

**Interim Evaluation Report
ILO Project
RAS/03/51M/UKM**

The informal economy, poverty and employment: An integrated approach

**An independent evaluation
Cambodia, Mongolia, Thailand**

January 2006

Note on the Evaluation Process Report

This independent evaluation was managed by the ILO following a consultative and participatory approach. All major stakeholders were consulted and informed throughout the evaluation and its independence was not compromised during the process.

The evaluation was carried out by an external consultant.¹ The field missions took place in October and November 2005. The opinions and recommendations included in this report are those of the author and do not necessarily reflect those of the ILO or any other organisation involved in the project.

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Executive Summary

Cambodia, Mongolia, and Thailand are each countries with a large informal economy visible on every street corner but also found behind closed doors. The ILO carried out a project on decent work in the informal economy, to alleviate poverty, and increase employment between February 2004 and ending in March 2006. The Informal Economy project focused on developing a supportive enabling environment at macro and meso levels and the piloting of direct actions to strengthen representation and voice of IE workers and improve their labour and living standards.²

An evaluation of the project was carried out in November and December, 2005. The evaluation concentrated on assessing the project achievements in reaching its objectives, analysing lessons learned and gaps, and making recommendations. Recommendations focussed on identifying areas of improvement to address some overall concerns that were identified during the evaluation.

The evaluation was combined with a participative future oriented analysis of interviews and documents. The methodology used in the evaluation consisted of a literature review, analysis of documents prepared by the project, and interviews with representatives of project stakeholders and project staff. Interviewees included individuals and groups from government at national and local levels, trade unions, employers' groups, NGOs, associations, and IE workers.

The project is unique because the project immediate objectives were the same but uniquely adapted to each of the countries. It is extremely complex because there are many issues, many methods, and many people involved in three different countries

The project has contributed to increasing attention to the needs of the IE at decision making level in the project countries. The project staff used a wide range of methods to push the issues forward including networking to lay the foundation for representation and voice by IE workers. Trade unions, employers groups, NGOs, and associations were targets and active partners. Working directly on IE issues succeeded in raising awareness of partners. In some locations IE workers themselves have already started directly voicing their concerns. Examples include Thai and Cambodian handicrafts workers and Mongolian market vendors.

Work with partners concentrated on policy and legal framework development, increasing the knowledge base, training specialists on OSH and business management, increasing productivity and marketing, and other activities. The project succeeded in opening many avenues to improving the situation of IE workers in each of the project countries. The context in the countries, especially in Cambodia and Mongolia, posed many challenges and much work remains to be done. In Cambodia emphasis in the future will need to be placed on strengthening the enabling environment while building on the Direct Action programmes that have been initiated. In Mongolia work on strengthening the enabling environment can continue but more emphasis is needed to ensure that the full impact of the TOT and other actions on OSH, business development, organising, and rights be felt across the country. In Thailand trade unions form an excellent resource for continuing to reach and organise IE workers. Ways to ensure sustainability of other actions initiated through the project need to be explored.

The project was very well managed, especially taking the complexity of the project, the small budget, and the fact that it was carried out in three very different countries into account. The project was very effective in creating synergies with other partners including within the ILO and with other agencies. The project built on technical competence that was already available in the countries and sought expertise elsewhere where necessary. The project was able to lay a solid foundation for additional work on the IE sector through a recommended second phase of this project.

² See Appendix 4 for list of project objectives. Summary of definition of terms: macro level development : policy development including regulations and other initiatives with decision makers; meso level development: development of organisations including service providers, development agencies, private sector development, networks; micro level development: activities to benefit individuals and households.

Acronyms

AAC	Artisan Association of Cambodia
ADB	Asian Development Bank
CAID	Cambodian Association for Informal Economy Development
CTA	Chief Technical Adviser
GET Ahead	GET: Gender and Entrepreneurship Together
GRET	Groupe d'étude et d'échange technologique
GTZ	German development cooperation
IE	Informal Economy
ILO	International Labour Organisation
IO	Immediate Objective
IRAP	Integrated Rural Accessibility Programme
MoA	Ministry of Agriculture
MBO	Member-based organisation
MoH	Ministry of Health
MoSWL	Ministry of Social Welfare and Labour
MoL	Ministry of Labour
NPC	National Project Coordinator
OD	Organisation Development
OSH	Occupational Safety and Health
PCU	Primary Care Unit
SIYB	Start and Improve Your Business
TOT	Training of Trainers
WHO	World Health Organisation

“The Government is really satisfied with the results and the quality of the project; the requirements were met.” (Ministry of Social Welfare and Labour, Mongolia)

“We feel we have only just written the ‘A’ “ (Confederation of Trade Unions, Thailand)

1. INTRODUCTION

Cambodia, Mongolia, and Thailand are each countries with a large informal economy visible on every street corner but also found behind closed doors. The ILO carried out a project on decent work in the informal economy, to alleviate poverty, and increase employment between February 2004 and ending in March, 2006. The Informal Economy project focussed on developing a supportive enabling environment at macro and meso levels and the piloting of direct actions to strengthen representation and voice of IE workers and improve their labour and living standards.³

The guiding mandate for the project under Phase I originated in the conclusions adopted in the 2002 International Labour Conference (ILC).⁴ The ILC included a reassessment of key definitions and approaches to improve decent work for all workers in what was termed the “Informal economy”. The conclusions noted that the informal economy covers “All economic activities by workers and economic units that are—in law or in practice—not covered or insufficiently covered by formal arrangements.”⁵ The ILC conclusions noted that there is no universally accurate description or definition of the informal economy but that it includes both wage workers and own-account workers.⁶ In practice the project allowed for the adjustment of the description of the IE and the development and immediate objectives in accordance with the realities found in each of the countries. The key components of decent work: rights, employment, social protection, organisation and social dialogue were all addressed in the project in different ways.

The ILC conclusions resulted in a framework highlighting 5 areas where work is needed to reduce decent work deficits in relation to the informal economy: governance, macro policy, representation and voice, productivity and market enhancement and employment, and addressing vulnerabilities.⁷ As will be seen in the following pages, the project included work on each of these themes while emphasis depended on the situation found in each country. The project as a whole concentrated on policy and legal framework development, increasing the knowledge base, development of methods to increase coverage of social protection schemes, training of specialists and IE workers on OSH and business management, increasing productivity and marketing. Special attention was paid to reducing vulnerabilities by concentrating focus on women, the disabled, and other vulnerable groups such as retrenched workers.

The project contributed to the Poverty Reduction Strategies and Decent Work Country Plans in Cambodia and Mongolia and to the national poverty alleviation programme in Thailand.

The donor agency was the British Department for International Development (DFID) within a partnership programme with the ILO.

The Evaluation concentrated on assessing the project achievements in reaching its objectives, analysing lessons learned, gaps, and making recommendations. Recommendations have focussed on identifying areas of improvement to address some overall concerns that were identified during the evaluation.

³ See Appendix 4 for list of project objectives. Summary of definition of terms: macro level development : policy development including regulations and other initiatives with decision makers; meso level development: development of organisations including service providers, development agencies, private sector development, networks; micro level development: activities to benefit individuals and households.

⁴ Trebilcock, A., Decent work and the informal economy. EGDI-WIDER Conference on Unlocking Human Potential: Linking the Formal and Informal Sectors (Helsinki, 17-18 September, 2004). Geneva: International Labour Office, 2004. Report includes a reprinting of the conclusions of the ILC.

⁵ In Annex 1, Trebilcock, A., 2004.

⁶ In Annex 1, Trebilcock, A., 2004.

⁷ Trebilcock, A., 2004. Page 8-9

The project is unique because the project Immediate Objectives were the same but uniquely adapted to each of the countries. The project is extremely complex because there are many issues, many methods, and many people involved in three different countries. See Appendix 1 for an overview of the many elements included in the project.

The countries are very different from each other but adaptations were made to each situation. Some of the key differences are highlighted in the evaluation report wherever relevant. Integration of the different project themes was problematic initially because of the complexity of the project (as illustrated in Appendix 1) but progress has been made through internal analysis by the project to link different components and through recent knowledge sharing exercises.

The evaluation was combined with a participative future oriented analysis of interviews and documents. The evaluator is expected to prepare a summary draft for a possible future phase of the Informal Economy Project. For this reason the interviews included more than the usual questions about context and challenges to address in the future, either through a new IEP project or through other donor supported actions.

The methodology used in the evaluation consisted of a literature review, analysis of documents prepared by the project, and interviews with representatives of project stakeholders and project staff. Interviewees included individuals and groups from Government at national and local levels, trade unions, employers' groups, NGOs, associations, and IE workers. The evaluator had prepared interview guidelines including the major issues to be discussed with each of the types of interviewees. The interviews themselves were carried out using a semi-structured interview format to allow for spontaneous consultations. Discussions tended to start with free-ranging responses to general questions followed by more specific questions on topics not yet covered. The method was successful in putting the interviewees at ease and resulted in frank and free answers. The evaluator took minutes of almost all meetings on a laptop computer. Interviewees did not appear threatened about the use of the laptop computer. Having detailed minutes of the meetings was useful since very comprehensive information was available during the analysis phase of the evaluation.

The evaluator shared preliminary findings with the project staff from all three countries and the CTA during a workshop in Bangkok on December 5, 2005. Further discussions took place during the workshop to clarify issues and discuss implications of the findings for the future. The evaluator found that all concerned, interviewees in the countries as well as project staff, were very courteous, helpful, and eager to share their experiences.

2. FINDINGS

2.1. Programme Design and Relevance

2.1.1. Adequacy of problem analysis

The project design takes some of the basic characteristics of the three project countries into account but allows for more in-depth country consultations to be conducted after project start-up. These consultations were expected to be rooted in the national socio-economic, policy, and legal context of each country. The design thus includes flexibility to adjust the project in line with the situation found in each country.

The problem analysis in the project document refers to general socio-economic and labour information and some references were made to available information. The problem analysis is sometimes confusing since thematic and country analysis are sometimes mixed and sometimes discussed separately. A future project document would preferably decide upon a way to present context and justification information combining both approaches.

2.1.2. Participation of stakeholders, integration of prior experience

The participation of stakeholders in the original design of the project document is limited to general requests for assistance from some of the stakeholders. The Mongolian and Thai governments specifically requested assistance with issues faced by IE workers. In Mongolia some specific IE elementary organisations requested assistance. The Cambodian Government, workers, and employers organisations made a request to the ILO that can be linked to IE issues. Specifically the Cambodian Government asked for assistance with implementation of the Poverty Reduction Strategies, extending partnership to “actors not traditional tripartite constituents”, and “extension of the social security programme responding to the needs of formal and informal economy workers”.⁸

Participation in project design per country was postponed until the in-depth country consultations indicated in Section 2.1. The country consultations were complicated in the initial phase because many of the stakeholders were not sufficiently aware of the importance of the IE and the rights of IE workers. As one interviewee noted during the evaluation interviews: “We did not know who or what is the IE”.⁹

It is true that the project document does not intend to straightjacket countries or agencies into a definition of who could be included under the title “IE workers”. At the same time, many stakeholders were confused about the terminology and how their own target groups related to the larger concept of IE. Policy makers who do not think in terms of detailed individual groups were particularly interested in obtaining a better understanding. Even if there is no single definition of IE there is a common understanding of what it entails *in general* and the ILC documents mention a number of characteristics.¹⁰ The problem of many stakeholders was “How do we address the problems of all these groups? How are the problems and solutions related?”

In-country consultations thus needed to be combined with awareness raising and knowledge sharing so that the stakeholders could gain understanding of the concepts and the main issues facing different types of IE workers. Only after gaining sufficient understanding could discussions be held on how best to address the issues identified. As a result, initial consultations starting with inception missions, were comprised of a combination of awareness raising, data gathering, informal, and formal discussions with different stakeholders. Each NPC, the CTA, and the Backstopping Official from the ILO Area Office became knowledgeable on the specific issues in each country. The project team was able to design specific project approaches for the countries using input from all of the stakeholders.

The project document does integrate some information on prior experience addressing IE Sub-programme-sector issues and policy development. References are made to other ILO projects in the project countries, documents, research, and national policy documents. The information is used to justify the project and provide background information. It is not clear, however, how this information has actually been used as input into project design.

Participation of stakeholders in data gathering and knowledge sharing during project implementation was consistent. This approach provides the underpinnings for a more inclusive process for the planning of a potential next phase.

2.1.3. Development and immediate objectives

The Development Objective was: “To reduce poverty through improving the quantity and quality of decent work opportunities for women and men in the informal economy”. The

⁸ Section A2 SPROUT RAS/03/51M/UKM.

⁹ Interviewee in Mongolia. For the sake of anonymity details of quotes are usually limited to indicating the country of the speaker. Detailed typed notes from all meetings are available upon request from the consultant.

¹⁰ The informal economy includes activities that are not recognized, registered, regulated or protected under law, includes different kinds of informal jobs and informal enterprises, fluctuating to and from formal activities, differentiated from criminal and illegal economy because the majority produce legal goods and services. (From “Decent Work and Informal Economy” ILC General Discussion, 2002, Power Point Presentation, Geneva)

Development Objective was general but sufficiently clear to provide an overall goal for project orientation.

The evaluator found that IO1 and IO2 have many components with the result that it is possible to lose sight of the main focus of these IOs.

IO1, as an example, can be split into many sections:

“To create greater awareness, / and enhance capacity/ of ILO constituents /and key stakeholders to /formulate, / implement, /monitor and / evaluate policies, /programmes and / projects for / the informal economy.”

The existing IO1 and IO2 could have been simplified to gain in clarity. Greater clarity would have been beneficial during the start-up phase when the project still needed to adapt to each country's specific situation. It is of interest to note, however, that IO5, which concentrates on knowledge sharing, could have been combined with IO1 on awareness raising.

The solutions to the identified problems and needs are described in the objectives.

The project team studied the IOs and divided them into workable components focusing on 7 key points: awareness raising; policy development; representation (including voice) and governance; productivity and market access; occupational safety and health; social protection; and knowledge sharing.

2.1.4. Overall validity of design

Some of the wording describing overall project design could lead to confusion. The project document states that “The ‘entry point’ will be representation and voice”. Using representation and voice as the *entry point* for the project was, while laudable and important, not necessarily always feasible in practice. Much work was undertaken within the project towards developing representation and voice but it was generally not always the primary means through which the project could *immediately* channel activities. ...” In practice, the development of representation and voice can be seen as an *overall guiding strategy* incorporated throughout the project. Representation and voice was steadily strengthened throughout the project implementation.

Representation was used as an entry point through different membership based groups but was not the sole entry point because many IE workers were not yet organised at project start up. The project also worked through NGOs and other civil society bodies to reach and organise IE workers.

Using voice as an entry point posed an even greater challenge. With the exception of Thailand, discussion of IE and IE workers rights is a relatively new concept in the project countries. It is difficult to “give voice” to a segment of the population that is unaware that they have issues that they can and have a right to address. In Cambodia this was particularly difficult because of different obstacles. Trade unions are highly politicised and have little experience discussing any issues that may be of common interest. Few trade associations exist and self-help groups either lack organisational skills and/or awareness of rights. The project document lacked information on some local realities.

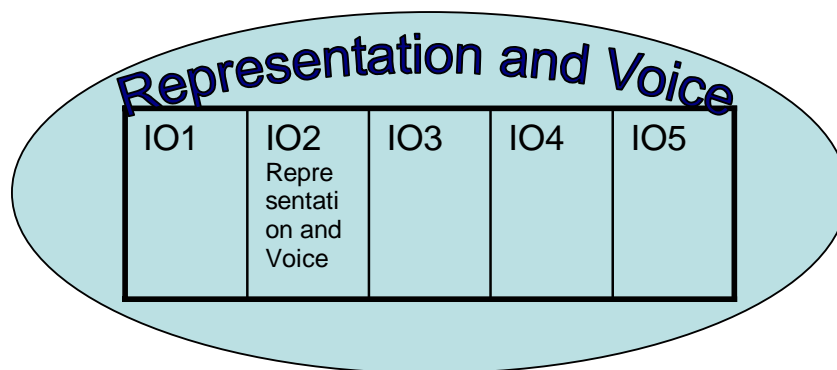
The challenges of addressing IE workers rights were also relevant to Thailand where the discussion of IE in the Government had remained largely at policy level at the time of the project start-up. The Government had not *implemented* many activities to directly address IE workers issues even if NGOs and MBOs were already working with some specific groups. The Thai Ministry of Labour did provide skills training to various groups of I.E. workers. Activities in the past were mostly focussed on income generation as opposed to rights of IE workers to decent work.

The project was able, however, to have a noticeable impact on creating greater awareness among all segments of society including at macro, meso, and micro level. Awareness raising,

in turn, has enabled different partners, including trade unions, associations, and cooperatives of IE workers, to work on increasing representation and voice of the IE .

Representation and voice is cited as an overall project strategy and provides the framework for project activities. At the same time IO2 is specifically focussed on representation and voice which leads to some redundancy in the design.

Graphic 1: Illustration of representation and voice as reflected in the project design.¹¹



In practice, the project team did well to consider IO2 as an objective while keeping its importance in the entire project implementation in mind.

The project document links inputs, activities, and outputs to each immediate objective. The outputs are generally clearly worded with associated activities that support the outputs well.

Although the wording of the IOs contained many elements the outputs are clearly worded. In practice the outputs were adapted to the realities in each of the countries.

Indicators of achievement are adequate although some additional indicators on qualitative aspects would have been useful. In practice, the project carried out many activities for which content quality was more important than number produced. The core concern is the extent to which policy content is adequate and covers the key issues voiced by the stakeholders

Some of the indicators of achievement were premature given that this the first phase of the project and that work on the IE is relatively new. The actual time period for implementation was only 2 years while, at the time of the evaluation, the action programmes were only operational for 1 year at the most.

One example of an indicator of achievement that was over-reaching at this stage was “Average earnings of informal economy workers in pilot projects (*increased*)”. Before working directly with informal economy workers it is necessary to build capacities of organisations and trainers. The project invested heavily in Training of Trainers (TOT) on various subjects. Only after that can support be focussed on IE workers who in turn need time to apply and reap the financial benefits of what they have learned. With a few exceptions the duration of the project was not long enough to measure impact on income of informal economy workers. In Cambodia musicians and vegetable growers increased their incomes but results were not yet dramatic. The evaluator expects that incomes will increase as the action programmes are developed more over the short and medium term.

The means of verification cited are standard. The external factors and assumptions cited in the project document are very general. This may be partially because there was a lack of information of the specific situation in the project countries. The project team worked on improving the indicators during a joint brain storming session but lacked the time to develop reports using both sets of indicators, i.e. the project and the team’s indicators.

