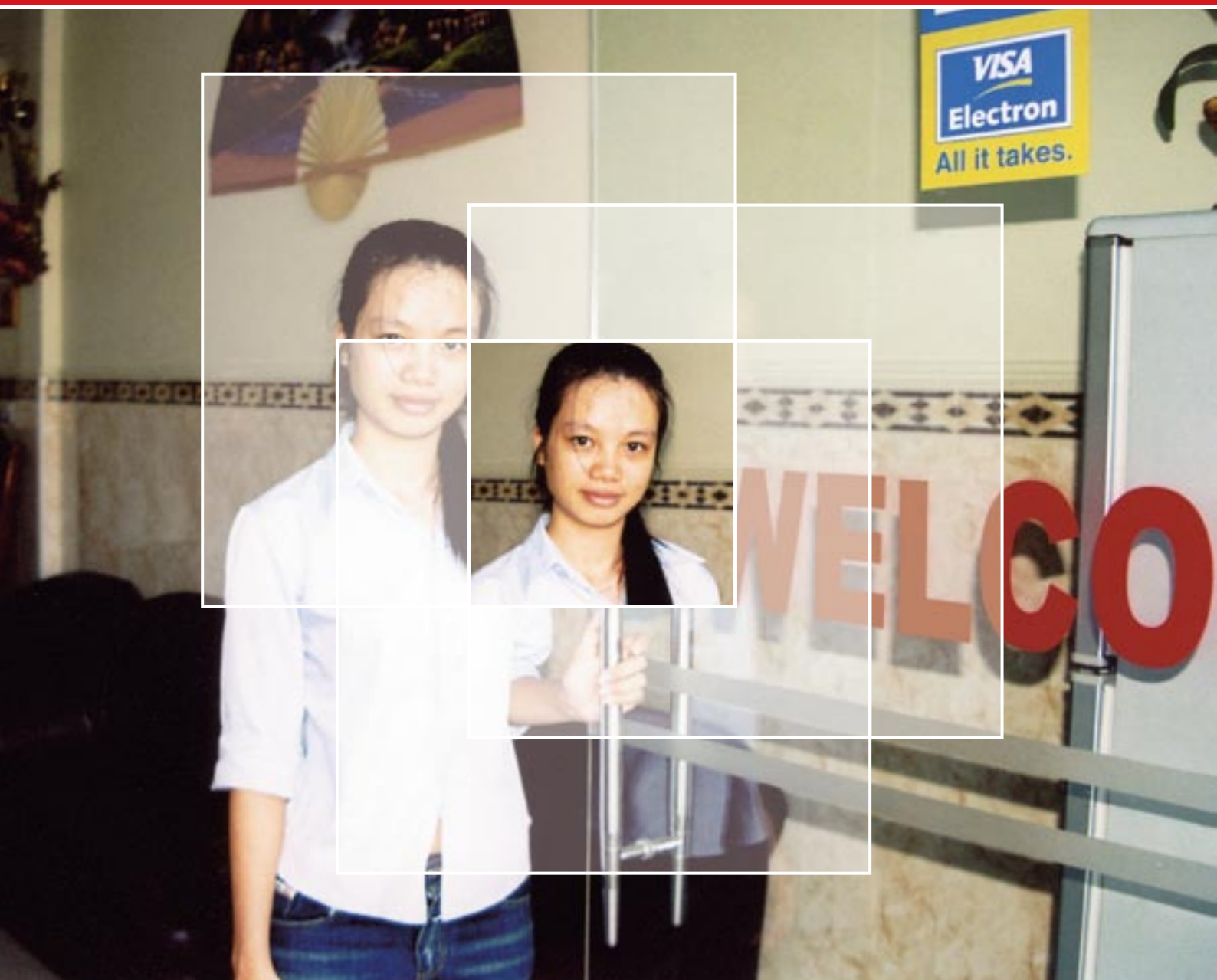
International
Labour
Organization

The Mekong Challenge

Cambodia's Hotel and Guesthouse Workers

their recruitment, working conditions and vulnerabilities

Part of a series of studies on human trafficking and labour migration in the Greater Mekong Sub-region



The Mekong Sub-regional Project to Combat Trafficking in Children and Women

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Cambodia's Hotel and Guesthouse Workers
their recruitment,
working conditions and vulnerabilities

Mekong Sub-regional Project to Combat Trafficking in
Children and Women

International Programme on the Elimination of Child Labour
International Labour Office Bangkok

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Mekong Sub-regional Project to Combat Trafficking in Children and Women
The Mekong Challenge – Cambodia's Hotel and Guesthouse Workers, their recruitment, working conditions and vulnerabilities

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FOREWORD

This survey is part of a series of studies into recruitment practices and working conditions in the Greater Mekong Sub-region (GMS) of children and young women in sectors vulnerable to human trafficking, and the associated and inherent sexual and labour exploitation.

The Mekong Challenge – Cambodia’s Hotel and Guesthouse Workers, their recruitment, working conditions and vulnerabilities takes the reader and researcher to the heart of one of Cambodia’s fastest-growing tourist areas to investigate the working conditions of vulnerable young people – especially girls and women – who have been attracted by the potential to improve their livelihoods.

With both domestic and international tourist arrivals in Cambodia increasing each year, the Kingdom’s travel and tourism industry, as a whole, is expanding. This expansion has provided another welcome avenue for much needed investment and economic activity. But as more young job seekers are attracted to this growing sector, there is also an increased opportunity for labour and sexual exploitation of those moving to tourist areas in search of work. While the risks of human trafficking are real, the report dispels myths that workers in the travel and tourism industry are more prone to trafficking-related exploitation. However it does reveal a fast-growing industry with the potential for labour exploitation of young people. An area that needs to be monitored carefully.

The ILO’s Mekong Sub-regional Project to Combat Trafficking in Children and Women is working with the Royal Government of Cambodia to prevent the development of exploitative situations in the tourism sector. It is helping to ensure that young people presently working (or planning to work) in the travel and tourism sector are aware of their rights in the workplace and are familiar with the coercion and tricks that traffickers and others could use to deny those rights by redirecting them away from legitimate occupations and into situations of sexual and labour exploitation.

This publication looks at the situation of hotel and guesthouse workers in Siem Reap District, Siem Reap Province, their working conditions and how they were recruited. It also examines the vulnerabilities they face.

Compiled by consultants jbj-Crossroads to Development, authors Rebecca F. Catalla and TAP Catalla, technical support was provided by Sanjukta Mukherjee from the ILO’s Regional Office for Asia and the Pacific, Khleang Rim and Eriko Kiuchi-Ito of the ILO’s Mekong Project to Combat Trafficking in Children and Women, Heak Sreang, Long Ratana, Meach Yady, Ferdinand Buot, Pheang Phansy, Kem Sovanney and Luz Pasion.

Special thanks are accorded to the hotel and guesthouse workers, the owners and managers, and various key informants who served as interviewees in Siem Reap Province, as well as to the survey enumerators for their critical contributions to the research project.

This research was made possible through the joint financial support of the ILO's Mekong Project to Combat Trafficking in Children and Women in Cambodia and the Time Bound Programme through its International Programme on the Elimination of Child Labour (IPEC).

EXECUTIVE SUMMARY

When the magnitude of child labour was found to be more serious than reported in 2001, ILO-IPEC with its national partners conducted a series of rapid assessments and baseline surveys in selected sectors such as trafficking in women and children, salt production, rubber plantation, fishing sector, etc. These have not only helped to build the knowledge base on the target children and their realities of work, but they have also contributed to raising awareness about trafficking and labour exploitation and have led to increased advocacy for action to prevent the abuses.

To further understand these issues and concerns that are associated with child labour and trafficking in identified new sectors, a survey was carried out among hotel and guesthouse (HGH) workers and employers in Siem Reap. The research aimed to provide wide-ranging information on workers in hotels and guesthouses, an industry in Siem Reap identified as a receiving area/sector of trafficking in children and young women. More specifically, the study sought to profile the situation of workers working in hotels and guest houses in Siem Reap district, Siem Reap province including: reasons for working, skills/ vocational background, health and educational status, working environment/condition of trafficking for labour (in slave-like conditions) by unscrupulous employers, wages/income earned, income management, and future planning.

This was accomplished by carrying out a survey among HGH workers and employers, and interviews with key informants using instruments that have been used by ILO-IPEC for similar efforts in various countries. A total of 371 workers and 17 employers in 36 hotels and guesthouses were interviewed; 13 stakeholders served as key informants for the qualitative aspect of the study.

Descriptions of working conditions in this report, while wide-ranging, do not attempt to be thorough and comprehensive. Rather they reflect information obtained through a structured instrument within an eight-day data collection period. As such the data mirrors the limitations of survey methodology (e.g., measurements are taken at one point in time) even as representatives of workers from different HGH departments/units (e.g., housekeeping, kitchen, administration, etc.) were interviewed. It is also worth mentioning that responses of the workers and employers may have been given in a context where they feared that the information may be used against the hotels and guesthouses – which were their primary sources of livelihood – since ongoing strikes in some hotels were still unresolved at the time of the survey.

Workers in hotels and guesthouses in Siem Reap can be portrayed as young, having a mean age of 23 years, and are relatively well educated, 89% of whom reached lower secondary levels. They belonged to families whose parents were highly literate, and had sources of incomes that came from agriculture, waged employment or from other businesses. A third also had some kind of training connected to their work and 10.5% were still in school completing formal education or attending short courses. More than a quarter (27%) did not report

any health problem and only 2.4% cited illnesses that could be said to be serious. Workers too, had access to various types of information on a daily basis from magazines/ newspapers, television, and radio. Awareness regarding HIV/AIDS and STI was reported by 94% and 75% of respondents, respectively, indicating a need for improvement, especially for the latter.

In terms of their work profile, respondents have been in their present occupations for an average of 1.67 years, gaining acceptance by applying for the job or through referrals. The primary motivation to work was the desire to help the family (99%) and due to personal reasons like wanting to gain experience (36%) or continue their studies (2%). Usually, workers were at their posts for a mean number of 6.14 days, for both peak and slow seasons, averaging 9.57 and 8.23 hours, respectively. Food, water, access to toilet facilities and breaks at work were provided by employers, although workers were also said to bring their own water to their workplace. On the other hand, living arrangements entailed residing with relatives, on their own, or with friends/co-workers, reported by 31%, 30% and 35% of the total, respectively. Women were less likely to live alone, preferring to live with a family member or relatives. Workers also have a fairly developed support network, with families, friends, employers, and co-workers being sought for assistance primarily in terms of advice, financial assistance. Income-wise, 61% of respondents had earnings between 150,000 (US\$37) to 300,000 Riel (US\$75) and an additional 25% reported incomes above 300,000 Riel.

Employers, on the other hand, comprised mostly of men, at 70% of the total, had an average of 42.47 years, and over three quarters reached upper secondary level or the university. They were characterized as kind, understanding and looked after their welfare, by 97% and 79% of workers respectively. Eight of ten respondents found their jobs lucrative, and this is reflected in the range of salaries or revenues they earned per month. The lowest monthly wage was 260,000 Riel or (US\$65) by a respondent working in a HGH Type 4 of guesthouse while at the high end of the scale of reported salaries, three respondents working in mid-range to upscale hotels said that their monthly earnings from their jobs ranged from 1.4 million (US\$350) to 4 million Riel (US\$1,000).

Among nine owners, revenues generated started at 1.08 million (US\$270) to 16 million Riel (US\$4,000) from establishments classified as budget guesthouses 1-4. Given that the room rates in these places range from US\$5 to US\$15 for single and US\$20 for double rooms, the high earnings reported is a good indication of the occupancy rates.

Some observations that can be drawn from the findings are:

- While workers appeared to be cared for by their employers, the workers would be hard pressed to sufficiently cover the cost of lodging, additional studies, and sending money home to help support families. Salaries in hotels and guesthouses are not as high as might be expected from a growing industry.
- In terms of trafficking, there was no reported case among respondents – key informant responses and the quantitative data show that recruitment processes of HGH were accomplished through a typical hiring procedure involving the application for jobs, taking tests and being interviewed. No allusion to coercion, being sold, or reporting situations of debt bondage was ever made by respondents. While

'debt' had been mentioned in relation to working, this information was obtained from other persons; whereas monetary obligations to employers have been in the form of advances.

- The desire to start a small business, expressed repeatedly by worker-respondents, may indicate a cognizance of the potential for economic gain from the booming tourism sector. Furthermore, workers want to better themselves by enrolling in short-term courses like computer literacy and English, and gaining additional skills related to their jobs. Provided sufficient opportunities, this group could well become future members of the burgeoning middle class of Cambodia.
- As documented by the research, the demand for sex with young persons comes from the guests of hotels and guesthouses, the gratification of which is facilitated by workers or 'guides' in exchange for some recompense.
- Despite the monitoring that is supposed to be carried out by relevant government agencies in the province, minors have been seen entering hotels and guesthouses as the sexual partners of guests.

While workers in the hotels and guesthouses in Siem Reap appear to be better off in terms of work conditions, there are a few areas that require additional review.

- The existing salaries have to be increased – at present, compensations are small in relation to reported earnings of owners and to a robust sector.
- In smaller guesthouses, working hours and days need to be monitored since this could be a 7-day workweek and beyond eight hours per day, especially in the peak season. While it may be argued that these conditions are typical in family-run guesthouses, it does not justify overworking and underpaying workers.
- The founding of unions that will help ensure that employers and owners comply with the labour laws should be promoted. As the tourism sector further expands, it is necessary to ensure that employers and owners stick to the letter of the law.

In addition to the above, further research needs to be carried out regarding the sex trade in Siem Reap and its relation to the trafficking of children and women. Specifically, the number and role of 'guides' must be clearly established, especially in relation to underage prostitutes. It is also necessary to determine the extent of the presence of minors, who have been seen as sexual partners by guests.

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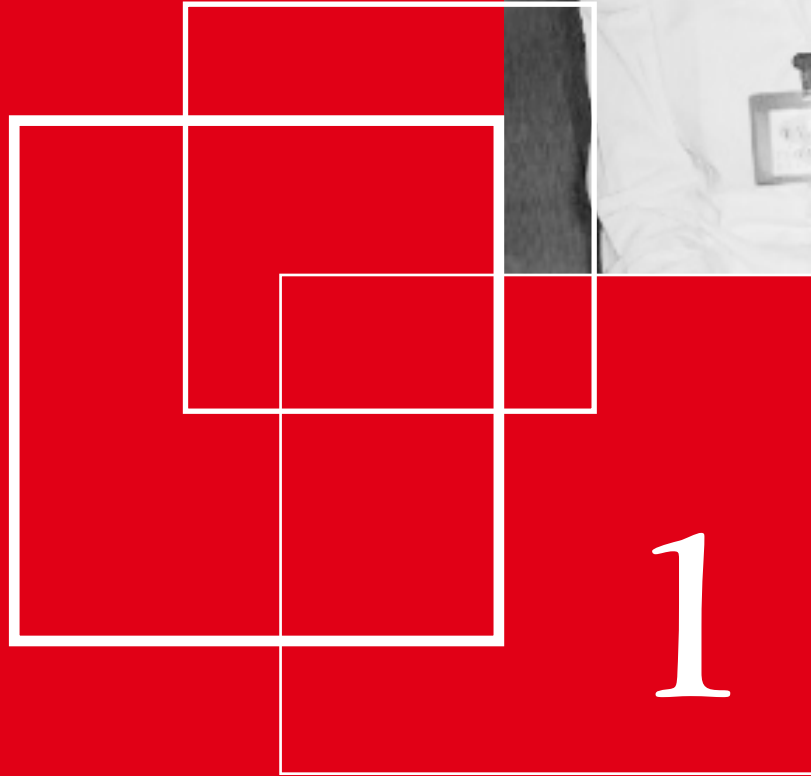
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ACRONYMS

AFESIP	Agir Pour Les Femmes en Situation Precare
FGD	Focus group discussion
DoInt	Ministry of Interior
DoT	Department of Tourism
DoWVA	Ministry of Women's and Veterans' Affairs
EFA	Education for All
GH	Guesthouse
HGH	Hotel and guesthouse
IOM	International Organization for Migration
ILO-IPEC	International Labour Organization - International Programme on the Elimination of Child Labour
MOEYS	Ministry of Education, Youth and Sport
MOP	Ministry of Planning
NGO	Non-government organization
NIS	National Institute of Statistics
OHS	Occupational health and safety
OSALVY	Directorate of Social Affairs, Labour, Vocational Training and Youth Rehabilitation
STI	Sexually transmitted infections
TBP	Time Bound Programme
TICW	ILO-IPEC Mekong Sub-regional Project to Combat Trafficking in Children and Women
UNTAC	United Nations Transitional Authority of Cambodia



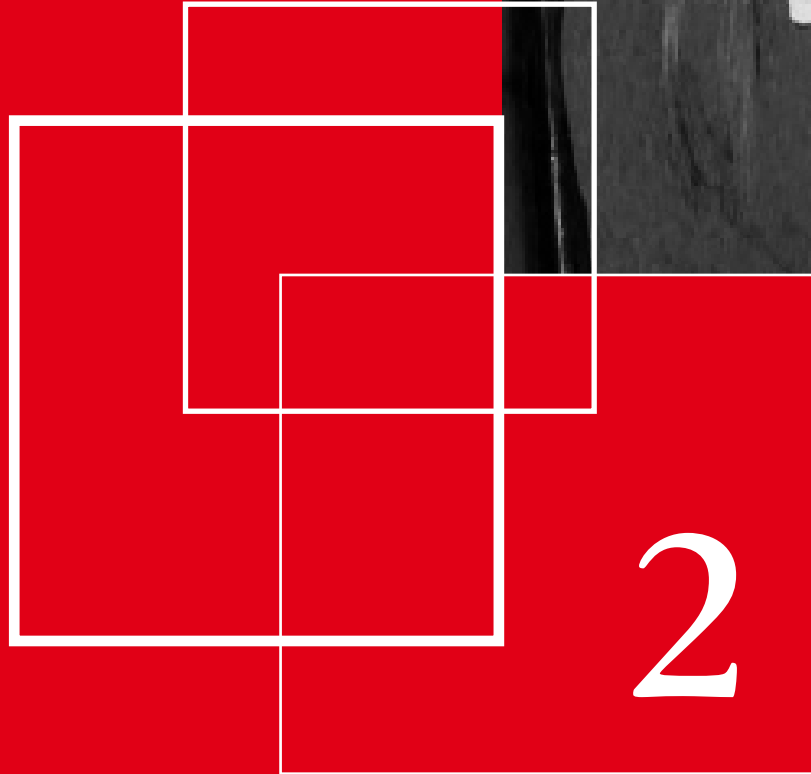
1. INTRODUCTION

The first national child labour survey conducted by the National Institute of Statistics (NIS) in collaboration with ILO-IPEC in 2001 revealed that the magnitude of the child labour situation was more serious than had been reported. According to the survey, one out of every two children was found as working children (44.8 percent of children aged 5-14). A series of rapid assessments and baseline surveys in selected sectors such as salt production, rubber plantation, fishing sector, etc. have not only helped to build the knowledge base on the target children and their realities of work, but have also contributed to raising awareness on the issues which have in turn led to advocating for actions to correct the problems.

ILO-IPEC has gained practical experiences and knowledge in providing comprehensive packages of interventions to selected target groups together with the national counterparts. The comprehensive packaged interventions include: 1) promoting formal and non-formal education; 2) providing opportunities for alternative livelihoods through vocational, skills

training; 3) protecting the children above minimum age by introducing the concept of occupational health and safety (OHS); 4) withdrawing the children in exploitative situations with alternative livelihoods; 5) monitoring the labour situation in order to respond to the immediate needs of child labour. The interventions are supported by the local communities which have gained some positive experiences, yet they need to be consolidated to be considered “model” interventions.

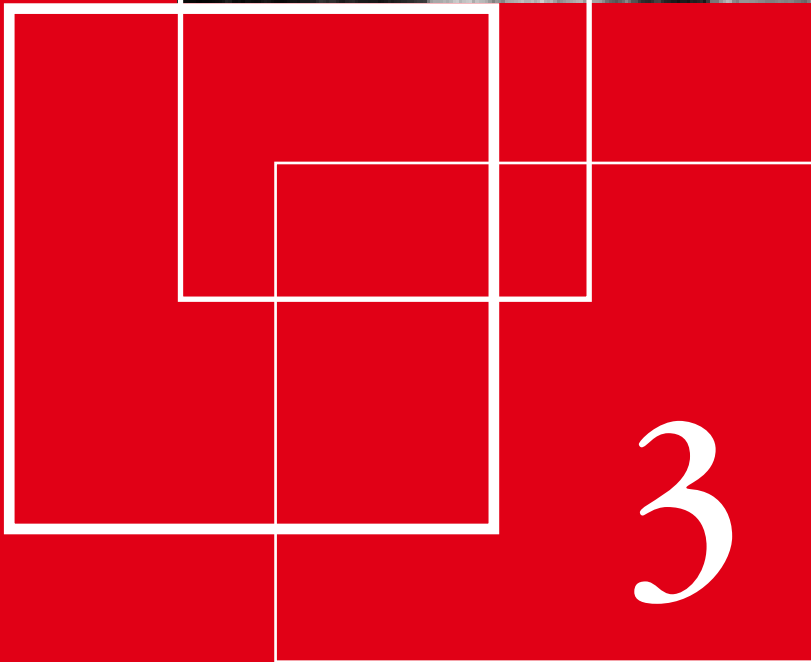
As part of the effort to enhance the knowledge base, identify and implement appropriate interventions in new sectors, a survey was carried out in one of the service sectors, specifically hotel and guesthouse workers in Siem Reap. The findings are expected to result in an electronic database which will facilitate the identification and tracking of project beneficiaries, further assist with the monitoring of service delivery amongst targets in this service sector, and determine appropriate measures to prevent the trafficking of children and women into the hotel and guesthouse service sector.



2. OBJECTIVES OF THE STUDY

This research aims to provide wide-ranging information on workers in hotels and guesthouses (HGH) in Siem Reap, the industry having been identified as a receiving area/sector of trafficking in children and young women. More specifically, the study seeks:

- To understand the situation of workers working in hotels and guest houses in Siem Reap district, Siem Reap province including: reasons for working, skills/vocational background, health and educational status, working environment/condition of trafficking for labour (in slave like conditions) by unscrupulous employers, wages/income earned, income management, and future planning;
- To assess the existing institutional mechanisms and identify gaps and potential for improvement (with a particular focus on workers' and employers' organizations and other social groups) with a view to seeking ways to mobilize them to develop solutions;
- To generate inputs for Government agencies and civil society organizations in developing appropriate policy responses to the sector; and
- To provide data for other agencies and researchers for their appropriate use and analysis.



3. METHODOLOGY

Survey preparatory work involved a review of the literature, sample determination, preparation of survey instruments, and the selection and training of enumerators. To facilitate the data collection process, meetings were held with Messrs Khleang Rim, the National Project Coordinator for the ILO-IPEC Mekong Sub-regional Project to Combat Trafficking in Children and Women (TICW project), and Ly Sophear who heads the Office of Social Affairs, Labour, Vocational Training and Youth Rehabilitation (OSALVY) in the Municipality of Siem Reap. As the key person in the focal governmental agency for planned interventions, the latter's assistance was solicited in the selection of the enumerators, the conduct of the enumerators' training, and other logistics of the training (e.g., letters to identified employer respondents, selection of a training venue, rental of transportation during the pre-test and the actual survey) and data collection. Schedules were provided and other requirements discussed so that the training activity and survey could proceed smoothly.

1. Preparation of survey and demand study data collection instruments

The profiling and demand aspects of this service sector's workers were studied by using a combination of quantitative and qualitative data gathering methods. For the former, the survey instruments used for the profiling of beer promotion girls, prostitutes and employers in Sihanoukville and Phnom Penh were adapted to obtain the required information about hotel and guesthouses workers¹ and their employers (Annex 1). The structured instruments for the young workers and the employers essentially built on ILO-IPEC resources, particularly survey

instruments which had been field-tested for child and employer profiling purposes.

The survey instruments focused on demographic data, socio-economic characteristics, educational and literacy levels, presence of skills, work history and conditions, work hazards and discrimination, earnings, awareness and perceptions regarding various issues (e.g. trafficking), health status, and future plans. Similarly, the employer questionnaire covered socio-economic characteristics, work history, earnings, and future plans. In addition, questions about employees' work history and conditions, and perceptions about customers who patronize their business from the perspective of the employer were added. The instruments underwent further changes after a review of the literature, based on comments from the ILO-IPEC TICW Project and from the training participants during the training, and after the instruments' pre-tests. The former offered suggestions regarding the focus of the questionnaires and additional questions, while participants to the training recommended changes to make the questions easier to ask.

Obtaining in-depth information through qualitative approaches on the working conditions in the hotel and guesthouse sector and on the demand aspects involved the preparation of guide questions for interviews with key informants, presented in Annex 2.

To complement the data collected through qualitative and quantitative methods, qualitative information solicited from respondents through observations was obtained through a debriefing of enumerators at the end of the survey. Guide questions have been formulated for this purpose (Annex 3).

¹ "Worker" is the term used in this report to refer to hotel and guesthouse workers and to distinguish them from the employer respondents

2. Selection and training of interviewers

The training of interviewers was held from 3-5 July 2004 with the underlying goal of arriving at a common understanding of how questions should be asked and answered. More specifically, the training activity had the following objectives:

- To familiarize interviewers with the data collection instruments to be administered with the identified respondents;
- To solicit feedback and identify areas of refinement in the data collection instruments; and
- To finalize with the participants the plan for the data collection activities.

Annex 4 lays out the training activities that were undertaken to meet the above objectives.