¹¹ Graphic prepared by the evaluator.

The assumptions largely centred on commitment, political will, and absorptive capacity of the partners, including Government. The project contributed well to making the assumptions true.

The roles of the various partners are referred to in the project document under various headings but are not described in detail. The principal reason is because part of the project purpose was to define the roles through a consultative process during project start-up. Awareness raising was closely intertwined with this process and roles of partners gradually became clear as the project moved to full implementation. The project has now been able to identify committed current and potential partners in all three countries whose roles can be clearly defined in a future phase.

2.2. Implementation and Effectiveness

The analysis of project implementation and effectiveness will use the major points of focus identified by the project team as a starting point (see Section 2.1.3 for explanation of reasoning).

These focus points can be grouped together under the headings of the project IOs. The analysis is based on a combination of qualitative assessments and quantitative measures. Appendix 4 summarizes the quantitative results achieved through the project. Comments in Section 2.2 make references to the adequacy of reach in terms of quantitative measures wherever appropriate.

One of the strong points of the project is the extent to which networking and collaborative efforts were implemented. The project was able to maximize its human and financial resources and contribute towards mainstreaming IE issues as a result. The project collaborated with more than 16 ILO projects and/or thematic area specialists including on SIYB, gender, participative planning and investment decision-making, HIV/AIDS, and OSH.¹² The project used, translated, and adapted materials that have been tried and tested over the years by the ILO. The project also worked with some international NGOs such as GRET and TRADCRAFT UK. Collaboration with other donors and international projects include GTZ in Cambodia and the World Bank funded Sustainable Livelihoods Project in Mongolia. Partnerships with Government at national and local level, trade unions, and Employers groups were established in all three project countries.

A disadvantage of networking was that it can be difficult to separate out the effect of the project from that of the partners' activities. This was particularly difficult where the project collaborated with agencies that were developing their own actions such as the Health Insurance project of GRET. It is important to note here that the project intent was not only to create new approaches but to contribute to the progress or breakthrough of existing activities. Support to GRET consisted of strengthening their capacity to expand by supporting the improvement of their information and data collection systems. Details of collaboration and value added by the project can be found in appendix 2.

The way the project was implemented was different in each country. The emphasis on the enabling environment was stronger in Mongolia than in Cambodia, for example because the government was more receptive to addressing the issues. In Cambodia the project first had to work more in-depth to create the awareness of government decision-makers before strengthening the enabling environment. While working on advocacy with the government the Cambodian office did not waste time waiting for success. The project oriented its efforts more on direct-action and NGO collaboration from inception. This approach was actually successful because the positive steps undertaken through the direct actions increased the interest of the Cambodian government to address IE issues thus laying a foundation for a stronger emphasis on the enabling environment in the future. The Deputy Minister of Labour and other government decision makers have already started reflecting on how to proceed. During the evaluation meetings these leaders listed a number of areas for future collaboration with the ILO and other agencies on I.E.

¹² SIYB: Start and Improve Your Business, participative planning and investment decision-making through the Integrated Rural Accessibility Programme, gender with GET Ahead programme and Cambodia's ILO EEOW project.

The project has carried out a wide range of activities covering many issues with diverse stakeholders. The present evaluation can not detail comments on every activity in the body of the report for this reason. Appendix 2, however, provides additional details on some of the core activities and results of partnerships developed in the project.

2.2.1. Activities- Outputs- Analysis Across Project Countries

- Awareness Raising

One of the projects' strongest areas of impact is on awareness raising. The project contributed to a greater understanding of the issues on IE in each of the countries. Awareness raising was carried out using a combination of methods. Methods included advocacy by the project and other stakeholders, the carrying out of direct actions humanising IE workers, attendance in national and international workshops and conferences, etc. Decision makers, in particular, said they were more conscious of the situation of IE workers and their contribution to the economy at the time of the evaluation. Many of the staff members in agencies involved were aware of IE before the project but did not really believe they had a role to play in addressing IE issues. The result is particularly striking because the evaluator did not need to ask directly about awareness raising for the interviewees to come forward with information about their changed attitudes.

Some typical statements from decision makers in each of the countries included:

"They (*IE workers*) make an important contribution to the economy. Our concept and attitude towards informal sector workers has changed, also towards OSH, our attitude in the past was more to focussed on controlling them (*IE workers*). " (Interviewee Labour and Social Welfare Service Office, Mongolia)

"The Government and NGO attitude to the informal sector has changed. Before the informal sector was largely ignored but not now." Interviewees Employers Federation (MONEF) Mongolia.

"After the Informal Economy Project was established we became convinced that I.E. workers should be specifically covered by the law." (Interviewee Ministry of Labour, Cambodia)

"In Thailand the IE issue is not new but people did not really think about it until the ILO started this project. We have deepened our understanding about what the IE is. We think it is useful because it will strengthen the TU movement as a whole." Interviewees Trade Union Federation meeting.

Direct actions were seen to have beneficial impact on awareness raising of policy makers by giving a human face to the IE worker.¹³

There were several challenges that impeded full nation-wide awareness raising. Funds did not allow for a large media campaign and covering all parts of society in the short time project period. It is also questionable whether a large media campaign would be useful given the diversity of types of IE workers and issues. Awareness raising among policy makers in Cambodia was challenging because of structural and political issues but results were, nevertheless, obtained. The number of IE workers that have been reached at this stage is not very large because the project concentrated more on laying the groundwork for future actions. During Phase I the focus was, therefore, on creating models to implement strategies and activities that have an impact on workers. It will be important in a potential Phase II to consolidate and scale up these models so that the work undertaken does not stay at 'model development level'.

¹³ "Carrying out the projects (*direct actions*) led us to become more aware of the problems of IE workers. We just used to think of them as vendors we see on the street but now we see that they have their own problems and lives." (interviewee Mongolia)

- Policy Development and Legislation

Progress has been made in all three countries on policy development and improvement of the legal framework. Different results were identified in each country because the starting point varied. Thailand had already made progress on developing policies on different IE workers issues and on the development of specific regulations prior to project start-up. In Cambodia and Mongolia the existing policies and laws were mostly only oriented to the formal sector.

The project used a multi-pronged approach to strengthen the policy and legal framework. Awareness raising was carried out to increase recognition of the need for policies and laws addressing issues of different types of IE workers. Research was carried out of the existing situation both overall and of some sub-sectors. The project provided technical support for the development of policies and regulations in accordance with the issues identified.

Although progress has been made a great deal more needs to be done, particularly with regard to the legal framework but also for policy development. Cambodia needs particular support in this area because the enabling environment at macro level is still not completely supportive of the IE. Challenges exist, for example, in developing an appropriate legal framework because several Ministries are involved and they have little experience of working jointly on an issue. Legal framework issues that need to be addressed include OSH and labour rights protection of IE workers employed in various types of enterprises. Improving the business registration and other aspects of the regulatory environment also need focus. Other aspects of the Cambodian enabling environment that need attention are related to structural issues such as making adequate human and financial resources available for enforcement of laws and regulations.

The need for continued emphasis on creating a supportive enabling environment was also pointed out by employers groups and trade unions in all three countries. In Cambodia, for example, representatives of the trade unions noted that they find it hard to carry out problem solving on IE because of the lack of a comprehensive legal framework (see previous paragraph).. In Thailand some IE worker groups such as Home Workers have laws to cover them through Ministerial Regulations, while others do not. Even if laws are developed to cover all major sub-sectors of IE workers smaller vulnerable groups may not be included. Some trade union federations in Thailand noted, as result of reflecting on this situation, that a general law to ensure OSH and labour rights to cover all workers, whether formal or informal, will also be needed. The ministry is, further, searching for means to implement the laws affecting the IE, including the Ministerial Regulations on informal economy workers. Finding the appropriate strategy for enforcing the laws is at the core of partnership with the IE project.

Specific problems also include the lack of detailed regulations for Labour and Health Inspectors. In Cambodia the Occupational Health Department noted that it does not have the authority to impose a fine on any company that is not applying legislation on IE. In Thailand Labour Inspectors often find it difficult to impose fines on formal employers of daily wage workers because the latter lack contracts and are afraid of losing their work. Imposing fines on informal employers is even more of a challenge since such employers are not registered and technically not included under the labour law. Fines may not necessarily be the solution since it may scare IE workers and employers further “underground” but the inspection offices complain that they have no ammunition to ensure that the laws are applied.

- Representation and Governance

A strong foundation for representation and governance has been laid through various means including development of manuals and pilot projects using participation in different localities. Awareness raising was key on improving representation. The recognition that IE workers have rights led them, and supporting agencies such as trade unions, to have the courage to voice an opinion on IE issues.

The project provided support for development, adaptation and/or printing of different types of manuals on organising IE workers and rights of IE workers. Some manuals concentrate on

creating understanding of workers on their rights, others focus on organizing and strengthening organizations, while yet others centre on the improvement of direct services to members. Some of the manuals are targeted at Government so that they will improve their openness and institutional mechanisms for participation while others are directed at membership based organisation of IE workers.

In each country trade unions were associated with developing such manuals based on ILO materials while in some cases NGOs also developed or adapted manuals. In Cambodia, for example, an NGO received support for documenting their successful experience organising communities with a high proportion of IE workers. The manuals have a justifiable strong emphasis on the rights of IE workers. This emphasis has been particularly useful in raising awareness. The manuals are perceived as providing a good opportunity to focus on IE issues. As one interviewee noted "In the past we talked about IE, but did not have a good and clear idea about how to work together on this issue".

It is too early to ascertain the full usefulness of the manuals. The original version of the ILO manual on trade union organising of IE workers was considered to be too technical and included sections that were not always relevant to the project countries. Prior to finalizing local versions of the manuals the basic steps included in the manuals on organising IE workers were already tested in some Direct Actions.

The project collaborated with the Integrated Rural Accessibility Programme (IRAP) with special attention to Mongolia where no IRAP project exists. The IRAP method was introduced through Training of Trainers (TOT) in partnership with the World Bank funded Sustainable Livelihoods Project. The IRAP experience in Mongolia was very well appreciated, particularly the mapping exercise. The participants in the IRAP exercise stated that they had a better understanding of their area and the priority development issues. A large question mark was, however, placed in front of the question of obtaining financing for the identified projects. Local budgets and access to other sources of funding are very limited. The Sustainable Livelihoods Project is ending in 2006. IRAP participants asked for support to learn how to write project proposals.

The pilot Direct Action projects that focus on organising IE workers now need to be scaled up and manuals further adapted where necessary.

The project provided financial and technical support for conferences and meetings that included representatives of Unions, Employers, and associations or informal groups of IE workers. With the exception of Thailand, however, these meetings only included relatively small numbers of people. The financial cost of organizing events where IE workers can present their issues in a public forum is high but events of this kind could be useful in improving opportunities for representation and voice. To reduce costs they can be held within regions of the country.

Some IE workers also expressed the continued fear of losing work/income if they express themselves or say they still lack self-confidence to speak in public.

- **Productivity and Market Access**

The project addressed a broad range of issues related to productivity and marketing. Partners found materials developed by the ILO such as SIYB, GET Ahead, various toolkits, IRAP, etc. useful, appropriate, and interesting. Trainers were enthusiastic about the participative aspects of the courses. They noted that it is unnecessary to invent new materials or courses when they can use, adapt, and build on such well-tested courses. Some trainers did mention that some of the training contents, particularly in the case of SIYB and GET Ahead, still contained sections that were too difficult for some of their trainees.

There were some difficulties in assessing the final impact on IE workers of these courses. Most of the project work concentrated on TOT and few IE workers were actually trained using the materials during the period prior to the evaluation. The duration of the project was too short to train substantial numbers of IE workers and measure the extent to which they could apply training contents.

A few issues influencing quality of impact of such training need to be considered:

- Trainers included in the TOT were selected by their agencies and not necessarily the best choice for carrying out training.
- Some agencies select small sections of the training courses, even 1-3 hour units, instead of providing most of the course to their trainees. It will be difficult for IE workers to benefit fully from such a small number of hours on such complex issues. It is also difficult to evaluate impact if IE workers receive different types of duration and content.

Some agencies could not carry out monitoring and follow up because they lack the financial resources. Details on application of course content were not always available to the evaluator simply because no data was available at the time of the evaluation.

The evaluator was able to interview trainers who attended TOT relevant to productivity and marketing. The trainers indicated that they had concrete plans for implementing training in the near future. The trainers were able to delineate the training they planned to provide including location and expected number of trainees.

The project worked on developing technical skills in a number of key sub-sectors with local potential including in agriculture, handicrafts, and traditional music.¹⁴ The starting point for technical skill development was to carry out TOT in combination with mentoring of trainers and extension workers. The activities in this area are still in the very early stages and it is difficult to evaluate their effectiveness. There is great demand in all three countries for skills training, both as stated by IE workers and agencies willing to work with them on technical training.

The project also collaborated with one NGO to develop community run stores in locations which lack of easy access to shops. It is too soon to determine if these initiatives will be viable although they do already appear to answer a need of the local population.

The agriculture Direct Action project in Siem Reap, Cambodia is focussing on developing a production and marketing chain of products for the large tourist driven market in the area. Many issues and problems have been identified in carrying out the agricultural project but potential for future development is evident, Appendix 3 summarizes some of the main points to consider.

The project has tried to address product development and marketing of handicrafts which it found to be a major problem in all 3 countries. Product development and marketing of handicrafts were the main focus of support. The results were variable even if, as with other activities, the time period has been too short to show full benefits. The work with handicrafts groups consisted of studying their needs and marketing channels together with product development and marketing training. In some cases handicrafts groups (Thailand and Cambodia) also received assistance with capacity building and representation. Product development includes design of items to be sold on the market, a major challenge for many groups. The project has supported one trade fair in Cambodia and another is to be held including Mongolian and Thai handicrafts in December, 2005.

The project supported product development and design in Cambodia and Thailand for crafts groups. In Cambodia a designer and a marketing expert were attached to a leading handicraft federation of associations. The designers assisted the groups in developing design skills but also provided designs to the groups. In Cambodia training and mentoring by trained design and marketing specialists was useful even if not all groups can develop the necessary level of skill to become fully independent designers.

Except in the case of creative and/or large groups it is difficult to expect crafts workers to develop designs, especially for the export market. Designing crafts products for export requires special skills and access to trend information that is not easily available to most

¹⁴ Music is promoted in Siem Reap, Cambodia near tourist areas and locations where weddings ask for the services of musicians.

crafts groups. It is still useful for crafts workers to be aware of design issues and types of products that the export market requires because it frees them from being overly rigid in their production. At the same time, designing requires constant innovation because of problems such as the copying of designs and changing markets.

At least one group in Cambodia indicated that they can now develop their own designs. Several groups are able to sell to the export market although they tend to work with the same buyers over a long period of time instead of developing new contacts. In Thailand groups indicated that, although they would like to develop brands, they prefer to be provided with samples and orders instead of making their own designs and searching for markets.

In the future it would be useful to determine the potential of groups to reach levels where they can autonomously design new products and sell to the export market prior to planning interventions. Groups with potential can be provided with special assistance to develop such skills. Other groups can be assisted by designers and marketing specialists who provide the groups with sample designs and orders. Where local designers and marketing specialists to assist such groups do not exist support could be provided such as in Cambodia with AAC. Assistance with product development in the future will need to be more closely linked with development of local designers.

- **Occupational Safety and Health**

The project has had good results in developing awareness of the rights of IE workers to OSH. The project achieved the awareness through advocacy, working on increasing representation, providing technical support to Government OSH inspection offices, TOT and training on OSH for different types of IE workers.

Training that has been provided has been well received by both trainers and IE workers. The OSH training was often implemented through partners from trade unions, NGOs, and associations. Involving trade unions and associations has had particularly interesting effects because it served to increase the awareness of the implementing partners and the IE workers at the same time. The training for IE workers included work site visits which often served as a “wake up call” for the implementing partner to the realities faced in these sites. In the words of one Mongolian interviewee: “We have been making many mistakes during the last 15 years where we have been teaching people to have businesses while OSH has come like an afterthought even though it is so important.”

The evaluator visited graduates of OSH type training in all three project countries. While the groups visited may not be representative the evaluator noted several key points. Despite the fact that most OSH training was very short and consisted of one day of intensive work, trainees were able to recall many important points from the training. In one example an interviewee noted that the WISH training was very useful to help people to understand that the home may be a workplace and adjustments need to be made to improve safety for all family members.

The evaluator noted that some changes were made in homes and production areas of IE workers although there are still many remaining safety issues. Some of the safety issues the evaluator observed are quite serious so more intensive focus on addressing OSH will be needed in the future.¹⁵

Informal assessment and some available reports indicate that participants in OSH type training were able to apply what was learned where it was low cost or changes required only cleaning and organizing. Trainees often lack financial resources to implement some of the more important OSH measures. Complete details on application of OSH training content are not always available, however. Reasons include lack of financing for follow-up which was a complaint of trainers in all three project countries.

¹⁵ For example: market vendors selling in a large windy open air market at 30 degrees celsius or more below 0 in Mongolia and a metal worker in Thailand soldering in a cramped space under his wooden house.

The project assisted in the development of an OSH policy and legal framework in Mongolia and Cambodia through technical input and support for tri-partite workshops (and development of OSH national programmes). In Thailand, through the project, the ILO is providing technical input for the implementation of the Ministerial Regulation on Home Workers which effectively expands the Labour Law to home workers including on OSH..

The project worked with Labour and Health inspectors and their offices in each of the three countries. Technical support was provided to offices in charge of OSH inspection and some inspectors attended OSH TOT. The offices in charge of OSH inspection in each of the three countries were satisfied with the collaboration. They all insisted on the overwhelming workload of staff already overburdened addressing OSH in the formal sector but that now also has to address informal sector. The project has found a partial response to this problem by involving Primary Health Care Units (PCU) in Thailand. This experiment appears to have quite interesting results in its pilot phase. Staff in PCUs were trained to collect data on OSH conditions in the locality, recognize OSH related health problems, and to provide education and counselling on OSH. The Thai Ministry of Public Health in charge of the pilot project has expressed a strong intention of up scaling the experience and sharing it with other countries in the region.

The project similarly provided support for the training of agricultural extension workers using WIND training methodology. This training is successful and has been institutionalised by the MoA in several areas of the country so far.

- **Social Protection**

The project has contributed to improvements in the area of social protection in all three countries. Support was largely focussed on ensuring that social protection schemes cover IE workers. Influencing the process was challenging because many other issues and different target groups are involved in the development of social protection schemes.