Twelve enumerators, representing the government's Department of Interior, Office of Social Affairs, Labour, Vocational and Youth Rehabilitation (OSALVY), Department of Tourism, Department of Women's and Veterans' Affairs, and Agir Pour Les Femmes en Situation Precare (AFESIP), a locally-based NGO, were identified and attended the interviewers' training in Siem Reap (Annex 5). A representative from the Sofitel Royal Angkor Union who was to

serve as an enumerator was unable to complete the training, apparently due to work commitments to the organization and the short notice received regarding her participation in the activity.

It was originally conceived that there would be three qualitative researchers, however as only one female Cambodian researcher was well versed in qualitative information gathering methods, she was identified as the sole researcher in order to reduce the likelihood of differing interpretations of the guide questions. The Team Leader and the selected qualitative researcher carefully reviewed the questions jointly prior to the latter's fieldwork.

3. Sample sizes and sample selection process

One of the initial activities in the planning of the surveys was the setting of sample sizes for the quantitative and qualitative aspects of the study, established in consultation with the Baseline Survey Specialist for the ILO-IPEC Regional Office. A total of 387 HGH workers and 14 employers were targeted for the former while eight key informant interviews were planned for the qualitative aspect of the study (Table 2).

Table 2. Data collection methods, proposed and actual number of respondents

No.	METHODS	RESPONDENTS	POPULATION	EXPECTED SAMPLE	ACTUAL SAMPLE
1	Survey	Hotel and guesthouse workers (as of January 2004)	3,622	387	371
		Employers in 62 hotels & 132 guesthouses categorized in 7 groups (as of January 2004)	194	14	17
2	Key informant interviews (for hotel and guesthouse workers)				
		Government agency representatives (e.g., MoSALVY, Ministry of Tourism, Ministry of Interior, Ministry of Women's and Veterans' Affairs, CNCC, etc.)		2	2
		I/LNGO representatives (e.g., IOM, WVI, KWCD, IOM, COSECAM, CARE-International, etc.)		-	1
		Labor union/ network representatives		1	-
		Condom shop sellers		1	1
		Clients (including customers of restaurants)		1	6
		Motodup or motor taxi drivers (representing HGH locations that are distant from one another)		1	1
		Representative of employers' association/ Employers' representative (Assistant Manager, Casa Angkor-Siem Reap)		1	1
	Neighbor of/ people living close to hotel and guesthouse workers		1	1	
Total				8	13

In the planning stages of the survey, the administrative list of hotels and guesthouses (HGH) in Siem Reap was categorized by type and size, based on the single and double room rates, resulting in seven categories (Table 3).

Two hotels or two guesthouses were selected per homogenous category where employers and worker-respondents would be derived.² This implied that regardless of age, all staff in each randomly selected hotel and guesthouse representing the 7 types of

guest houses and hotels would be interviewed, or a sample size of 387 HGH workers. Given however that the profiling objective of the survey targets young people who are less than 18 years of age and trafficking in children and women for commercial sexual exploitation can be up to 25 years old,³ a certain age category had to be set in order to meet both objectives of the profiling survey and demand study. Selection of the sample size of 387 HGH workers was defined then to be among those who are 25 years and below.

² An initial recommendation on this was to have one hotel and one guesthouse per type of homogeneous category. Calculations on the sample sizes in May 2004 showed however that if one HGH per homogenous type were taken, the sample size will only be 167, or only 7% of the total number of HGH workers. It was then agreed with the Baseline Survey Specialist that the sample number of hotels and guesthouses per homogenous category type would be upped by 2, resulting in a total of 387 staff members for the 14 randomly selected guesthouses and hotels representing the 7 HGH types.

³ It should be noted that this does not discount the fact that this population sub-group could also be trafficked for begging, construction work and other services.

Table 3. Groupings of hotels, by room rates

TYPE	ROOM RATES (US\$)	
	SINGLE	DOUBLE
HGH Type 1: Budget GH 1	3	3 – 5
HGH Type 2: Budget GH 2	3 – 5	6 – 8
HGH Type 3: Budget GH 3	3 – 5	10 – 13
HGH Type 4/ Budget hotels	15	15 – 20
HGH Type 5/ Mid-range hotels	20 – 35	25 – 45
HGH Type 6/ Deluxe	45 – 85	50 – 95
HGH Type 7 - Upscale/ luxury hotels	80 – 380	100 – 350

Budget guest houses (HGH Type 1-HGH Type 4) do not have reports on the number of their staff and are frequently family-run businesses. The Siem Reap OSALVY office estimated these guest houses (GH) to have 2-7 staff members, hence a midpoint figure of 4 staff members was estimated for each. Discussions with the interviewers during their training on 3-5 July revealed, however, that GH staff could be up to 4 only, which could include the owner(s). Given this new information, 2 more randomly selected GHs for each GH/ hotel type were added to retain the sample size of 387.

For the same reason of retaining the sample size of 387, 2 more sample hotels per homogeneous type were added to the previous number even as hotels generally report the number of their staff to the Department of Tourism (DoT). Reported figures do not necessarily reflect age groups, however, such that the total number given to DoT can include those older than 25. Since doing a check at the sample hotels would take time (i.e., in terms of securing letters and authorization to review the staff roster

and profiles), the next best reference was the 2001 Cambodia Child Labor Survey. This indicated that those who are 10-24 years of age represent 34% of the total urban population, the latter frame of reference being based on the fact that HGHs are predominantly in Siem Reap's urban locations. Thus, 34% of the staff in each sample hotel was taken to represent the target age groups of the study.

The completed sample for HGH workers totaled 371, 16 short of the target while for the employers, the obtained sample of 17 exceeded the target by three (Table 4). The shortfall stemmed from the fact that it was not possible to meet with respondents from HGH Type 6, despite appointments set, since the workers were busy with ongoing meetings or conferences. It is worth mentioning, however that all the hotels represented in this homogenous type had been covered. For the qualitative aspect, 13 key informant interviews were carried out, as opposed to the planned eight. A representative from the labour union was not interviewed and five additional clients served as key informants.

Table 4. Planned and actual sample by type of hotel and guesthouse

TYPE	HOTEL/GUEST HOUSE	EXPECTED SAMPLE		ACTUAL SAMPLE	
		WORKER	EMPLOYER	WORKER	EMPLOYER
Budget GH 1	1. Mith Laor	8	2	2	1
	2. Kim Teung			1	-
	3. Sok San			2	-
	4. Sun Way			2	-
	5. Smiley's			3	1
	Sub-total			10	2
Budget GH 2	1. Beng Mealea	8	2	3	-
	2. Ta Som			1	1
	3. Star			2	1
	Sub-total			6	2
Budget GH 3	1. Apsara Terrace	8	2	2	1
	2. Ly Veng			4	1
	3. Global			3	1
	Sub-total			9	3
GH Type 4/ Budget Hotels	1. Chen La	12	2	3	1
	2. Angkorian			2	-
	3. Vimean Thmei			7	1
	Sub-total			12	2
GH Type 5/ Mid- range Hotels	1. Yarklom Angkor Lodge	20	2	1	-
	2. Mittapheap			5	1
	3. Passagio			6	1
	4. Salina Hotel			3	-
	5. Borey Angkor			5	-
	Sub-total			20	2
GH Type 6/ Deluxe Hotels	1. Angkor Village	150	2	12	1
	2. Taproh/ Ta Prum			11	1
	3. Casa Angkor			8	-
	4. Nokor Phnom			10	-
	5. City Royal			25	1
	6. City Angkor			30	-
	7. Angkoriana			5	-
	8. Home Sweet Home			3	-
	Sub-total			104	3

Type 7 Upscale/ Luxury Hotels	1. Khmemara Angkor	181	2	16	-
	2. Apasara Angkor			24	1
	3. Angkor Hotel			4	-
	4. Prea Khan			13	1
	5. Princess Angkor			57	-
	6. Angkor Palace Resort and Spa			7	-
	7. Pan Sea			10	-
	8. Sofitel Royal Angkor			51	-
	9. Angkor Century			28	1
	Sub-total			210	3
	GRAND TOTAL	387	14	371	17

4. Fieldwork

The Research Monitor met the data collectors daily to distribute the survey instruments that would be used for the day, collected the completed ones, and assigned enumerators to hotels or guesthouse that would be visited. These meetings also served as a venue where enumerators could raise questions for items which were challenging to ask or the respondents found difficult to answer.

Enumerators were observed while interviewing, and checks on completed interviews in the field were carefully made to ensure the quality of data. At night, the monitor did additional random checks on the finished questionnaires and returned to enumerators those with unclear and/or no responses.

Prior to the survey, a letter from the governor's office was obtained and distributed, with the help of the focal person from OSALVY, to the HGHs which would be part of the sample. Despite this notice however, several calls and appointments were necessary to set up meetings so that the survey instruments could be administered to workers and employers. A concern by the managers and owners of HGH was the disruption of the work schedule and since this was also shared by the survey team, a convenient time for

both interviewer and interviewee was set in advance. Difficulties in making appointments with managers, and setting a common time for enumerators and potential respondents required an extension of the survey period by a day. Staff from the Department of Tourism and OSALVY who also acted as data collectors assisted in making these arrangements.

During the survey, some employers apparently thought that the enumerators were members of unions and feared that workers would be encouraged to hold strikes and rallies. Workers, on the other hand, were shy and embarrassed because the information that they gave would be heard by other people; a few refused to be interviewed. The problem was compounded by the busyness of respondents at work, and the lengthy period needed to complete the survey instrument. Regarding questions in the instruments, there were words related to trafficking issues or about going out with guest that worker-respondents were reluctant to answer. These challenges were resolved by exercising patience and giving additional explanations to respondents.

Enumerators were asked to complete four interviews per day to reach the target within the seven-day survey period from 9 July – 16 July 2004.

5. Survey management

A Team Leader, an Assistant Team Leader, and a Research Monitor ensured that the survey would be completed on time with all the required information.⁴ The monitor was tasked with the supervision of the achievement of the sample sizes, the proper completion of survey instruments, taking note of problems and issues, and reporting the progress to the Team Leader and Assistant Team Leader. In a meeting with the monitor prior to the start of the survey, ground rules were set and explained, to wit:

- Interviews should not be interrupted, but that the monitor should make a note of errors being made by the interviewers and call the latter's attention to it after the interview. The first part of this guideline was given based on a request of the enumerators who appeared to be concerned about losing face in front of the respondents. In cases of serious errors, the monitor should immediately notify the Team Leader and/or the Assistant Team Leader so that they can take the appropriate action.
- The monitor should make every effort to get along well with the enumerators, especially because they may have to ask the interviewer to go back to the respondent on erroneous entries in the questionnaires. They were asked to avoid quarreling with, antagonizing or making interviewers defensive by taking a confrontational stance when pointing out mistakes.
- When a decision is called for, the Team Leader or Assistant Team Leader should be consulted.

Forms were provided to the monitor to facilitate keeping track of daily interviews vis-à-vis the target sample and the use of questionnaires (Annex 6).

6. Data processing and analysis

Data from the 371 worker-questionnaires and 17 employer-questionnaires were entered into a database created using Microsoft Access. With this software, mistakes arising from data entry were avoided, range of code errors eliminated, and consistency checks carried out. These were accomplished by replicating the questionnaire, exactly as printed, in Microsoft Access where validation rules were also set. These validation rules consisted of conditions that automatically checked if the data being entered was within the range of response categories, and consistent with the responses required for the questions in the survey instrument.

Once the database was completed, checked, cleaned and edited, the data was captured in SPSS where frequency tables were generated. Descriptive analysis was used and findings were presented using the prepared dummy tables.

For the qualitative data, similar responses were combined and presented, which helped validate the findings from the survey among workers and employers. This further deepened the understanding of the situation of HGH workers and employers in Siem Reap.

7. Limitations

An important constraint and a source of important lesson is the relative lack of experience of some enumerators in data collection. Key government players who may have such experience are frequently busy or are involved in other ongoing activities such that 'second liners' who may not have the needed background could be seconded to new surveys. This

⁴ In implementation, a Logistics Coordinator had to be brought into the Survey Management Team to ensure that the logistics/ administrative aspects of the project were taken care of (e.g., organizing and distributing the right number of questionnaires as well as token items during the pre-test and the data collection, providing support in undertaking final checks/ edits on the questionnaires once completed ones are turned in, etc.) and to allow the Team Leader and the Assistant Team Leader to focus on the technical aspects of the three surveys (e.g., Team Leader conducting the training in one site, while the Assistant Team Leader attends to the start up work on data collection in another study site).

appears to have happened in the current survey. While capacity building is an inherent part of working with government staff in Cambodia, the quality of the data could suffer even as (a) experience in data collection had been emphasized as a primary criterion in the selection of people who will serve as enumerators, and (b) the Survey Team proceeded at a slower pace to ensure understanding of the questions and allocated enough time to digest the meaning of the questions and the skip patterns. Cognizant of this limitation, the Survey Management Team has been making every effort to work with and closely monitor the tasks of the Research Monitors so that unclear responses can, while in the field, be detected and clarified by going back to the respondents.

On the questions in the survey instruments, an important lesson is the need to keep questions very simple because certain ‘phrasings’ that are taken for granted in English or assumed to be generally understood does not necessarily translate well in the Khmer language. For instance, “how do you pay your staff?” should be a straightforward “what is your method of payment?” since the “how do” part of the question is taken to refer to a process rather than a variation of “what”. In the same question, ‘worker’ was preferred rather than “staff” by enumerators since there was different meaning associated for each word (e.g. staff = office work).

Another barrier that relates to translation is the word ‘young’ that was used in questions 11 and 23 in the survey instrument for employers. For respondents, this referred to girls or those in their teens so that the usual reaction is a denial that there were no young persons working for them.

On the respondents’ side, the workload and schedule, and the beginning of the slowdown of the tourist

season frequently acted as deterrents in getting desired samples. For instance, despite three repeated visits to Angkor Century and the management’s avowal to assist the survey team, the final interviews were limited to 28 versus the estimated number of 75 potential respondents. This was also the case with Sofitel Royal Angkor Hotel – the survey had to make three separate visits but could not complete the expected sample of 93. In both cases, the main reason mentioned was that the hotel was busy and that work schedules could not be interrupted. Workers were unwilling to be interviewed after their shifts because they were tired, or busy with other activities. In Nokor Phnom, a deluxe hotel, the number of workers was downsized due to the onset of the low season so that the planned 20 interviews were reduced to ten.

A concern raised by members of the hotel and guesthouse unions during the validation of this study was that the HGHWs’ conditions at work may not reflect the true situation. It should be noted that descriptions of the working conditions in this report do not attempt to be thorough and comprehensive and reflects information obtained through a structured instrument within an eight-day data collection period. As such, the data mirrors the limitations of the survey methodology (e.g., measurements taken at one point of time) even as representatives of workers from different HGH departments/ units (e.g., housekeeping, kitchen, administration, etc.) were interviewed for this study. It is also worth mentioning that responses of the workers and employers may have been given in a context where they feared that the information may be used against the hotels and guesthouses – which are their primary sources of livelihood – since ongoing strikes in some hotels were still unresolved at the time of the survey.



4

4. FINDINGS & ANALYSIS

At present, there are an estimated 3,007 and 1,000 workers scattered in 62 hotels and 132 guesthouses, respectively, in the province of Siem Reap. In hotels, the distribution by sex is roughly equal while for guesthouses, female workers outnumber males, 6 to 4. From 1988 to 1999, the dominant establishments were family-run enterprises; from 2000 onwards however, many hotels were set up by investors. It was a commonly held belief that these businesses began around 1993-1994, with the entry of the United Nations Transitional Authority of Cambodia (UNTAC).

As of July 2004, the number of international visitors has reached 525,879 persons.

A. PROFILE OF HOTEL & GUESTHOUSE WORKERS

1. Characteristics of respondents

Age and rank in family

There is an almost equal distribution of male and female workers in the hotel and guesthouses that formed part of the survey in Siem Reap. Women workers were slightly higher in proportion to the total compared to men at 50.9% and 49.1% respectively (Table 5). This is virtually the same as the male: female ratio at the national level which stands at 97 to 100.⁵

Table 5. Gender and rank among siblings

	n=371	%
<i>Gender</i>		
Male	182	49.1
Female	189	50.9
SE	0.026	
<i>Rank from among siblings</i>		
1	129	34.8
2	90	24.3
3	65	17.5
4	39	10.5
5	31	8.4
6	9	2.4
7	3	0.8
8	4	1.1
11	1	0.3
SE	0.084	

⁵ Ministry of Planning, 2002. 2001 Cambodia Child Labour Survey.

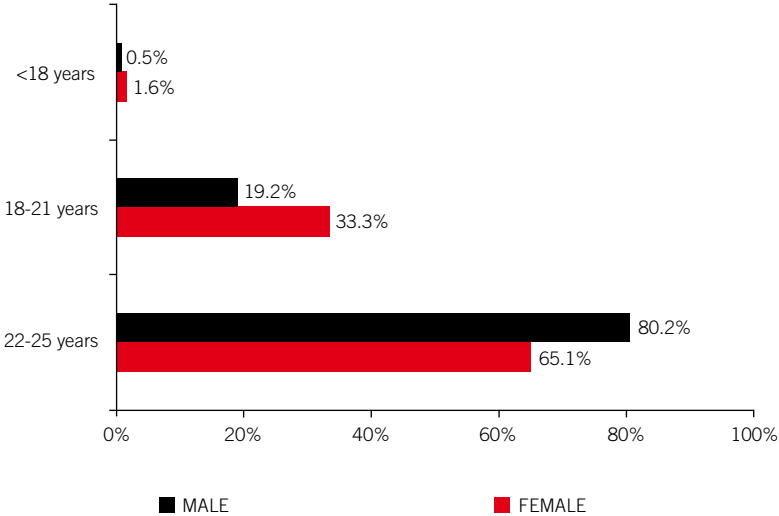
Over three quarter of respondents belonged to the first three children in the family; the distribution of this ranking in the family is roughly equal between males and females.

On average, respondents were 23.05 years old, women about a year younger in comparison to men at 21.96 and 23.05 years, respectively. Majority of worker-respondents were between 22 and 25 years of age, comprising 72% of the total. Females were almost

twice the proportion of male workers in the 18 to 21 age bracket, while the presence of men was felt more in the older age group (Figure 1). There were four minors: three females worked in HGH Type 3 a 16 year-old male worked in an establishment under HGH Type 4.

About 88% of employers the employers claimed that all their workers were between 18 and 25 years, while 59% also said that hotel staff was 25 years of age.

FIGURE 1. AGE DISTRIBUTION BY GENDER



Place of origin

Many workers were Siem Reap residents, accounting for 72% of the total sample while the remaining came from 18 provinces of Cambodia, Phnom Penh and Battambang contributing the most (Table 6). There were more males who came from other provinces relative to women, at 36% and 21% of the total.

According to a provincial level estimation of poverty in Cambodia by the World Food Programme (as cited by Harrison and Khou 2004), the first nine

provinces listed in Table 6 below are in the top twelve poorest provinces. Siem Reap was found to be second in these poverty rankings. These rankings are one of the criteria used by Harrison and Khou (2004) to determine which provinces act as 'sending areas' in terms of migration and trafficking. The migratory movement of the country's population, driven primarily by economic needs, is evident in the places of origin of HGH workers. With a booming tourism industry, it is not surprising that many come to the province in search of work.

Table 6. Place of origin by HGH workers

PROVINCE	MALE		FEMALE		TOTAL	
	n	%	n	%	n	%
Siem Reap	116	63.7	150	79.4	266	71.7
Phnom Penh	11	6.0	8	4.2	19	5.1
Battambang	8	4.4	7	3.7	15	4.0
Kandal	10	5.5	4	2.1	14	3.8
Kampong Cham	9	4.9	3	1.6	12	3.2
Banteay Meanchey	3	1.6	4	2.1	7	1.9
Takeo	6	3.3	-	-	6	1.6
Svay Rieng	2	1.1	3	1.6	5	1.3
Kampong Speu	4	2.2	-	-	4	1.1
Oddar Meanchey	3	1.6	1	0.5	4	1.1
Pursat	2	1.1	2	1.1	4	1.1
Kamptot	1	0.5	2	1.1	3	0.8
Sihanoukville	-	-	3	1.6	3	0.8
Kampong Chhnang	2	1.1	-	-	2	0.5
Kampong Thom	1	0.5	1	0.5	2	0.5
Kratie	2	1.1	-	-	2	0.5
Koh Kong	-	-	1	0.5	1	0.3
Pailin	1	0.5	-	-	1	0.3
Prey Veng	1	0.5	-	-	1	0.3
Total	182	100.0	189	100.0	371	100.0

Living arrangements and contact with family

Nearly half of the sample did not live with their entire families and among those who did, the proportion of male workers living away from home was higher at 64% against 36% of female workers. Living arrangements varied, the most common of which was residing with a relative (32%), on their own (30%), and with friends/ co-workers (35%) (Table 7). Women were less likely to live alone, preferring to reside with relatives or family members, compared to male workers.

In terms of location, a third of the respondents reported living in rented spaces/ rooms/ houses, while 30% and 28% of the total mentioned relatives' houses and employer-provided facilities, respectively, as their living space. There were more male workers who were renting a room, sharing rented spaces with friends/ co-workers and living in employer-provided facilities.

Table 7. Living arrangements

LIVING ARRANGEMENTS	MALE		FEMALE		ALL	
	n	%	n	%	n	%
<i>Not living with family/living with whom (n=179)</i>						
With other relatives	29	25.2	28	43.8	57	31.8
Living on their own	39	33.9	15	23.4	54	30.2
With friends/ co-workers	45	39.1	17	26.6	62	34.6
With immediate family (parent/ sibling)	1	0.9	3	4.7	4	2.2
Unspecified	1	0.9	1	1.6	2	1.1
Total	115	100.0	64	100.0	179	100.0
SE	0.123		0.142		.093	
<i>In whose house (n=179)</i>						
Renting space/ room/ house	41	35.7	18	28.1	59	33.0
Renting room/ house shared with friends/ co-workers	11	9.6	2	3.1	13	7.3
Relatives' home	28	24.3	25	39.1	53	29.6
Free room provided by employer in hotel/ guesthouse	34	29.6	16	25.0	50	27.9
Living with an organization	-	-	1	1.6	1	0.6
Unspecified	1	0.9	2	3.1	3	1.7
Total	115	100.0				
SE	0.121		0.164		.097	

Of the 179 respondents who did not live with their entire families, keeping in touch was made through visits: nearly half or 46.4% did this infrequently (once in six months or a year), while more than one in four visited up to four times a month (Table 8). Once or three-time weekly visits were reported by 5% of the total.

Communicating with families was also practiced by workers who lived apart from their families. They

maintained contact by making calls or receiving visits from members, according to 68% and 53% of the total. Letters, getting word from friends or relatives were relied on by respondents to a lesser extent. Eleven interviewees said they never maintained contact while one did not specify how. Of those who did not communicate with their families, three did not visit them as well. Interestingly, there are almost two times as many male respondents who reported calling to or receiving visits from their families.

Table 8. Frequency of visits and how HGH workers kept in touch with their families

VISITS/ MANNER OF COMMUNICATION	MALE		FEMALE		ALL	
	n	%	n	%	n	%
Frequency of visits	N=115		N=64			
Does not/ never visit	4	3.5	6	9.4	10	5.6
Once a year	34	29.6	20	31.3	54	30.2
Once in six months	21	18.3	8	12.5	29	16.2
Once in three months	16	13.9	10	15.6	26	14.5
Up to 4 times a month	33	28.7	17	26.6	50	27.9
Up to 3 times a week	6	5.2	3	4.7	9	5.0
Unspecified	1	0.9	-	-	1	0.6
SE	.133		.189		.109	
Manner of communication ^{a/}						
Telephone calls	70	64.8	44	74.6	114	68.3
Visits from family members	57	52.8	31	52.5	88	52.7
Letters	5	4.6	3	5.1	8	4.8
Through friends	2	1.9	-	-	2	1.2
Through relatives	1	0.9	-	-	1	0.6

^{a/} Total exceeds number reporting due to multiple responses.

Educational attainment

Education appears to be a criterion in the entry of workers into hotels or guesthouses given the amount of education that 98.6% of worker-respondents

accomplished. Of those who went to school, more than three quarters reached lower (38.6%) and upper secondary levels (40.5%). About 10% of the sample attended the university or other post-secondary institutions (Table 9).

Table 9. Education levels of HGH workers

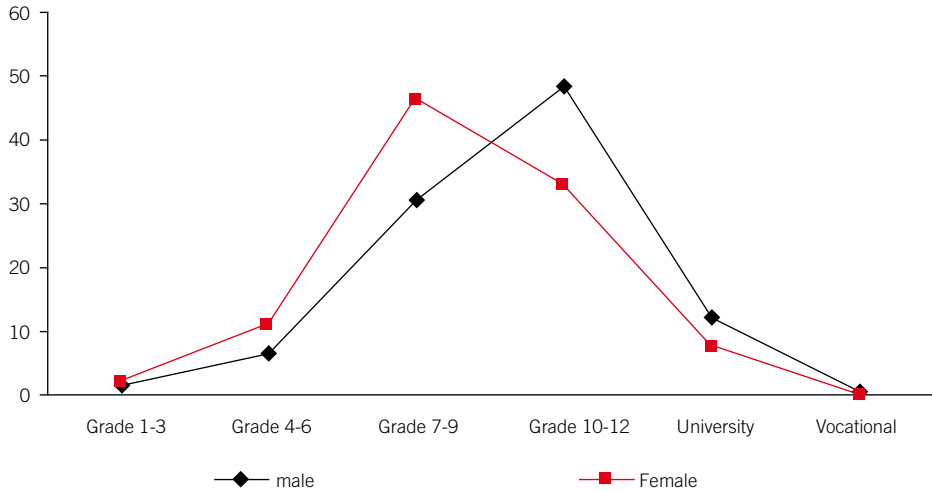
EDUCATIONAL LEVEL	All ^{a/}		Less than 18 yrs		18 to 21 yrs		22 to 25 yrs	
	n	%	n	%	N	%	n	%
No formal schooling	5	1.4	1	25.0	-	-	4	1.5
Lower primary school (Grades 1-3)	7	1.9	1	25.0	2	2.1	4	1.5
Upper primary level (Grade 4-6)	32	8.6	1	25.0	12	12.4	19	7.1
Lower-secondary level (Grade 7-9)	141	38.1	1	25.0	48	49.5	92	34.2
Upper-secondary level (Grade 10-12)	148	40.0	-	-	25	25.8	123	45.7
Technical Education & Vocational Training	1	0.3	-	-	-	-	1	0.4
Universities/Institutions	36	9.7	-	-	10	10.3	26	9.7
Total	370	100.0	4	100.0	97	100.0	269	100.0

^{a/} One respondent did give provide the information on level of education completed.

Disaggregating the data by gender, attendance rates for females from the lower primary to the upper secondary levels are higher although the gap between sexes narrows with each progression in grade. By the upper secondary level up to university, the percentage of males in school was higher (Figure 2). Girls are

considerably less educated than boys (MOP 2002) and family responsibilities and unwillingness of parents to invest in girls' education, especially with the onset of puberty, have been identified as causes for this pattern (MoEYS, 2002).

FIGURE 2. EDUCATION LEVELS OF HGH WORKERS, BY GENDER



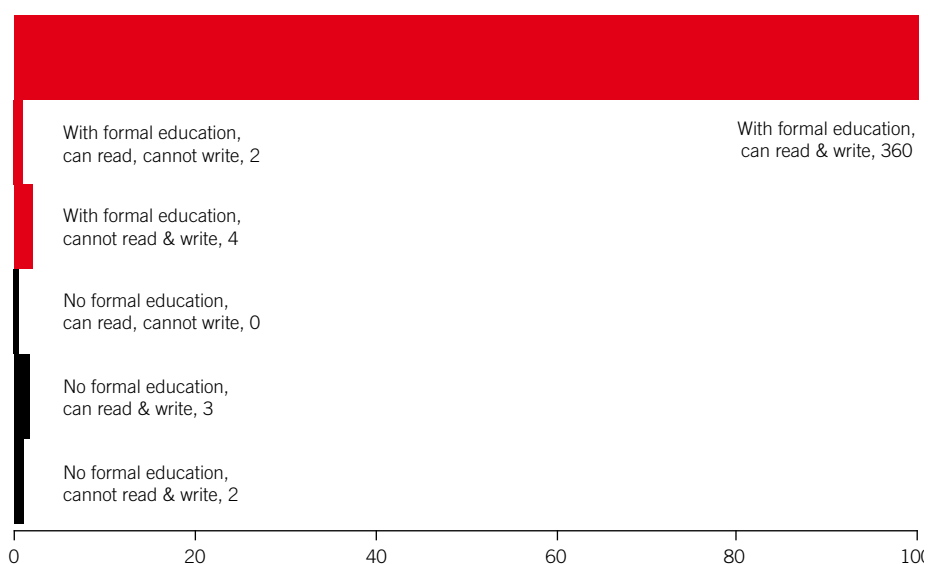
Literacy rates for the respondents were relatively high, around 73% for both sexes; this is above the known rate for Siem Reap, estimated to be 70.2% (EFA 2003-2015). Females were at a disadvantage compared to men: 63% of the former who are in the

22-25 age bracket reported being able to read and write. These same abilities were present in 79-80% for the latter in the same age group (Table 10 and Figure 3).

Table 10. Distribution of HGH workers by ability to read & write, school attendance, by age groups

LITERACY/ SCHOOL ATTENDANCE	MALE		FEMALE		TOTAL	
	n=182	%	n=189	%	n=371	%
<i>Can read</i>						
Less than 18 years	1	0.5	2	1.1	3	0.8
18 to 21 years	35	19.2	62	32.8	97	26.6
22 to 25 years	145	79.7	120	63.4	265	72.6
<i>Can write</i>						
Less than 18 years	1	0.5	2	1.1	3	0.8
18 to 21 years	35	19.2	62	32.8	97	26.7
22 to 25 years	144	79.1	119	62.9	263	72.5
<i>Currently attending school, formal</i>						
Less than 18 years	1	0.5	-	-	1	2.6
18 to 21 years	7	3.8	4	2.11	11	28.2
22 to 25 years	18	9.8	9	4.8	27	69.2

FIGURE 3. LITERACY LEVELS OF HGH WORKERS



Current attendees comprised 39 respondents or 10.5% of the sample and 10.7% of all respondents who ever stepped in a classroom. Of these 39, 64% and 36% of these were still pursuing university degrees and the completion of secondary grades, respectively.

Respondents who no longer attend school at present, representing 89% of those who ever attended school,

explained that the main reason for quitting was the lack of financial capability to cover school expenses (54.7%), and the need to take care of the family (29%) (Table 11). These were also the reasons by those who dropped out, and those cited in an assessment of functional literacy levels of the Cambodian adult population (MOEYS/UNESCO 2000 as cited in MOP 2002).

Table 11. Reasons for not currently attending school^{a/}

REASONS	MALE		FEMALE		TOTAL	
	n=2	%	n=84	%	n=86	%
Not enough money for school fees	1	50	46	54.8	47	54.7
Help/take care of family	-	-	25	29.8	25	29.1
Do not want to attend school	-	-	1	1.2	1	1.2
Work full time (too tired)	-	-	5	6.0	5	5.8
I dropped out	2	100	36	42.9	38	44.2
Go to pagoda (monk)	-	-	1	1.2	1	1.2
School too far from workplace	-	-	3	3.6	3	3.5
School interferes with work	-	-	5	6.0	5	5.8
Failed my exam	-	-	2	2.4	2	2.3
Move the house	-	-	1	1.2	1	1.2
Get married	-	-	2	2.4	2	2.3
My father not allowed me to attend school	-	-	1	1.2	1	1.2

^{a/} Total exceeds number reporting due to multiple responses.

Vocational skills and training

The training attended by nearly a third or 31% of respondents prior to or while being employed as HGH workers ranged from office-type to blue collar type of skills (Table 12). For the former these are abilities in using computers, accounting, hotel and

guesthouse related work skills, management, law, and the like. For the latter, this entailed repair skills, driving, and electricity-related work abilities. The mean number of months since these abilities were learned was 18 months, from as recent as the past month to as long ago as seven years.

Table 12. Vocational/skills training attended by HGH workers^{a/}

TYPE OF TRAINING	MALE		FEMALE		TOTAL		HOW LONG AGO (Mean Months)
	n=65	%	n=49	%	n=114	%	
Computer course	24	36.9	23	46.9	47	41.2	18.03
Accounting/ book keeping	10	15.4	10	20.4	20	17.5	
Hotel/guest house related work skills	12	18.5	8	16.3	20	17.5	
Foreign language training	3	4.6	4	8.2	7	6.1	
Sewing	-	-	7	14.3	7	6.1	
Aircon repair	3	4.6	-	-	3	2.6	
Electricity	3	4.6	-	-	3	2.6	
Teacher	2	3.1	-	-	2	1.8	
Agriculture	2	3.1	-	-	2	1.8	
Driver	2	3.1	-	-	2	1.8	
Management	2	3.1	-	-	2	1.8	
Law	1	1.5	1	2.0	2	1.8	
Construction	1	1.5	-	-	1	0.9	
Car repair	1	1.5	-	-	1	0.9	
Marketing skills	1	1.5	-	-	1	0.9	
Trading	-	-	1	2.0	1	0.9	
Doctor	1	1.5	-	-	1	0.9	

^{a/} Total exceeds number reporting due to multiple responses; one response missing

2. Work history

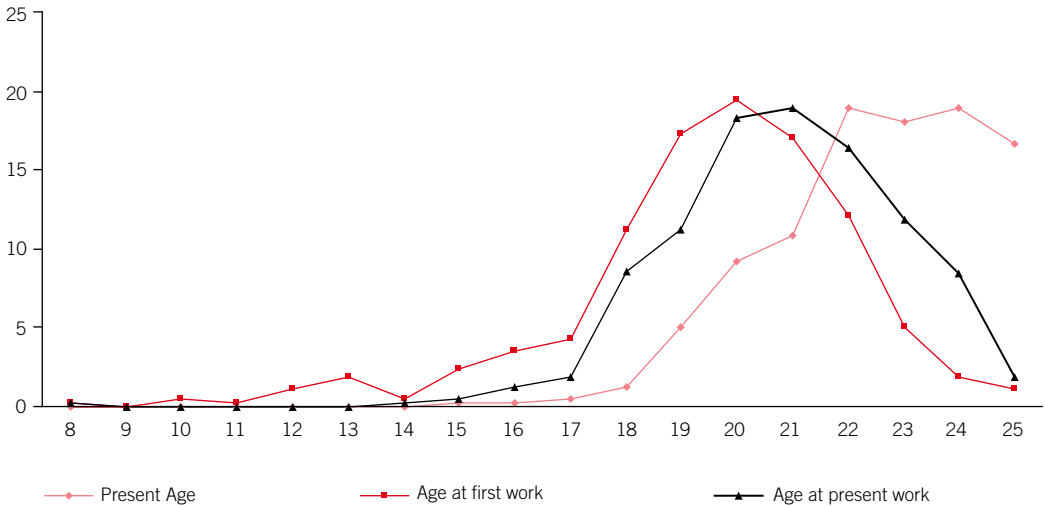
Age at first and current work

Respondents were still minors or in their late teens and early twenties when they began working, according to 14.8% and 77% of the sample respectively. At their present jobs, 4.3% started while they were still less than 18 years. On the other hand, over three

quarters entered their current occupation between the ages of 19 and 23 years (Figure 4).

According to 94% of employers, they were aware that 18 was the age when persons seeking work can be legally employed; one respondent was unaware of this provision in the labour law. Two respondents in their mid-40s said that the legal age was 17 years.

FIGURE 4. AGE OF RESPONDENTS AT PRESENT, AT FIRST WORK, AND AT START OF CURRENT WORK



Reasons for working

Virtually all respondents alluded to their wish to support the family's financial needs as the motivation for working. Reasons related to the family's needs mentioned were the lack of land (12%), the detrimental effects of weather conditions (6%), the

inability of parents to work (13%), and the necessity to pay debts (7%) (Table 13). Personal reasons were also brought up by the respondents: 36% said 'need to have the experiences', 9% wanted a bright future, 7% desired to improve their knowledge, 2% yearned to continue their studies.

Table 13. Reasons for working, according to HGH workers, by gender^{a/}

REASONS FOR WORKING	MALE		FEMALE		TOTAL	
	n=182	%	n=189	%	n=371	%
Need to help with family income/expenses	181	99.5	185	97.9	366	98.7
No land	16	8.8	28	14.8	44	11.9
Suffered from flood/drought	16	8.8	6	3.2	22	5.9
Work because parents sick/cannot work	30	16.5	19	10.1	49	13.2
Paying off debts	14	7.7	13	6.9	27	7.3
Work because I did not attend school	21	11.5	21	11.1	42	11.3
Want to have a bright future	18	9.9	14	7.4	32	8.6
I need to have the experiences	64	35.2	69	36.5	133	35.8
Want to improve my knowledge	15	8.2	12	6.3	27	7.3
My step-mother mistreated me	-	-	1	1.5	1	0.3
It is the obligation of each person	4	2.2	4	2.1	8	2.2
Want to have money	2	1.1	5	2.6	7	1.9
I want to continue my studies	4	2.2	2	1.1	6	1.9
Others, unspecified	-	-	1	1.5	1	0.3

^{a/} Total exceeds number reporting due to multiple responses.

Previous work

Over a third of the sample did not hold a job before; for those who did, the kind of employment entered into was diverse (Table 14). The dominant types

were agricultural related or working in a guesthouse or hotel, doing odd jobs for different families and establishments, and being employed as garment workers or waiters.

Table 14. Previous work done by HGH workers

PREVIOUS WORK	MALE		FEMALE		TOTAL	
	n	%	n	%	n	%
Did not work before	61	33.5	72	38.1	133	35.8
Worked in rice farm	30	16.5	37	19.6	67	18.1
Worked in another guest house/hotel	22	12.1	29	15.3	51	13.7
Odd jobs for different family/ establishments	21	11.5	11	5.8	32	8.6
Garment worker	19	10.4	9	4.8	28	7.5
Waiter	6	3.3	9	4.8	15	4.0
Teacher	3	1.6	7	3.7	10	2.7
Have my own business	4	2.2	6	3.2	10	2.7
Security guard	4	2.2	1	0.5	5	1.3
Work for private company	3	1.6	1	0.5	4	1.1
Car repairing	2	1.1	-	-	2	0.5
Motodup	2	1.1	-	-	2	0.5
Electrician	1	0.5	1	0.5	2	0.5
Accountant	-	-	2	1.1	2	0.5
Hairdresser	-	-	2	1.1	2	0.5
Air conditioning technician	1	0.5	-	-	1	0.3
Driver	1	0.5	-	-	1	0.3
Goldsmith	1	0.5	-	-	1	0.3
Doctor	1	0.5	-	-	1	0.3
Sales representative	-	-	1	0.5	1	0.3
Traditional dancer	-	-	1	0.5	1	0.3
Total	182	100.0	189	100.0	371	100.0
SE	0.357		0.286		0.228	

Needing money for the family and the low wages in the former employment prompted 69% and 36% of respondents to shift jobs, respectively (Table 15). Others cited the desire to gain experience, the lack of food, hearing of the opportunity from friends, etc.

More male workers said that they and their family needed money and that the job was easier than the last one; on the other hand, a higher proportion of females cited insufficiency of food and having the ability required by the job as their motivation.

Table 15. Reasons mentioned by HGH workers for changing to present job^{a/}

REASONS	MALE		FEMALE		TOTAL	
	n=121	%	n=115	%	n=236	%
Need money for family	87	71.9	77	67.0	164	69.5
Low remuneration in previous job	44	36.4	41	35.6	85	36.0
Need the experience	18	14.9	16	13.9	34	14.4
Insufficient food	6	5.0	9	7.8	15	6.4
I have enough ability to do this job	4	3.3	9	7.8	13	5.5
Heard through other employers/friend	4	3.3	5	4.3	9	3.8
Need money for myself	5	4.1	3	2.6	8	3.4
Punishment/ harassment in previous job	1	0.8	4	3.5	5	2.1
My old job was stopped	2	1.7	3	2.6	5	2.1
I can stay with my family	2	1.7	3	2.6	5	2.1
This job is not hard like the old job	5	4.1	-	-	5	2.1
Need to pay debts	1	0.8	3	2.6	4	1.7
The manager very kind and likes me	2	1.7	-	-	2	0.8
Fired by former employer	-	-	2	1.7	2	0.8
I have nothing to do before	1	0.8	-	-	1	0.4
Moved house	1	0.8	-	-	1	0.4

^{a/} Total exceeds number reporting due to multiple responses.

Recruitment

Over a third of respondents claimed that there was no other person who influenced their decision to work in a hotel or guesthouse (Table 16). The same

proportion identified the family and other close relatives as instrumental in their decisions. Friends and other persons (e.g. employer, foreigner, trainer, etc.) were cited by fewer respondents as the key to their entry into the present employment.

Table 16. Key persons for entry into present job

KEY PERSONS	MALE		FEMALE		TOTAL	
	N	%	n	%	n	%
No one, came on my own	72	54.5	60	45.5	132	100.0
Family/close relatives	65	50.0	65	50.0	130	100.0
Friends came with me to/ in Siem Reap	39	38.6	62	61.4	101	100.0
Others	8	50.0	8	50.0	16	100.0
Total	182	49.1	189	50.9	371	100.0

Workers landed their jobs based on a recruitment process that begins with the posting of an advertisement or through informal announcements (workers spreading the news to friends and relatives). Hopefuls come from various parts of Siem Reap or even from other provinces to apply for vacancies in

hotels and guesthouses. According to 55% of worker-respondents, they were hired by the employer, while 31% of the sample alleged that they came on their own (Table 17). Parents and relatives, friends and other persons urged the rest of respondents to work in hotels and guesthouses.

Table 17. How HGH workers got into present job, according to workers and employer-respondents

MANNER OF RECRUITMENT	HGHW		MALE		FEMALE		TOTAL	
	n=371	%	n=12	%	n=5	%	n=17	%
Employer himself/ herself recruits them	204	55.0	8	66.7	3	60.0	11	64.7
Come on their own	114	30.7	8	66.7	2	40.0	8	47.1
Parents/relatives ask me	109	29.4	4	33.3	-	-	4	23.5
Friends	17	4.6						
Others ^{a/}	9	2.5						
My children	-	-	-	-	1	20.0	1	5.9

^{a/} These 9 cases include 5 respondents who were promised employment; foreigner took worker to find employment in hotel/ guesthouse (1); trainer/ organization made possible worker's employment (2); and one (1) unspecified mode of recruitment.

In like manner, 65% and 47% of employer said they recruited the workers or that they came on their own, respectively. Others mentioned that through referrals, workers applied for jobs. In addition, potential

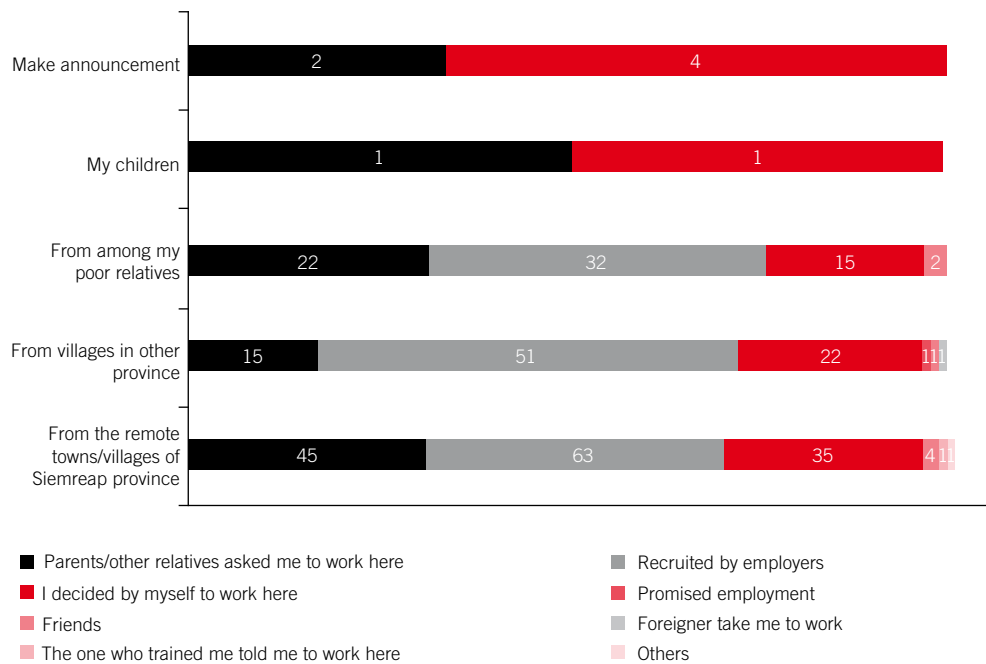
employees were recruited from remote towns and villages of Siem Reap and other provinces at 70.6% and 29.4%, respectively (Table 18 and Figure 5).

Table 18. Where/ from whom employer-respondents recruit workers, by gender of employer^{a/}

WHERE/ FROM WHOM RECRUITING	EMPLOYERS				TOTAL	
	MALE		FEMALE		n=17	%
	n=12	%	n=5	%		
From remote towns/ villages of Siem Reap province	8	66.7	4	80.0	12	70.6
From villages in other provinces	5	41.7	-	-	5	29.4
From among my poor relatives	4	33.3	-	-	4	23.5
My children	-	-	1	20	1	5.9
Make announcement	1	8.3	-	-	1	5.9

^{a/} Totals exceed 100 percent due to multiple responses.

FIGURE 5. HOW RECRUITED INTO CURRENT WORK, ACCORDING TO EMPLOYERS AND HGH WORKERS



Key informants said that when recruiting, the selection process of hotels and guesthouses differ. For the former, workers have to go through a defined procedure that may include filling out an application form, taking a test, and going through an interview. They must have certain qualifications such as knowing English, and previous work experience in similar establishments. On the other hand, guesthouses prefer people they could trust, those with whom they had close relationships such as relatives or persons whose parents they know. Occasionally, the workers are the children of the owners. 'High knowledge' is not as necessary.

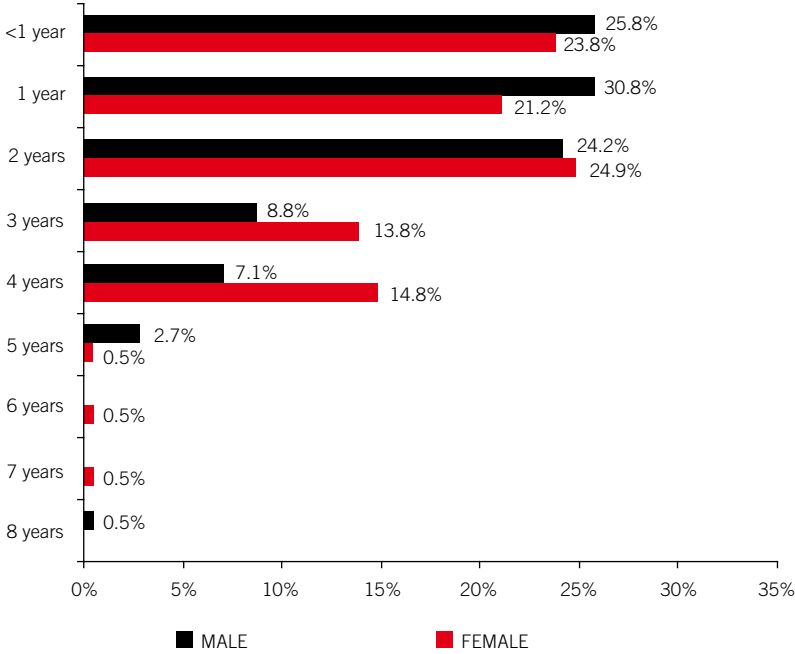
When recruiting, employers appeared to follow a set of criteria, although there was a lack of uniformity among the respondents: potential workers must come from rural provinces or Siem Reap, beautiful, honest, can speak English, at least 1.6 meters tall, etc. Most respondents however placed a premium

on experience and age, as cited by 94% and 50% of the total, respectively. In terms of age, 87% wanted employees between 18 and 25 years. Two respondents who said the legal age was 17 years repeated that potential workers must be this old before being accepted.

Length of time in current work

The mean time spent working in hotels and guesthouses is 1.67, ranging from less than a year to eight years. Over seven of ten interviewees has been working for less than three years: 25% were at their jobs for less than a year, 26% for one year, and 25% for two. Females outnumber males among respondents who have been working for two and four years (Figure 6). The turnover of employees seemed to be relatively high, given the short duration at work.

FIGURE 6. LENGTH OF TIME WORKING AS HGH WORKERS



3. Work conditions

Working hours

Nearly all respondents reported that they were working on a full time basis, and those who said otherwise comprised 2% of the sample.

According to 73% of respondents, there were busy periods occurring in the operations of hotels and guesthouses, with most (65%) citing September to March of each year which coincides with the peak season of the tourism industry (Table 19). Major holidays in the country too, see an upsurge in domestic tourists in Siem Reap so that hotels and guesthouses also became busy, according to 37% of the total.

Table 19. Busy periods reported by HGH workers^{a/}

BUSY PERIODS	MALE		FEMALE		TOTAL	
	n=133	%	n=137	%	n=270	%
September to March	89	66.9	86	62.8	175	64.8
Khmer New Year /Chinese New Year / Pchum ban	48	36.1	51	37.2	99	36.7
Weekend	4	3.0	3	2.2	7	2.6
When there is a meeting/ conference	2	1.5	-	-	2	0.7
Payday	1	0.8	3	2.2	4	1.5

^{a/} Total exceeds number reporting due to multiple responses.

The mean working days per week for busy and usual periods at work were the same, at 6.14; the minimum recorded was four and the maximum was 7 days. In terms of working hours, around seven of ten reported working more than eight hours during peak times.

During the usual periods, the most number of hours worked by 67.7% of the total was 8 hours. There is roughly one hour difference in the mean working time between the two periods.

Table 20. Working hours during busy and usual periods according to HGH workers

WORKING HOURS/DAY	BUSY PERIOD		USUAL PERIOD	
	n	%	n	%
Up to 4 hours	1	0.4	10	2.7
5-7 hours per day	4	1.5	12	3.2
8 hours per day	74	27.5	251	67.7
More than 8 hours per day	190	70.6	98	26.4
Total	369	100.0	371	100.0
Average working hours	$\bar{X} = 9.57$		$\bar{X} = 8.23$	

A higher proportion of workers in HGH Type 1 to HGH Type 3 said they worked for seven days a week while for HGH Type 5 to HGH Type 7, the number of days cited is lower, an indication that a day is being provided for rest. This occurs for both peak and slow periods.

The working hours during busy times reflect the same pattern – a higher percentage of respondents in HGH Type 1 to HGH Type 3 work for more than ten hours per day, while for HGH Type 4 to HGH Type 7, majority reported the working time to be between seven and 10 hours. However during the low season, only a few respondents in establishments under HGH Type 1 to HGH Type 5 reported long working hours, the longest of which could range from 3 to 6 hours.

Activities during free time

When not reporting to hotels for work, 16.7% of all HGH workers engaged in other economic activities, such as small businesses, computer repair, driving a motor taxi, a sales representative or receptionist, teaching, driving, doing agricultural or volunteer

work. Respondents working the least number of hours per day (i.e. 4 hours) had the highest proportion doing other work, at 40% (Table 21).