Work carried out by the project included analysis of decline of membership in the national health insurance scheme (Mongolia), consultations on implementation of Ministerial Regulations on home and agricultural workers and inclusion in the Social Security System (Thailand), and collaboration between ILO, GTZ, and WHO on the development of inclusive social and health protection schemes in Cambodia. In Cambodia the project also partnered with the international NGO GRET on the development of community based health insurance. The collaboration with GRET shows promise although the coverage in the piloted sites is still only partial in this first phase (10-15%). After the evaluation GRET was able to expand its scheme to Phnom Penh to work with specific IE groups and was also able to increase rural adherence as word of mouth of the advantages of the scheme continues to spread. The remaining work to be done on social protection is vast. Many sub-sectors of IE workers are still not included and the means to ensure coverage for all is not yet completely clear.

A start has been made on developing better social protection coverage of IE workers but this is one area where a gap still exists and focus in a potential future phase could be increased.

In Cambodia special attention was paid to developing an HIV/AIDS toolkit for IE workers. Details are discussed in Section 2.3.2 and Appendix 2.

- **Knowledge Sharing**

The project contributed successfully to knowledge sharing both within the project countries, among the project countries, and internationally. Experiences were shared through formal and informal meetings and attendance at conferences and workshops. Research was carried out on a number of IE issues and manuals were developed and shared.

The project is particularly to be commended for the generally excellent documentation of the project activities and research. Special care was taken throughout the project to establish a strong knowledge base. Some partners in Direct Actions noted that they had to prepare an

excessive number reports as compared to the financial input provided through the project. Other partners noted that the amount of reporting required was high but not disproportionate as compared to other donors.

Some researchers and partners noted that their reports did not initially meet requirements and that they had been asked to improve on them. Some found this very frustrating but by the time of the evaluation they had realized they learned a great deal from the exercise of improving their work. Some of the research on IE workers included relatively small sample sizes and are concentrated on a very specific group but this does not have to be a problem as long as extrapolation is limited.

Results of research are being fed back into policy development, particularly where analysis of legal and social protection issues are concerned. Input/feedback from direct actions to policy development and legal framework is still challenging and could use improvement.

The CTA played a pivotal role in the knowledge sharing within the project. She seized every opportunity to share the experiences of the project countries among the NPCs wherever it might be relevant. Usually this was done informally through electronic communications, telephone, and meetings.

- **Direct Action Program Results**

The content of Direct Actions financed by the project includes activities already discussed in previous sections. We will limit ourselves to some comments on the functioning of the Direct Action programs. The number of beneficiaries reached is still small in almost all cases but interesting activities were piloted. This is not problematic as long as the Direct Action programs are seen as pilot activities and/or to develop models for implementation elsewhere. At the same time it is important that they do not stay at the level of pilot and model action programs but provide the impetus for the launching of full-scale programs.

As already stated in previous sections, the Direct Action programs led to awareness raising of all involved.

Interviewees asked that the focus in the future should be on increasing depth of *existing* action types and expanding to new locations. With the exception of design and marketing of handicrafts (Thailand) most of the interviewees determined that the activities that have been undertaken are appropriate and should be continued along the same lines. For handicrafts in Thailand the provision of OD to local associations combined with direct design and marketing support by experienced outside resource persons could be further investigated. The model being developed in Cambodia with AAC could be used for inspiration. Interviewees did want to see the challenges that faced them during implementation addressed in order to increase impact in the future.

NPCs found their ability to achieve ideal results limited because of the lack of experience of partners on IE groups and/or partners' internal management weaknesses. Finding partners with sufficient experience, good management, proposal and reporting skills is difficult. Some (potential) partners also lack the human resources or time to carry out their direct actions fully.

2.2.2. Activities- Outputs- Analysis Overview by Project Country

The project used a conceptual framework dividing project activities into three categories: macro level initiatives including policy development, meso level initiatives including capacity strengthening at institutional level, and micro level actions with individuals and household groups. Using this three pronged approach was useful to ensure that the decent work dimensions were well integrated on each plane that required attention. The framework was most important to the CTA who was immediately responsible for ensuring that the project applied the key project strategies in each of the three countries. Activities carried out at each of the levels had outcomes that were useful to inform further action on the other levels. Direct

actions with individuals, for example, resulted in improved understanding of decision makers at macro level (see Section 2.2.1. on Awareness Raising).

The evaluator noted some important points regarding the project results and continuing gaps in the context of each country. These are summarized here using the macro, meso, micro conceptual framework. The analysis highlights the main points of focus in the past and the remaining issues to address in the future.

Cambodia:

Macro Level

Attention for IE at national Government level is still nascent but awareness is growing. A foundation for improved impact has been laid. A strong emphasis on creating an enabling environment is needed in the future.

There is currently no system for mainstreaming attention for I.E. workers and their rights in different levels of the Government. It is important that each government agency extend its reach to non-covered workers/entrepreneurs (e.g. on labour statistics, OSH, social security, etc.). The opportunities at the higher levels of Government are still quite limited for mainstreaming although at the local level there is more scope. Inter-ministerial competition renders it difficult to create synergies.

Meso-level

Local organisations, including local government, are generally very weak on planning, management, and technical areas with exception of a few experienced agencies (PADEK, GRET). Some newer agencies are making progress, partially as a result of assistance from the project i.e. AAC, CAID, Department of Agriculture in Siem Reap. Potential for working with other agencies exists.

Local government authorities need a great deal of additional support in all areas related to IE issues. Local government needs support because it is the first level that IE entrepreneurs and workers need to deal with officially (e.g. registration, ensuring OSH, labour rights, appropriate public infrastructure, access to health care, etc.)

Micro level:

Impact is visible where direct actions have been undertaken but depends on the specific context and quality of each partner.

The existence of motivated partners can result in substantial effects of actions.

Scope for impact of future actions is high if well organized.

Mongolia:

Macro level

Impact at central Government level is substantial. Prior to the project little attention was paid to IE issues. Each ministry has a different view on the subject of I.E. but they are coming to a consensus on how to address IE groups. This is shown by the fact that there has been cooperation among different Ministries on a policy paper addressing problems of groups of IE workers. The government has, in partnership with the project, developed mechanisms and strategies to support policy (e.g. registering IE, incorporating OSH in vocational training, enterprise promotion, and local planning on accessibility).

Meso level

The Trade Union Confederation and the Employers Confederation are currently motivated partners for direct actions but many locations in the country have not yet been covered.

Middle level staff of Government Ministries, trade unions, and Employers Confederation do not always have sufficient technical and management competency.

Local Government in project locations is capable and interested but additional areas of the country need to be covered.

Most NGOs are quite good but staff capacity may not be good in all areas. NGO Staff may know about political rights but not about how issues such as labour rights, OSH, social protection and are related to I.E. groups. NGO Staff are quite interested in working with IE groups. Management of partner NGOs and promptness in providing deliverables is quite good.

Many partners have difficulties with proposal writing but quality is improving.

Micro level

Where activities have been carried out there has been some impact. So far the number of IE workers benefiting directly from actions has been limited. It should be kept in mind that Mongolia, being an economy in transition, does not have a strong recent history of entrepreneurship.¹⁶ Experienced agency staff able to provide technical support, including on business development and OSH in private enterprises, was scarce at project start up. The project needed to first focus on preparing trainers and other technical staff within agencies to work with IE individuals. There is still room for more impact both among existing beneficiaries as well as in other locations across the country. Interest among IE workers to increase knowledge is great so there are many opportunities for putting the trained agency staff to work through future actions.

Thailand:

Macro level

Work had already been done in the country on policies on IE issues prior to the IE project. As a result the impact at policy level is less obvious. One important impact of the project has been on humanising the face of the IE worker. Policies on IE issues were previously seen as an official necessity but this has improved. The project has contributed to raising awareness of the true importance of the policies in human terms and the necessity of improving the legal framework further. Advocacy work needs to be extended to more decision makers at all levels.

Meso level

Where pilot projects were carried out substantial effects were noted especially on developing models to integrate OSH in Primary Health Care Units, Ministry of Agriculture Extension Offices, and Ministry of Labour Inspection Offices. The models involved working in partnership with offices to develop and test the capacity of staff to implement actions on OSH. There is great scope for increasing trade union involvement and possible potential of employer involvement.

Micro level:

Voice of workers has increased through participation in conferences, workshops, and training. Awareness of rights among those involved with the project has increased substantially. Beneficiaries benefiting from marketing assistance increased knowledge but this has not yet resulted in improvements in sales. Results of training of retrenched workers were uneven due to contextual factors (age of workers, type of training, etc.). Potential exists for further developing consultation centres on labour issues by retrenched workers with experience as trade union leaders and members.

2.2.3. Capacity Building

Capacity building in the project took place at several levels. The first level was within the project itself. Competent staff was hired but the subject of IE was relatively new in Cambodia and Mongolia. In Thailand there was more knowledge of IE but few people had the global knowledge of the diversity of issues involved. For this reason the first level of capacity building was aimed at the National Programme Coordinators (NPC) in each of the three

¹⁶ Of course, Mongolia was an entrepreneurial country for centuries during its long history prior to the socialist period.

countries. The NPCs were active partners in this process supported by an experienced CTA. The process included studying documentation, participation in workshops and conferences, monitoring project research, and mentoring by the CTA.

The NPCs also learned from their networking with other ILO projects and the project partners through a two-way collaborative process. In this way the capacity building of the staff was a participative and natural process. By the time of the evaluation the NPC had mastered their knowledge of the core issues very well. They spoke knowledgeably about the IE and the situation in their respective countries. The only remaining subject that lacked some clarity is the problem of defining the IE. According to the NPCs, country decision makers search for a better understanding and a definition of who the IE includes. The ILO assertion no single universal definition can be provided still leads to some confusion.

Capacity building also took place with all of the stakeholders in the project and included technical and management capacity building. Some partners had very weak organisational and management capacities and required thorough OD assistance. A substantial number of partners had little or no previous experience on IE.

Management capacity was strengthened through organised Organisational Development such as was the case with AAC in Cambodia or, more informally, through advisory support from the NPC and other partners. Capacity building was, further, carried out to improve institutional networking and coordination. Institutional networking was strengthened through an inclusive process of advocacy and discussion between Government, trade union, Employers, and other groups from civil society.

Technical competency on OSH for IE workers, analysis of the legal framework, business skills, etc. was strengthened primarily through training and research. The NPC provided input during planning meetings, monitoring, and other informal contacts. The partners were satisfied with the training and support on technical issues that they received although some asked for continued support in the future. In Mongolia, for example, the MoSWL requested further training and support. In Thailand interviewees from trade unions pointed out that not enough people from each TU had been involved resulting in difficulties should one of them be reassigned. The Thailand NPC pointed out that the problem of reassigning staff also exists at central Government level. In Cambodia the need for more technical competency was particularly strong and extends from central Government to the IE workers themselves. A great deal of work remains to strengthen technical capacities.

2.2.4. Collaboration and Coordination

As stated in Section 1 the project collaborated with many different partners, 73 in all. Collaboration was smooth in most instances although the project did need to address some inter-project concerns. Fear of duplication sometimes led to discussion on the necessity of the IE project to join in carrying out activities that are the primary responsibility of other projects. The project staff managed to create collaborative partnerships with many other projects despite occasional reticence.

The stakeholders were satisfied with the coordination provided by the project. The typical comments provided in each of the countries illustrate the level of satisfaction and speak for themselves:

Cambodia:

- "ILO staff is supportive and helpful."
- "The NPC is very responsive and always there when you need him."¹⁷
- "ILO cooperation was excellent. They understood from the beginning what our needs were."
- "There were no challenges in working with the ILO."
- "The NPC always discusses with me (MoL representative) before starting to do anything."
- "The NPC has a participative style."
- "We work hand in hand."

¹⁷ The names of the NPCs have been replaced by their titles as "NPC" in the quotes presented here.

Mongolia:

- "We think the person (NPC) who is leading the project is just excellent. We are really happy about her."
- "We learned from the NPC and the ILO documents."
- "The NPC has been very active."
- "There is not much to criticize in the work of the ILO so far."
- "The project office is providing regular information flow"
- "The project is very flexible and they are always willing to listen and it is easy to talk to them."
- "The project is small but very effective."

Thailand:

- "Part of the success of this program is because of getting very good support and coordination from the ILO."
- "Contact of the NPC with the provincial officers was good."
- "There have been no problems at all working with the ILO on these issues."
- "The situation is always better when the ILO project staff is present."

2.2.5. Management and Internal Coordination

The project staff is motivated and hard working. The CTA is exceptionally competent on almost all levels. She knows the subject and the ILO strategies on IE work well. She has been able to provide effective technical and management support to the NPC. Where necessary the CTA obtained information from technical experts within the ILO and elsewhere. The CTA had a participative style but was able to clearly articulate her opinion and lead where necessary. She kept staff informed of the general progress the project was making in the three countries. The NPCs noted that she had a quick "turn-around" on questions posed to her by e-mail or telephone.

The evaluator has noted in the past that some CTAs tend to try to impose a rigid framework of strategies and development philosophies on a country. The CTA of this IE project was an exception. She was open minded about how to approach the development of the IE in each country according to its specific situation. She was also willing to experiment with some approaches in areas such as agricultural production and marketing of cash crops in war torn but touristic Siem Reap (Angkor Wat), Cambodia. The project is complex in the number of levels, issues, and stakeholders (see Appendix 1) but the CTA was able to gradually bring the different elements together. In the future, however, further integration of within-country and between country strategies and activities should be taken to an even higher plane.

The NPCs have learned a great deal over the course of the project on the technical issues involved in the project. As indicated in the previous section (2.2.4) their work has been well appreciated by the stakeholders in each country.

Staff was overburdened with many tasks leading to some delays in reporting. Each country had only two staff members, consisting of an NPC and an administrative assistant. NPCs had to carry out tasks that would normally not be part of their work including detailed support to partners for project proposals and implementation activities. They also had to translate reports and other documents for transmission to the CTA and ILO regional office.

Technical and administrative support from the ILO sub regional office (SRO) in Bangkok and ILO Beijing and Mongolia Office was good. The multi-layered approval process of action programmes ranging from NPCs to higher levels within the ILO sometimes led to delays in implementation and frustration on the part of the partners in each country.

The Backstopping Officer in Bangkok was the Senior Specialist on Local Strategies for Decent Work. The Backstopping Officer provided useful input without micro-managing activities. The Backstopping Officer ensured that the project remained in line with its mandates, obligations, and administrative responsibilities such as timely reporting. She also provided inputs and advice on technical and management decisions to the CTA such as on choice of strategy or partners; providing comments on reports as requested, etc. As a coordinator the Backstopping Officer also assisted by establishing links with other ILO

technical specialists in SRO, HQ and other regions, an important function given the broad mandate of the project and the need/preference to identify and initiate/maintain links with ILO resources. The CTA and other project staff found that there was excellent quality, strength, and consistency in the way in which the backstopping was provided.

Technical ILO specialists provided support ranging from providing comments as requested including on labour statistics, policy on street vending; OSH in public health system.

Collaboration with other ILO projects has been discussed under Section 2.2. (second paragraph).

The Project Advisory Committees were not fully operational. The committees had only met once or twice at the time of the evaluation. It should be noted, however, that the members of the committees were almost all the same individuals that had been met during the inception missions by the Backstopping Officer and the CTA. The NPCs and CTA also had numerous meetings with different members of the committees both individually and in sub-groups. Many of the members were directly involved in awareness raising, direct actions, research, manual development, etc. The evaluator also met most of the PAC members for lengthy interviews. Some resistance was noted in the countries to these committees. Members believed that they were already providing their input and saw the additional meetings in PAC format as somewhat superfluous and time consuming. It is also important to remember that the PAC tends to include important decision makers who are frequently called upon by many donors to attend such meetings.

2.2.6. Monitoring

The monitoring of the project was carried out through almost daily contact with the CTA with all NPCs and regular reporting by partners and NPCs. The NPCs monitored activities of the project in each country and each partner with regularity as evidenced in the comments from partners. Reports covered the main issues. The quality of the reporting was adequate despite the fact that the original IOs had to be adapted for the sake of clarity and according to country specificities. A progress review published after completion of the first 18 months was sufficiently clear that it could be used as a public relations and, more importantly, as a knowledge sharing and advocacy tool.

Some partners did remark that they believed reporting requirements to be excessive in relation to the amount of financing that they had obtained through the project. Because of these requirements the partners sometimes found it difficult to meet deadlines. Other partners noted that although frequent, reporting requirements were not so much more stringent as compared to other donor agencies.

2.2.7. External Factors and Government Commitment

As explained in Section 2.2.1 under "Awareness Raising" Government commitment to addressing IE workers rights and issues has improved. Mongolia and Thailand have expressed the strongest level of commitment but Cambodia has expressed commitment in recent public forae and meetings. The Deputy Minister of Labour reasserted Government commitment to the evaluator during an interview.

The IE project was affected by many external factors. These have been discussed in some of the previous sections and are detailed further in Appendix 2. General factors include the changing political structures following elections or reassignment of staff following installation of a new Government. In Mongolia the installation of the new coalition Government resulted in delays in implementation of activities. A similar situation occurred in Thailand both in the Government and in one of the trade union federations. Other factors included that some central Government staff in Mongolia, but also in the other countries, are overloaded with several key responsibilities. IE might be just one of 4-5 main focus points for a government officer making it difficult to ask staff to pay special in-depth attention it. Capacities of Government staff also varied greatly by department and location.

The other principal external factor was the fact that in each country IE was either an almost totally new topic or remained at policy instead of implementation level. This meant that the project had to start from a very low level knowledge or awareness on IE. Other points include the lack of previous understanding of the concept of IE and decent work to build on, especially in Mongolia and Cambodia. The high poverty rate and history of Cambodia was a contributing factor to creating a particularly challenging environment for the project. In the words of one interviewee: "Almost anything you touch needs attention in Cambodia". Creating the momentum for change is difficult when so many factors need to be addressed at once.

2.2.8. Relevance

The project was relevant to the needs of the project countries. In each country relevance was increased by analysing the specific situation and needs. The thrust of the project as translated in approaches and activities was well adapted to the realities found in each country. Where the project document lacked some clarity in IOs the project staff made adjustments to increase relevance. A thorough analysis of many of the key activities (See Appendix 2) indicates a high level of relevance for each.

2.2.9. Responses to changes in situation

The project responded to some changes in the political situation in the project countries by concentrating on activities that did not need input from affected government or other staff. The Tsunami created an emergency situation in Thailand to which the project responded by collaborating with another ILO project on providing assistance for capacity building. The project also collaborated with another ILO project on social protection for HIV positive and vulnerable households in Cambodia

2.2.10. Efficiency

Much of the work of the project was qualitative in nature or oriented to TOT and development of action models so it is not possible to carry out any type of quantitative cost-benefit analysis. The evaluator believes the project was efficient given the combination of results and relatively low amount of funding provided per country. For activities alone the amount was \$250-300,000 per country not including staff salaries and travel cost

Efficiency can be ascertained from the fact the actual implementation of the project was really only about 18-19 months underway at the time of the evaluation and quite good results were noted. Prior to that date some contract work had been carried out but no concentrated and integrated approach. The individual components or action programs in each country were quite low cost. Training was especially low cost to the point that some partners complained that they themselves had sometimes underestimated factors such as transport cost in their budget. The resources were spent as economically as possible with synergies and cost sharing introduced wherever possible. As discussed in the introduction, collaboration with other projects increased the reach and effectiveness of the project. The actions of the various partners were complementary and the project results justified the costs incurred.

2.2.11. Sustainability- Overall project and individual Action Programmes

The project laid a strong foundation for future action in each of the project countries. The starting point and resources available in each country was highly variable with consequences for sustainability.

Thailand, with its stronger economy and more developed IE policies and legal framework, has launched itself on the path to independent sustainability. At the same time, Thailand can still benefit from additional input in the areas of support for the legal framework, trade union, and employer involvement in IE workers issues. Support for advocacy by IE workers to allot local Government funding for issues affecting them is needed for full sustainability to occur. IE workers could advocate for funding for OSH approaches and other actions developed with the project.

Mongolia has made much progress on improving the enabling environment. Awareness raising no longer needs major focus for sustainability in the enabling environment. Technical input for policy and legal framework development will still be needed. Mongolia is institutionalising several actions initiated by the project such as OSH training and survey registration of IE workers. To increase coverage of the country more support for partners to implement direct actions will be needed to ensure long term sustainability and institutionalising of actions. For sustainability local government forms a potentially good partner in many locations.

Cambodia started from the most difficult position and sustainability is still a problem for the enabling environment. Progress was made on awareness raising and has created the appropriate setting for more intensive work on improving the enabling environment. Some interesting direct actions have been developed with partners including on health insurance (GRET), OSH (CAID), and handicrafts (AAC). These actions may still need some support for long term sustainability and expansion but at a decreased level. Other actions, such as the agricultural project in Siem Reap, are still in the experimental phase and will need more intensive support.

2.2.12. Alternative strategies and Unanticipated Effects

The project strategy was somewhat reformulated during implementation to allow for the specific situation found in each of the project countries. The adjusted country strategies were appropriate and effective in meeting the needs in order to achieve the objectives. It is important to note here that the original project document overestimated the actual awareness and level of progress made on IE in the project countries.

2.3. Special Concerns

2.3.1. International Labour Standards

The project has complied with the principles and provisions of relevant standards. Interviewees in Thailand asked for the ILO to provide more support for advocating the government to ratify ILO Conventions 87 on Protection of the Right to Organise Convention 98 concerning the Right to Organise and Collective Bargaining. The fundamental rights Conventions (including 87 and 98), even if not ratified are, nevertheless, binding on ILO member states to respect, promote and realize their principles

2.3.2. Equality and gender issues

The project paid particular attention to including equality and gender issues. In Mongolia the project collaborated with an ADB project for the disabled on WISH. In Cambodia many of the direct action programs included high proportions of disabled IE workers. In Thailand female retrenched workers of middle age and older received technical and other training.

The project included GET Ahead business training for women in all three countries and collaborated with the Cambodian EOW project on gender. Women were the largest groups in almost all of the training carried out, including TOT and IE workers. The subject of gender was mainstreamed in the project.

HIV/AIDS was mainstreamed in the project in Cambodia where infection rates are high. A toolkit on HIV/AIDS for IE workers was developed including focus on rights, stigma, and discrimination of HIV + patients.

2.3.3. Environmental factors

At this early stage attention in the project to environmental factors was limited. Support for social dialogue between informal miners and formal mining companies included discussion of environmental aspects related to mining.

3. LESSONS LEARNED AND GAPS IDENTIFIED

Some of the key lessons learned and gaps identified are listed in Section 3. Additional details on success, challenges, and gaps on project activities per country are detailed in Appendix 2.

3.1. Lessons Learned

It is possible to develop effective methods for addressing IE workers issues in countries with vastly different situations within the same project if well coordinated.

Direct Action programmes can be used as sources for raising awareness by humanizing IE workers. For this reason, it is effective to include Government, trade union, and Employers groups in carrying out Direct Actions.

Direct Action programmes on IE that are well targeted and adapted to the specific situation of each IE group can result in replicable models in other parts of each of the project countries.

Existing ILO tools such as SIYB, GET Ahead, WISH, WIND, Small Business Association manual, Trade Union Manual, HIV-AIDS toolkit have been very well received in the countries despite the diversity of the situation.

Creativity in finding solutions to the problems of IE workers is useful. Where insufficient labour and health inspectors exist alternative strategies to improve OSH for IE workers were identified. Integration of OSH in the activities of Primary Health Care Units and agriculture extension workers was a successful experiment.

Integration of approaches to working with IE workers is most effective.

Knowledge sharing within and between countries leads to greater understanding of the issues and improved approaches on the IE.

OD with member based associations can be effective particularly where training and mentoring are combined.

3.2. Gaps Identified

Participative Exercise by NPC on Gaps

The NPCs have a very good understanding of the most important gaps. The evaluator asked the NPC in each country to provide a list of the principal gaps. The results are summarised below.

Gaps Cambodia

- Lack of legal framework and policy to support the project activities.
- All the relevant partners are not ready to implement activities yet, they do not understand the concept of IE.
- More awareness raising is needed, especially of policy makers.
- Involvement of the MoL is still not ideal.
- All the organisations and associations serving the IE are quite weak, and/or lack experience. Internal management and implementing capacity is weak.
- The partner organisations are almost all non-profit and do not understand business ideas. It is difficult to help them to work as a business, i.e. work as a socially conscious business.
- The ILO has traditionally worked with a tri-partite structure but the lack of preparedness of the tri-partite members means that the project has to work primarily with local NGOs. In some places the project works with MoL, Director of Agriculture etc. but still not at a preferred level.

- Limited capacity and lack of motivation of social partners to take issues and integrate them into their action plans and programs. Without integration of ILO interventions in a national program with national budget support, there are no ways of making the interventions sustainable.

Mongolia

- Clear policies and legal framework are still lacking
- Absence of clear definition of groups included in the IE
- Lack of knowledge and experience on IE
- Capacity of tri-partite on IE (and in general) lacking
- Logistics: time, distances, human and other resources.

Thailand

- Policy exists but plans are not clear.
- Lack of insight into resources needed for implementation.
- Financial and human resources are lacking.
- Lack of awareness of decision makers on the issues and how to resolve them.
- Staff turn-over resulting in renewed necessity to create awareness.
- Government does not always appreciate assistance from donor agencies.
- Government and ILO processing of administrative procedures is complex and slow.
- Difficulties in selecting suitable partners for the IE project that have sufficient capacity to plan and implement projects according to ILO guidelines.
- Ministries have separate projects on IE that are not integrated with those of other Ministries.
- The National Economic and Social Development Board is unsure of their role to identify details of the IE component of the National Economic and Social Development Plan.

Overview of additional gaps identified through the evaluation.

The gaps identified here are mostly the result of points raised directly by the interviewees and are complemented by an analysis by the evaluator. The gaps identified here do not imply that the project did not attain its goals but rather serve to indicate areas for future emphasis in a potential next phase.

- Input/feedback from direct actions to policy development and legal framework is still challenging and could use improvement.
- Social Protection. A start has been made on developing better social protection coverage of IE workers but a gap still exists.
- Find solutions with IE workers by strengthening group formation so they can address their fear of losing work/income if they express themselves.
- Training on advocacy skills and public speaking for leaders expressing a need for such training.
- Common ground is needed for TUs in Cambodia to unite and work on IE issues instead of having them divide the different types of workers among themselves. Since the unions are highly politicised the groups may be forced into backing a union of which they do not support the politics.
- Advocacy tools to work with Local Government in Cambodia so they will support actions instead of seeing the organisation of IE workers as a threat are lacking.
- Means to strengthen voice of daily wage workers is lacking.
- Monitoring and follow-up after training needs to be integrated in Direct Actions and institutionalised for sustainability.

- Lack of financing to purchase protective wear for implementing OSH measures.
- Role of Local Government in Siem Reap municipality (Cambodia) needs emphasis; increase awareness and involvement on IE issues.
- Inter-ministerial cooperation is insufficient (Cambodia, Thailand).
- Project proposal writing skills of partners are still weak.
- Registration system of IE enterprises (as recognised workers and not just for a data base).
- Up scaling of all training provided through the project to more IE workers.
- Mechanisms for obtaining funding for local initiatives particularly as related to IE (IRAP exercise) are insufficient to meet needs identified.

4. CONCLUSIONS

The project has contributed to increasing attention to the needs of the IE at decision making level in the project countries. The project staff used a wide range of methods to push the issues forward including networking to lay the foundation for representation and voice by IE workers. Trade unions, employers groups, NGOs, and associations were targets and active partners at the same time. Working directly on IE issues succeeded in raising awareness of partners. In some locations IE workers themselves have already started directly voicing their concerns. Examples include Thai and Cambodian handicrafts workers and Mongolian market vendors.

Work with partners concentrated on policy and legal framework development, increasing the knowledge base, training specialists on OSH and business management, increasing productivity and marketing and other activities. The project succeeded in opening many avenues to improving the situation of IE workers in each of the project countries. The context in the countries, especially in Cambodia and Mongolia, posed many challenges and much work remains to be done. In Cambodia emphasis in the future will need to be placed on strengthening the enabling environment while building on the Direct Action programmes that have been initiated. In Mongolia work on strengthening the enabling environment can continue but more emphasis is needed to ensure that the full impact of the TOT and other actions on OSH, business development, organising, and rights be felt across the country. In Thailand Trade unions form an excellent resource for continuing to reach and organise IE workers. Ways to ensure sustainability of other actions initiated through the project need to be explored.

In conclusion, the project has contributed to building a road towards better conditions for IE workers. That road still needs to be more travelled to reach its final destination. The evaluator highly recommends another phase for this project.

5. RECOMMENDATIONS

The following recommendations are based on an overall analysis of the project. Additional recommendations are included in the analysis of the project activities presented in boxes in Appendix 2 under the headings: "Replication/Up scaling/Institutionalising".

New Phase Planning

A potential new phase can continue to focus on the 7 key areas of the past project but with different emphasis depending on the experience and other realities in each country: awareness raising, policy and legal framework, representation and governance, productivity and market access, occupational safety and health, social protection, knowledge sharing.

A future project document should decide upon a way to present context and justification information in a coherent manner. Issues need to be discussed either thematically or mostly by country for the sake of clarity.

A review of all the indicators developed by the project team during project implementation could be useful for the development of a future phase of the project.

The project needs to finalise the identification of committed current and potential partners in all three countries. The roles of these partners should be clearly defined as soon as confirmation of a new phase is received so that the project will not lose time during start-up.

During Phase I the focus was on creating models to implement strategies and activities that have an impact on workers. It will be important in a potential Phase II to consolidate and scale up these models so that the work undertaken does not stay at "model development level".

Strengthening the Enabling Environment

Although progress has been made a great deal more needs to be done with regard to ensuring OSH and labour protection by developing legal frameworks and their application but also for policy development. Cambodia needs particular support in this area.

Extend awareness raising campaigns to cover more individuals.

A potential second phase of the project should try and expand work in each country to include other Ministries which are important for IE (Interior & local government for associations, local government, registration; Public Works for tertiary infrastructure, Finance for budget allocation, taxes, etc.)

Representation, Voice

The financial cost of organizing events where IE workers can present their issues in a public forum is high but events of this kind could be useful in improving opportunities for representation and voice. To reduce costs they can be held within regions of the country.

In the future emphasis on improving representation and direct role of IE workers in issues that concern them will be required will need to be continued and increased.

Explore feasibility of developing additional labour rights counselling centres by TU retrenched workers.

Increase emphasis on developing direct actions with trade unions in Thailand.

Productivity and Marketing

Capacities of local designers for handicrafts need to be strengthened, particularly educated artists who can use internet and other international resources.

Marketing channels for handicrafts need to be explored with specific buyers. Strengthen marketing skills of handicrafts groups and/or wholesalers (with a social conscience).

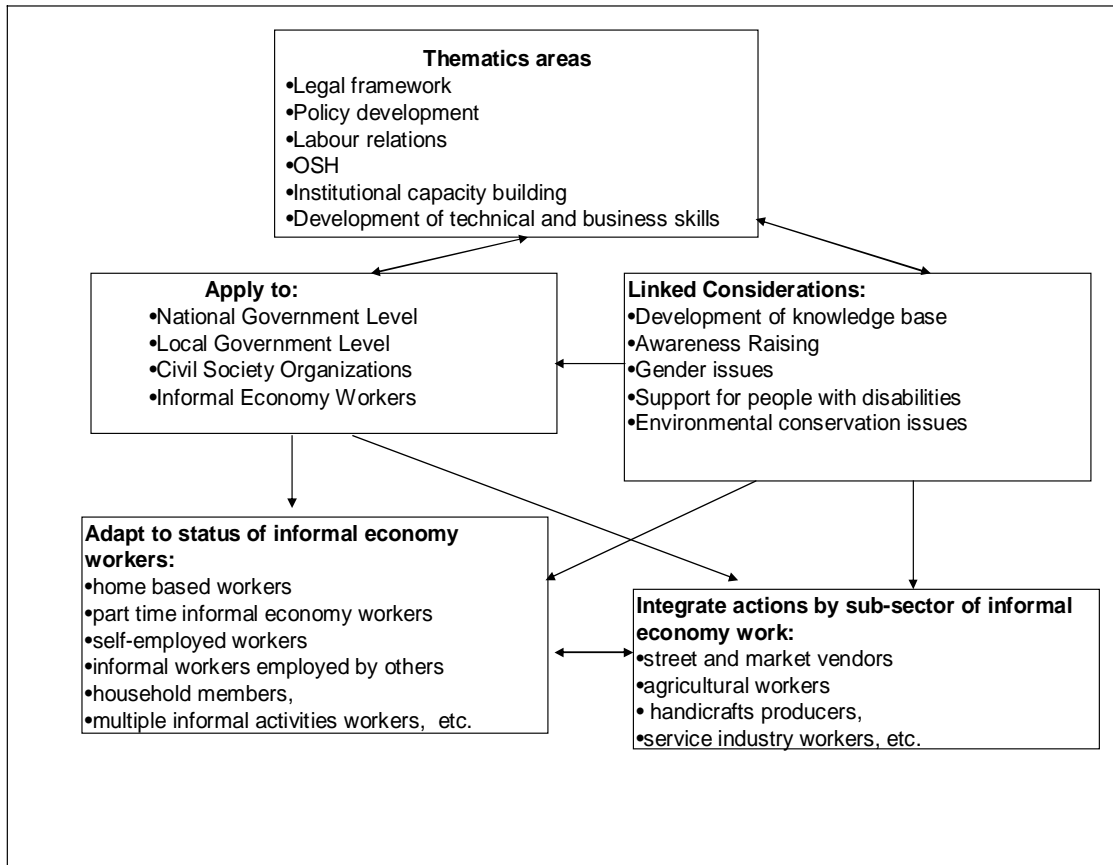
It would be useful to determine the potential of handicrafts producer groups to reach levels where they can autonomously design new products and sell to the export market prior to planning interventions. Groups with potential can be provided with special assistance to develop such skills. Other groups can be assisted by designers and marketing specialists who provide the groups with sample designs and orders. Where local designers and marketing specialists to assist such groups do not exist support could be provided such as in Cambodia with AAC. Assistance with product development in the future will need to be more closely linked with development of local designers.

Project management

The Cambodian team needs at least one additional project staff member to address the large number of issues in the country.

Inter-country consultancy by NPC (Mongolia-Cambodia). The NPCs have different strengths and can benefit from more in-depth exchange.

Appendix 1: Graphic Illustrating Project Complexity



Appendix 2: Summary of Main Findings by Country, Thematic Area, and/or Key Partner

The evaluator has summarized some of the main findings from interviews and documentation in a series of tables. The information includes an analysis of successes but also of challenges. Many of the problems the project faced were the result of realities faced in each country as opposed to problems originating in the coordination, management, and methodology of the project. The contextual challenges are often deeply intertwined with project functioning and it is difficult to separate the two. For this reason the challenges are presented in combination of those that can be attributed more to contextual and those that may be the result of direct project functioning challenges.

The interviews conducted by the evaluator had a different focus by country because of the different emphasis of the project (see Section 2.2) on enabling or direct action. For this reason the tables presented in Appendix 2 do not necessarily have the same types of categories for each country. In some cases emphasis is on thematic areas and in others it is more an analysis of the type of collaboration that has been carried out. The tables also do not cover all of the many activities of the project but do highlight the core issues.

It is important to note here that the analysis is based on an examination of each activity in the short time allotted to assessing them. The conclusions cited at the bottom of each table in terms of “efficiency”, “sustainability”, etc. are not meant to be authoritative but may serve as a basis for reflection and discussion within the project future planning.

Cambodia

Area of Focus: Policy and Legal Framework				
Positive Comments: Some progress has been made and Government has agreed to include discussion of IE workers issues in review of Labour Law.				
Challenges: <ul style="list-style-type: none"> - The trade unions find it hard to carry out problem solving because of the lack of a legal framework. - Training on the right of workers to organise in the informal economy was successful in raising awareness and found useful. - According to the current labour law the Occupational Health Department does not have the authority to impose a fine on any company that is not applying the legislation. 				
Replication/Up scaling/Institutionalising: Still in progress				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Average	Average under the circumstances	Still in progress	Awaiting results

Area of Focus: Labour and Health Inspection				
Positive Comments:				
<ul style="list-style-type: none"> - The MoH has been working on developing greater awareness of OSH issues for IE workers - 6 MoH inspectors have attended training on WISH, WISHCON etc. 				
Challenges:				
<ul style="list-style-type: none"> - There are too many different types of inspectors, LI, OH inspectors, Ministry of Industry hygiene inspectors. - The number of labour (15) and occupational health inspectors (15) is too small to cover the country. Must also cover formal sector. 				
Replication/Up scaling/Institutionalising:				
Determine if Thailand model of including local primary health care centres can be replicated. Commitment to addressing OSH of the IE and institutionalising it exists.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Good	Average (because of lack of time of inspectors)	Good	Feasible, especially if additional inspectors are trained.