When not doing any kind of work, or in their free time, workers unwound in a variety of ways: 24% relaxed with friends and family, 21% slept the time away, and another 21% declared that they did nothing (Table 21). Others spent their free time by reading books, listening to music, watching television and the like. For some respondents, this free time entailed going to school, doing house work, cleaning the workplace, etc. as reported by 22%, 16%, and 10% of respondents, respectively. Going to school meant taking English courses or going to a Siem Reap-based school that offers short courses related to hotel and guesthouse operations. Three female respondents who signified having additional income earning activity and were working 8 hours a day stated they attended to their small business even in their free time, at 0.8% of the total.

Only male workers reported being into sports, while there were almost three times as many female respondents who said they did housework.

Table 21. Other work and activities of BPG during free time

WORK HOURS & ACTIVITIES	Idle/ No other Work		Income-earning Work	
	n	%	n	%
<i>BPGs' work hours</i>				
Working up to 4 hours per day	6	60.0	4	40.0
Working 5-7 hours per day	11	91.7	1	8.3
Working 8 hours per day	208	82.9	43	17.1
Working more than 8 hours per day	84	85.7	14	14.3
Total	309	83.3	62	16.7
<i>Activities during free time^{a/}</i>				
	n=368		%	
Relax with friends/family	89		24.2	
Sleeping	77		20.9	
Attend school	80		21.7	
None/nothing/free time	79		21.5	
Do housework	58		15.8	
Clean workplace	36		9.8	
Read the books	23		6.3	
Play the sport	12		3.3	
Listen to music	2		0.5	
Motodup	3		0.8	
Watching TV	8		2.2	
Do my own business	3		0.8	
Attend the computer class	1		0.3	

^{a/} Total exceeds number reporting due to multiple responses.

Position in the hotel and guesthouse

Table 22 below shows that survey respondents in Siem Reap represents a cross-section of hotel and guesthouse workers: 26% were involved in front desk

work or in the office; 23% were into the preparation or provision of food and drinks to customers; 18% did maintenance work; and the rest performed other duties and functions necessary to the operations of these establishments.

Table 22. Position held at work, according to HGH workers

POSITION	MALE		FEMALE		TOTAL	
	n	%	n	%	n	%
All-around staff	13	7.1	8	4.3	21	5.7
Front desk/Office	44	24.1	51	27.2	95	25.7
Receptionist	26	14.3	35	18.7	61	16.5
Admin staff	3	1.6	-	-	3	0.8
Accountant	2	1.1	7	3.7	9	2.4
Cashier	9	4.9	6	3.2	15	4.1
Reservation officer	4	2.2	1	0.5	5	1.4
Secretary	-	-	2	1.1	2	0.5
Food/drinks	46	25.2	38	20.3	84	22.8
Kitchen staff	20	11.0	20	10.7	40	10.8
Cake maker	1	0.5	-	-	1	0.3
Coffee maker	-	-	1	0.5	1	0.3
Chef's assistant	1	0.5	1	0.5	2	0.5
Waiter	17	9.3	11	5.9	28	7.6
Cocktail maker	5	2.7	2	1.1	7	1.9
Bartender	2	1.1	3	1.6	5	1.4
Maintenance	42	22.8	22	11.8	64	17.5
Housekeeper/cleaner	17	9.3	11	5.9	28	7.6
Laundry	7	3.8	11	5.9	18	4.9
Aircon repair	3	1.6	-	-	3	0.8
Electrician	8	4.4	-	-	8	2.2
Bag boy	5	2.7	-	-	5	1.4
Gardener	1	0.5	-	-	1	0.3
Swimming pool maintenance	1	0.5	-	-	1	0.3
Others	38	20.7	73	39.1	111	30.0
Store keeper	2	1.1	1	0.5	3	0.8
Security guard	13	7.1	-	-	13	3.5
Bell boy/room boy	19	10.4	68	36.4	87	23.6
Masseuse	1	0.5	-	-	1	0.3
Selling souvenir items	-	-	2	1.1	2	0.5
Telephone operator	-	-	2	1.1	2	0.5
Driver	3	1.6	-	-	3	0.8
TOTAL	182	100.0	187	100.0	369	100.0

Food, water, lodging, & breaks at work

It appears to be common practice for hotel and guesthouse workers to be given small breaks in a working day, provided access to toilets, and given drinking water, judging by the responses to these

questions. For instance, 88.6% interviewees said they had breaks anywhere from 10 minutes to 1 hour per day while at work. All had access to toilet facilities in the workplace although 23% could not specify the location, and almost all were supplied with drinking water (Table 23).

Table 23. Other work conditions of HGH workers

WORK CONDITIONS	n	%
<i>BREAKS AT WORK^{a/} (n=367)</i>		
10-15 minutes	79	21.5
30 minutes	165	45.0
1 hour per day	81	22.1
2 hours per day	28	7.6
3 hours per day	5	1.4
Unspecified duration	4	1.1
No breaks	19	5.2
<i>TOILETS (n=371)</i>		
In work area	284	76.5
Unspecified location	87	23.5
SE	0.022	
<i>DRINKING WATER (n=371)</i>		
Provided by employer	369	99.5
Bring own	2	0.5
SE	0.004	

^{a/} Total exceeds number reporting due to multiple responses.

Food was provided by the hotels and guesthouses, according to 97.5% of the sample. Most respondents were able to eat satisfactorily, citing this happened from once to three times (47.5%) during working hours or saying that the food was good and it was enough (Table 24). For a minority however, the food was inadequate, not good, or made available only when workers were hungry. Nonetheless, making meals available to workers is apparently a practice carried out by hotels and guesthouses.

For nine respondents working for GH6 type of hotels and who spent for their own meals, the average expenditure per month was 57,333 Riel or about US\$14. These were part-time students taking up short-term courses, whose schedules required them to spend for their own food.

Table 24. Sufficiency of food according HGH workers^{a/}

	MALE		FEMALE		TOTAL	
	n=180	%	n=180	%	n=360	%
Eat 2-3 meals during working hours	93	51.7	78	43.3	171	47.5
Eat once during working hours	62	34.4	83	46.1	145	40.3
Food provided is good	39	21.7	33	18.3	72	20.0
Enough good given	30	16.7	30	16.7	60	16.7
Too little food is given	3	1.7	-	-	3	0.8
Food given is not good	2	1.1	-	-	2	0.6
Food available only when hungry	2	1.1	1	0.6	3	0.8
Others/No description	1	0.6	2	1.1	3	0.8

^{a/} Total exceeds number reporting due to multiple responses.

Asked whether lodging was provided to them, 13% of worker-respondents replied in the affirmative, and 71% declared they lived in their own homes. However, 59 respondents or 16% of the total had to pay for their places of abode, the rental of which varied from a low 20,000 (US\$5) to a high 200,000 Riel (US\$50) per month at a median of 72,000 Riel or US\$18. A higher proportion of females in GH1 to GH4 were staying at the workplace while there were more males who lived in the premises of

establishments classified under mid-range, deluxe or upscale.

Hotels take care of their staff by making food available, according to 88% of employer-respondents. To a lesser degree, lodging, advice on health, and breaks at work were also provided, as mentioned by 71%, 41%, and 24% of respondents, respectively (Table 25). These answers corroborate to a large part the responses of workers to similar questions.

Table 25. How employer-respondents take care of HGH workers, by gender^{a/}

FORMS OF CARE FOR HGH WORKERS	MALE		FEMALE		TOTAL	
	n=12	%	n=5	%	n=17	%
Provide food	11	91.7	4	80.0	15	88.2
Provide lodging	9	75.0	3	60.0	12	70.6
Offer advice on health	6	50.0	1	20.0	7	41.2
Give breaks at work	3	25.0	1	20.0	4	23.5
Provide latrines in work area	2	16.7	1	20.0	3	17.6
Provide drinking water	2	16.7	1	20.0	3	17.6
Provide schooling	1	8.3	2	40.0	3	17.6

^{a/} Total exceeds number reporting due to multiple responses.

Like and dislike for job

Ninety four percent of respondents expressed a liking for their jobs because this enabled them to support their families (Figure 7). In addition, around 61% said they could earn money for school while others declared that the job was easy, their knowledge could be improved or they could gain experience, etc. Male workers found satisfaction because they could go to school, gain experience or they got the job they wanted. On the other hand, women-respondents were happy since the job was easy, they could improve or have similar knowledge or they found the employer kind.

The most common complaints of 13 respondents who stated their dislike for their jobs was the lengthy working hours, they could not save money, they found the job boring, or they did not like the nature of the work (Table 26). Physical abuse, reported by a female respondent came not from customers or the employer, but from co-workers.

According to 92% of respondents, they can leave their job anytime, if they wanted to. For 30 respondents who could not, 50% said that permission to do so would not be given by employers because the establishments' operations would be affected; 47% said they did not want to leave, even if they could. Two male respondents said they could not because of advances made on the salary and a signed contract.

FIGURE 7. WHY HGH WORKERS LIKE THEIR JOB

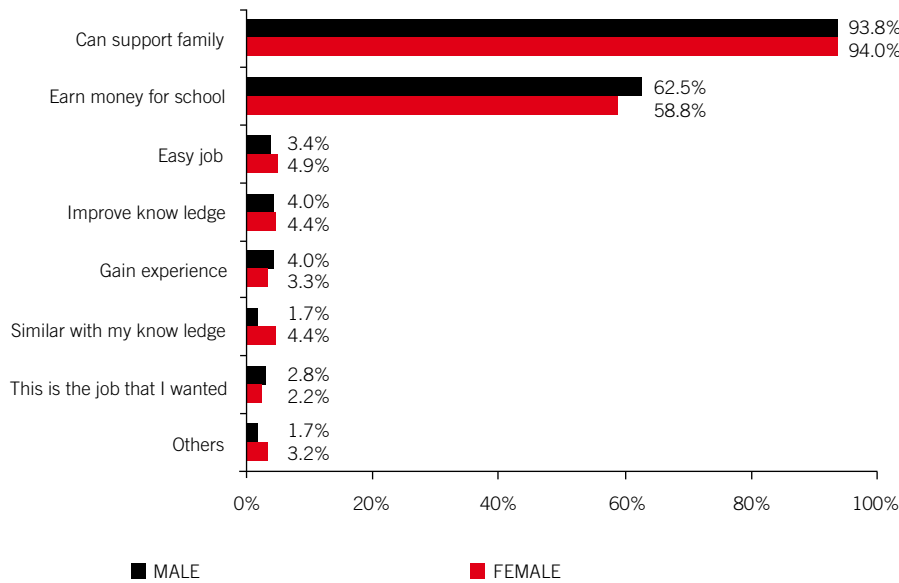


Table 26. Why HGH workers dislike their job a

REASONS	MALE		FEMALE		TOTAL	
	n=6	%	n=7	%	n=13	%
Working hours is too long	2	33.3	3	42.9	5	38.5
Cannot save money	1	16.7	2	28.6	3	23.1
Boring	2	33.3	1	14.3	3	23.1
Do not like nature of work	1	16.7	2	28.6	3	23.1
Do not like employers	1	16.7	-	-	1	7.7
Lose face	1	16.7	-	-	1	7.7
Suffer from physical abuse	-	-	1	14.3	1	7.7
Want to have freedom	-	-	1	14.3	1	7.7

Assistance obtained by HGH workers

Respondents seemed to value the counseling or advice obtained from the family, employer, friends, and co-workers, judging by the frequency of answers when asked how they were helped by various persons in times of trouble. Persons in the interviewees'

lives apparently take on key roles: family members for the most part offer counseling, provide a sense of security, act as a source of funds and listen. While employers also do the same, pecuniary assistance is ranked second after counseling/advice (Table 27a-b). The assistance of friends and co-workers were also sought, but to a lesser degree.

Table 27a. How and by whom HGH workers are assisted^{a/}

ASSISTANCE	FAMILY		EMPLOYER		FRIENDS	
	n=180	%	n=158	%	n=93	%
Offer counseling/advice	155	86.1	141	89.2	86	92.5
Give sense of security	64	35.6	39	24.7	36	38.7
Financial assistance	49	27.2	45	28.5	16	17.2
Able to listen	45	25.0	35	22.2	28	30.1
Medical assistance	27	15.0	24	15.2	10	10.8
Provide information	28	15.6	17	10.8	14	15.1
They can solve the problem	5	2.8	7	4.4	3	3.2

^{a/} Totals exceed number reporting due to multiple responses.

Table 27b. How and by whom HGH workers are assisted^{a/}

ASSISTANCE	CO-WORKERS		NGOs		POLICE	
	n=63	%	n=5	%	n=1	%
Offer counseling/advice	55	87.3	5	100	1	100.0
Give sense of security	14	22.2	-	-	1	100.0
Financial assistance	14	22.2	2	40.0	1	100.0
Able to listen	21	33.3	1	20.0	-	-
Medical assistance	8	12.7	3	60.0	-	-
Provide information	9	14.3	-	-	-	-
They can solve the problem	-	-	-	-	-	-

^{a/} Totals exceed number reporting due to multiple responses.

The most frequently mentioned support given by employers to workers was providing enough time in times of illnesses, followed by financial assistance, 71% and 65% of the total (Table 28). Female employers were more likely to support workers when they encounter difficulties.

Table 28. Assistance given to HGH workers by employer-respondents by gender^{a/}

ASSISTANCE	EMPLOYER				TOTAL	
	MALE		FEMALE		n = 17	%
	n = 12	%	n = 5	%		
Time to rest when sick	7	58.3	5	100	12	70.6
Financial assistance	6	50.0	5	100	11	64.7
Medical assistance	5	41.7	4	80	9	52.9
Take care of workers	5	41.7	1	20	6	35.3

^{a/} Totals exceed number reporting due to multiple responses.

4. Work hazards/discrimination

According to workers and employers, physical and verbal abuse, harassment and other forms of ‘hazards’ or discrimination were not experienced in the work place. ‘Trouble’, as a rule, can be said only to arise from feelings of envy between and among workers because of perceptions that some workers received higher salaries or better positions, etc.

5. Earnings and expenditures

Method of payment

Except for a handful, all respondents received their pay on a monthly basis (Table 29). One said he received his salary based on commissions he earned by referring clients to the guesthouse. Three respondents were the children of the owners and obtained allowances,

receiving between 1,500 to 12,000 Riel per day. In addition to a daily allowance, a male respondent said his school fees were paid for.

With the exception of one employer, all said that they paid their staff on a monthly basis (Table 29). This employer said that the worker was his son, so that he did not pay any salary.

Table 29. Method of payment according to workers and employers

MODE OF PAYMENT	HGH WORKERS						EMPLOYERS	
	MALE		FEMALE		TOTAL		n=17	%
	n=180	%	n=189	%	n=369	%		
Per month	177	98.3	187	98.9	364	98.6	16	94.1
Commission basis	1	0.6	-	-	1	0.3	-	-
Per day	-	-	1	0.5	1	0.3	-	-
Owner's son/ daughter	2	1.1	1	0.5	3	0.8	1	5.9

Earnings from employers and customers

Six of ten respondents earned between 150,000 (US\$37) to 300,000 Riel (US\$75) at a median income of 240,000 Riel or US\$60 per month for all respondents. There were more male respondents who were in this income range, compared to female interviewees (Figure 8).

13 times, from 60,000 (US\$15) to 800,000 Riel or (US\$200) per month. This can be attributed to the type of establishment that workers belong to so that those in the bigger hotels were reported to receive higher salaries in excess of 300,000 Riel (US\$75). Nevertheless, the median of 220,000 Riel (US\$55) is about the same as that given by worker-respondents (Table 30). These rates are not significantly different from the poverty line estimated at 2,470 Riels in Phnom Penh, 2,093 Riels in other urban areas, and 1,777 Riels in rural areas (MOP 2001).

Based on employer-respondent answers, variation in salaries paid to workers differed by more than

FIGURE 8. MONTHLY EARNINGS BY HGH WORKERS, IN RIEL

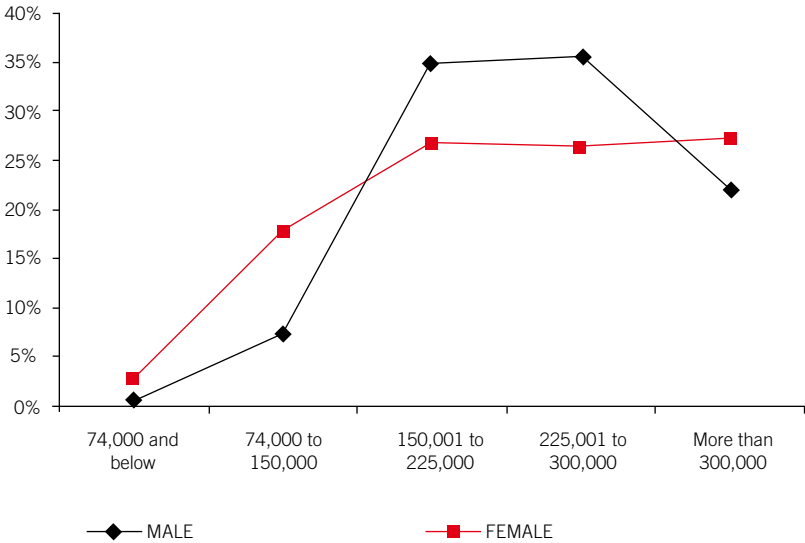


Table 30. Salaries paid to HGH workers, according to employers

INCOME RANGE	n	%
74,000 and below	2	12.5
74,001 to 150,000	4	25.0
150,001 to 225,000	2	12.5
225,001 to 300,000	2	12.5
More than 300,000	6	37.5
Total	16	100.0
SE		0.386
Median		220,000
Minimum		60,000
Maximum		800,000
SE		60,911

Ninety seven percent of respondents said they received monthly salaries but for the remaining 10 respondents who did not, four did not explain why. Among those who did, the following rationales were offered: being withheld because of some advances on salaries or other deductions, forwarded to the family, school fees were being paid in place of wages, son in law of employer, and employer is the father’s friend. For two respondents citing the last two reasons, the receipt of incomes depended on the operations of the guesthouses.

A slightly higher proportion of the sample said they received their full wages, at 98% of the total. For the remaining five respondents, deductions, the payment

of taxes, and the seasonality of the tourism industry determines if they receive their salaries in full or not. Being related to the owner also affects the receipt of the full wages for two male respondents so that during times when there were few customers, they did not get part of their salaries.

Disposition of income

Consistent with the motivation to work, eight of ten interviewees said that 45% of their incomes were given to their families (Table 31). Other expenses cited by many respondents were food purchases, cost of clothes, savings, pocket money and school-related expenses.

Table 31. How HGH workers spend their incomes

EXPENSE ITEM	n=371	%	% TO EXPENSES	SE
Give to parents, family	297	80.0	45.27	1.358
Buy food	255	68.7	27.42	1.056
Buy clothing	199	53.6	18.67	0.718
Saving	175	47.2	24.10	1.264
Pocket money	138	37.2	23.93	1.393
School fees, books, uniforms	121	32.6	23.15	1.769
Pay rent	74	19.9	26.38	1.579
Transport (gasoline)	5	1.3	21.00	5.486
Go out	4	1.1	33.25	16.327
Pay employer	3	0.8	14.33	5.457
Water and electricity	2	0.5	22.50	2.500
Pay other debts	1	0.3	50.00	-
Others	11	2.9	14.64	2.006

There is little difference in the expense profile by gender with similar priorities (send money to families, food, clothes, savings) being expressed. However, a higher percentage of female interviewees revealed that sending money to the family and

saving takes a bigger share of monthly earnings, at 48% and 24% respectively, on average (Table 32). On the other hand, pocket money, school fees, rent, and payments to the employers were mentioned by more male workers.

Table 32. How HGH workers spend their incomes, by gender

EXPENSE ITEM	MALE HGH WORKERS			FEMALE HGH WORKERS		
	n=182	%	% TO EXPENSES	n=189	%	% TO EXPENSES
Send to family	139	76.4	42.40	158	83.6	47.80
Buy food	130	71.4	28.09	125	66.1	26.71
Buy clothes	97	53.3	17.14	102	53.9	20.13
Savings	80	43.9	24.69	95	50.3	23.61
Pocket money	73	40.1	24.99	65	34.4	22.75
School fees	65	35.7	24.63	56	29.6	21.43
Rent	49	26.9	25.35	25	13.2	28.40
Pay employer	2	1.1	9.00	1	0.5	25.00
Pay other debts	-	-	-	1	0.5	50.00
Go out	3	1.6	39.67	1	0.5	14.00
Gasoline	2	1.1	27.00	3	1.6	17.00
Water and electricity	-	-	-	2	1.1	22.50
Others	6	3.3	12.67	5	2.6	17.00

Asked if what they earned helped their families, 87% of the sample agreed, females replying in the affirmative more than the male workers (Table 33). The ways in which incomes helped were, in large

part, in addressing the daily expenses of the family and sending young siblings to school as pointed out by 91% and 21% of the total.

Table 33. How HGH workers incomes help their families

	MALE		FEMALE		TOTAL	
	n=181	%	n=189	%	n=370	%
YES	150	82.9	171	90.5	321	86.8
NO	31	17.1	18	9.5	49	13.2
<i>HOW INCOME HELPS^{a/}</i>	n=148		n=170		n=318	
Help in daily expenses	137	92.6	153	90.0	290	91.2
Send younger siblings to school	31	20.9	37	21.8	68	21.4
Pay for hospital bills	12	8.1	13	7.6	25	7.9
Pay off debts	3	2.0	4	2.4	7	2.2
Can help some part	3	2.0	3	1.8	6	1.9

^{a/} Total exceeds number reporting due to multiple responses.

6. Health status

Health problems and frequency

HGH workers appear to be in good health, based on the problems reported and the frequency of

occurrence. Twenty seven percent reported no health problem, and only 2.4% had bouts with serious ailments such as typhoid, malaria, and pneumonia (Table 34). These were reported more by female respondents.

Table 34. Health problems frequently experienced by HGH workers^{a/}

HEALTH PROBLEM	MALE		FEMALE		TOTAL	
	n=132	%	n=138	%	n=270	%
Fever, dizziness/headache	114	86.4	121	87.7	235	87.0
Cuts/swollen hands	11	8.3	12	8.7	23	8.5
Have stomach ache	5	3.8	10	7.2	15	5.6
Lower backaches	9	6.8	4	2.9	13	4.8
Sprains, accidents, injuries at work	7	5.3	1	0.7	8	3.0
Have problem with teeth	3	2.3	4	2.9	7	2.6
Typhoid	1	0.8	6	4.3	7	2.6
Rheumatism	-	-	2	1.4	2	0.7
Malaria	-	-	1	0.7	1	0.4
Ulcers	-	-	1	0.7	1	0.4
Pneumonia	-	-	1	0.7	1	0.4
Motor accident	1	0.8	-	-	1	0.4
Syphilis	-	-	1	0.7	1	0.4
Colds	1	0.8	-	-	1	0.4

^{a/} Total exceeds number reporting due to multiple responses. One missing response

In terms of occurrence, those who said these problems took place often comprised 18% of female interviewees, versus 7% of their male counterparts. The rest of the respondents who reported falling ill said health problems were seldom. Nevertheless, six of ten respondents had to take time off from work to

get well, over half of whom rested for two to three days (Table 35). Of note is that fever, dizziness/headache might mask more serious illnesses because 95 respondents or 62% of those who became sick stated they stopped working from two to seven days in order to get well.

Table 35. Length of time, when taking time off from work due to illness

	MALE		FEMALE		TOTAL	
	n	%	n	%	n	%
From one to two hours	3	3.9	3	3.8	6	3.9
Up to one day	16	21.1	20	25.3	36	23.2
Two to three days	47	61.8	42	53.2	89	57.4
One week	8	10.5	11	13.9	19	12.3
Two to three weeks	1	1.3	1	1.3	2	1.3
One to two months	1	1.3	2	2.5	3	1.9
Total	79	100.0	79	100.0	155	100.0

In general, respondents cared for themselves when sick by resting and taking medicine, according to 52% of the sample (Table 36). For two thirds of respondents, they either visited a doctor or bought medicine at the pharmacy. Self-treatment, widely practiced by interviewees, is consistent with the

health seeking behavior of most Cambodians. This has been documented by a 2001 health sector review sponsored by the Ministry of Health where Cambodians were found to treat themselves with home remedies or with medications purchased over the counter.

Table 36. Treatment taken by HGH worker when sick^{a/}

	MALE		FEMALE		TOTAL	
	n=77	%	n=79	%	n=156	%
Rest only	6	7.8	10	12.7	16	10.3
Rest and medication	38	49.4	43	54.4	81	51.9
Buy at pharmacy	26	33.8	25	31.6	51	32.7
Visit doctor/clinic	27	35.1	23	29.1	51	32.7
Use traditional medicine	1	1.3	1	1.3	2	1.3
Stay in hospital	-	-	3	3.8	3	1.9

^{a/} Total exceeds number reporting due to multiple responses.

In addition to illnesses listed in the previous section, three male and three female respondents admitted that they contracted a sexually transmitted infection (STI) before. Four interviewees were able to correctly identify symptoms usually associated with STI such

as abnormal discharge or dysuria (i.e. pain when urinating). Treatment sought for this ailment was obtained from the public and private health facilities, a traditional healer, and pharmacists (Table 37). One confessed that he did not bother to go for treatment.