Area of Focus: Trade Unions				
Positive Comments:				
<ul style="list-style-type: none"> - Cooperation with ILO Worker Education Project successful. - OSH training for I.E. with trade union participation. - Focus on right of workers to organise in the informal economy. - Subsequent to TOT on organising IE workers the street vendors were able to organise themselves. - 				
Challenges:				
<ul style="list-style-type: none"> - The different TU have different ideologies. Very political, represent the different political parties. - TU never spoke to each other before ILO Worker Education Project started in 1998. - Difficult for ILO staff to remain neutral when TU participants are very opposed to each other in meetings. - Some of the pro-Government unions are not so active. - Potential trainees who say they will attend change their minds or send someone else. 				
Specific difficulties organising IE workers:				
<ul style="list-style-type: none"> - Workers ask what benefits they will obtain by becoming union members, especially money. When TU tells them that they can not give any money workers are often not interested - The Local Government is also afraid and asks the TU serious questions "Why do you do this with these people and for what?" Sometimes they believe that the IE groups may take actions against the Government. - Permission has to be provided by the Local Government before training can be conducted. - Workers sometimes do not have the time to attend training - It takes a great deal of time and energy to convince people to attend the training. - Workers have difficulty understanding the concept behind the training. - IE workers are often widely dispersed making it difficult to raise their awareness on the importance of the issue. - Some workers are afraid that they may have a problem with their employers if they organize themselves because they are not covered by a labour contract and can be 				

<p>fired at will.</p> <ul style="list-style-type: none"> - The Government requires that all organizations be registered with the Ministry of the Interior. The procedure is complicated and bureaucrats often ask for bribes to fast track the registration. Organizations in the formal sector only need to be registered with the Ministry of Labour. - The education level of IE workers is very low. - Sometimes the workers want to organise themselves but the construction employers do not allow them to gather in the work site. - Workers are sometimes afraid to confront the construction employers. - Most of the construction workers come from the rural areas. They are daily workers who move around a great deal so it is difficult to organise them and carry out follow-up. - The living conditions of the people are so low that the benefit has to be very clear to motivate them to participate. 				
<p>Replication/Up scaling/Institutionalising: Some of the unions have started organising street vendors, motor taxi driver, beer promotion girls, and restaurant waiters. They also plan to organise many other sectors of the informal economy workers. The Unions also plan to organise the home-based workers. The opposition party union may have difficulties organising workers because they do not get any support from employers and local officials. The experience of street vendors who were able to organise themselves is a good model for other IE workers.</p>				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Very good	Very good	Very good	Very good

<p>Area of Focus: WISH, WIND, WISHCON</p>				
<p>Positive Comments:</p> <ul style="list-style-type: none"> - The courses were well received by the <i>trainers</i> who participated in the TOT; they found it practical and useful. - <i>IE workers</i> who participated in training found it interesting and potentially useful. 				
<p>Challenges:</p> <ul style="list-style-type: none"> - Participants introduced some no-cost changes but could not always apply other changes such as purchasing protective measures due to lack of financing. - Construction workers were not provided with financial support from their employers to buy protective measures. - Construction workers are mobile and/or daily labourers and employers do not consider themselves responsible for them. - In agricultural areas few men attended the workshops despite promotion to attend in husband-wife teams. 				
<p>Replication/Up scaling/Institutionalising: Agencies that sent trainers to attend have committed to continuing to provide training if they have sufficient funding from own or other sources.</p>				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Good	Good	Good if funding exists	Feasible

Area of Focus: Agriculture Project in Siem Reap				
Positive Comments:				
<ul style="list-style-type: none"> - Good cooperation from District and Provincial authorities. - Competent agricultural expert. - Local farmers interested in developing cash crops for tourist market but only willing to try small quantities (risk averse). - Middle-man identified with the necessary interest and skills to assist farmers in marketing farmer products to tourist hotels. - Study tour of agricultural officers from Siem Reap was effective in developing new technical knowledge. - Demonstration sites are being successfully developed. - Project has determined that demand for local produce exists, hotels and middlemen are interested if quality and quantity is sufficient. 				
Challenges:				
<ul style="list-style-type: none"> - Past projects concentrated on food security through self-sufficiency instead of production for cash income (which also leads to food security) - Some potential local partner NGOs hesitant to shift to cash crops. - Management of principal partner NGO weak. - Local farmers lack experience of production of cash crops for Siem Reap tourist market. - Lack of appropriate local agricultural input of various types (e.g. seeds, water) - Marketing mechanism of locally produced cash crops almost non-existent and must be developed from scratch. - Potential of social and economic disruption as result of overly rapid growth of Siem Reap. - Topography of Siem Reap province is difficult with flooding risks. - Farmers' lack of understanding of new technology. - Lack of trained agricultural technicians. - Lack equipment for demonstrations. - WIND training is too short, insufficient trainers, insufficient follow-up of participating farmers. - Lack of sufficient transport of agricultural extensions workers. - Many development projects dig unsafe wells (not sufficiently deep for clean water). - Some local NGOs have established precedents using inadequate engineering or inappropriate methods in agricultural production in the area. - There is resistance for trainers and technicians to accept people with disabilities in training. - Some farmers follow guidance temporarily but later return to older methods of production. - Some remote areas can not be reached even by motorbike. There is no connection with the town. - It is very challenging to gain beneficiaries trust due to war history in the area. - Competition from imported produce but local producers can compete with quality organic produce. 				
Replication/Up scaling/Institutionalising:				
<p>Currently project is dependent on skills of foreign expert associated with local NGO. It is probable but not certain that he will remain for a sufficiently long time to ensure the project is sustainable.</p> <p>To be effective an integrated model of agriculture needs to be developed including livestock, vegetables, home production, marketing. Such a model could be developed through linking with other projects.</p> <p>Integrate activities of agricultural, community shops, and artists' project. Also develop other aspects of local IE.</p>				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Good	Good	Too early to determine	Too early to determine	Too early to determine

Area of Focus: Community Stores and Self Help Group Model (Manual) (with NGO PADEK)				
Positive Comments:				
<ul style="list-style-type: none"> - Concept of community stores has potential but is still in early stages so difficult to determine impact. - Interest from community is high. - If community shops develop sufficiently they can play a role in marketing of local produce including transporting to Siem Reap. - Management structure of Community Shops and membership by community inhabitants is well organised. - The Community Shops form an entry point for business training. - SBA training was well appreciated, practical, appropriate, and deemed useful. - PADEK developed effective model of community self help which was documented with partial support from ILO for use by other organizations. 				
Challenges:				
<ul style="list-style-type: none"> - Unsure if community shops can be sustained financially. - PADEK notes that entrepreneurship is (no longer) part of the culture in the rural areas. (But people are interested in entrepreneurship) - Working in associations was part of traditional culture before Khmer Rouge but was destroyed during that time period. War only ended 1998-99 in Siem Reap area and local population is still weary of forming groups. - It is very challenging to gain beneficiaries trust due to war history in the area. - Low level of education of community members makes it difficult to teach basic business or other skills. 				
Replication/Up scaling/Institutionalising:				
Good potential and PADEK is interested in expanding. Currently searching for additional funding.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Good	To early to determine	To early to determine	To early to determine	To early to determine

Area of Focus: Artists Project				
Positive Comments:				
<ul style="list-style-type: none"> - APDO has previous experience working with the ILO so was familiar with working methods. - Only small number of beneficiaries but interesting concept with dual purpose of preserving traditional arts and promoting IE activities. (Particularly because during the war the arts were dying out, songs promote values of respect, dignity, good inter-human relations) - Artists are proud of reviving the arts and being able to perform. 				
Challenges:				
<ul style="list-style-type: none"> - Difficult to identify knowledgeable artists because the traditional arts/artists were almost eradicated during the war. - Apsara Foundation (foundation that manages Angkor Park) does not provide much support for the most vulnerable in the park area. - Apsara Foundation considers street artists to be beggars and discourages it. - Administrative problems with financing the project because of frequent demands from ILO to write reports and delays caused by need for ILO to approve reports before disbursing funding. Too many instalments for the contract. - Too many ILO VIP visit and want to see the artists without providing any financial benefit 				

to the artists.				
Replication/Up scaling/Institutionalising: Good, already underway.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good although small scale	Very good	Good (artists are already finding contracts to perform)	Good	Already being scaled up and training Siem Reap handicapped and street people.

Area of Focus: Handicrafts Development (mostly with AAC)
<p>Positive Comments:</p> <ul style="list-style-type: none"> - Very good support from ILO to provide a designer and a marketing expert. - Potential for many concepts and designs to be developed based on traditional ideas and skills. - Have made progress on production and marketing, more clients.
<p>Challenges:</p> <ul style="list-style-type: none"> - Difficult for handicrafts groups to understand that their problems are not just centred on marketing. - Handicrafts groups lack knowledge on almost every aspect of management: bookkeeping, producing in quantity and quality, management of their records of orders, etc. - The number of ILO supported experts is still not sufficient to meet the needs of all handicrafts groups that are members of AAC (23) - Not all groups are able to learn to develop their own designs and follow market trends. Some will remain depend on outside experts for design and especially export marketing. - Lack of working capital. - Lack of raw materials - Product quality - Design - Marketing - Difficulty coordinating with different ILO projects at the same time. - Lack of human resources to assist all handicraft group members of federation. - Difficult to build up trust. - Many members are afraid of the word “cooperative” which brings back memories of the past experiences in the country. - Difficult to work on market segmentation. Different qualities and styles for different markets. - Great sensitivity is required when providing constructive criticism of items produced because producers are very sensitive to this. - AAC Director also has to spend time advising member groups with personal problems. - Great difficulty to revive the traditional arts and crafts from before the war. Tried to identify the locations and old people with talents and knowledge was from before the war. - No standards for quality control on many handicrafts products. - The handicrafts groups perceive that the Mekong Private Development Facility is initiating activities that will cause unjust competition for their products. - In Siem Reap there is a potential market for local handicrafts but no action has been undertaken yet on developing this. Mostly imported goods are sold to the tourists. In the past there as carving, basket weaving, and weaving that is interesting.
<p>Replication/Up scaling/Institutionalising: Require permanent designer and marketing expert on AAC staff. If additional human resources are available AAC can add up to 17 groups to reach 40 groups</p>

but this considered far in the future.
 Current Director of AAC is assigned a new job, even if he can continue to supervise AAC on a part time basis a new Director will need to be assigned and his/her capacities developed.
 God follow-up is essential for all member groups to evolve.
 The Federation needs more income to sustain the member groups.

Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising, Revising Approaches
Very good	Good	Good	Good	Good

Area of Focus: Organisation Development of AAC and Member Groups

Positive Comments:

- Handicrafts Member organisation benefiting from ILO supported OD: found it very important and useful. Have better understanding of roles of staff and how to coordinate and manage the activities.
- Found hat training followed by one-on-one sessions with members of groups was most effective.
- Mentoring system was effective. People said they need the time to discuss their own issues which is possible in the mentoring system.
- Some "remarkable" individuals are involved with commitment and good potential.
- OD consultant is confident that it is possible to make the necessary changes and have success in developing the handicrafts member organisations.

Challenges:

- Individuals were afraid of the OD concept.
- The idea of drawing up a business plan was also considered frightening because it indicated that more strict business approaches will be need to be implemented which is challenging.
- Concept of moving from NGO or association to business was alien and "terrifying", considered too challenging, and also difficult to accept a profit motive (even if it is already a business in practice).
- Underestimated the time it would take to have impact in terms of OD
- Some members believe that they can not produce because they have a large membership of disabled people.
- People do not understand how to move from a small scale activity to a larger one.
- The OD specialist does not master Cambodian language perfectly so a translator is always needed.
- The most senior person is usually sent for training while it may not always be the right person.

Replication/Up scaling/Institutionalising:
 OD exercises will need funding and it is unsure if this would be available without donor input. The impact of such exercises can be very good, however. OD work can be a good investment in terms of cost-benefit for member-based groups that have good potential. Member-based groups that have some independent financial capacity can also be encouraged to participate in OD exercises.

Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Good	Very good	Very good for those already involved	Potential exists if funding is available.

Area of Focus: Community based Health Insurance Program				
Positive Comments:				
<ul style="list-style-type: none"> - Work with existing health officials. - Ensure the minimum standards. - Much time spent on awareness raising of the importance of social/health protection and policy development. 				
Challenges:				
<ul style="list-style-type: none"> - Health insurance is a very little known concept in the country. - It took basically 4 years to define and test the current model. - Anyone can be a doctor, there is no accreditation system. - There is very little control on health care delivery. GRET staff have seen that in the rural areas people go to the pharmacy to get a shot of amphetamines before they go harvesting. - Project has only 10-15% coverage with members but given that the concept is very new this is already a step in the right direction. 				
Replication/Up scaling/Institutionalising:				
<p>Continue working with existing public health officials. This is more sustainable and will add to strengthening the public sector.</p> <p>According to GRET extension to Siem Reap is possible but it would be very expensive.</p> <p>Participate in network supporting introduction of health insurance based on master plan adopted by government in 2005.</p>				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Good	Good	Good	Good (expanding to some areas may be prohibitive in cost)

Area of Focus: HIV and AIDS				
Positive Comments:				
<ul style="list-style-type: none"> - Found that toolkit was well received by participants at pilot training in Siem Reap and Phnom Penh in October 2005. - Participants provided important suggestions on possible changes to make the exercises more user friendly. 				
Challenges:				
<ul style="list-style-type: none"> - HIV and AIDS are sensitive topics to discuss and it may be especially sensitive for Cambodian women who are not supposed to discuss sex and condom use. - Time constraint, a single short workshop (one day) may not be sufficient to bring about behaviour change. Follow-up sessions are needed. - Risk of HIV and AIDS "fatigue" – people may think they know "everything" already - The organisations may lack funding to conduct longer trainings on HIV and AIDS. - Manual can be upgraded to include explanation of techniques to adapt the content to the type of work of the IE workers/family members that are participating in the workshop - The manual can include promotion or reference to positive moral values that are based in Cambodian traditions. These may include emphasizing issues such as respect for others and parental responsibility towards children by protecting oneself against STIs. - Some improvements can be introduced such as in session 1 of the toolkit to preserve anonymity. The categories "True", "False", "I do not know" (or symbols representing them) can be placed on flip charts which can be turned around facing away from the participants. Participants can then walk around to the back of the charts and tick off or place marker under the section they believe represents their answer. After all participants have placed their answer the charts can be turned around. 				

Replication/Up scaling/Institutionalising:				
<ul style="list-style-type: none"> - All participating organisations had tried out the exercises in the toolkit with at least some of their beneficiaries in different ways. - Feedback workshops in Siem Reap and Phnom Penh showed that: <ul style="list-style-type: none"> ▪ Rajana Association has integrated HIV and AIDS information into their monthly meetings ▪ CAID has conducted one specific HIV and AIDS awareness training as well as integrated HIV and AIDS information into two other trainings. ▪ HURREDO had conducted three trainings on HIV and AIDS ▪ Others have used some of the exercises with friends and neighbours. - The participating organisations are interested in carrying out work on HIV and AIDS and integrate it into their activities. Their main concern was funding. - Study extent to which such Toolkits can be adapted and included in other Informal Economy projects. 				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising
Very good	Very good	To be determined	Expected	Expected

Mongolia

Area of Focus: Policy Development and Legal Framework				
Positive Comments:				
<ul style="list-style-type: none"> - A policy document on IE workers was prepared prior to IE project start-up and is currently before Parliament. Project was able to contribute comments and MoSWL has indicated that the comments will be considered in further discussions in Parliament. - The Project contributed to successful development of a national OSH policy document which has already been formally approved and is being implemented. - A National Program on Support of SME and an SME law containing several provisions related to I.E. have been adopted. (Covers business environment, taxation, registration). - The IEP contributed to the successful development of a law on artisanal mining through its responsibility for the social dialogue component between the informal miners, the Government and formal mining companies. The proposed law is before the Cabinet. - The IEP funded the baseline study in two locations and study on legal and regulatory framework for informal gold mining in Mongolia. The information was useful for the development of the proposed law on artisanal mining. - Government commitment to address IE issues exists. 				
Challenges:				
<ul style="list-style-type: none"> - ILO project provided comments on the IE draft policy but it is still unsure whether these will be integrated although the MoSWL has asked the ILO to provide support during Parliamentary debates. - The legal framework needs to be much more specific, for example the Labour Law just states that there should be some protective clothing but not what kind. - The Labour Law does not cover all of the realities of the country. There should also be specific regulations for specific sectors such as the construction industry. 				
Replication/Up scaling/Institutionalising:				
Progress is being made on the development of policies and legal framework for the country on different IE worker issues. OSH policy framework is already being implemented.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising, Revising Approaches
Very good	average (it takes time to develop)	good	good	Expected

Area of Focus: Social and Health Insurance				
Positive Comments:				
<ul style="list-style-type: none"> - Awareness raising was increased on IE worker rights to social and health insurance the study supported by the project with the Social Insurance Council (tripartite council) 				
Challenges:				
<ul style="list-style-type: none"> - Social insurance is under MoLSW while health care insurance policies are under MoH resulting in coordination problems. The National Social Insurance Council is responsible for coordination but difficulties still persist. - ADB is working on social insurance so must not replicate their work but can collaborate. 				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising, Revising Approaches
very good	Very good	good	average	Reinforce and continue

				actions, collaborate with all potential partners.
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Area of Focus: Registration of IE Workers				
Positive Comments:				
<ul style="list-style-type: none"> - Registration system has been developed and voluntary registration is underway. - Data base system has been institutionalised in 30 LSW Offices in the country and is well organised including methodology for analysing data. 				
Challenges:				
<ul style="list-style-type: none"> - Registration system is to survey but does not indicate official business registration. - Although the Government states the system is only for survey purposes, it is also intended to unofficially identify economic activities that should be part of the formal sector (and pay taxes). Fears of taxation may result in under-reporting. - The registration system could be used to identify IE workers to be taxed which could lead to lack of trust of IE workers and unwillingness to participate voluntarily in the registration scheme. 				
Replication/Up scaling/Institutionalising:				
- Institutionalising likely since it is already officially planned to be integrated.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising
Good	Very good	Awaiting results	Awaiting results of first phase	Expected