Table 37. Symptoms and source of treatment of sexually transmitted infections

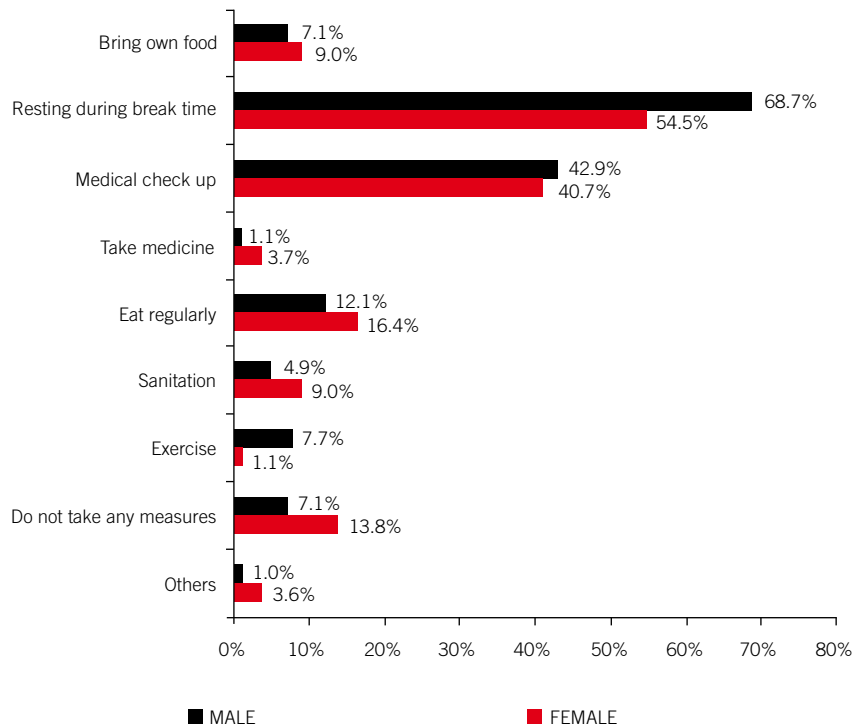
STI-RELATED CONCERNS	MALE		FEMALE		TOTAL	
	n	%	n	%	n	%
Had STI before (N=371)						
Yes	3	1.6	3	1.6	6	1.6
No	179	98.4	186	98.4	365	98.4
SE	0.007					
Symptoms (n=6) ^{a/}						
Abnormal discharge	1	33.3	-	-	1	16.7
Pain/burning sensation when urinating	2	66.7	1	33.3	3	50.0
Swelling in genital areas	2	66.7	-	-	2	33.3
Itchiness	-	-	1	33.3	1	16.7
Rashes	1	33.3	-	-	1	16.7
“Uterine”	-	-	2	66.7	2	33.3
Source of treatment (n=6) ^{a/}						
No treatment	1	33.3	-	-	1	16.7
Hospital	1	33.3	-	-	1	16.7
Health center	-	-	1	33.3	1	16.7
Private clinic	-	-	1	33.3	1	16.7
Traditional healers (kru khmer)	1	33.3	1	33.3	2	33.3
Seek assistance of pharmacists	1	33.3	-	-	1	16.7

^{a/} Total exceeds number reporting due to multiple responses.

In order to ensure their continued health, respondents rested during break time (62%), had regular check ups (42%), and took their meals regularly (14%) (Figure 9). Others were conscious of cleanliness, or taking medication, presumably when they were ill.

Some took palliative measures such as not drinking cold water, presumably in times of illnesses, or using masks when going out; 10.5% did not take any step to safeguard their health.

FIGURE 9. MEASURES TAKEN BY HGH WORKERS TO SAFEGUARD THEIR HEALTH



Access to and sources of treatment

When they become sick, respondents turned to several sources of treatment, first among which was the pharmacy as cited by 51% of the total. Private health workers, friends, family members or employers also played key roles when they were ill (Table 38). As earlier stated, these are typical of the health-seeking behaviours of most Cambodians.

Among nine respondents who did not consult with anyone when sick, 78% considered their condition not sufficiently severe to warrant treatment. The rest said they had no money, did not know where to go, or were not allowed by the employer.

Table 38. Who HGH workers see when sick^{a/}

REASONS	MALE		FEMALE		TOTAL	
	n=181	%	n=188	%	n=369	%
No one	3	1.7	6	3.2	9	2.4
Pharmacy	100	55.2	88	46.8	188	50.9
Private health workers	37	20.4	40	21.3	77	20.9
Go to friend/family/employer	33	18.3	29	13.4	62	16.8
Health clinic in commune	29	16.0	37	19.7	66	17.9
Doctor/hospital	14	7.8	17	9.0	31	8.4
Traditional healers	11	6.1	12	6.4	23	6.2
Never get sick	1	0.6	-	-	1	0.3

^{a/} Total exceeds number reporting due to multiple responses.

7. Awareness of Issues

About trafficking

Among hotel and guesthouse workers who acted as respondents, 71% were aware about trafficking issues, and more male interviewees laid claim to this awareness (Table 39). Lesser proportions of respondents however, knew of someone or cases of trafficked persons. The fairly high levels of knowledge about trafficking could be attributed to the spots on television informing the general public about this area of concern. Moreover, awareness raising programs on the same are aired on FM100.5 station every week according to the representative from the Department of Tourism. The Department also holds workshops to raise awareness on these issues with representatives from hotels and guesthouses, and other departments in the province as participants.

From qualitative interviews, the causes of trafficking were identified as low awareness levels, poor law enforcement, poverty, lack of education, unemployment, debts, lack of economic opportunities, and corruption.

There were no victims of trafficking among the sample.

Respondents from the qualitative and quantitative survey did not report cases of girls and women being trafficked for sexual purposes. The key informant from OSALVY and the employers stated that nowadays, the Department of Tourism and Interior are frequently monitoring hotels and guesthouses. They said the management of hotels and guesthouses had to cooperate and report to these departments if there is a case of trafficking in girls who are under 18 years of age.

Nevertheless, fifty respondents have seen minors being brought to the hotel/guesthouse and the percentage of male respondents who said they witnessed this occurrence is higher, at 16% of the total relative to 11% of women interviewees (Table 39). This phenomenon was observed by a higher proportion of respondents working in deluxe (HGH Type 6) and upscale (HGH Type 7) group of hotels.

It should be noted that workers in hotels are prohibited to find prostitutes for guests, according to key informants. However, guests are allowed to bring them in, once they have found prostitutes with the help of 'guides' or on their own.

Table 39. Knowledge about trafficking

	MALE		FEMALE		TOTAL	
	n=182	%	n=189	%	n=371	%
<i>Know about trafficking in women & children?</i>						
Yes	133	73.1	130	68.8	263	70.9
No	49	26.9	59	31.2	108	29.1
SE	0.024					
<i>Know of trafficked girls/women?</i>						
	<i>n=133</i>		<i>n=130</i>		<i>n=263</i>	
Yes	7	5.3	4	3.1	11	4.2
No	126	94.7	126	96.9	252	95.8
<i>Victim of trafficking?</i>						
	<i>n=133</i>		<i>n=130</i>		<i>n=263</i>	
Yes	-	-	-	-	-	-
No	133	100.0	189	100.0	371	100.0
<i>Observe minors being brought at the hotel/guest house</i>						
	<i>n=182</i>		<i>n=189</i>		<i>n=371</i>	
Yes	29	15.9	21	11.1	50	13.5
No	150	82.4	167	88.4	317	85.4
Do not know	3	1.6	1	0.5	4	1.1
SE	0.522					

When solicited for ideas to eliminate trafficking in children and women, stronger law enforcement and awareness raising were put forward by 65% and 42% of the sample, respectively (Table 40). Livelihood opportunities for the trafficked person and families were also proposed by interviewees.

Similarly, key informants suggested that laws related to human trafficking should be strengthened, and coordination with NGOs is needed to explain in 'remote areas that human trafficking is not a good activity'. Other suggestions given were that education

among children and women should be encouraged, and that offenders should be penalized and educated about the rights of women and children. They added that in order to stop exploiting women and children, the government should monitor hotels and guesthouses every three days, and inform employers that this is an illegal activity. Pictures and brochures, and frequent workshops in provinces, districts and communes can be used and held in awareness-raising activities. Additional proposals were the elimination of poverty, and creation of jobs.

Table 40. What are needed to help stop trafficking of children and women^{a/}

ACTION NEEDED	MALE		FEMALE		TOTAL	
	n=182	%	n=189	%	n=371	%
Stronger law enforcement	123	67.6	121	64.0	242	65.2
Awareness raising on trafficking	79	43.4	76	40.2	155	41.8
Education for trafficked persons	82	45.1	72	38.1	154	41.5
More livelihood opportunities for families	27	14.8	38	20.1	65	17.5
Other sources of income	17	9.3	18	9.5	35	9.4
Close the brothels	-	-	1	0.5	1	0.3
Do not know	25	13.7	32	16.9	57	15.4

^{a/} Total exceeds number reporting due to multiple responses.

About health issues

Three quarters of worker-respondents stated that they knew how to avoid STI, and the method most knew about was the regular use of condoms. Reduced

number of partners and frequency of sex were also identified by 76% and 48% of the sample, respectively (Table 41). The lack of knowledge among 25% of the sample is perhaps an area of work that employers and organizations in Siem Reap can change.

Table 41. Knowledge of HGH workers regarding reducing risk of STI

	MALE		FEMALE		ALL	
	n=182	%	n=189	%	n=371	%
<i>KNOW HOW TO REDUCE RISK</i>	152	83.5	126	66.6	278	74.9
<i>NOT AWARE</i>	30	16.5	63	33.3	93	25.1
<i>HOW REDUCE RISK^{a/}</i>	n=152		n=126		n=278	
Regular use of condoms	148	97.4	117	92.9	265	95.3
Avoiding multiple partners	119	78.3	91	72.2	210	75.5
Abstinence/reduced frequency	72	47.4	60	47.6	132	47.5
Must have sanitation	6	3.9	7	5.6	13	4.7
Don't know	1	0.7	4	3.2	5	1.8

^{a/} Total exceeds number reporting due to multiple responses.

On the other hand, knowledge about HIV/AIDS was very high, with 94% of the sample declaring that they were familiar with the transmission modes of the virus. Queried as for details regarding ways a person could become infected, about eight of ten

pinpointed unprotected sex, sharing of needles, and blood transfusions (Table 42). Around two thirds of the sample was aware about the mother to child transmission route, while a fewer still said that saliva and sucking could be ways to acquire the virus.

Table 42. Knowledge of HGH workers regarding HIV/AIDS

	MALE		FEMALE		TOTAL	
	n=182	%	n=189	%	n=371	%
<i>KNOW HOW TRANSMITTED</i>	173	95.1	175	92.6	348	93.8
<i>NOT AWARE</i>	9	4.9	14	7.4	23	6.2
<i>HOW TRANSMITTED^{a/}</i>	n=173		n=174		n=347	
Mother to child	107	61.8	108	62.1	215	62.0
Blood transfusions	152	87.9	148	85.1	300	86.5
Sharing of needles	156	90.2	150	86.2	306	88.2
Unprotected sex	153	88.4	152	87.4	305	87.9
Saliva/sucking	2	1.2	2	1.1	4	1.2
Do not know	-	-	1	0.6	1	0.3

^{a/} Total exceeds number reporting due to multiple responses.

Access to information

Respondents could get different kinds of information through magazines, television, and radio on a daily basis. To a lesser extent, about one in five to a third was able to watch, listen or read 2-3 times each day

(Table 43). The most frequently used medium was television, followed by the radio, while magazines and newspapers ranked last. Respondents who accessed these media infrequently (i.e. once a week or month) or rarely comprised a minority.

Table 43. Frequency of reading/watching/listening to sources of information

FREQUENCY	MAGAZINES		TELEVISION		RADIO	
	n	%	n	%	n	%
Daily	116	35.2	259	72.1	231	66.6
2 – 3 times a day	107	32.4	74	20.6	83	23.9
Once a week	46	13.9	13	3.6	13	3.7
Once a month	2	0.6	1	0.3	-	-
2 – 3 times a month	54	16.4	10	2.8	14	4.0
Seldom	4	1.2	2	0.6	5	1.5
Never	-	-	-	-	1	0.3
Others	1	0.3	-	-	-	-
Total	330	100.0	359	100.0	347	100.0
SE	0.072		0.045		0.056	

About the same percentage of male and female respondents viewed newspapers/ magazines, television, and radio as a source of information on cinema, stories, and jokes, implying that for worker-respondents one of the primary functions of these

media was entertainment. Knowledge on STI/HIV/ AIDS was also gained from these sources, especially by men (Table 44). In addition, interviewees obtained exposures on various topics that they found useful.

Table 44. Type of information obtained from various sources^{a/}

INFORMATION	MALE		FEMALE		TOTAL	
	n=182	%	n=186	%	n=368	%
Cinema, stories, jokes	117	64.3	117	62.9	234	63.6
On STD/HIV/AIDS	130	71.4	101	54.3	231	62.8
On general health	87	47.8	90	48.4	177	48.1
On trafficking	85	46.7	67	36.0	152	41.3
About the country	89	48.9	50	26.9	139	37.8
On general education	38	20.9	38	20.4	76	20.7
On cooking	6	3.3	62	33.3	68	18.5
On human rights violation	34	18.7	30	16.1	64	17.4
Regarding personal safety	15	8.2	10	5.4	25	6.8
Songs	2	1.1	8	4.3	10	2.7
Employment news	-	-	1	0.5	1	0.3
Do not know	-	-	1	0.5	1	0.3

^{a/} Total exceeds number reporting due to multiple responses.

8. Perceptions

Experiences in the family as a child

Twelve respondents said they had been treated

badly as children, the most common form of which was neglect and scolding by parents. Beating was also mentioned by two female and two male respondents (Table 45). Women workers experienced maltreatment more than men.

Table 45. Maltreatment experienced by respondents as children^{a/}

FORMS	MALES		FEMALES		TOTAL	
	n=7	%	n=5	%	n=12	%
Neglect/ scolding	4	57.1	4	80	8	66.7
Beating	2	28.6	2	40	4	33.3
Withdrawn from school	3	42.9	-	-	3	25.0

^{a/} Total exceeds number reporting due to multiple responses.

Women’s role in the family

Key informants agreed that girls and women feel a strong financial responsibility because it was easier for females to earn income than men. ‘It is difficult for men to find a job because they have little knowledge’. Customers at Miss Ou Dom Guesthouse and Dara Gueshouse pointed out that even civil servants or company employee still earn low salaries, and ‘it is mostly women who leave home for work to earn money for the family’. No matter if they are married or widowed, women have to work to support the family, added a customer staying at Monorom Gueshouse. Moreover, there are usually a lot of household members so both sexes have to earn. Dependence on men as the sole breadwinner is not enough to address the family’s expenditures.

Following a man’s decision blindly was found false by key informants since females have equal rights

not only in the family but in society as well. All must be involved in making decisions. According to a condom seller, women and girls are also able to work like men and should oppose men when they abuse their rights.

9. Future plans

Regarding work

Not surprisingly, money was the essential requisite cited by respondents in order to stop working. This would be utilized for the family, to acquire more farmland, and to pay school fees, health care, and debts. About a quarter of respondents said they needed to learn a different skill or job while others said they wanted to ‘own business, ‘more experience’, etc (Table 46).

Table 46. What HGH workers need in order to be able to stop working^{a/}

NEEDS	MALE		FEMALE		TOTAL	
	n=181	%	n=189	%	n=370	%
More money for family	153	84.5	165	87.3	318	85.9
More farmland for family	39	21.5	40	21.2	79	21.4
Money for school	37	20.4	29	15.3	66	17.8
Money for medical/health care	42	23.2	49	25.9	91	24.6
Pay debt to employer	1	0.6	1	0.5	2	0.5
Learn a different skill or job	46	25.4	45	23.8	91	24.6
Want to have my own business	5	2.8	11	5.8	16	4.3
More experience	4	2.2	2	1.1	6	1.6
Have my own house	1	0.6	2	1.1	3	0.8
Get married	-	-	1	0.5	1	0.3

^{a/} Total exceeds number reporting due to multiple responses.

If they did not have to work, respondents articulated a variety of activities they would like to undertake. About two thirds would like to be self employed, a desire expressed by 69% of females compared to 62% of males (Table 47). Close to a quarter of the sample would like to study or participate in a skills training program, which men would like to do more, relative to women.

Many could not grasp the idea behind such a query so that respondents said they would still find different kinds of occupations, like working for NGOs, accountant, etc.

Table 47. What HGH workers would do if they did not have to work^{a/}

OPTIONS CONSIDERED BY HGH WORKERS	MALE		FEMALE		TOTAL	
	n=181	%	n=189	%	n=370	%
Be self employed	112	61.9	131	69.3	243	65.8
Start a small business	107	59.1	122	64.6	229	61.9
Run my own shop	2	1.1	3	1.6	5	1.4
To do engine repair	2	1.1	-	-	2	0.5
Guide	-	-	2	1.1	2	0.5
Contractor	-	-	1	0.5	1	0.3
Decorator (wedding)	-	-	1	0.5	1	0.3
Tailor	-	-	1	0.5	1	0.3
Businessman	-	-	1	0.5	1	0.3
Animal raising	1	0.6	-	-	1	0.3
Study/train	55	30.4	34	18.0	119	24.0
Participate in skills training	37	20.4	21	11.1	58	15.7
Take literacy course	13	7.2	9	4.8	22	5.9
Go to school full time	5	2.8	4	2.1	9	2.4
Return to home province	8	4.4	13	6.9	21	5.7
Go back to family	19	10.5	27	14.3	46	12.4
Assist in my parents' job	-	-	2	1.1	2	0.5
Become traditional dancer	-	-	1	0.5	1	0.3
Find other employment	30	16.7	23	12.2	53	14.4
Work as lawyer	-	-	1	0.5	1	0.3
Find job with higher salary	18	9.9	17	9.0	35	9.5
Driver	7	3.9	-	-	7	1.9
To be a teacher	3	1.7	1	0.5	4	1.1
Work for NGOs	1	0.6	2	1.1	3	0.8
Accountant	-	-	2	1.1	2	0.5
Want to work in a hotel	1	0.6	-	-	1	0.3

^{a/} Total exceeds number reporting due to multiple responses.

Of the sixty seven respondents who planned to go back to their home province or family if they were not working, 75% were able to state what they wanted to accomplish. Helping in the family's farm was the

foremost activity interviewees would do, followed by starting a small business, at 38% of the total (Table 48). The percentage of male respondents who wished to do these was higher compared to females.

Table 48. What HGH workers would do if going back to province or family^{a/}

ACTIVITY	MALES		FEMALES		TOTAL	
	n=19	%	n=31	%	n=50	%
Help in family farm	10	52.6	14	45.2	24	48
Start a small business	9	47.4	11	35.5	20	40
Help mother at home	6	31.6	12	38.7	18	36
Find a job within village	2	10.5	8	25.8	10	20
Go to school	-	-	1	3.2	1	2

^{a/} Total exceeds number reporting due to multiple responses.

Regarding literacy & skills acquisition

Eighty eight percent of the sample would like to continue studying, driven by the desire to obtain

higher levels of schooling (85%), and better jobs and incomes (79%). On both counts, there were more male respondents who articulated these aspirations (Table 49).

Table 49. Why HGH workers would like to continue studying^{a/}

FORMS	MALES		FEMALES		TOTAL	
	n=170	%	n=155	%	n=325	%
Obtain higher level	149	87.6	127	81.9	276	84.9
Want better job/income	143	84.1	115	74.2	258	79.4
Enjoy studying	26	15.3	33	21.3	59	18.2
Parent/employer ask me	2	1.2	4	2.5	6	1.8
Play with friend	-	-	1	0.6	1	0.3

^{a/} Total exceeds number reporting due to multiple responses.

However, in order to be able to study, how school fees and other related costs would be paid need to be addressed. For instance, 94% of respondents said they needed money for school fees, 58% required transportation, and the rest brought up the matter of food, teachers and time (Figure 10).

The portion of the sample that was interested in gaining skills was higher compared to those who wanted to improve their literacy levels. Almost all respondents wanted to attend a skills training activity, at 93% of the total (Table 50, Figure 11). It should be noted that HGH workers are relatively well educated so that they might not see the necessity

of non-formal education, while those who would go for it could be wishing to strengthen their ability to read and write.

Nearly all the skills that respondents wanted to learn were livelihood-related such as starting and operating a small business, make-up skills, sewing, hairdressing, cooking, engine repair, etc (Table 51). By learning these, respondents could find an ‘economic niche’ and feed into the needs of the growing tourism industry of Siem Reap. Some ‘skills’ identified by respondents could be defined as professions (e.g. law, economics, doctor), requiring money, commitment, and years of study.

FIGURE 10. WHAT HGH WORKERS WOULD NEED TO KEEP STUDYING

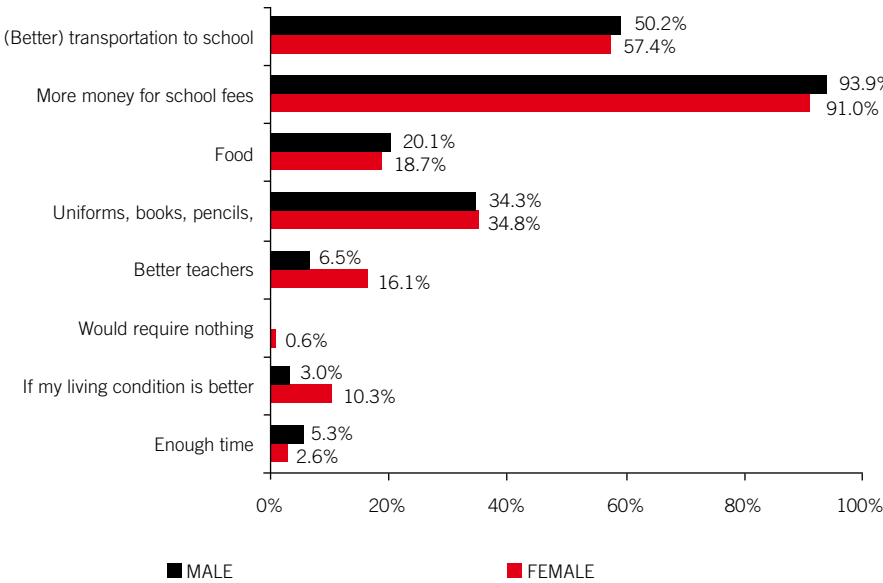


Table 50. Willingness to attend non-formal education and training

	MALE		FEMALE		TOTAL	
Would attend non-formal education	n=182	%	n=189	%	n=371	%
Yes	106	58.2	88	46.6	194	52.3
No	76	41.8	101	53.4	177	47.7
SE	0.026					
Would attend skills training	n=182	%	n=189	%	n=371	%
Yes	173	95.1	172	91.0	345	93.0
No	9	4.9	17	9.0	26	7.0
SE	0.013					

FIGURE 11. LITERACY LEVELS AND PLANS REGARDING FUTURE STUDIES AND SKILLS

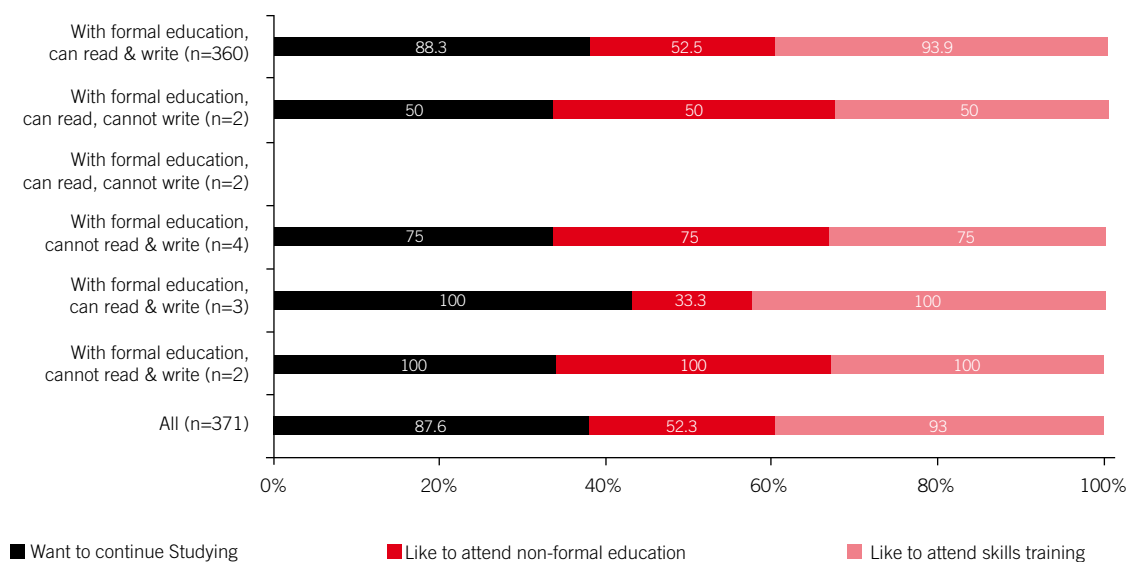


Table 51. Type of skills training HGH workers want to attend^{a/}

SKILLS TRAINING	n=173	%	n=171	%	n=344	%
Starting & operating small business	41	23.7	30	17.5	71	20.6
Make up skills	4	2.3	48	28.1	52	15.1
Computer class	38	22.0	13	7.6	51	14.8
Sewing	6	3.5	41	24.0	47	13.7
Cutting hair/hairdressing	6	3.5	21	12.3	27	7.8
Accounting	10	5.8	13	7.6	23	6.7
Tourism	17	9.8	5	2.9	22	6.4
Management	10	5.8	8	4.7	18	5.2
Study foreign language	5	2.9	9	5.3	14	4.1
Engine repairing	11	6.4	1	0.6	12	3.5
Repair of electronic equipment	11	6.4	-	-	11	3.2
Cooking	1	0.6	7	4.1	8	2.3
Marketing	3	1.7	2	1.2	5	1.5
Trading	3	1.7	2	1.2	5	1.5
IT class	2	1.2	1	0.6	3	0.9
Air condition repair	3	1.7	-	-	3	0.9
Designer	1	0.6	1	0.6	2	0.6
Protocol for guest houses/hotel	1	0.6	1	0.6	2	0.6
Law	2	1.2	-	-	2	0.6
Agriculture	2	1.2	-	-	2	0.6
Teacher	-	-	2	1.2	2	0.6
Cocktail maker	1	0.6	-	-	1	0.3
Economics	-	-	1	0.6	1	0.3
Receptionist	1	0.6	-	-	1	0.3
Doctor	-	-	1	0.6	1	0.3
Room boy	-	-	1	0.6	1	0.3
Police	-	-	1	0.6	1	0.3
Journalism	1	0.6	-	-	1	0.3
Learn traditional song	-	-	1	0.6	1	0.3

^{a/} Total exceeds number reporting due to multiple responses.