Area of Focus: SIYB, Get Ahead, Radio Programmes on Starting Business (TOT included trainers from ADB project working with the disabled)				
Positive Comments:				
<ul style="list-style-type: none"> - SIYB translation and publication of first version was result of collaborative efforts of MIT, MoSWL, ILO SIYB Beijing, ADB occurred prior to IEP project but laid groundwork for IEP involvement. - Translation and adaptation of 2 additional modules funded by project together with TOT by Master Trainer funded by IEP was well received. - Several agencies have requested SIYB training for staff and/or members. - Get Ahead was very well received by the trainers who attended the TOT. They believe it is very useful and appropriate although some aspects might need to be further simplified. - Radio programmes on starting a business were developed. Implementation is still on-going so assessment not possible. - SIYB and Get Ahead is useful in helping people plan for economic activities. 				
Challenges:				
<ul style="list-style-type: none"> - Most agencies were unable to implement the whole SIYB or Get Ahead training package either because of resource limitation or because it goes beyond their mandate (e.g. Ger Initiative only provides 1-2 hour training or counselling). - Many entrepreneurs think their main problem is lack of financing while management may be at least as much of an issue. - The time to train people effectively is quite long. - The disabled trainees often have no confidence. - The disabled need more time for training because of adjustments made, such as sign language, brail materials used, etc. 				
Replication/Up scaling/Institutionalising:				
Several agencies are already carrying out training using the materials without financing from ILO.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities,

				Institutionalising, Revising Approaches
Very good	Good	Awaiting results	Awaiting results	Expected

Area of Focus: OSH Training				
Positive Comments:				
<ul style="list-style-type: none"> - LSWL Offices have included OSH module in their training package for the registered unemployed. - WISH, WIND, WISE being implemented and received with positive response from trainers and trainees. Training is perceived as useful, practical, and interesting methodology. 				
Challenges:				
<ul style="list-style-type: none"> - Timing of the training needs to take into account seasonal nature of work especially for farmers and herders. - Information on OSH is not disseminated in such a way that people know whom to address for help. - More coordination of the trainings carried out by trainers that have completed TOT is needed. Trainers need a well organised support network. - Workers do not know they have the right to ask for safe working conditions. - The participants have very different in the levels of experience. - There has not been much follow-up to determine whether participants have applied what they have learned. Giving information and asking participants about their reactions to the training is good but more follow up is needed to know what participants were able to do with this information. - A good flow of information among the trainers is lacking but needed so that they can share knowledge. - The owners of markets are not employers but they still need to conform to the law. They are powerful, however, and do not adhere to the laws. - IE workers still need to be organised more so that they can put pressure and OSH can be implemented. - Training participants ask other questions such as whether and where they can obtain assistance in obtaining loans but the trainers are unable to answer these questions. - The country has a lack of OSH specialists. 				
Replication/Up scaling/Institutionalising:				
<ul style="list-style-type: none"> - Government has appointed one person in the central office to follow up on this with the LSWL offices on OSH issues. - An OSH Information and Training Centre has been established. 				
Sustainability				
<ul style="list-style-type: none"> - Trainers request a mapping exercise to know who is doing what where on OSH training so they can build on it. It would be good to have meetings to discuss what is happening and encourage the exchanges. - Work is needed to be done with the market administration to ensure the safety laws are applied as well as laws such as the right to assembly. - Trainers need more training. - Lack of financial support for training after the project ends unless Government allots some funds. - Trainers need a well organised support network. - Training should be well targeted: beginners should receive training separately from those already in business for example. - OSH should be integrated in beginners' level training on starting businesses. 				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising, Revising Approaches
Very good	Very good	TOT effective, awaiting results of more training of IE workers	Average	Expected

Area of Focus: IRAP				
Positive Comments:				
<ul style="list-style-type: none"> - Very well received by Livelihoods Project partner, Local Government and other participants. - When people are working together on IRAP local officials get much more information about their own Bagh (district) including seeing facilities on the maps. Was perceived as being helpful for the Bagh governor but also the Bagh citizens. - Method is perceived as providing much information if applied well. 				
Challenges:				
<ul style="list-style-type: none"> - Lack of funding for implementing the projects that have been short listed as a result of IRAP exercises. - Lack of skills on proposal writing. - The accessibility standards were not available. - The concept is easy but it is difficult to apply in practice. - Sampling was difficult because of wide dispersion of population. Some HH are 20 km apart. - Time consuming process. September-October is harvest and winter preparation time so not the best time for such exercises. 				
Replication/Up scaling/Institutionalising:				
<ul style="list-style-type: none"> - This methodology has now been integrated into the Sustainable Livelihoods project but this is ending in 2006. There may be a new phase. - Integration of IRAP is now being discussed in the local discussions for Bagh/Soums development. - Livelihoods Project wants to use this concept/toolkit with the Centre for Social Development (CSD). CSD mobilises people project hopes to be able to get them to integrate this into their activities. - Livelihoods Project thinks IRAP method can work through different citizens groups, not just through Local Councils as in the past. 				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising
Good	Good	Difficult to answer considering funding for local project not yet known	Good	Expected

Area of Focus: Research				
Positive Comments:				
<ul style="list-style-type: none"> - Research was a useful tool for gathering information that could be used in awareness raising. - Cooperative Training Centre carried out research on street vending. - Trade Union Federation (CMTU) is carrying out a study on workers' rights, labour relations, how to join the TU and what the TU can do for IE workers. - 				
Challenges:				
<ul style="list-style-type: none"> - Sampling is difficult in rural areas given the dispersion of the population - Partners do not always have the necessary experience in conducting interviews. 				
Replication/Up scaling/Institutionalising:				
Usefulness of research on IE groups is recognized and where funding is available it is expected that more research will be carried out.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities,

				Institutionalising, Revising Approaches
Very good	Good	Very good	Unknown	Depends on funding available from donors and Government

Area of Focus: Awareness Raising				
Positive Comments:				
<ul style="list-style-type: none"> - Awareness raising through: <ul style="list-style-type: none"> o advocacy o research and knowledge sharing, o meetings, workshops o carrying out direct actions which was effective to raise awareness of both partners and IE workers 				
Challenges:				
<ul style="list-style-type: none"> - Television program on informal mining was not sufficiently focussed and messages were not clear. Program is being adjusted to emphasize a clearer core message. - Difficult to reach dispersed population in the country 				
Replication/Up scaling/Institutionalising:				
Need to extend to more employers who hire daily workers and market owners. Government and major partners (TU and Employers Confederation) committed to continuing to raise awareness of members.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising, Revising Approaches
Very good	Very good	Very good	Very good	Very good

Area of Focus: Ministry of Social Welfare and Labour				
Included 3 surveys on policy level issues. Policy discussions. TOT Get Ahead, WISH, WIND				
Positive Comments:				
<ul style="list-style-type: none"> - Many formal and informal meetings with ILO project staff. - Surveys were very useful for developing policy, very important for the further discussions at the parliamentary level. - Are determined to include information and comments from surveys and ILO experts into policy document on IE issues. 				
Challenges:				
<ul style="list-style-type: none"> - Policy document on informal economy issues was already drafted before project started so difficult to change contents. - Only one meeting of project advisory committee was held. 				
Replication/Up scaling/Institutionalising:				
The Ministry expects the trainers to be able to provide training in rural areas and build local capacities Trainers say they need additional training.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising, Revising Approaches
Very good	Good	Good	Good	Good

<p>Area of Focus: Labour and Social Welfare Service Office Projects Includes TOT OSH, Registration system for IE workers</p>				
<p>Positive Comments:</p> <ul style="list-style-type: none"> - Government has determined officially that each Labour and Social Welfare Department office in the provinces will have a section working on OSH. - The training is mostly carried out through private training organisations (57 training organisations are cooperating with the office, 26 in UB.). - Registration system for surveying IE workers has been successfully developed and implemented and is appreciated by the Department. 				
<p>Challenges:</p> <ul style="list-style-type: none"> - Definition of who should be included in the registration process (who could be considered an IE worker) - Herders are not yet included in the system. - There may be some resistance from IE workers to participate in the registration system for fear that the information may be used for taxation. In fact, the MoSWL indicated that the information would be useful to identify bigger enterprises that may be informal just to evade taxation. 				
<p>Replication/Up scaling/Institutionalising: There is a great deal of scope for including OSH in various department activities. Many (57) training organisations are already cooperating on training on OSH. The registration data base is planned to be updated every 6 months. Both existing and new informal workers will be updated. This will be integrated in the everyday activities of the offices.</p>				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising, Revising Approaches
Good	Good	Good	Good	Good

<p>Area of Focus: CMTU (Private Sector Trade Union Confederation) Included actions to improve knowledge on labour rights, right to unite. Promote social protection activities (first projects on market vendors and informal photographers). TOT Get Ahead. Cooperative formation. Manual preparation.</p>				
<p>Positive Comments:</p> <ul style="list-style-type: none"> - Became more aware of the issues and problems of IE workers by working on the direct actions. - Trade unions now have their own structure to work with the informal economy. - Very positive and useful experiences with the training attended. - Believe manual will be useful. - Trade union was able to work with market vendors to obtain that the market owner covered one area of the market. 				
<p>Challenges:</p> <ul style="list-style-type: none"> - Labour conditions of market vendors are very grave. - OSH conditions in market very serious. - Vendors are afraid to voice their rights for fear of losing space in market or being harassed. - OSH conditions are very bad. - Trainers are very experienced on trade union matters but not on entrepreneurship. 				
<p>Replication/Up scaling/Institutionalising: The CMTU already auto-financed several studies on informal economy workers. Ready to keep working with market vendors and increase their voice. CMTU intends to extend to other IE worker groups.</p>				

Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Very good	Good	Good	Potential exists

Area of Focus: MONEF (Employers' Federation) Cooperation on Artisanal Mining (research, law), TOT on WISH and WIND				
Positive Comments:				
<ul style="list-style-type: none"> - Much more understanding of the problems of informal miners has been gained. - Dialogue between informal and formal miners was made possible and effective through the project. - Ministry of Industry of Trade and Mineral Resource and Petroleum now cooperate on the issue. 				
Challenges:				
<ul style="list-style-type: none"> - Lack of supportive legal environment and good policy. (need good overall policies and laws to be able to develop ones that are specific to some sectors) 				
Replication/Up scaling/Institutionalising:				
Model on the informal sector mining can be applied to other sectors.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising, Revising Approaches
Very good	Very good	Very good for informal mining, average for WISH and WIND	Good	MONEF ready to replicate on other areas affecting IE workers.

Area of Focus: Mongolian Cooperative Union Includes research on street vendors with respect to the legal environment and current legal status of the vendors. TOT SIYB and Get Ahead. Handicrafts				
Positive Comments:				
<ul style="list-style-type: none"> - Research process and results were good in raising awareness of the issues. - Experience on attending SIYB workshop in Cambodia showed that many of the IE workers in different countries have the same problems. "It is necessary to adapt methods but the way of solving problems is quite the same". - The participatory training method in SIYB and GET Ahead was also very useful. - The environment is right to move from problem identification to problem solution. 				
Challenges:				
<ul style="list-style-type: none"> - Waiting for results of handicrafts consultant mission to Mongolia. - Problem with access to raw materials. - Quality and quantity of production of handicrafts. - Lack of interesting designs of handicrafts. - Problems understanding and accessing the export market. - Many handicrafts groups need to improve their administrative and financial management skills. 				
Replication/Up scaling/Institutionalising:				
Mongolian Cooperative Union is expected to integrate the knowledge and skills it has acquired into their program. Handicrafts development still needs more input. Canadian Cooperatives movement is providing support.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up,

Very Good	Very Good	Good		Replicating Possibilities, Institutionalising,
Very Good	Very good	Good	Expected for SIYB and GET Ahead	Expected for SIYB and GET Ahead

Area of Focus: Health Insurance				
Positive Comments:				
- Recognition of importance of health insurance for IE workers.				
Challenges:				
According to interviewee's impression Health Insurance Council representative, so personal opinion:				
<ul style="list-style-type: none"> - Informal sector is likely to increase, not decrease. - Poverty is increasing. - The social protection system is not sufficiently well developed. - Decision makers do not understand social and health insurance or concepts such as risk sharing. (sometimes they think they already know and do not want to listen) 				
Replication/Up scaling/Institutionalising:				
Research is still underway and it is too early to assess how this will go forward.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising, Revising Approaches
Awaiting results	Awaiting results	Awaiting results	Awaiting results	Awaiting results

Area of Focus: GET Ahead, SIYB				
Positive Comments:				
<ul style="list-style-type: none"> - Very practical - Useful information - It is participative. 				
Challenges:				
<ul style="list-style-type: none"> - No information available about application of what was learned. - The informal workers are very diverse in their background and educational level. They might have different needs for types of training. - No budget for monitoring and follow-up after SIYB training. - It is difficult create a policy to determine who should be selected to be trained in TOT. About 70% of the 61 trainers were selected through other existing programs/projects not by the SIYB Master Trainer and his team. - Most of the existing training packages that were designed locally are not very good; they are limited and may cover only 1-2 subjects. As a result of the poor existing training materials and methods the <i>reputation</i> of entrepreneurship training is not so high. Initially it is difficult to convince people of the usefulness. 				
Replication/Up scaling/Institutionalising:				
<ul style="list-style-type: none"> - The master trainer is currently trying to integrate monitoring of SIYB implementation into his work when visiting the rural areas for other reasons but should have financing to do well-planned monitoring. - The selection of the participants in the trainings is not carried out correctly. Not everyone can be an entrepreneur. There are criteria for entrepreneurs to participate in SIYB but there is no control over who the agencies actually include in their trainings. This has an impact on the quality and sustainability of the program because not everyone is able to 				

benefit and apply the training. - Sometimes the participants are dispersed in distant places so it is difficult to provide them with the follow-up activities. - There is a high demand for such entrepreneurship training.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Good	Average (see challenges)	Good if challenges are met	Good

Area of Focus: WISH, WIND and other OSH training

Positive Comments:

- TOT participants noted it was practical and useful.
- Trainees found the training useful, practical, and interesting.
- Participants were able to implement no-cost and low cost changes but details and figures are not available for all trainees.
- Trainer noted that it is good that OSH is finally getting attention: "For the last 15 years we have been teaching people to have businesses and OSH is like an afterthought even though it is so important."
- Trainers and trainees found it useful to learn that homes can be workplaces and should be organised as such.
- It is participative.

Challenges:

- Difficult to implement some aspects that require financial investment.
- Some trainers have not yet implemented training.
- Visits to work sites with the use of checklists were very useful and made the training points clear.
- In the case of market vendors some safety measures could not be implemented because the market owner has rules that can not be changed easily and but are not supportive of safety.
- Trainers could not answer some of the questions of the participants on issues such as where to get support for their businesses.

Replication/Up scaling/Institutionalising:

- Visits to work sites with the use of checklists were very useful and made the training points clear.
- Trainers and trainees found it useful to learn that homes can be workplaces and should be organised as such.
- Training needs to be well targeted: beginners should receive training separately from those already in business for example.

Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising, Revising Approaches
Very good	Good	Too early to determine	Good	Good

<p>Area of Focus: GER Initiative, (business consultancy for micro and small economic activities) TOT SIYB, Get Ahead, Radio shows partnering, development of brochures on Government rules and regulations.</p>				
<p>Positive Comments:</p> <ul style="list-style-type: none"> - Trainers found SIYB and GET Ahead useful. It helps them to give good counselling to business clients. - Liked the methodology. - Learned new methods and could apply them. 				
<p>Challenges:</p> <ul style="list-style-type: none"> - The SIYB training programme is generally too long for their clients. They can only attend training for one hour per day. Cut training programme into one hour sessions but some clients may attend only one session in total. - The ILO TOT is very long. 7-10 days - Clients want technical training more than business or OSH training. - Very large information gap, clients want step by step information on how to do things. - Existing rules and regulations are difficult to write up because they are sometimes contradictory and unclear. - The Government also needs to capacity to implement the rules and regulations. 				
<p>Replication/Up scaling/Institutionalising: Have institutionalised joint activities and training. Training is carried out in short segments but Ger Initiative staff still find contents useful for business counselling. Ger Initiative wants to continue working with ILO on other joint initiatives such as developing joint brochures.</p>				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Average	Average	Good although limited for some aspects because of shortened versions	Unclear.

<p>Area of Focus: Mercy Corps TOT OSH and Get Ahead</p>				
<p>Positive Comments:</p> <ul style="list-style-type: none"> - Staff who attended the training were enthusiastic. - TOT staff who attended GET Ahead were particularly pleased with the materials, the methodology, and content. 				
<p>Challenges: Nothing particular with regard to the training.</p>				
<p>Replication/Up scaling/Institutionalising: They plan to do TOT with 10-15 consultants in the Aimags who are the trainers in the local areas. Plan to replicate the training.</p>				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Very good	Very good	Very good	Already institutionalised and expecting to scale up.

Thailand

Area of Focus: OSH Guidelines and Training for Primary Health Care Units at Sub-programme-District Level.				
Positive Comments:				
<ul style="list-style-type: none"> - Importance of issue well recognised by the MoH. - Guidelines on OSH for use at PCU developed through committee. - Specifics according to job type integrated (job standards). - Research and participation of health officials from District to Provincial level was included in the process. 				
Challenges:				
<ul style="list-style-type: none"> - Common health problems associated with OSH in pilot Districts have been identified but solutions still need to be found. - Technical know-how to advise and improve the working conditions in a technical/engineering sense is limited. Especially in case of home based and other small scale industry. - Some workers lack financing to invest in protective measures such as gloves, boots, masks, etc. - Coordination of issues such as on referral was limited because only PCU staff attended training instead of also including Community Hospital and Regional representatives and Local Authority. - In some cases good OSH is not practiced because of cost of investing in protective measures, lack of comfort of protective gear, lack of awareness of the dangers. 				
Replication/Up scaling/Institutionalising:				
<ul style="list-style-type: none"> - Interest in expanding to all PCUs exists. - Some budget allocation for training is already provided by MoH. - Groups consisting of PCU, Community Hospital, Regional Hospital, Local Authority will be associated and work as a team on OSH issues. - Including Local Health Authority can result in creating awareness to provide budget allocations and Tambon legislation on OSH. - MoH is already working with one University on integrating OSH issues for IE workers in medical training. - Planning of MoH includes capacity building program on OSH for Local Authorities (not funded by ILO). MoH will advocate for the Local Authority to include WIND training as part of its package through the capacity building program. - Development of additional laws on specific sectors such as traditional massage workers. 				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Very good	Very good	Very good	Feasible of Government allots funding

<p>Area of Focus: Labour Inspection/Protection</p> <p>Positive Comments:</p> <ul style="list-style-type: none"> - Governors have provided support to pilot program of volunteers establishing centres for information and referral of labour problems in 5 locations. Centres would be supplied with information about the law, labour regulations, etc. Concept existed before but became concrete after ILO conference on IE. - MoL stated that cooperation with IE project was very impressive. - Useful workshop in Turin attended by MoL representative. - Thailand developed specific regulations for several different categories on OSH partially with ILO assistance. - National Program Coordinator was cited as effective because of her long experience with Home Based Workers. - Training raised awareness among home workers and agricultural workers and local leaders. - Training participants now know what papers they need in order to file their complaint. - Village leaders now know that they can process labour issues at the local level and refer it to higher levels. The training effectively guided them on this. - ILO sponsored seminar on legal issues was useful and helped in clarifying issues, employers, employees and Government officials attended. <p>Challenges:</p> <ul style="list-style-type: none"> - Only have 600 labour protection officials for 8 000 000 formal workers. Current target is to add 3,000 000 IE workers 2,500,000 agricultural and 500 000 HW. (Total estimated IE workers is 22,000,000). - Dependence on Local Authorities to allocate funding for local level activities on OSH. - Difficult for MoL staff to convince local population about OSH and labour issues (cooperation with local community development workers has compensated) - Determine how to mobilise the population. - Workers find it very difficult to file a complaint against someone they know well. - Employers may be more careful on how to handle their employees if they know they are aware of the laws and regulations but according to interviewees <i>it is not sure</i>. - Few Home Workers have a labour contract making it impossible to charge employers. - Employers do not want to make contracts with home workers. - It is often difficult to identify the employer because of the large number of middle-(wo)men. - Lack of sufficient participation by employers in policy and legal framework review on Home Workers. Research data on employers' views and consequences of new laws for employment levels is lacking. - Currently the burden of reporting labour abuse is on the workers. This is seen by Labour Inspectors as removing responsibility from the employers. - MoL miscalculated transport budget for conference on IE workers (too low). - According to some interviewees at the MoL: ILO (not IE project) puts unfair pressure on the MoL on the issue of labour protection, particularly as it is related to migrant workers. - Overcoming past negative views of some collaboration with the ILO on social security for the IE (prior to IE project) on the inclusion of migrant workers in a labour inspection audit. - According to Labour Inspectors the Law on Home Workers is not sufficiently clear on identifying the employer, i.e. who is responsible. - Labour Inspectors only negotiate but do not impose fines because of lack of clarity of laws and regulations and fear HW fear of losing work. - Workers doing piece work or agricultural work frequently change employers so difficult to apply laws. - Some laws are currently still overlapping. - Labour Inspectors are frustrated, not able to answer to the hopes and expectations of IE workers due to lack of clarity in the laws <p>Replication/Up scaling/Institutionalising:</p> <ul style="list-style-type: none"> - MoL has applied for an additional 150 Labour Inspectors which should help cover IE. - Currently MoL is in the conceptual phase of planning for the 20,000 District Council officers to reach out to all of the villages on OSH. It is uncertain how this could work

<p>because all kinds of work by different Ministries.</p> <ul style="list-style-type: none"> - Potential use of Internet Tambon, currently used for job advertising and application to for making complaints on labour issues. - Pilot program of volunteers at District level for provision of information and referral at District level. Lack of experience with development of volunteer network on OSH at the District Level. - Need to develop a law regulating OSH and labour conditions for piece workers. - In 2006 another national conference on IE workers will be held. 				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising, Revising Approaches
Very good	Good	Good	Good if sufficient staff are assigned or PCU more involved	Good if sufficient staff are assigned or PCU more involved

Area of Focus: Agricultural Workers- WIND Training.				
Positive Comments:				
<ul style="list-style-type: none"> - Extension workers trained accepted ideas and knowledge acquired. - Extension workers were able to exchange experiences with workers from other provinces and build relations with health and labour office trainees. - Extension workers were able to carry out training in their localities (14 pilot trainings). - Using blood tests for determining pesticide levels was effective in promoting awareness among farmers. - Discussing the effects on children of the use of pesticides was effective in increasing awareness of the importance to use protective measures. - 4 Districts have reported back after training so far. Result 75% to 100% application of OSH measures. - In one pilot District the MoL collaborated with the MoA to set up training and monitoring systems together. - Collaboration with MoH for monitoring visits was carried out. This depended on time of MoH staff and details of frequency are not available. - Follow-up by Ministry of Agriculture Head Office carried out. 				
Challenges:				
<ul style="list-style-type: none"> - Some family members of the trainees did not accept the OSH measures to be implemented. - More women attended the training in the villages but there were also a few men. - Trainees already knew of the dangers of pesticides but had not used protective measures so convincing them was more challenging. - It is difficult for people to change life-long customs or ways of working. - Negative impact of lack of OSH is not always immediately. - Type of work of agricultural workers is very diverse and policies/regulations/assistance are difficult to develop. 				
Replication/Up scaling/Institutionalising:				
<ul style="list-style-type: none"> - MoA states that it is vital for long-term follow-up to be carried out for measures to be implemented continually. - 1 person assigned from each pilot District for long term follow-up. - Districts have decided on monthly visits for monitoring and follow-up. - Monitoring from the national and provincial level will be more difficult in the long term since funding was provided by the ILO and no other funding is available. - Discussions have started on expansion to new locations: other groups in existing villages, additional villages in piloted Districts, extend to new provinces. 				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up,

				Replicating Possibilities, Institutionalising,
Very good	Very good	Good	Good	Already being planned

Area of Focus: Legal Framework Development				
Positive Comments: Researcher who worked on Legal Framework Development noted that he gained a lot of knowledge and feels he can now provide substantial information on this subject for working with groups such as in the Parliament. He can draw from this to explain the rights of labourers beyond the existing Labour Law.				
Challenges: - <i>Individuals</i> need to be selected and assigned to follow-up on the conclusions from the different Working Committees handling IE issues.				
Replication / Up scaling: Expected				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Very good	Good	Good	Expected

Area of Focus: Department of Skills Development MoL				
Note: includes collaboration on skills and business training for retrenched workers. Establishment of a labour rights counselling centre operated by retrenched workers. (business training is still on-going so details on effectiveness are not yet available) Department staff attended Get Ahead Training.				
Positive Comments: - Retrenched workers were found to be motivated to develop income generating activities. - Retrenched workers who are former trade union members can provide counselling and information on labour issues for others. - Income generating activities using simple skills can provide income to retrenched group members. - GET Ahead training was very useful although it needs to be simplified for the Department's target groups.				
Challenges: - Retrenched workers from middle age and above find it difficult to learn new skills, need to teach only simple skills such as basic baking. - Substantial time is needed to train the retrenched workers in new skills.				
Replication/Up scaling/Institutionalising: Retrenched workers lack funding to continue their counselling centre on labour issues after ILO funding ends. Workers are interested in learning basic business skills if training is provided in a simple and practical manner. May attempt to expand and improve labour issues counselling centres operated by retrenched workers with TU leadership experience.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Good	Average	Average	Average	Good if lessons learned

				from past experience applied.
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Area of Focus: Trade Unions
<p>Positive Comments:</p> <ul style="list-style-type: none"> - TU members stated that discussion of the IE sector in Thailand is not new. Many people did not really start thinking about IE workers in concrete terms until the ILO started this project. Discussions before remained largely at policy level. They have deepened their understanding about what the IE is. - Trade Union manual is well accepted. It is seen as a good opportunity to focus on the IE issues because in the past they talked about the IE, but did not have a good and clear idea about how to work together on this issue. - The 6 TOT trainings on the manual that were conducted were quite concrete. - People in the committee come from different groups, some are from federations, others directly from member groups. This is really good because it gives them a broad floor to discuss. - Representatives state that part of the success of this program is that they got very good support and coordination from the ILO.
<p>Challenges:</p> <ul style="list-style-type: none"> - Some groups have no laws to cover them while others do. - Ability to convince TU members of the importance of the issue of IE. - Need financial support so they can really do something for IE workers. - According to one interviewee: "Whoever uses the TU Manual should be flexible to pick and choose whatever is relevant. You have to focus on your participants and <i>be a good trainer</i> to adapt it to them." - Some TU have not yet been able to set up a committee or plan for IE for a variety of reasons including change of board members, difficulties in convincing members. - Representatives of a broader range of TU should be associated with the discussions, including Federation of Garment Workers. - The representatives on the working committee who were sent by the TU are not always experienced enough to bring the information they get from the meetings back to their TU. - Selection should be carefully done to select the TU with potential for good impact. Interviewees state that they have the knowledge now identify the right TU to associate. They could also help in motivating them to participate in a future phase. - In the past the quality of the involvement of the TU depends on the person who is associated. In the future more than one person needs to be associated by each TU. issue. - Insufficient women in the TU working committee. - Case studies in the manual were not very relevant to Thailand; need much more appropriate examples with step by step guidelines. - For the training with members using the manual to be effective the trade unions need to prepare adequately. (i.e. hold several internal planning meetings). - Some Unions are still not convinced that IE is an important issue to address because they are busy with their existing membership.
<p>Replication/Up scaling/Institutionalising :</p> <ul style="list-style-type: none"> - About 15 projects are currently being planned by the Trade Union Committee based on the work they have done so far to extend to other IE groups. - One of the TUs has already integrated IE into their work plan and has set up a special committee internally to work on the issue. - Some TU have sufficient funding to do awareness raising on IE issues and have planned to carry out such awareness raising. - At least one TU has assigned a special internal committee to work on IE issues. - The subject of IE needs to be internalised and institutionalised within the individual TU so that it is not seen as the project of a single person. - Retrenched employees who are members or former members of a TU should be

associated because will be easier to build on their personal experience with the TU. They can then become resource people for the TU.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Good	Good	Good	Good

Area of Focus: Business Training by Employers' Organization				
Positive Comments:				
<ul style="list-style-type: none"> - Employers' organisation is motivated to work on the issue. - Recognizes that working on IE is part of corporate responsibility - Recognizes that IE can eventually also become members of Employers' Organizations. 				
Challenges:				
- The training was not so successful because the trainer preferred using own materials (instead of ILO materials). The participants considered the materials and teaching style to be boring and theoretical by the participants.				
Replication/Up scaling/Institutionalising:				
Possibility to try again using ILO Get Ahead and/or SIYB materials. Involve other employers groups.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Poor	Poor	If use ILO or other well tested materials may be good	Feasible if use ILO or other well tested materials may be good

Area of Focus: Handicrafts Promotion with Thaicraft. Inc.				
Note: Thaicraft collaborated with IEP on OSH and marketing. Thaicraft was to start an ILO funded 3 day producers' conference just after the evaluation to discuss improving business aspects of the member groups.				
Positive Comments:				
<ul style="list-style-type: none"> - Some benefits were identified as a result of the project, particularly in the area of OSH for members of Thaicraft. - The experience of carrying out the project contributed to the organization becoming aware that it needs an OD exercise to improve management. 				
Challenges:				
<ul style="list-style-type: none"> - The initiative did not come from Thaicraft but from the ILO. - Initially Thaicraft was unsure of the usefulness of working on the issues. - Thaicraft was having business management problems at the time the project with ILO was initiated. - Thaicraft did not have sufficient human resources to provide support to the individuals assigned to work with them. - Thaicraft lacked the time to carry out reporting in a timely manner. - Lack of sufficient support and communication between cooperating partners: University and Thaicraft. - Students who were associated lacked sufficient training and experience. - Marketing support for Konkaen handicrafts group was not successful because not sufficiently specific and practical on product design. - Competition from OTOP. 				
Replication/Up scaling/Institutionalising:				
- Producer groups express strong desire for direct assistance with product design and				

marketing (not training). - Thaicraft is considering hiring a specialist who can work on developing, implementing, carrying out monitoring and follow-up. In such a case additional projects could have more chance of success.				
Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising, Revising Approaches
Good	Average	Poor	Poor of last action	Potential exists for improved methods because of experiences learned from last action.

Area of Focus: Home Net

Note: Collaboration includes on development of Handbook for Home Workers on rights, networking; OSH, marketing and product design.

Positive Comments:

- OSH training beneficial. Not 100% implementation of safety measures but awareness has increased. Details of implementation not fully available yet.
- Manual and training on leadership was found useful by member groups.
- Members learned a great deal about marketing and product design but the majority were unable to develop their own products or carry out their own marketing for export.

Challenges:

- Some parts of the Handbook are still too complex. Acceptable for leaders.
- Participant leaders of member groups believe they still lack sufficient skills in public speaking, advocacy.
- Marketing products for export is a great challenge because most local member groups lack the capacity to assess and follow market trends.
- Designing new products is very difficult because producers say they lack the ability to keep creating new ideas.
- Producers prefer to be given orders and provided with designs.
- Some producers are interested in developing a brand name but still lack the ability to develop this.
- Handicrafts member groups also have other management problems and need OD assistance and training on better business management.

Replication/Up scaling/Institutionalising:

- Prepare simplified manual or brochure/pamphlet on the major issues covered in the Handbook, especially on legal rights and who to address problems to.
- Home Net expects to use the manual with all its groups.
- Home Net is experimenting with using the design consultant involved with the project to design new products for member groups based on export orders she receives. (as opposed to having member groups primarily making their own new designs)

Relevance	Efficiency	Effectiveness	Sustainability	Scaling Up, Replicating Possibilities, Institutionalising,
Very good	Good	Good	Good	Good

Appendix 3

Potential Future Collaboration and Actions

The lists presented here are based on a combination of suggestions from stakeholders and from the evaluator.

Cambodia- List of Suggestions for Future Cooperation with ILO (as requested by interviewees, with some additional thoughts from evaluator)	
Issue	Suggestions Future
Central Government	<ul style="list-style-type: none"> - Advocacy on IE issues. - Technical support for the creation of an inter-ministerial task force on IE. Use issues such as OSH as an entry point for integration. - Provide support for improving cooperation on IE issues with Ministries that are involved such as MoL, MoA, MoH, Ministry of Commerce, and Ministry of the Interior. - Provide support to the Prime Minister's Office to develop some rules and directives that the different Ministries should cooperate on this issue.
Trade Union	<ul style="list-style-type: none"> - Continue to improve awareness of trade unions of importance of working IE issues. Improve TU trainers' skills further. - Provide support for further collaboration between the trade unions towards common goals on IE. - Continue intensive work with awareness raising with trade unions, include direct action projects for them to carry out (has been shown to increase awareness)
Legal Framework	<ul style="list-style-type: none"> - Provide support for development of legal framework including the Labour Law and regulations on OSH. (ILO is already supporting development of Labour Law so input on IE can partially be channelled through those activities)
Employers Federations, Chamber of Commerce	<ul style="list-style-type: none"> - Develop activities with Employers Federations and Chamber of Commerce (latter has offices throughout the country).
OSH	<ul style="list-style-type: none"> - ILO to support the development of a master trainer on OSH courses to carry out monitoring and follow-up of training courses. (Similar to SIYB Master Trainer) - WISH, WISHCON, WIND, etc. to include more follow-up of application of safety measures. - Continue TOT to cover more inspectors and trainers. - Study means of overcoming transparency problems and ensure right of access to work sites for monitoring and follow-up, especially at construction sites where many day labourers are employed. - Study means of ensuring that safety regulations are applied at construction and other work sties.
Privatisation of Business Oriented NGOs/ Associations	<ul style="list-style-type: none"> - Support for the study of mechanisms to privatise business oriented NGOs and associations.
Craftnetwork (World Bank funded project on developing handicrafts sector)	<ul style="list-style-type: none"> - Study details of Craftnetwork mechanisms and potential for collaboration. (Determine whether it can be a partner instead of a competitor of existing crafts associations) - Study means through which handicrafts groups could gradually be integrated into the Craftnetwork (i.e. meet requirements)
Proposal Writing Training	<ul style="list-style-type: none"> - ILO to provide support for training on writing grant proposals for Government as well as other partners. -
Technical training	<ul style="list-style-type: none"> - Funding from ILO on technical skills training in a broad range of subject areas.
Municipal Government	<ul style="list-style-type: none"> - Develop IE awareness and policies with Municipal Government in Siem Reap and Phnom Penh. Siem Reap Municipal Government is not yet involved in assisting IE workers.

Handicrafts (AAC, Traidcraft, new groups in Siem Reap and elsewhere)	<ul style="list-style-type: none"> - Provide support for the development of local handicrafts sector. (especially Siem Reap) - Continue and/or expand capacity building on all management issues, marketing. - Provide links to micro-finance mechanisms. - Study and provide means to transition from NGO to business. Develop cases study examples of such successful transitions. - Develop mentoring approach further to assist handicrafts producers. - Develop booklet for AAC members and other handicrafts groups on essential issues that affect them - Assist with increasing marketing opportunities. - Support for designers to assist in developing products. - Provide support for study of using local raw materials to develop crafts items to decrease dependence on imported materials.
Newsletter for Micro-entrepreneurs and small business owners	<p>Provide articles for newsletter to be created by Human Resources Inc.</p> <p>Articles that :</p> <ul style="list-style-type: none"> - describe successful business people that have started from small-scale activities; - applying for jobs, interviewing and recruiting; - other subjects of interest to IE workers
Media	<ul style="list-style-type: none"> - Determine means to link with the Women's Media Centre - Use radio to illustrate entrepreneur's experiences and how to improve business
OD	<ul style="list-style-type: none"> - Document, develop case study of OD work carried out with AAC, Traidcraft to use as a model with other groups. - Training on report writing, finance and administration, computer skills in some organisations (e.g. CAID)
Community based Health Insurance	<ul style="list-style-type: none"> - Work with GRET to expand. - Provide support/hire a consultant to capture/document the GRET experience.
SIYB, Get Ahead	<ul style="list-style-type: none"> - Continue support/network for training on management to be provided to project beneficiaries. - Develop business plan writing skills
Technical skills training	<ul style="list-style-type: none"> - Provide support for technical skills training for IE workers.
IRAP	<ul style="list-style-type: none"> - Study means of networking and provide support to some of the projects proposed in communities that are related to IE
Apsara Foundation/Taxation Issues	<ul style="list-style-type: none"> - Study means to channel more support through the Apsara Foundation and local taxes to vulnerable groups in the area.
Support to communities near other touristic areas	<ul style="list-style-type: none"> - Provide support to locations such as Sihanoukville.
HIV-AIDS	<ul style="list-style-type: none"> - Continue cooperation with ILO HIV-AIDS activities to mainstream HIV-AIDS issues into IE worker programs.
New partners	<ul style="list-style-type: none"> - Develop activities with some new NGO partners, such as UPDF, to work with street vendors.