Work/livelihood aspirations

Over half of the sample aimed to start a small business in the future, while others dreamed of gaining and parlaying skills and knowledge into livelihood activities. Hence, a host of aspirations were identified, some of which were: becoming

tailors, teachers, doctors, nurses, and the like (Table 52). Majority seemed to want to be self-reliant economically, based on what they identified as their aspirations, while others would prefer to go into waged employment. Three respondents were still unsure as to be what they would be in the future and one declined to respond.

Table 52. Aspirations of HGH workers^{a/}

	MALE		FEMALE		TOTAL	
	n=182	%	n=188	%	n=370	%
Small business/selling	109	59.9	100	53.2	209	56.5
Tailor	5	2.7	43	22.9	48	13.0
Teacher	23	12.6	13	6.9	36	9.7
Government worker	18	9.9	5	2.7	23	6.2
Rice farmer	12	6.6	9	4.8	21	5.7
Have hotel or guest house	8	4.4	5	2.7	13	3.5
Become a housewife	-	-	7	3.7	7	1.9
Beauty salon	-	-	7	3.7	7	1.9
Doctor/nurse	3	1.6	3	1.6	6	1.6
Own a farm	4	2.2	1	0.5	5	1.4
Clothes shop	1	0.5	4	2.1	5	1.4
Police/army	4	2.2	1	0.5	5	1.4
Tour agency	3	1.6	1	0.5	4	1.1
Work for NGOs	3	1.6	1	0.5	4	1.1
Computer training	3	1.6	-	-	3	0.8
Decorator (wedding)	-	-	2	1.1	2	0.5
Writer	1	0.5	1	0.5	2	0.5
Accountant	-	-	2	1.1	2	0.5
Translator	2	1.1	-	-	2	0.5
Electrician	2	1.1	-	-	2	0.5
Souvenir shop	-	-	1	0.5	1	0.3
Want to be a journalist	-	-	1	0.5	1	0.3
Marketing	1	0.5	-	-	1	0.3
Car repairing	1	0.5	-	-	1	0.3
Want to stay at home	1	0.5	-	-	1	0.3
Handicraft	1	0.5	-	-	1	0.3
Not sure	2	1.1	1	0.5	3	0.8

^{a/} Total exceeds number reporting due to multiple responses.

10. Household characteristics

Status of employment of family members

Of the total number of household members enumerated in the study, siblings accounted for 49%, followed by parents at 28%. Respondents comprised 17%, and the rest consisted of spouses, children, other relatives, and other household members.

Including respondents, 56% of family members were working. Those who were not employed were homemakers (18%), jobless, or disabled. Household members who were in school part- or full time comprised 27.3% while those who were too young accounted for 1.3% of the total.

Literacy of parents

According to 78% of the male sample, 94% and 92% of their fathers could read and write, a higher proportion compared to 82% and 79% of female parents who were only reported to have the reading writing skills by 91% of female respondents, respectively (Table 53). This is unusual since in Cambodia, literacy has been estimated to be 79% and 57% for adult males and females, respectively (EFA 2003-215: 80). Parents' reading and writing abilities seemed to have had a direct effect on children's relatively high literacy and educational levels.

Table 53. Literacy level of HGH workers' parents

	FATHER ^{a/}		MOTHER ^{b/}	
	n=288	%	n=338	%
<i>Can read</i>				
Yes	270	93.8	279	82.5
No	14	4.9	58	17.2
Do not know/ not sure	4	1.4	1	0.3
SE	0.525		0.265	
<i>Can write</i>				
	n=288		n=338	
Yes	266	92.3	267	78.9
No	18	6.2	70	20.
Do not know/ not sure	4	1.4	1	0.3
SE	0.525		0.265	

^{a/} 83 respondents reported their father as deceased

^{b/} 33 respondents reported their mother as deceased

Ownership of house and land, and livelihood

More than nine in ten interviewees or 95.4% of the total reported owning their household dwellings, slightly lower than the national figure for other urban areas at 95.83, and higher than the ownership rate

for Phnom Penh at 90.22.⁶ Over half of respondents owned both house and land but two in five owned their house but not agricultural land (Table 54). Two respondents said the family had a house but unsure if they owned land.

Table 54. Ownership of house and land

ASSETS OWNED	n	%
Own house and land	204	55.4
Own house, not own agricultural land	147	39.9
Not own house but own agricultural land	1	0.3
Not own house and agricultural land	16	4.3
Total	368	100.0

Respondents reported a wide array of livelihood activities by their families. The most prominent however, is still agriculture based at 45.3% of the total – either through their own farming or as agricultural

wage labourer (Table 55). More than a third relied on wages, working for a private or government office, as staff of hotels or guesthouses, and similar pursuits.

⁶ Ministry of Planning. 2002. 2001 Cambodia Child Labour Survey

Table 55. Livelihood activities of HGH workers' families

ACTIVITIES	MALE		FEMALE		TOTAL	
	n	%	n	%	n	%
Agriculture related work	104	57.1	64	33.8	168	45.3
Own farming	99	54.4	59	31.2	158	42.6
Agricultural wage laborer	5	2.7	5	2.6	10	2.7
Self-employed	25	13.6	35	18.4	60	16.2
Do the small business	18	9.9	25	13.2	43	11.6
Motodup	1	0.5	5	2.6	6	1.6
Have the rent house	2	1.1	1	0.5	3	0.8
Buying and selling (land)	1	0.5	-	-	1	0.3
Have own guest house	-	-	1	0.5	1	0.3
Handicraft	1	0.5	-	-	1	0.3
Tailor	2	1.1	3	1.6	5	1.3
Wage employment	53	28.9	89	47.0	142	38.3
Work for private company	19	10.4	29	15.3	48	12.9
Government official	10	5.5	26	13.8	36	9.7
Non-agricultural wage laborer	12	6.6	15	7.9	27	7.3
Staff of guest house/hotel	4	2.2	6	3.2	10	2.7
Construction worker/Contractor	1	0.5	6	3.2	7	1.9
Cook	1	0.5	2	1.1	3	0.8
Driver	2	1.1	1	0.5	3	0.8
Doctor	1	0.5	1	0.5	2	0.5
Teacher	2	1.1	1	0.5	3	0.8
Work for the embassy	1	0.5	-	-	1	0.3
Homemaker/nothing, too old	-	-	2	1.0	2	0.6
Total	182	100.0	189	100.0	371	100.0
SE					0.241	

Household size

The mean household size for respondents stands at 6.01, above the national estimated mean of 5.7,

5.4 and 5.1 for Phnom Penh, other urban, and rural areas, respectively.⁷ The smallest unit was two while the largest household recorded had 13 members.

⁷ Ministry of Planning (2002). 2001 Cambodia Child Labour Survey, p. 20.

B. EMPLOYER CHARACTERISTICS

Nine owners and eight managers derived from

seventeen hotels and guesthouses in Siem Reap comprised the sample for the employer survey (Table 56).

Table 56. List of employer-respondents by type of hotel and guesthouse

HOTEL/GUESTHOUSE	CATEGORY	OWNER OR NOT
Mith Lao	Budget GH Type 1	Owner
Smiley's Guest House	Budget GH Type 1	Owner
Star	Budget GH Type 2	Owner
Ta Som	Budget GH Type 2	Owner
Ly Veng	Budget GH Type 3	Owner
Global	Budget GH Type 3	Owner
Apsara Terrace	Budget GH Type 3	Owner
Chen La	GH Type 4/ Budget Hotels	Owner
Vimean Thmei	GH Type 4/ Budget Hotels	Manager
Mittapheap	GH Type 5/ Mid-range Hotels	Owner
Passagio	GH Type 5/ Mid-range Hotels	Manager
Ta Prum	GH Type 6/ Deluxe Hotels	Manager
City Angkor	GH Type 6/ Deluxe Hotels	Manager
Angkor Village	GH Type 6/ Deluxe Hotels	Manager
Phreah Khan	Upscale/ Luxury Hotels	Manager
Apsara Angkor	Upscale/ Luxury Hotels	Manager
Angkor Century	Upscale/ Luxury Hotels	Admin Manager

Age and gender

Seventy percent of the employer-respondents were male, with a mean age of 39 years, more than a decade

lower, relative to women-employers (Table 57). Hotel managers were more likely to be older persons, given the under representation of respondents who are younger than 30 years.

Table 57. Age distribution of employer-respondents by gender

AGE GROUP	MALE		FEMALE		TOTAL	
	n	%	n	%	N	%
21 to 30 years	2	16.7	-	-	2	11.8
31 to 40 years	5	41.7	-	-	5	29.4
41 to 50 years	4	33.3	2	40.0	6	35.3
More than 50 years	1	8.3	3	60.0	4	23.5
Total	12	100.0	5	100.0	17	100.0
Mean age	39.00		50.80		42.47	

Employers were described by the same proportion of male and female respondents as kind and understanding (Table 58). In terms of looking after the welfare of the workers however, fewer female

interviewees depicted employers doing so, at 72% of the total compared to 79% percent of men. Four respondents in GH5, GH6, and GH7 found their employers verbally abusive or physically violent.

Table 58. Description of employers, according to HGH workers^{a/}

	MALE		FEMALE		TOTAL	
	n=180	%	n=188	%	n=368	%
Kind and understanding	175	97.2	183	97.3	358	97.3
Looks after welfare of workers	142	78.9	136	72.3	278	75.5
Strict	4	2.2	4	2.1	8	2.2
Verbally abusive	1	0.6	3	1.6	4	1.1
Physically violent	1	0.6	-	-	1	0.3

^{a/} Total exceeds number reporting due to multiple responses.

Educational attainment

Nearly half of employers attended or completed the university, at 47% of the total (Table 59). Six respondents were employed by bigger establishments,

from mid-range hotels to deluxe guesthouses and upscale hotels. The lowest reported level of education in these establishments was at the upper secondary level by a 48-year old male respondent.

Table 59. Educational attainment of employer-respondents by gender

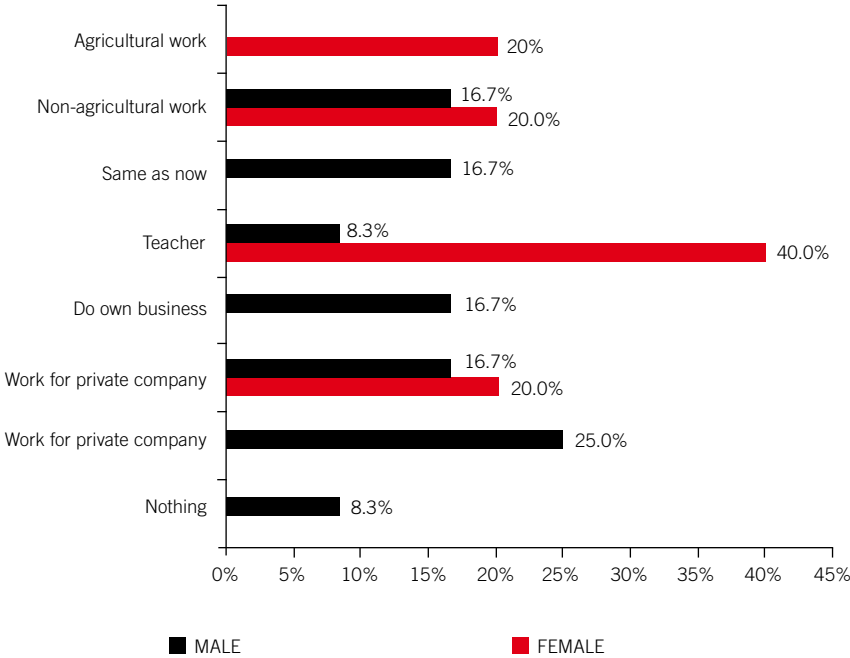
EDUCATIONAL LEVEL	MALE		FEMALE		TOTAL	
	n = 12	%	n = 5	%	n = 17	%
Upper primary school (Grade 4-6)	1	8.3	-		1	5.9
Lower secondary school (Grade 7-9)	1	8.3	1	20.0	2	11.8
Upper secondary school (Grade 10-12)	3	25.0	2	40.0	5	29.4
University/Other higher level	6	50.0	2	40.0	8	47.1
Technical Education and Vocational training	1	8.3	-	-	1	5.9
Total	12	100.0	5	100.0	17	100.0

Work history

On average, employers have worked at their present jobs for 6.08 years. For fifteen respondents, the mean number of years worked was 6.73 ranging from 2 to 12. Two employers on the other hand, were recruited recently: one working for ten months, and the other for six.

Occupational background of employers was varied, from private company employees to agricultural workers and government officers (Figure 12). A respondent did ‘nothing’ before the current job, while two were also in the hotel industry.

FIGURE 12. PREVIOUS WORK OF EMPLOYER-RESPONDENTS BY GENDER



Half of respondents cited the low salaries in their previous work as the rationale for changing jobs while others offered various reasons: 'old job finished', 'want to change jobs', 'wanted to improve himself', or they resigned. Male employers were more likely to mention the low remuneration in the previous jobs relative to their female counterparts. A respondent said she still kept her job as a teacher in addition to her present employment.

All male employers expressed satisfaction in their work, with three quarters of respondents saying that

it was easy to earn money or they can help workers (Table 60). Similar reasons were offered by female respondents, majority of whom also said they liked their job. For one dissenting 41 year-old female employer, the dislike was caused by the difficulty in finding workers since she felt that she lacked sufficient skills in running a hotel. She also expressed discomfort with many young people as staff, although the 'young' employees she was referring to were at least 18 years.

Table 60. Reasons for liking or disliking their job by gender^{al}

REASONS	MALE EMPLOYERS		FEMALE EMPLOYERS		TOTAL	
	n	%	n	%	n = 17	%
<i>Employers who like job</i>	n = 12		n = 4		n = 16	
Easy to earn money	9	75.0	4	100.0	13	81.3
Can help workers	9	75.0	1	25.0	10	62.5
Need little investment	2	16.7	-	-	2	12.5
I use to do this job	1	8.3	-	-	1	6.3
<i>Employers who dislike job</i>	n = 0		n = 1		n = 1	
Difficult to find worker	-	-	1	100.0	1	100.0
Uses/exploits young people	-	-	1	100.0	1	100.0
Others	-	-	-	-	-	-

^{al} Total exceeds number reporting due to multiple responses.

Sources of income and earnings

Eight of ten respondents found their jobs lucrative, and this is reflected in the range of salaries they earned per month. Earnings per month from their present employment was as low as 260,000 (US\$65) to 16 million Riel (US\$4,000) (Table 61). Of note is that the amounts reported were either earnings of the hotel owners or wages received by managers.

While the lowest reported salary might well be true because this was from a respondent from GH Type 4/ Budget Hotels, the other two interviewees were working for deluxe or upscale hotels (GH Type 6 and Type 7), so that these amounts (400,000 and 600,000 Riel) might be understated. On the high end of the scale of reported salaries, three managers said that their monthly earnings from their jobs ranged from 1.4 million (US\$350) to 4 million Riel (US\$1,000). These respondents were employed by hotels categorized as mid-range to upscale, based on the rates or single and double rooms.

Among nine establishments classified as budget guesthouses 1-4, monthly revenues generated started at 260,000 (US\$65) to 16 million Riel (US\$4,000). Given that the room rates in these places range from US\$5 to US\$15 for single and US\$20 for double rooms, the high earnings reported is a good indication of the occupancy rates.

Besides their job in the hotel industry, 59% of employers augmented their incomes through a variety of sources such as running a restaurant, acting as a tour guide, teaching, etc. A respondent reported driving and owning a guesthouse as supplemental sources of income, generating an estimated monthly income of 20 million Riel. Two respondents, working in deluxe and upscale hotels, refused to give their or the establishment's monthly earnings. One however, provided an approximation of the income from other sources.

Table 61. Total income earned by employer-respondents by source (in Riel)

INCOME RANGE	HOTEL & GUESTHOUSE		OTHER SOURCES		TOTAL	
	n	%	n	%	N	%
Less than 1,000,000	3	20.0	7	70	3	18.8
1,000,001 to 3,000,000	5	33.3	2	20	5	31.3
3,000,001 to 6,000,000	5	33.3	-	-	4	25.0
More than 6,000,000	2	13.3	1	10	4	25.0
Total	15	100.0	10	100	16	100.0
SE	.254		.307		.273	
Median	2,000,000		800,000		2,800,000	
Minimum	260,000		40,000		260,000	
Maximum	16,000,000		20,000,000		24,000,000	
SE	1,154,807.54		1,929,876.91		1,675,740.60	

By gender, females earned more than male managers judging by the median incomes for each. Male employer-respondents however, received the lowest and highest incomes per month (Table 62).

Table 62. Total income earned by employer-respondents, by source and gender (in Riel)

SOURCE	HOTEL & GUESTHOUSE	OTHER SOURCES	TOTAL
<i>MALE</i>			
Median	2,000,000	700,000	2,000,000
Minimum	260,000	40,000	260,000
Maximum	16,000,000	20,000,000	24,000,000
SE	1,354,433.18	3,247,426.33	2,328,399.73
<i>FEMALE</i>			
Median	3,000,000	1,060,000	3,600,000
Minimum	1,080,000	400,000	1,200,000
Maximum	12,000,000	1,600,000	12,000,000
SE	2,485,873.42	252,124.31	1,924,994.51

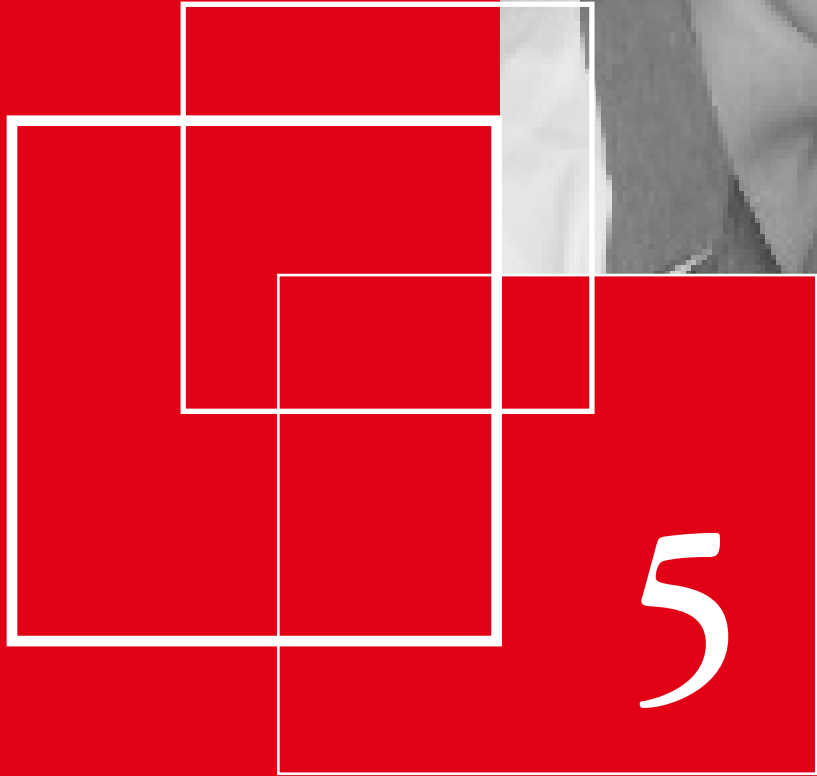
According to employers, five worker-respondents made advances on salaries for expenditures of the family, purchase of clothes, and for transportation. Payments were made in cash, as salary deductions or a combination thereof.

Forms of employment that respondents would consider as possible substitute to their current ones were engaging in small business, or buying and selling, according to 29% of the sample. Other jobs suggested were having a 'tour service', a guesthouse,

or serving as a government official. Four respondents could think of nothing, were not sure or did not know.

Future plans

According to 60% of respondents, there were plans to expand the company, as opposed to two in five who said there was none.



5

5 CONCLUSIONS

In summary, workers can be portrayed as young, having a mean age of 23 years, and are relatively well educated, majority of whom reached lower secondary levels. They belonged to families whose parents were highly literate, and had sources of incomes that came from agriculture, waged employment or from some business. A third also had some kind of training connected to their work and 22% were still in school completing formal education or attending short courses. They are healthy, and only 4% reported illnesses that could be said to be serious. Workers too, have access to various types of information, although awareness regarding HIV/AIDS and STI can be improved, especially the latter.

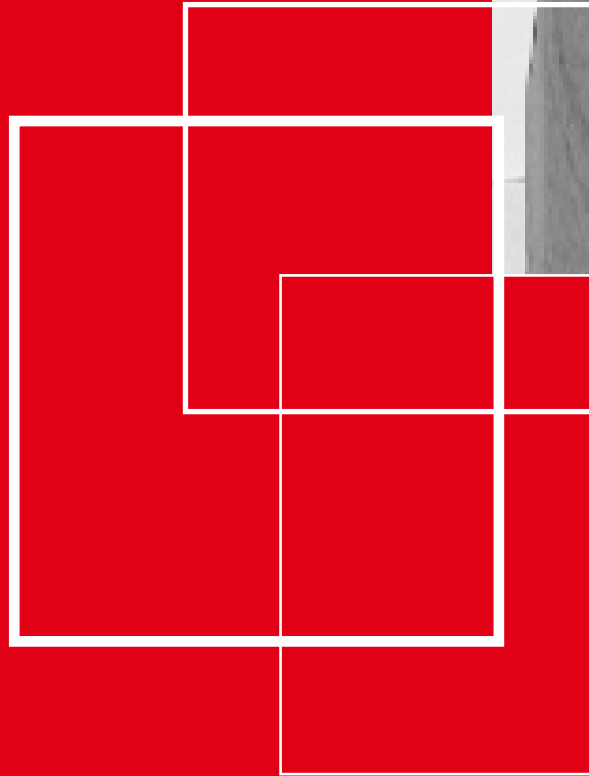
In terms of their work profile, respondents have been in their present occupation for an average of 1.67 years, gaining acceptance by applying for the job, through referrals or being recruited by employers. The primary motivation to work was the desire to help the family and due to personal reasons like wanting to gain experience or continue their studies. Usually, workers were at their posts for a mean number of 6.14 days, for both peak and slow seasons; in terms of number of hours per day, they averaged 9.57 and 8.23 respectively. Food, water, access to toilet facilities and breaks at work were provided by employers. On the other hand, living arrangements entailed residing with relatives, on their own, or with the employer. Women were less likely to live alone, preferring to live with a family member or relatives. Workers also have a fairly developed support network, with families, friends, employers, and co-workers being sought for assistance when in need. Income-wise, 61% of respondents had earnings between 150,000 (US\$37) to 300,000 Riel (US\$75) and an additional 25% reported incomes above 300,000 Riel. This is only around two to four times as much as the known poverty line for Cambodia, amounts that not go a long way for large households.

Employers, on the other hand, comprised mostly of men, at 70% of the total, had an average of 42.47 years, and over three quarters reached upper secondary level or the university. They were characterized by workers as kind, understanding and looked after their welfare.

Some observations that can be drawn from the preceding discussions are:

- While workers appear to be cared for by employers, they would be hard pressed to sufficiently cover the cost of lodging, additional studies, and sending money as support to families. Salaries in hotels and guesthouses are not as high as might be expected from a growing industry.
- In terms of trafficking, there was no reported case among respondents – key informant responses and the quantitative data show that recruitment in HGH was accomplished through a typical hiring procedure involving the application for jobs, taking tests and being interviewed. No allusion to coercion, being sold, or debt bondage was ever made by respondents. While debt has been mentioned for working, this was obtained from other persons; monetary obligations to employers have been in the form of advances.
- The desire to start a small business expressed repeatedly by worker-respondents may indicate a cognizance of the potential for economic gain from the booming tourism sector. Furthermore, workers want to better themselves by enrolling in short-terms courses like computer literacy and English, and gaining additional skills related to their jobs. Provided sufficient opportunities, this group could well become a future part of Cambodia's burgeoning middle class.

- As documented by the research, the demand for young persons for sex comes from the guests of hotels and guesthouses, the gratification of which is facilitated by workers or 'guides' in exchange for some recompense.
- Despite the monitoring that is supposed to be carried out by relevant government agencies in the province, minors have been seen as being brought into hotels and guesthouses as sexual partners of guests.



6

6 RECOMMENDATIONS

While workers in the hotels and guesthouses in Siem Reap appear to be better off in terms of work conditions, there are a few areas that require additional review.

1. The existing salaries should be increased – at present, compensations are small in relation to reported earnings of owners and to a robust sector.
2. In smaller guesthouses, working hours and days need to be monitored since this could be a 7-day workweek and beyond eight hours per day, especially in the peak season. While it may be argued that these conditions are typical in family run guesthouses, it does not justify overworking and underpaying workers.
3. The founding of unions that will help ensure that employers and owners comply with the labour laws should be promoted. As the tourism sector further expands, it is necessary to ensure that employers and owners follow the letter of the law.
4. Interventions in the HGH sector should consider the rapid growth of the tourism industry in Siem Reap. Programs must help

foster an environment where the rising demand for tourism-related services is not being met via trafficking and other exploitative means. In designing these, considerations to take into account are:

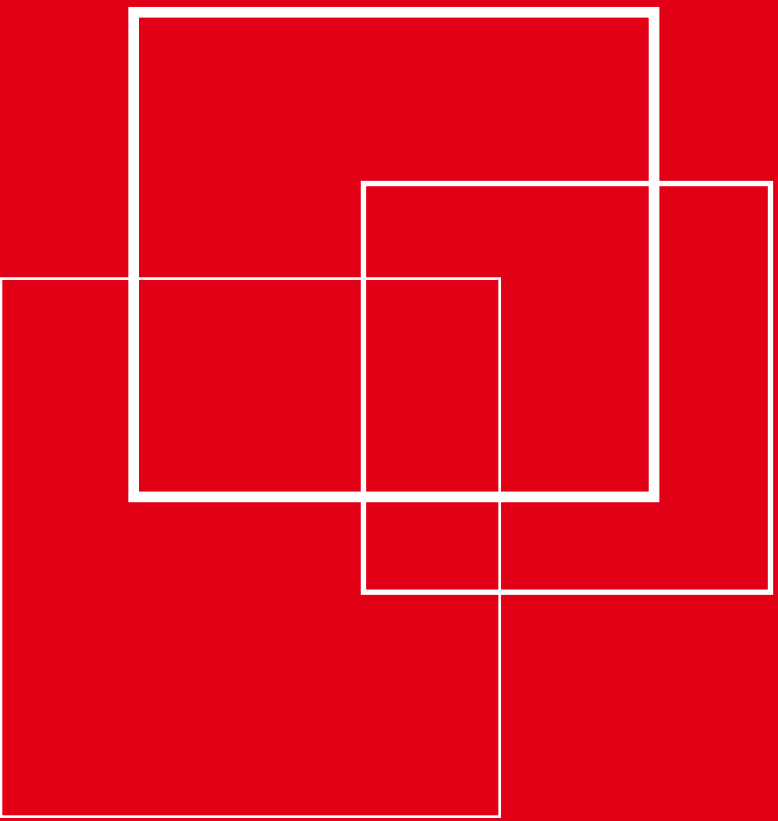
- the indirect role of HGH workers in guests' access to prostitutes, suggesting the need to raise awareness and sensitivity to trafficking and its related issues
- clarifying HGH workers' roles as tourism service providers through standardization of their duties and responsibilities. Organizing them as professional groups is another option.
- getting the support and cooperation of hotel and guesthouse owners and managers in obtaining information on trafficking within the sector

Finally, further research needs to be carried out regarding Siem Reap's sex trade as met by the trafficking in children and women. Specifically, the number and role of 'guides' must be clearly established, especially in relation to underage prostitutes. It is also necessary to determine how extensive is the presence of minors, who have been seen entering hotels and guest houses as sexual partners of guests.

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Annexes 1-6



ANNEX 1

SURVEY INSTRUMENT FOR HOTEL & GUEST HOUSE WORKERS **(Respondent 25 years & below)**

Greetings! My name is _____ and I am working as an interviewer for a research institution that is undertaking a study on hotel and guest house workers. The results of the study will be used for possible interventions among them and their families. In order to determine what may be appropriate interventions, we are looking into hotel and guest house workers' living conditions, the nature of their work, their educational levels, and their life goals and aspirations.

We have a number of questions that we would like to ask you but please be assured that your responses will be treated in complete confidence. The interview will take approximately 1 to 1 1/2 hours during which time we will be noting down your answers. Would you have the time to help us with our study?

SURVEY SITE INFORMATION

Name of Interviewer	
Interviewer's ID	
Date of Interview	
Province of Interview	
District of Interview	
Commune of Interview	
Village Name/No.	
Group/Cluster No.	

Name of Respondent _____

Gender of Respondent _____

M / F [Circle one]

Respondent ID/ Employee Number _____

[IF 2 OR MORE IN ONE HOTEL/GUEST HOUSE]

Name of Employer: _____

Name of Hotel/ Guest House: _____

Address/ Location of hotel/ _____

Guest house: _____

QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

A. DEMOGRAPHIC DATA

Ask about ALL living family members including the respondent's data, even if the respondent is living and working away from family.

Member ID#	1. Name of Family Member	2. Relationship to respondent [USE CODE]	3. Sex [USE CODE]	4. Age (Indicate 0 if < 1 year old) (INDICATE YEARS)	5. Status of employment of each family member [USE CODE]
1					
2					
3					
4					
5					
6					
7					

Codes for Q.2 1=father/mother 2=step-father/ step-mother 3=Spouse 4=Son/ daughter 5=Siblings (brother/ sister)	6=Nephew/ niece 7=Uncle/ aunt 8=Grandfather/ grandmother 9=Other relative (distant) 10=Others, (ask respondent to describe relationship to him/her) _____ 98=Self/ respondent	Codes for Q.3 1=Male 2=Female
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Codes for Q.5 (Codes 2-6 are for school age children attending formal school) 1=not employed (≥ 14 years old) 2=school full time 3=school full time (work part time) 4=in school part time (work full time) 5=in school part time (work part time) 6=not in school (work full time)		7= too young to be in school or employed 8=working/ employed (non-school age persons) 9=homemaker 10=cannot work/ disabled 11=others, specify _____
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QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

Q.6-12: LIVING SITUATION OF RESPONDENT IF NOT LIVING WITH FAMILY

6. Are you living with your entire family (yes/ no)? [USE CODE] IF NO , GO TO Q.7; IF YES , GO TO Q.11.	7. Who do you live with? [USE CODE]	8. In whose house? [USE CODE]	9. How often do you visit family/ village? [USE CODE]	10. Are you able to communicate with your family regularly (yes/no)? If yes, how? [USE CODE; MULTIPLE RESPONSE]	11. From which province did you come from? SPECIFY	12. From which district? SPECIFY.	13. Have you ever been treated badly in your family (yes/ no)? If yes, how? [USE CODE; MULTIPLE RESPONSE]

Codes for Q.7 and 8 1=On my own 2=With father only 3=With mother only 4=With other relatives	6=With friends 7=With employer 8=With co-workers 9=Others, specify	Codes for Q.9 1=Does not/ never visit 2=Once a month 3=Once in 3 months 4=Once in 6 months 5=Once a year 6=Others, specify	Codes for Q.10 3=through letters 4=through telephone calls 5=through visits from family members 6=Others, specify	Codes for Q.13 3=Mental abuse (neglect, scolding) 4=Physical abuse (beating, torture) 5=Malnutrition/starvation 6=Lack of schooling/drop out 7=Thrown out/run away from home 8=Others, specify
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14. Among the children of your parents, which child are you? TICK OFF RANK OF RESPONDENT FROM AMONG ALL SIBLINGS.

1	2	3	4	8	9	7	8

15. Can your parents read and write?				16. Does your family own a house and land?		17. What is the main work done by your family to make a living? [USE CODE]
FATHER		MOTHER		16a. Owns house (yes/no)? [USE CODE]	16b. Owns agricultural land (yes/ no)? [USE CODE]	
15a. Reads (yes/no)? [USE CODE]	15b. Writes (yes/ no)? [USE CODE]	15c. Reads (yes/ no)? [USE CODE]	15d. Writes (yes/ no)? [USE CODE]			

Codes for Q.17 1=Own farming 2=Agricultural wage labourer 3=Non-agricultural wage labourer 4=Others, specify

QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

B. EDUCATIONAL STATUS OF THE RESPONDENT

18. Can you read and write (yes/no)? [USE CODE]		19. Did you ever attend formal or non-formal school (yes/ no)? [USE CODE] IF NO , GO TO Q.24	20. Are you currently attending formal school (yes/no)? [USE CODE] IF YES , GO TO Q21 & 22. IF NO , GO TO Q23 & 24.	21. In which grade are you? [USE CODE].	22. Where do you attend school? INDICATE CODE, THEN GO TO Q28 & 29.	23. What is the highest grade you completed? [USE CODE]	24. FOR SCHOOL-AGE RESPONDENTS ONLY (IF NON-SCHOOL AGE, GO TO Q.28): Why aren't you in school? IF RESPONSE INCLUDES 9 FROM CODES BELOW, ASK Q.25, 26, AND 27, 28, & 29. IF OTHER CODES, GO TO Q.28 & 29. [MULTIPLE RESPONSE]
Can read?	Can write?						

25. At what age did you drop out? INDICATE AGE.	26. Approximately when did you drop out? INDICATE YEAR	27. Why did you drop out? Give reasons. [USE CODE EXCEPT CODE 9 – MULTIPLE RESPONSE]	28. Have you attended any vocational/ skills training course (yes/no)? If yes, for what skill? [USE CODE; MULTIPLE RESPONSE] IF NO , GO TO Q.30	29. When did you attend the vocational/ skills training course? NOTE HOW MANY MONTHS OR YEARS AGO.	
				Months	Years

<p>Codes for Q.21 and Q.23</p> <p>1=Not currently attending school 2=Lower primary school (Grades 1-3) 3=Upper primary school (Grades 4 to 6) 4=Lower-Secondary School (Grade 7 to 9) 5=Upper-Secondary School (Grade 10 to 12) 6=Technical Education and Vocational Training 7=Universities/Institutions 8=Others, specify</p>	<p>Codes for Q.22</p> <p>1=Not currently attending school 2=in home village 3=within location of current residence 4=outside location of current residence 5=others, specify</p>	<p>Codes for Q.24 and Q.27</p> <p>1=Not enough money for school fees 2=Work full time (too tired) 3=Too old/shy to return to school 4=School too far from workplace 5=School interferes with work 6=School is too hard 7=Don't want to attend school 8=I was never enrolled in school 9=I dropped out 10=Help/ take care of family (financial, domestic chores, etc.) 11=Others, specify</p>	<p>Codes for Q.28</p> <p>3=Cutting hair. hairdressing 4=Sewing 5=Make up skills 6=Starting &operating a small business 7=Hotel/ guest house related work skills, specify _____ 8=Accounting/ book keeping 9=Others, specify _____</p>
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QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

C. PAST WORK HISTORY

30. How old were you when you first started working?[INDICATE AGE IN YEARS].	31. What did you do before this? [USE CODE] IF CODE 1, GO TO Q.33	32. Why did you choose this present work? [USE CODE; MULTIPLE RESPONSE]

Code for Q.31 1=Did not work before 2=Worked in rice farms 3=Worked for different families/ establishments doing odd jobs 4=Worker in another guest house/ hotel 5=Others, specify	Code for Q.32 1=Low remuneration in previous job 2=Punishment/harassment in previous job 3=Need money for family 4=Insufficient food 5=Fired by former employer	6=Deceived/tricked 7=Sold by family member/relative 8=Need to pay debts 9=Heard of job through other employees/ friends 10=Others, specify
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D. CURRENT WORK HISTORY

33. How were you recruited to work her? [USE CODE] MULTIPLE RESPONSE	34. How old were you when you started working here? [INDICATE AGE IN YEARS]	35. Who was the key person to your entry in this job? [USE CODE]

Code for Q.33 1=Parents/other relatives asked me to work here 2=Parents/other relatives sold me 3=Recruited by employer 4=I decided by myself to work here 5=Tricked/deceived into working 6=Promised employment	7=Promised love/marriage 8=Abduction/ force 9=Using drugs 10=Escaping from domestic violence 11=Escaping from poverty 12=Others, specify	Code for Q.35 1=No one, came to this work on my own due to financial need of family 2=Friends who came with me to the city/ town of Siem Reap 3=Friends in Siem Reap 4=Local broker 5=Outside broker 6=Close relatives/Family 7= Sweetheart 8=Others, specify
---	---	--

QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

36. Are you working full time or part time [USE CODE]	37. Do you experience peak and off-peak periods* in your work as a HGH worker (yes/no)? [USE CODE] IF <u>YES</u> , GO TO Q.38. IF <u>NO</u> , GO TO Q. 41	38. When do you experience peak periods or times in your work? [USE CODE; MULTIPLE RESPONSE]	BUSY/ PEAK TIMES		USUAL/ OFF-PEAK PERIODS	
			39. On average, how many hours do you work per day? [INDICATE HOURS]	40. How many days per week? [INDICATE NUMBER OF DAYS]	41. On average, how many hours do you work per day? [INDICATE HOURS]	42. How many days per week? [INDICATE NUMBER OF DAYS]

* *Peak periods* refer to times of the week/ month/ year when there are more customers serviced than usual.

43. What position do you hold in the hotel/ guest house? [USE CODE; MULTIPLE RESPONSE]	44. Are most of the guests in your hotel/ guest house Cambodians or foreigners? [USE CODE]	45. Has a guest of your employer ever invited you to sleep with him/ her? (yes/ no)? [USE CODE] IF <u>NO</u> , GO TO Q.51.	46. Did you accept the invitation of the guest (yes/ no)? If <u>yes</u> , why? [USE CODE; MULTIPLE RESPONSE] IF <u>NO</u> GO TO Q.51	47. ASK ONLY IF IN Q.46, RESPONDENT ACCEPTS INVITATION TO SLEEP WITH GUEST: After you go out with customer, are you able to change your mind about sleeping with them (yes/no)? [USE CODE]	48. If <u>yes</u> in Q.47, why? If <u>no</u> in Q.47, why not? [USE CODE; MULTIPLE RESPONSE]

Code for Q.36 1 =Full-time (8 hours or more) 2=Part time (3-4 hours) 3=Others, specify	Codes for Q.38 1 =Weekends 2=During paydays 3=Khmer/ Chinese/ International New Year/ Pchum Ban 4=September-March of each year 5=Others, specify	Codes for Q.43 1=Receptionist 2=Bell boy/ room boy 3=Housekeeper/ cleaner 4=Kitchen staff 5=Masseuse 6=All-around staff 7=Others, specify	Codes for Q.44 1=Cambodians 2=Foreigners 3=Both 4=Others, specify	Codes for Q.46 and 48 1=Part of the job 2=Need to earn money/ low salary 3=Instructed by employer 4=I like to do so 5=Others, specify
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QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

49. Do you get paid by the guest/ customer when you go out and sleep with them (yes/ no)? [USE CODE] IF <u>NO</u> , GO TO Q.51	50. How much do you usually receive for going out & sleeping with them? [INDICATE AMOUNT IN RIEL]	51. Do guests/ customers also ask you where to get someone for sex (yes/ no)? [USE CODE] IF <u>NO</u> , GO TO Q.55	52. If yes in Q.51, who/ what places did you recommend? [USE CODE; MULTIPLE RESPONSE]	53. Did you get paid for recommending (yes/ no)? IF <u>NO</u> , GO TO Q.55	53a. Who gave you the payment? [USE CODE]

54. What is the usual amount you receive for recommending persons/ places to go for sex? INDICATE AMOUNT IN RIEL.	55. In your current job at the hotel/ guest house, do you receive a salary from your employer (yes/ no)? If <u>no</u> , why not? [USE CODE; MULTIPLE RESPONSE]	56. What is the method of payment with your employer? [USE CODE; MULTIPLE RESPONSE]	57. How much do you get paid? [INDICATE PERCENT (%) OR AMOUNT IN RIEL]	57a. Do you receive your full wages (yes/ no)? [USE CODE]. IF <u>YES</u> , GO TO Q.58; IF <u>NO</u> , GO TO Q.57b.	57b. If <u>no</u> in Q.57a, why not? [USE CODE; MULTIPLE RESPONSE]

Code for Q.52 1=Karaoke bar/massage parlor/ discos 2= River front 3=Motodop drivers 4=Friends who are prostitutes 5=Others, specify _____	Code for Q.53a 1=Recommended place/ person 2=Hotel/guest house owner or employer 3=Guest/ customer 4=Others, specify _____	Code for Q.55 (IF NO) 3=Paying off debt 4=Employers withhold pay/ refuse to pay 5=Many deductions (food, lodging, etc.) 6=Forwarded to/ received by family members/ relatives 7=Others, specify _____	Code for Q.56 1=Per hour 2=Per day 3=Every two weeks 4=Per month 5=Others, specify _____	Code for Q.57b 1=Paying off debt 2=Employer withholds pay 3=Many deductions (e.g., food & lodging; accidental breakage in plates, glasses, etc.) 4=Forwarded to/ received by family members/ relatives 5=Others, specify _____
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QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

58. What do you do with your income? List all options and equivalent percent. [USE CODE; MULTIPLE RESPONSE]	
USE OF INCOME	PERCENT (%)

Codes for Q.58	
1=Pay rent	6=Pay debts (besides employer)
2=Pay for school fees, books, uniforms	7=Buy food
3=Give to parents/family	8=Buy clothing
4=Pay some back to employer	9=Savings
5=Keep some for pocket money (to spend on cigarettes, etc)	10=Others, specify

QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

59. Does the income you earn help your family (yes/ no)? If <u>yes</u> , how? [USE CODE; MULTIPLE RESPONSE]	60. What other work do you do apart from your current job? [USE CODE]	61. What do you do when not working? [USE CODE]	62. Can you leave your job when you want to, anytime (yes/ no)? IF <u>YES</u> , GO TO Q.64, IF <u>NO</u> , GO TO Q.63	63. If <u>no</u> in Q. 62, why not?	64. How would you describe your employer? [USE CODE; MULTIPLE RESPONSE]

Codes for Q.59 3=Help in daily expenses 4=Send younger siblings to school 5=Pay for hospital bills 6=Pay off debts 7=Others, specify	Codes for Q.60 1=No other work 2=Small business/selling 3=Others, specify	Codes for Q.61 1=Attend school 2=None/nothing/ free time 3=Clean workplace 4=Relaxing with friends/ family 5=Sleeping 6=Play cards 7=Others, specify	Codes for Q.63 1=Have to pay debt/ advances to family 2=Not allowed by employer 3=Others, specify	Code for Q.64 1=Kind/ understanding 2=Supportive/ looks after welfare of the workers/ HGHWs 3=Strict 4=Verbally abusive/ threatening 5=Physically violent 6=Others, specify
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65. To whom do you turn to in times of trouble? [USE CODE; MULTIPLE RESPONSE] IF CODE 1, GO TO Q.67	66. How do these people help you? [USE CODE; MULTIPLE RESPONSE]	67. Are you aware of trafficking of women and children (yes/no)? [USE CODE] SEE DEFINITION OF TRAFFICKING BELOW	68. Do you know of actual cases of trafficked girls/ women (yes/ no)? [USE CODE]	69. Are you a victim of trafficking (yes/no)? IF <u>YES</u> NOTE HOW LONG AGO IN MONTHS OR YEARS

Code for Q.65 1=No one 2=Family 3=Friends 4=Employer 5=Co-workers 6=NGOs 7=Others, specify	Codes for Q.66 1=They are able to listen 2=Provide financial assistance 3=Provide medical assistance 4=Provide sense of security 5=Provide information 6=Provide counseling 7=Others, specify	Definition of TRAFFICKING: Trafficking in persons is “the recruitment, transportation, transfer, harboring, or receipt of persons, by means of threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power or abuse of position of vulnerability, or giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation” (Source: <i>UN Protocol to Prevent Suppress and Punish Trafficking in Persons, Especially Women and Children</i> , December 2000).
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QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

70. Do you observe minors being brought at the hotel/ guest house you work for (yes/no)? [USE CODE]	71. What do you think are needed to help stop trafficking of children and women? [USE CODE; MULTIPLE RESPONSE]

Code for Q.71	
1=Awareness raising about trafficking	4=More livelihood opportunities for families
2=Education for trafficked persons	5=Stronger enforcement of the law/ law enforcement
3=Other sources of income for trafficked persons	6=Others, specify

E. WORK HAZARDS ASSOCIATED WITH CURRENT JOB

72. In general, what health problems have you experienced most frequently? [USE CODE; MULTIPLE RESPONSE] IF NONE, SKIP TO Q. 77	73. How often? [FOR CODES 2-7 OF Q.72 ONLY]	74. Have you ever had to take time off from work because of a health problem (yes/no)? IF YES, GO TO Q.75; IF NO, GO TO Q.77	75. For how long, if taking time off from work because of a health problem? [USE CODE]	76. What treatment was prescribed/ obtained? [USE CODE]

Code for Q.72 1=None/ no health problem 2=Cuts/swollen hands 3=Sprains, accidents, injuries at work 4=Fever/ dizziness/ headache 5=Lower back aches 6=Sexually transmitted diseases, specify 7=Ulcers 8=HIV/AIDS 9=Others, specify	Code for Q.73 1=Often (several times per week or per month) 2=Seldom (once-twice per month) 3=Others, specify	Code for Q.75 1=From 1 hour to 2 hours 2=Half-day 3=One day 4=Two days 5=Three to four days 6=One week 7=Two to three weeks 8=One month 9=Two month 10=Others, specify	Code for Q.76 1=No treatment 2=Rest only 3=Rest & medication 4=Visit to doctor/ clinic 5=Buy medication at pharmacy 6=Use traditional medicine 7=Others, specify
--	---	---	--

QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

77. Who do you see when you are sick? [USE CODE] MULTIPLE RESPONSE. IF CODE 1, GO TO Q.78. IF OTHER CODES, GO TO Q.79	78. If no one, why? [USE CODE]	79. Do you take measures to safeguard your health (yes/ no)? If yes, how? [USE CODE; MULTIPLE RESPONSE]	80. <u>ASK ONLY IF IN Q. 46, RESPONDENT ACCEPTS CUSTOMER'S INVITATION TO SLEEP WITH THEM; IF NOT ACCEPTING INVITATION, GO TO Q.83.</u> When you sleep with customers, do they/ you wear condoms (yes/ no)? [USE CODE] IF <u>YES</u> , GO TO Q.83

Code for Q.77 1=No one 2=Private health workers in neighborhood (traditional treatment) 3=Private health workers in neighborhood (modern medicines) 4=Health clinic in commune 5=Pharmacy 6=Others, specify	Codes for Q.78 1=Not allowed by employer 2=No money 3=No time 4=Don't know where to go 5=Illness not serious 6=Others, specify	Code for Q.79 3=Bring own food 4=Resting when breaks are permitted 5=Regular medical check ups 6=Others, specify
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81. If no in Q.80, why not? [USE CODE]	82. Are you able to negotiate its use (yes/no)? [USE CODE]?	83. Are there work conditions you cannot do anything about but directly affects your health (yes/ no)? If no, go to Q.85; If yes, what are these situations? [USE CODE; MULTIPLE RESPONSE] IF CODE 3 ONLY, GO TO Q. 85; IF OTHER CODES, GO TO Q. 84	84. Frequency of occurrence [USE CODE]				
			Alcohol use	Drug Use	Physical / verbal abuse	Lack of food	Others, specify

Code for Q.81 1=I trust my partner 2=Regular partner 3=Others, specify	Code for Q.83 3=Long hours 4=Alcohol use 5=Drug use 6=Employer tricks HGHWS to sleep with guests 7=Physical/ verbal abuse from employer/ guests 8=HGHWS asked by guests to sleep with them 9=Worker gets fired when s/he refuses to sleep with guests 10=Hunger/ lack of food 11=Others, specify _____	Code for Q.84 1=Daily 2=Two-three times a week 3=Once a week 4=Others, specify
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QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

85. Have you experienced any of the following? [USE CODE; MULTIPLE RESPONSE] IF YES GO TO Q. 86; IF NO GO TO Q. 87		86. If yes in one or more items in Q.85, from whom? [USE CODE]
FORMS OF BEHAVIOR	YES/ NO [USE CODE]	
a. No treatment/delayed treatment		
b. Inappropriate behavior (laughed at, ridiculed)		
c. Inappropriate comments/verbal abuse from others		
d. HIV testing without consent		
e. Physical abuse		
f. Hatred/contempt		
g. Others, specify		

Code for Q.86
 1=Family members/relatives 2=Neighbors/community members 3=Health providers 4= Others, specify

87. Do you get breaks at work (yes/no)? [USE CODE] If YES, how long?	88. Do you have access to latrines (yes/no)? [USE CODE] If YES, ask where.	89. What are your sources of drinking water at work? [USE CODE]	90. Is food made available (yes/no)? If yes, please describe food situation. [USE CODE; MULTIPLE RESPONSE] If no, ask for amount spent on food per month	91. Is lodging free (yes/no)? [USE CODE] If NO, specify amount paid per month. INDICATE 0 IF OWN HOME/HOME OF FAMILY MEMBER OR FRIEND & NOT PAYING ANY AMOUNT.

Code for Q.87 3=No breaks 4=10-15 minutes 5=30 minutes 6=Day off, specify number/week (or per month) 7=Others, specify	Code for Q.88 3=Outside work area 4=Facility provided by owner/employer in work area 5=Others, specify	Code for Q.89 1=Provided by owner 2=Bring own water 3=Others, specify	Code for Q.90 3=Too little food given 4=Eat only once during work hours 5=Food given is not good 6=Enough food is given	7=Eat 2-3 meals during work hours 8=Food provided is good 9=Food available only when hungry 10=Others, specify _____
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QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

F. KNOWLEDGE ABOUT SEXUALLY TRANSMITTED DISEASES (STD)

92. Have you had STD before (yes/ no)? [USE CODE] IF <u>YES</u> , GO TO Q.93; IF <u>NO</u> , GO TO Q.95	93. What were the symptoms? [USE CODE; MULTIPLE RESPONSE]	94. Where did you go for treatment? [USE CODE]	95. Do you know how to reduce the risk of contracting STD (yes/no)? [USE CODE] If <u>YES</u> , how? MULTIPLE RESPONSE]

Code for Q.93 1=Abnormal discharge 2=Pain/burning sensation when urinating 3=Swelling in genital areas 4=Itchiness 5=Rashes 6="Uterine" (women's disease) 7=Others, specify	Code for Q.94 1=No treatment 2=Hospital 3=Health center 4=Private clinics 5=Traditional healers (Kru Khmer, etc.) 6=Seek assistance of pharmacists 7=Others, specify	Codes for Q.95 3=Regular use of condoms 4=Avoiding multiple partners 5=Abstinence/ reduce frequency of sex 6=Others, specify
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G. KNOWLEDGE ABOUT HIV/AIDS

96. Are you aware of HIV/ AIDS (yes/ no)? [USE CODE] IF <u>YES</u> , GO TO Q.97; IF <u>NO</u> , GO TO Q.99	97. How do you think HIV/AIDS is transmitted? [USE CODE; MULTIPLE RESPONSE]	98. Do you know how to reduce the risk of contracting HIV/AIDS (yes/ no)? [USE CODE] If YES, how? MULTIPLE RESPONSE]

Code for Q.97 1=Mother to child 2=Blood transfusions 3=Sharing/multiple use of needles 4=Unprotected sex involving penetration 5=Others, specify	Codes for Q.98 3=Regular use of condoms 4=Avoiding multiple partners 5=Avoiding sex involving penetration 6=Abstinence/Reduce frequency of sex 7=Others, specify
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QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

H. ACCESS TO INFORMATION

99. Are you able to read up-to-date magazines/ newspapers, watch TV or listen to the radio? INDICATE CODE FOR YES OR NO IN COLUMNS BELOW IF YES, GO TO Q.100; IF NO, GO TO Q.102			100. How frequently are you able to read magazines/ newspapers, watch TV or listen to the radio? [USE CODE]			101. Do you get information that you can use from these sources (yes/no)? If YES, what kind? [USE CODE; MULTIPLE RESPONSE]
Magazines/ newspaper	Television	Radio	Magazines/newspaper	Television	Radio	

Codes for Q.100 1=Daily 2=Twice or thrice a week 3=Once a week 4=Two or three times a month 5=Others, specify	Code for Q.101 3=Information on general health 4=Information on STD/HIV/AIDS 5=Information on trafficking 6=Information on human rights and violations	7=Information on cooking 8=Information about what is happening in the country 9=General educational information 10=Cinema, stories, jokes 11=Others, specify
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QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

I. LIFE GOALS AND ASPIRATIONS

102. Why do you need to work? List from most important to least important. [USE CODE]	103. Do you like your work as a hotel/ guest house staff (yes/ no)? [USE CODE]	104. If yes , in Q.103, why? If no in Q. 103, why not? [USE CODE]	105. Would you stop working, if you could (yes/ no)? [USE CODE]	106. What would you do if you didn't have to work? [USE CODE] IF RESPONSE IS 5 OR 6 FROM CODES BELOW, ASK Q.107. IF OTHER CODES, GO TO Q.108.	107. If returning to home province (Code 5 or 6 in Q.107), what would you do there? [USE CODE]	108. What do you need in order to be able to stop working? [USE CODE; MULTIPLE RESPONSE]

Code for Q.102	Codes for Q.104		Code for Q.106	Code for Q.107	Code for Q.108
	if YES in Q.103	if NO in Q.103			
1=Need to help with family income/ expenses 2=No land 3=Suffered from floods/ drought 4=Work because I don't attend school 5=Work because parents sick/cannot work 6=Paying off debt 7=Others, specify	1=Can help support family if NO in Q.103 2=Can earn money for school 3=Others, specify	1=Working hours too long 2=Not enough time to rest, too tired 3=Suffer from physical abuse 4=Suffer from verbal abuse 5=Drink too much 6=Use drugs 7=Don't like nature of work 8=Don't like employer 9=Too old 10=Cannot save money 11=Risk of STD/HIV/AIDS 12=Boring 13=Others, specify	1=Go to school full-time 2=Take non-formal education course (literacy) 3=Participate in skills training/ apprenticeship 4=Start a small business 5=Return to home province 6=Go back to family 7=Others, specify	1=Find a job within village 2=Help in family farm 3=Help mother at home 4=Go to school 5=Engage in small business 6=Others, specify	1=More money for family 2=More farmland for family 3=Money for school 4=Money for medical/health care 5=Learn a different skill or job 6=Pay debt to employer 7=Others, specify

QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

109. Do you want to continue studying (yes/ no)? IF YES , GO TO Q.110; IF NO , GO TO Q.112	110. Why do you want to continue studying? [USE CODE; MULTIPLE RESPONSE]	111. What do you need in order to keep studying? [USE CODE; MULTIPLE RESPONSE]	112. Would you attend non-formal education (e.g., literacy classes, etc.) (yes/no)? [USE CODE]

113. Would you attend skills training (yes/no)? IF YES GO TO Q. 114; IF NO GO TO Q.115	114. What kind of skills training will you attend? [USE CODE]	115. What work do you want to do when you are older or if you were not working here? [USE CODE]

Code for Q.110 1=Enjoy studying 2=Play with friends 3=Obtain higher level of schooling 4=Want better job and income 5=Parent ask me to continue studying 6=Employer asked me to go school 7=Others, specify	Code for Q.111 1=(Better) transportation to school 2=More money for school fees 3=Food 4=Uniforms, books, pencils 5=Better teachers 6=Would require nothing 7=Others, specify	Code for Q.114 1=Cutting hair/ hairdressing 2=Sewing 3=Make up skills 4=Starting & operating a small business 5=Others, specify	Code for Q.115 1=Teacher 2=Tailor 3=Doctor/Nurse 4=Small business/selling 5=Police/army 6=Rice farmer 7=Government worker 8=Others, specify
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THANK YOU FOR YOUR TIME!

SURVEY ON HOTEL & GUEST HOUSE WORKERS Employer's Questionnaire

Greetings! My name is _____ and I am working as an interviewer for a research institution that is undertaking a study on hotel and guest house workers. The results of the study will be used for possible interventions among them and their families. In order to determine what may be appropriate interventions, we are looking into their living conditions, the nature of their work, their educational levels, and their life goals and aspirations.

We have a number of questions that we would like to ask you but please be assured that your responses will be treated in complete confidence. The interview will take approximately 1 to 1 1/2 hours during which time we will be noting down your answers. Would you have the time to help us with our study?

SURVEY SITE INFORMATION

Name of Interviewer	
Interviewer's ID	
Date of Interview	
Province of Interview	
District of Interview	
Commune of Interview	
Village Name/No.	
Group/Cluster No.	

Name of Hotel/ Guest House Employer: _____

Employer's ID: _____

Name of Hotel/ Guest House: _____

Address/ Location of Hotel/

Guest House: _____

Name(s) of HGHW respondent(s) working for Employer Respondent (please use back page if more space required):

QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

1. Sex of respondent [USE CODE]	2. Age (in completed years)	3. Educational attainment [USE CODE]	4. What kind of work did you do before this? [USE CODE] IF CODE 3, GO TO Q.6 MULTIPLE RESPONSE	5. Why did you leave that job?	6. For how long have you been doing this work? months _____ years _____
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Code for Q.1 1=Male 2=Female	Codes for Q.3 1=Lower Primary School (Grade 1 to 3) 2=Upper Primary School (Grade 4 to 6) 3=Lower-Secondary School (Grade 7 - 9) 4=Upper-Secondary School (Grade 10 - 12) 5=Technical Education and Vocational Training 6=University/Other higher academic level 7=Others, specify _____	Code for Q.4 1=Agricultural work 2=Non-agricultural work 3=Same as what I am doing now 4=Others, specify _____	Code for Q.5 1=Was fired 2=Low income compared to current job 3=Dangerous 4=Long hours 5=Other, specify _____
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7. Do you find this job lucrative (yes/ no)? [USE CODE]	8. Aside from this establishment you operate, what are your other sources of income? [USE CODE]	9. What is your average income per month (in Riels/ US\$)? Hotel/ Guest House	10. What alternative types of work would you consider? [USE CODE, MULTIPLE RESPONSE]	11. How do your workers come to work for you? [USE CODE, MULTIPLE RESPONSE]	12. Where do you recruit your workers? [USE CODE, MULTIPLE RESPONSE]
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Code for Q.8 1=No other ways of earning money 2=Running a restaurant/ another hotel or guest house 3=Owns a guest house 4=Operates other business, specify _____ 5=Others, specify _____	Code for Q.10 1=Small business 2=Buying and selling 3=Farming 4=Others, specify _____	Code for Q.11 1=I recruit them myself 2=Other HGHW's refer them 3=Their relatives/friends refer/sold them 4=They come on their own 5=Parents are indebted to me, so they work for me 6=I pay for them 7=Others, specify _____	Code for Q.12 1=From the remote towns/ villages of Siem Reap province 2=From villages in other provinces 3=From bars/nightclubs in provinces 4=From among my poor relatives 5=I target beggars/ young porters 6=Others, specify _____
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QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

13. When you recruit your workers, do you have criteria (yes/ no)? If yes, what are these [USE CODE; MULTIPLE RESPONSE]	14. Do you provide money in advance to your workers (for family, clothes, etc.) (yes/ no)? If yes, for what? [USE CODE] IF NO, GO TO Q.16	15. How do your workers pay for the advances? [USE CODE; MULTIPLE RESPONSE]	16. What is your method of payment for your workers? [USE CODE; MULTIPLE RESPONSE]	17. Usually, how much do you pay them? INDICATE IN PERCENT (%) or AMOUNT in RIEL

Code for Q.13 3=Age must be _____ (SPECIFY AGE) 4=Have experience 5=Must come from rural province, specify 6=Others, specify	Code for Q.14 3=for family expenses 4=for clothes 5=for transportation 6=Others, specify	Code for Q.15 1=Salary deduction 2=Cash 3=Others, specify	Code for Q.16 1=Per hour 2=Per day 3=Every two weeks 4=Per month 5=Others, specify _____
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18. How do you take care of your staff? [USE CODE, MULTIPLE RESPONSE]	19. Do your workers experience any of the following (yes/ no)? INDICATE CODE FOR YES OR NO.			20. Do you offer assistance when your workers are in need (yes/ no)? If yes, what assistance do you provide? [USE CODE, MULTIPLE RESPONSE]	21. How old are most of your workers? [USE CODE] IF CODES 1-3 GO TO Q.22; IF CODES 4-5, GO TO Q.23
	Physical abuse	Verbal abuse	Harassment		

Code for Q.18 1=Provide food 2=Provide lodging 3=Provide condoms 4=Provide schooling 5=Offer advice on health	Code for Q.20 3=Financial assistance 4=Medical assistance 5=Time to rest when sick 6=Take care of workers (e.g. help with abusive customers) 7=Others, specify _____	Code for Q.21 1=< 10 years old 2=10-14 years 3=15-17 years 4=18-25 years 5=>25 years
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QUESTIONNAIRE NUMBER: _____

OTHER CODES: 1=YES 2=NO 88=NOT SURE 99=DON'T KNOW

22. IF CODES 1-3 ONLY, IF OTHER CODES, GO TO Q.23: Why are most of your workers young? [USE CODE, MULTIPLE RESPONSE]	23. Are you aware that it is illegal to employ workers who are minors (yes/ no)? [USE CODE]	24. Do you know the age when a person can be legally employed (yes/ no)? USE CODE. IF YES, SPECIFY AGE	25. Do you have guests who ask for minors as partners or to sleep with (yes/no)? [USE CODE] IF YES, GO TO Q.26. IF NO, GO TO Q.29	26. Do you provide what they request (yes/no)? [USE CODE] IF NO, GO TO Q.29	27. Why do you think your guests like their sexual partners to be young? [USE CODE, MULTIPLE RESPONSE]
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Code for Q.22

- 1=Customers like them young
- 2=Easier to manage/control
- 3=They are healthy
- 4=They have no HIV
- 5=Others, specify

Code for Q.27

- 1=They are healthy
- 2=They are beautiful
- 3=They have no HIV
- 4=They have no experience
- 5=It is natural
- 6=Others, specify

28. Are most of these guests young or old (yes/no)? [USE CODE]	29. Are your guests mostly Cambodians or foreigners? [USE CODE]	30. Are these guests rich, poor, or a mix of both? [USE CODE]	31. Do you like doing this kind of job/ business (yes/ no)? [USE CODE]	32. If yes in Q31, why? if no in Q31, why not? [USE CODE, MULTIPLE RESPONSE]	33. Do you have plans to expand your company (yes/ no)? [USE CODE]	34. ASK ONLY IF HGHW's HAVE NOT BEEN INTERVIEWED YET: Would you mind if we chat with your workers when they come to report (yes/ no)? [USE CODE]
	Less than 20 years	20 to 40 years	More than 40 years			

Codes for Q.29

- 1=Cambodian
- 2=Foreigners
- 3=Both
- 4=Depends on season

Codes for Q.30

- 1=Rich
- 2=Poor
- 3=Mix of rich and poor

Codes for Q.32 (IF Q.31=YES)

- 1=Easy to earn a lot of money
- 2=Can help workers
- 3=Need little investment
- 4=Others, specify

Codes for Q.32 (IF Q.31=NO)

- 1=Customers are violent/abusive
- 2=Difficult to find workers
- 3=Have to give bribes
- 4=This business uses/exploits young people
- 5=Others, specify

Thank you very much for your time!

GUIDE QUESTIONS FOR KEY INFORMANTS:
DEMAND ASPECTS FOR
HOTEL & GUEST HOUSE WORKERS

*MOTODUPS, HEALTH CARE WORKERS, NEIGHBORS, RESTAURANT OWNERS, CONDOM SELLERS*⁸

1. Do you have any idea as to the number of hotels and guest house workers in your commune/ district/ province? Please give estimates for each commune, district or province. Since when have there been workers like them in your locality?
2. How do you get to know them? How often do you get to interact with them? Are you able to meet them outside of the specific purposes for which they see you (i.e., to consult with you as a health worker/ to buy condoms/ ride your *moto*/ eat at your restaurant)? On what occasions? Can you describe them for us (e.g., if they are predominantly young or old, local inhabitants or in-migrants, etc.)
3. Do you know of hotels/ guest houses where customers are able to get sexual partners with the assistance of hotel/ guest house workers? How do you learn about this? How do you think this happens? Why do you think hotel/ guest house workers help these kinds of customers? Is this a common occurrence in hotels and guest houses? Please give details.
4. Do you observe the kind of persons who stay in these guest houses or hotels? Can you tell us their characteristics? Please give detailed descriptions.
5. Do you know how these guest houses or hotels recruit the girls/ women who work for them? Please describe.
6. Do you know of cases where workers in guest houses or hotels are illegally transported elsewhere within or outside the country? For what purpose(s)? Please discuss in detail.
7. Can you tell us specific conditions and developments in Cambodia and neighboring countries that could contribute to the demand for children/ women (a) as indirect (e.g., those in massage parlors/ karaoke bars, beer promotion girls, those in hotels/ guest houses) or children and women prostitutes, and (b) for begging and servitude?
8. It is said that in Cambodia, women and girls feel a strong financial responsibility to be income earners as well for their families. Do you believe this? Why or why not?
9. Do you think that “women and children should only follow and not question men’s decisions”? Why or why not? What do you think are the status of women and children in family life and society? Please describe in detail.
10. It is believed that a factor shaping demand in Cambodia for indirect (e.g., those in massage parlors/ karaoke bars, beer promotion girls, those in hotels/ guest houses) and children and women prostitutes is the extramarital sexual activities of men. Can you comment on this?

⁸ Informants should be familiar with hotel and guest house workers for at least 3-6 months, are able to talk/interact with them regularly (not only know on sight or because of rumors). If possible, these key informants should also be familiar with these workers’ places of work as well.

11. Studies on trafficking⁹ in Cambodia also cite that there is a belief that “engaging in sex with young women and girls (especially virgins) have curative powers and will reduce the chances of acquiring HIV”. Please tell us what you think about this?
12. Are you familiar with activities of government agencies aimed at reducing the problem of trafficking? Please give details
13. Why do you think trafficking happens? What are the causes? Please describe in detail cases of children and women being kidnapped, forced or deceived into prostitution/ begging and servitude (e.g., adoption, domestic work, construction, agricultural work) that you are aware of or have heard about.
14. In your opinion, how can trafficking be stopped? What is needed so that trafficking of children and women can be reduced?

⁹ Definition of TRAFFICKING: Trafficking in persons is “the recruitment, transportation, transfer, harboring, or receipt of persons, by means of the threat or use of force or other forms of coercion, abduction, of fraud, of deception, of the abuse of position of power or of position of vulnerability, or giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation” (Source: *UN Protocol to Prevent Suppress and Punish Trafficking in Persons, Especially Women and Children*, December 2000).

GOVERNMENT REPRESENTATIVES & NGOs

1. Do you have any idea as to the number of hotel and guest house workers in the areas being covered by your work? Please give estimates (for each commune, district or province)?
2. Do you know of hotels/ guest houses where customers are able to get sexual partners with the assistance of hotel/ guest house workers? How do you learn about this? How do you think this happens? Why do you think hotel/ guest house workers help these kinds of customers? Is this a common occurrence in hotels and guest houses? Please give details.
3. Do you observe the kind of persons who patronize these places? Can you tell us their characteristics? Please describe in detail.
4. Do you know of cases where young hotel/ guest house workers are illegally transported elsewhere within or outside the country? For what purpose(s)? Please provide details.
5. Can you tell us specific conditions and developments in Cambodia and neighboring countries that could contribute to the demand for children/ women (a) as indirect (e.g., those in massage parlors/ karaoke bars, beer promotion girls, those in hotels/ guest houses) or children and women prostitutes, and (b) for begging and servitude?
6. It is said that in Cambodia, women and girls feel a strong financial responsibility to be income earners as well for their families. Do you believe this? Why or why not?
7. Do you think that “women and children should only follow and not question men’s decisions? Why or why not? What do you think are the status of women and children in family life and society? Please describe in detail.
8. It is believed that a factor shaping demand in Cambodia for children and women prostitutes is the extramarital sexual activities of men. Can you comment on this?
9. Studies on trafficking in Cambodia also cite that there is a belief that “engaging in sex with young women and girls (especially virgins) have curative powers and will reduce the chances of acquiring HIV”. Please tell us what you think about this.
10. Why do you think trafficking happens? What are the causes? Please describe in detail cases of girls being kidnapped, forced or deceived into prostitution/ begging and servitude (e.g., adoption, domestic work, construction, agricultural work) that you are aware of or have heard about.
11. How is your organization addressing the demand side of trafficking? Please provide details.
12. Do you know if any organization (besides your own) that is working with children and women prostitutes? Are you familiar with their work? Please give details.
13. In your opinion, how can trafficking be stopped? What is needed so that trafficking in children and women can be reduced?

GUIDE QUESTIONS FOR FGD: DEMAND ASPECTS FOR HOTEL & GUEST HOUSE WORKERS

1. Do you have any idea as to the number of guest houses or hotels in your commune/ district/ province? Please give estimates for each commune, district or province.
2. Do you know how the guest houses/ hotels recruit the young persons who work for them? Please describe. Can you tell us how and why you joined the hotel/ guest house you are working for?
3. Can you describe for us the usual day-to-day activities of a hotel and guest house worker?
4. In general, how are you paid by the guest house/ hotel you are working for? Do you get extra money from the guests or other people aside from your usual salary? What are the occasions when you get the extra money (e.g., when recommending a place/ person to customers who seek sexual partners)? When and how do the situations differ?
5. Except for those who may be relatives of the guest house/ hotel owner, are there situations where the workers live with their employers? If yes, do the HGHWs generally get along well with them? Would you say the employers take good care of their workers? Please describe what they do/ do not do for you, including your food and lodgings situation.
6. What are the special difficulties of working as a hotel/ guest house worker? Please tell us about your working hours, the guests you have to deal with, conflicts you may have with other workers in the hotel/ guest house where you work, the people in your neighborhood and others you get to interact with, etc.
7. Do you know of cases where hotel/ guest house workers are illegally transported elsewhere within or outside the country? For what purpose(s)? Please discuss in detail.
8. Can you tell us specific conditions and developments in Cambodia and neighboring countries that could contribute to the demand for children/ women a) as indirect (e.g., those in massage parlors/ karaoke bars, beer promotion girls, those in hotels/ guest houses) or children and women prostitutes, and (b) for begging and servitude?
9. It is said that in Cambodia, women and girls feel a strong financial responsibility to be income earners as well for their families. Do you believe this? Why or why not?
10. Do you think that “women and children should only follow and not question men’s decisions”? Why or why not? What do you think are the status of women and children in family life and society? Please describe in detail.
11. It is believed that a factor shaping demand in Cambodia for children and women prostitutes is the extramarital sexual activities of men. Can you comment on this?
12. Studies on trafficking¹⁰ in Cambodia also cite that there is a belief that “engaging in sex with young women and girls (especially virgins) have curative powers and will reduce the chances of acquiring HIV”. Please tell us what you think about this?

¹⁰ Definition of TRAFFICKING: Trafficking in persons is “the recruitment, transportation, transfer, harboring, or receipt of persons, by means of the threat or use of force or other forms of coercion, abduction, of fraud, of deception, of the abuse of position of power or of position of vulnerability, or giving or receiving of payments or benefits to achieve the consent of a person having control over another person for the purpose of exploitation” (Source: *UN Protocol to Prevent Suppress and Punish Trafficking in Persons, Especially Women and Children*, December 2000).

13. Why do you think trafficking happens? What are the causes? Please describe in detail cases of children and women being kidnapped, forced or deceived into prostitution/ begging and servitude (e.g., adoption, domestic work, construction, agricultural work) that you are aware of or have heard about.
14. In your opinion, how can trafficking be stopped? What is needed so that trafficking of children and women can be reduced?
15. Do you have an organization/ union or are you familiar with organizations that are working with hotel and guest house workers? Can you tell us about their work? Please give details, particularly how these organizations are addressing the demand side of trafficking.

GUIDE QUESTIONS IN DE-BRIEFING OF ENUMERATORS

1. What additional information did you get from each of the questions in the two questionnaires?
2. What difficulties did you encounter during the data collection? What steps did you take?
3. What were the reactions of the respondents (workers and employers) to our study and the questions that we posed to them? What are the reasons for the refusals of employers to be interviewed?
4. Based on your interviews and conversations with our respondents, what seems to be creating the demand for children and women prostitutes?
5. If you were to do this study again, what will you do differently, particularly in terms of:
 - how to do the study
 - the questions that should be asked

INTERVIEWERS' TRAINING: BASELINE SURVEY & DEMAND STUDY
OF HOTEL & GUEST HOUSE WORKERS

2-4 July 2004, Siem Reap Province

The Royal Government of Cambodia is committed to take concrete and effective measures to address the issue of the worst forms of child labor. This commitment is demonstrated in its intent to ratify the International Labor Organization's Convention 182 that calls for the elimination of the Worst Forms of Child Labor and its determination to progressively eliminate worst/ hazardous forms of child labor from 16.5% in 1999 to 13% in 2005. It is towards this that the Ministry of Social Affairs, Labor, Vocational Training and Youth Rehabilitation (MoSALVY), together with ILO-IPEC-Cambodia, is initiating efforts and collaborating with other governmental offices towards the realization of these targets.

MoSALVY is undertaking a baseline survey and demand study as part of the process of establishing a credible information base on the sectors comprising the worst forms of child labor. The study aims (a) to identify project beneficiaries and profile young persons in the service sectors, and (2) to understand the different demand aspects in the service sector. The latter objective will attempt to look into the profile of those who hire children and young women, and their knowledge of labour and criminal laws. In Siem Reap, the study will focus on hotel and guest house workers (HGHWs).

In preparation for the conduct of the study, this training is being conducted for the following objectives:

1. To familiarize interviewers with the data collection instrument to be administered with the identified respondents, particularly hotel and guest house workers;
2. To solicit feedback and identify areas of refinement in the data collection instrument; and
3. To finalize with the participants the plan for the data collection activities.

TRAINING SCHEDULE

TIME	ACTIVITY
DAY 1, Friday, 2 July	
0805 – 0815 hours	Introductory Remarks – Director of P/MDSALVY
0815 – 0830 hours	Rationale of the Baseline Survey and Demand Study – Mr. Khleang Rim, TICW National Project Coordinator ILO- IPEC-Cambodia
0830 – 0840 hours	Presentation of Schedule: Baseline Survey & Demand Study Activities (Training, Pre-testing, & Data Collection) – Dr. Rebecca (Pem) F. Catalla, Research Consultant
0840 – 0845 hours	Introduction of Participants and Training Team
0845 – 1200 hours	Review of the Interview Instrument for Hotel & Guest House Worker (HGHW) Respondents
12:00	LUNCH BREAK
1400 – 1730 hours	Continuation: Review of Interview Instrument for HGHW Respondents
DAY 2, Saturday, 3	
0805 – 0810 hours	Opening exercise/ ice breaker
0810 – 0930 hours	Review of Interview Instrument – Hotel & Guest House Owners/ HGHW employers
0945 – 1200 hours	Interviewers' practice Interviews
12:00	LUNCH BREAK
1330 – 1700 hours	Pre-test of survey instruments
DAY 3, Sunday, 4	
0805 – 0810 hours	Opening exercise/ ice breaker
0810 – 1200 hours	Comments on the survey instruments (HGHW respondents and HGHW employers))
12:00	LUNCH BREAK
1400 – 1600 hours	Study sites, sample sizes, and selection of HGHW respondents & hotel and guest house owners/ HGHW employers
1600 – 1700 hours	Challenges to & Interviewing Guidelines
1700 – 1800 hours	Survey logistics

SURVEY MANAGEMENT TEAM & ENUMERATORS

A. Survey Management Team

Team Leader	Ms. Rebecca F. Catalla, Ph.D.
Assistant Team Leader	Mr. TAP Catalla
Logistics Coordinator	Mr. Ferdinand Buot
Data Processing	Mr. Meach Yady
Research Monitors	Mr. Poeu Long
	Ms. Ratana Long
	Ms. Sovanney Kem

B. List of Enumerators

1. Koh Soumatra	Office of Social Affairs, Labour, Vocational and Youth Rehabilitation
2. Chhun Sokhorn	Office of Social Affairs, Labour, Vocational and Youth Rehabilitation
3. Tom Sophavy	Office of Social Affairs, Labour, Vocational and Youth Rehabilitation
4. Bom Sarady	Office of Social Affairs, Labour, Vocational and Youth Rehabilitation
5. Bon Chred	Office of Social Affairs, Labour, Vocational and Youth Rehabilitation
6. Chhang Vanna	Ministry of Women and Veterans' Affairs
7. Khaou Sokhareath	Agir Pour Les Femmes en Situation Precare (AFESIP)
8. Nou Savy	Department of Interior
9. Mey Vuthy	Department of Interior
10. Chou Na	Department of Tourism
11. Ly Sareth	Department of Tourism
12. Srey Dol	Department of Interior



Contact information:

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