Mongolia- List of Suggestions for Future Cooperation with ILO	
Issue	Suggestions Future
Definition of informal economy	<ul style="list-style-type: none"> - Provide support to prepare definition of what is understood to be IE in Mongolia. On the subject of I.E. each ministry has a different view but now they are coming to a consensus.
Mainstreaming IE	<ul style="list-style-type: none"> - Provide support for the mainstreaming of IE into different levels of Government.
Policy and legal framework	<p>Improve the legal environment. Important areas mentioned by interviewees:</p> <ul style="list-style-type: none"> - Policies on IE workers and their rights - Labour Law to cover different types of IE workers. - Insurance (IE enterprises have no insurance because they are not registered) - Business registration process (i.e. official registration, not the survey type registration that is currently being implemented) - Taxation (some IE enterprises are paying taxes and sometimes it is even more than necessary) - Study feasibility and usefulness of special law on OSH separate from the Labour Law.
Trade Union	<ul style="list-style-type: none"> - Provide financial support for publicizing and implementing the TU manual. - Providing training for leaders on TU manual. - Organise herders and other types of IE worker groups. - Provide support for studying specific groups not yet studied on their needs and ways that the TU can work with them.
Social and Health Insurance	<ul style="list-style-type: none"> - Collaborate with Government and ADB on developing the social and health insurance further for the IE, including herders.
OSH Package for Vocational and Private Training Agencies	<ul style="list-style-type: none"> - Provide support for the integration of the OSH module in the vocational and skills training of the agencies. - Develop more brochures, handouts on OSH - Continue to provide support for TOT on WISH, WIND, etc. - Provide consultant to do OD to improve functioning of OSH unit at the MoL
SIYB, GET Ahead	<ul style="list-style-type: none"> - Continue to support TOT on SIYB and Get Ahead. - Financial support for follow-up and refresher training. - Determine effects and ways to address the fact that SIYB is shortened to one hour sessions or very shortened courses as currently done by some partners.
Technical training	<ul style="list-style-type: none"> - Funding from ILO on technical skills training in a broad range of - Subject areas. (particularly in rural areas)
IRAP	<ul style="list-style-type: none"> - Develop IRAP exercises in informal mining areas. - Support proposal writing training for IRAP supported communities.
IE workers and business registration system	<ul style="list-style-type: none"> - Provide funding support for data analysis, reporting, data dissemination, knowledge sharing.
Governance	<ul style="list-style-type: none"> - Support for training in cooperatives and associations on governance, auditing the effect of governance, developing the voice of members and board members.
Handicrafts	<ul style="list-style-type: none"> - Provide support for design, quality and quantity of production, develop

	<ul style="list-style-type: none"> marketing channels. - Study potential and provide support for setting up a centre to channel marketing of handicrafts for export. - Assist (possibly through centre) in determining solutions for accessing raw materials. - Study solutions to taxation of handicrafts products for export.
Knowledge Sharing/Models	<ul style="list-style-type: none"> - Document experience of MONEF on developing solutions to informal mining issues and use as model for other sectors. - ILO to provide more documents and manuals documenting experiences in other countries (best practices, models)
Mentoring of IE enterprises	<ul style="list-style-type: none"> - Support to MONEF to develop a mentoring system of business people for IE enterprises. (including in rural areas) - Assist MONEF in working to create awareness of formal business owners to see IE enterprises as potential partners.
Health and Social Insurance	<ul style="list-style-type: none"> - Support for awareness raising campaign for IE workers to sign up and use the schemes as appropriate to their situation. - Support for awareness raising campaign for decision makers in Government and business on Health and Social Insurance and right to access and their responsibilities to promote access by IE workers. - Support for capacity building of Social Security Insurance Office
Basic information sharing	<ul style="list-style-type: none"> - Network with Ger Initiative to promote and distribute practical information (brochures, pamphlets) on steps administrative steps for citizens such as departure from a locality and registration in a new one, business registration, obtaining land titles, ID cards, etc.
Data collection	<ul style="list-style-type: none"> - Support for research on more different types of IE workers.
Government business Centres	<ul style="list-style-type: none"> - TOT for Business Centre staff on SIYB, WISH, WIND, etc. - Financial support for equipment and training materials in the business centres.
Formalising IE enterprises	<ul style="list-style-type: none"> - Support for studying all aspects on formalising IE enterprises (importance and effect of formalising, context, etc.) -
Trade Fairs	<ul style="list-style-type: none"> - ILO to provide support for participation in trade fairs both nationally and internationally.
Proposal Writing	<ul style="list-style-type: none"> - Training and handbook developed on proposal writing.

Thailand- List of Suggestions for Future Cooperation with ILO (as requested by interviewees)	
Issue	Suggestions Future
Multisectoral Working Group	<ul style="list-style-type: none"> - ILO to provide support to design and implement an intersectoral working group from different Ministries and other partners on IE (including MoL, MoH, MoA, trade unions, employers, NGOs, workers). Working group to concentrate on implementation of concrete activities (not just policy).
Trade Unions and Trade Union Manual	<ul style="list-style-type: none"> - Presentation techniques, especially on collective bargaining and also how to network with the Local Authority, National Government and community. - Increase in-depth understanding of law and regulations.
Legal Framework	<ul style="list-style-type: none"> - Provide support for the incorporation of IE issues in the new Labour Law. - Assist in carrying out and building on the existing research to determine the exact laws that are appropriate for the I.E. - Provide support to develop laws for additional groups such as transport workers, fishermen (at risk of trafficking), street vendors, waiters and waitresses, etc. (May be separate laws or incorporated in the general Labour Law) - Assist in ensuring that the Labour Law covers and includes types of IE workers carrying out work that is relatively less common. - ILO to advocate to the Government to ratify ILO Conventions 87 and 98. <p>Provide support for:</p> <ul style="list-style-type: none"> - Increased awareness of employers of home based workers, temporary and daily wage workers. - Develop knowledge of local authorities throughout the country of the laws as related to IE. - Increase awareness of general public on IE related laws and regulations.
Labour Inspection/Protection	<ul style="list-style-type: none"> - ILO to follow-up and inspect/evaluate/make recommendations on the working conditions of piece workers. - ILO to provide technical and financial support for workshops for volunteers on the labour laws, regulations, referral system for District level centres on labour protection issues. - Funding assistance for 2006 national conference on IE workers. - ILO to consider support for development of a database development for IE workers that are already registered with the Labour Department to make monitoring them easier.
Social Protection	<ul style="list-style-type: none"> - Provide technical support to the core group discussions on the extension of the social security to the informal economy. - Study of community based social protection scheme developed in the Philippines and how it can be adapted to the I.E. This is seen as necessary because the existing 30 Baht scheme is insufficient to cover all the needs.
Agriculture Workers (WIND)	<ul style="list-style-type: none"> - Funding for increasing the number of trainers to other provinces, also additional trainers needed in existing districts. - Funding for training of farmers. - Provide support for advocating techniques for allocation of local funding for training (under decentralised system). - Development of manual using visuals for the farmers to use, such as the poster that was already developed.

<p>Integration of OSH issues in Primary Health Care Units</p>	<ul style="list-style-type: none"> - Expansion to every PCU is difficult and financial support requested by MoH. Due to decentralisation they depend on Districts to decide the importance and it is difficult to advocate and convince every District in the country. Some limited funds available but so far could only cover 10 and there are +- 1000 PCU in the country. - Technical support for issues on how to improve working conditions from an engineering standpoint. - Determine how the Social Protection Scheme can link up with the OSH program at District level to assist in financing protective measures (especially for Home Workers). - Knowledge sharing of the experience on OSH in PCUs with other countries in the region.
<p>Research</p>	<ul style="list-style-type: none"> - Support to the National Statistics Office to define certain aspects of the I.E. and technical aspects of collecting statistics on the I.E. - Support for documenting the experience of carrying out research on I.E. in Thailand - Decentralisation- there needs to be research on how the Local Government can work on the I.E. - There is a good model on OSH, social and labour protection in Japan. Collaboration from ILO to study this.
<p>Cooperation with implementing agencies</p>	<ul style="list-style-type: none"> - Thaicraft would like to continue to work with ILO once it has been able to assign a full time socio-economic development specialist on staff and finished its OD exercise.
<p>Business skills development</p>	<ul style="list-style-type: none"> - Department of Skills Development interested in collaboration on business skills development. - Provide technical support to Department in its work with ASEAN.
<p>Handbook for Home Workers</p>	<ul style="list-style-type: none"> - Provide support to train leaders and distribute the handbook in other parts of the country. - Provide financial support to prepare simplified manual or brochure/pamphlet on the major issues covered in the Handbook, especially on legal rights. - Increase capacity of leaders in the areas of public speaking and advocacy.

Appendix 4: Quantitative Results, Summary of Progress to November 2005

Cambodia	Project Objectives	Indicators	Achievements/Outputs
<p><u>A. Development Objective:</u></p> <p><i>To reduce poverty through improving the quantity and quality of decent work opportunities for women and men in informal economy.</i></p>			

<p><u>B. Immediate Objectives:</u></p> <p>Immediate Objective 1</p> <p><i>To create greater awareness and enhance capacity of ILO constituents and key stakeholders to formulate, implement, monitor and evaluate policies, programmes and projects for the informal economy</i></p>	<ul style="list-style-type: none"> • Number of policy documents and action plans for the informal economy • Amount of budget allocations to improve the informal economy • Number of programmes and projects that address the informal economy • Number of reports with information and analysis on the informal economy 	<ul style="list-style-type: none"> - 3 awareness/policy documents produced (<i>IE Literature Review, Handbook on Decent Work in IE and Partnership between Commune Councils and Civil Society</i>) - 2 action programs (<i>SVPP Phase 2 and Effective Micro-organism Technology Transfer will be implemented in December 2005</i>) - 5 action programs planned for the first quarter of 2006 (<i>Promotion and expansion of SHI in Phnom Penh with GRET, Product Fair with ILO/ISED, Awareness-raising session with Parliamentarians, Support to Development of SHI policy and Follow-up workshop on Work Improvement Programme</i>). - \$25,000 allocated for the five action plans (above) - \$300,000 spent to improve the IE in Cambodia - 16 major programs/pilot projects supported and launched (<i>Effective Micro-organism Technology for extension workers, handicraft product development and marketing, traditional musicians, vegetable production, community shop management capacity building, HIV/AIDS Awareness Toolkit and Training, SHI Awareness and Development, WIND, WISCON, WISH, Organisational Development, Support to Development of National OSH programme, Product Fair, SBA TOT, Organising and Negotiating in the IE with unions and IE organisations, local planning and development manualising</i>) - 5 study reports on the informal economy (i.e. rapid assessment of three informal occupational groups, business registration for IE, IE policy review, labour law and administration and vending policy) were produced. - A project update produced and distributed. - A Joint Newsletter with ILO/ISED to be produced in January 2006. - Report on IE Literature Review produced - Decent Work & IE Handbook produced. - 2 PAC meetings were convened.
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<p>Immediate Objective 2</p> <p><i>To foster enabling environment and enhance capacity of informal economy workers and employers to move towards decent, productive work through realization of their rights, voice and representation</i></p>	<ul style="list-style-type: none"> • Number of legal and policy changes adopted • Number of informal economy workers and employers organized • Number of organizations of informal economy workers and employers participating in relevant public processes • Number of strategic and supportive links established between employers' and workers' organizations and informal economy workers and employers 	<ul style="list-style-type: none"> - Business registration study produced and AAC's advocacy activities together with stakeholders contributed to changes in registration procedure (low direct cost (\$177), short approval period (3 weeks) and simplified application). - Contribution by the project to the production of commune council and civil society partnership handbook. - An operational manual on participatory local planning and development is being produced by Padek. - SBA Manual has been adapted and added in with concrete case study on the organisational development of AAC. - Micro-organism(MO) technology has been adapted for easy-to-apply training for local farmers in Siem Reap by the Provincial Department of Agriculture. - GET Ahead manual was adapted by ILO/EEOW and Ministry of Women Affairs and the project has printed 200 copies and distributed to IE organisations for use in their business training (AAC, APDO, Hurredo, Padek, NGO Forum). - A training manual on organizing in the informal economy produced and translated into Khmer, and is being adapted by unions with support from ILO WEP and IEP . - Training documentation for smallholder vegetable production was produced in support of farmer training, coaching and mentoring. - A Manual on handicraft product development and marketing, including organisation for trade fair, has been developed for AAC and its members - Organisational development consultancy for AAC and its four participating members are being implemented. - A draft concept paper on integrated farming system was prepared for future interventions by different stakeholders in Siem Reap. - Over 3,000 workers/employers in the informal economy have been organised with support of the project through OSH and other training programmes (i.e. CAID 600+ informal workers, CFBW 1,800+ construction workers, SVPP 100 farmers, CTAP 50 musicians, AAC 300+ handicraft producers and CUF 150+ workers). - 35 local organisations/companies participated in the August 2005 product fair in Siem Reap. - 48 courses in work improvement/OSH have been offered with strategic and supportive links between workers' and government's organisations and IE workers and employers-
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	<ul style="list-style-type: none"> Percentage and number of women, youth and people with disabilities who are members and decision makers in informal economy organizations 	<ul style="list-style-type: none"> - Selection of AAC as partner organizations; 25% of AAC membership are people with disability; 50% women managers/decision makers in its member organisations and 10% youth among producers. - Support to 12 community Shops: <ul style="list-style-type: none"> • Management committee of the community shop involves at least 40% of women in decision making process. • Around 900 members/shareholders made up of at least 60% of women
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<p>Immediate Objective 3</p> <p><i>To increase earnings of beneficiaries in replicable pilot projects for higher productivity and market access through activities that enhance representation and voice outlined in Objective 2</i></p>	<ul style="list-style-type: none"> • Number of informal economy workers and employers participating in the pilot projects • Percentage and number of women, youth and people with disabilities participating in project activities 	<ul style="list-style-type: none"> - 100 farming households participated in SVPP of which 60 per cent is woman as direct beneficiary. - CTAP has included 60 workers of which, 38%, 20% and 33% accounted for women, youth and disabled respectively participated in the traditional musician/dancer training. - 22 AAC member organisations currently employing over 650 among which 25 per cent is disabled and landmine survivors and 74 per cent is poor woman. - 9 extension workers (2 women & 7 men) participated in MO training - Support to 12 community Shops: <ul style="list-style-type: none"> • 24 or (40)% Management committee members have benefited from the programme. • Over 900 members/shareholders of the 12 shops, 60% women - Sub-regional SBA Workshop with 51 participants (26 women & 25 men) - 11 (36% women) representatives of the project's IE organisation partners participated in training on GET Ahead and SIYB provided by ILO/ ISED - For 12-month technical support on handicraft product development and marketing for AAC and its member organisations has increased in number of producers/workers from 365 (12 member organisations) to 668 (22 member organisations) with income rates ranging from \$40 to \$120/month per worker. Also, gross sale has been increased from USD560,000.00 in 2004 to USD1,000,000.00 (78.5% hike) in 2005 for AAC's 22 member organisations. - Community-based Traditional Art Performance (CTAP) has provided regular income for musician and dancer groups. Income improvements for a period of nine months (January-September) were recorded for the groups, ranging from USD 374.00 to USD 715.00. (See attached income statement Jan-Jun and the 3rd quarterly report provided by APDO). - Farmers participating in the Smallholder Vegetable Production Project (SVPP) have earned each \$30 up to \$50 per month over the last eight months while previously had earned twice less than that of from other agricultural activities (such as collecting firewood and forest products faraway from home)
<ul style="list-style-type: none"> • Average earnings of informal economy workers in pilot projects 		

<p>Immediate Objective 4</p> <p><i>To identify and implement concrete measures to improve the social protection of informal economy workers and employers through representative organisations</i></p>	<ul style="list-style-type: none"> • Number of research documents and strategy papers produced • Number of items prepared for publicity and media • Number of training materials produced • Number of people in pilot projects covered by social security including micro-insurance 	<ul style="list-style-type: none"> - National OSH profile is being collected and compiled by MOL with support from SRO-Bangkok and the project. - National OSH Programme Development Workshop was held in August 2005 by MOL with the project - National Seminar on OSH in Construction was held in October 2005 by MOL with the Project - Economic assessment of 400 households for possible extension of SHI scheme to be undertaken by GRET. A report was produced. - Tools for monitoring and reporting of insurance and MIS produced by GRET. - 2 press releases on OSH training were circulated with support from ROAP Media Officer - 5 interviews were given out by the NPC to media concerning the project activities. - 7 opening ceremonies of the project's major training workshops (TOT WISH, WIND, WISCON, SBA, National OSH Programme, National Seminar on OSH in Construction and SHI Awareness) were well covered by mass media (newspapers, TVs and radios) - WISH training package and documentation produced. 3 sets of illustrating tools were produced for local trainers. - WIND training package and documentation produced. 4 sets of illustrating tools were produced for trained trainers. - WIND Manual New Asia Version was translated into Khmer and will be printed in February. - WISCON training package and documentation produced. 2 sets of illustrating tools and safety equipment were produced for trained trainers. - OSH in Construction Presentation package was produced. - HIV/AIDS toolkit was produced with support of SRO-based HIV/AIDS Associate Expert and tested in Siem Reap and Phnom Penh. - HIV/AIDS awareness materials were provided to WISH trainers by the ILO HIV/AIDS project - SHI Awareness workshop materials were produced. - Community-based health insurance expansion has been expanded in Ang Roka District (Takeo Province) where currently there are around 3000 covered under the scheme with the project support on promotion, awareness raising.
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	<ul style="list-style-type: none"> • Number of participants in training programmes for micro-insurance, WISH, WIND, WISCON and HIV/AIDS • No of solutions and advocacy interventions by informal economy workers and employers to address vulnerabilities 	<p><i>developing monitoring and impact assessment tools..</i></p> <ul style="list-style-type: none"> - 35 representatives from Government, Employers' and Workers' organisations and IE associations attended the WISH TOT in August 2004; 30 of which participated in the WISH Follow-up in October 2004. - 39 representatives from Government, Employers' and Workers' organisations and IE associations attended the WIND TOT in February 2005; - 27 representatives from Government, Employers' and Workers' organisations and IE associations attended in March the WISCON TOT which was conducted by the Ministry of Labour and Vocational Training with the IE Project. - 1264 (43% women) IE workers and employers participating in the training programme on work improvement (WISH, WIND & WISCON) by local trainers. - 85 participants (39% women) from IE organisations participated in HIV/AIDS Awareness and Prevention training using the newly developed toolkit. - 81 participants (20% women) from Government, employers' and workers' organisations and IE organisations attended the National OSH Programme Development Workshop - 37 participants(12% women) from Government, employers' and workers' organisations and IE organisations attended the National Seminar on OSH in Construction - 31 participants (39% women) from Government, employers' and workers' organisations and IE organisations attended the SHI Awareness Workshop. - Expansion of the scheme to Phnom Penh and Siem Reap is underway - Report on economic assessment of 400 households for possible extension of SHI scheme produced by GRET. - Tools for monitoring and reporting of insurance MIS produced by GRET. - First SHI Awareness workshop held in Phnom Penh in October 24-28, 2005 in collaboration with the Ministry of Health and GRET. - Informal working group of ILO-WHO-GTZ hold a regular meeting on SHI development in Cambodia
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<p>Immediate Objective 5</p> <p><i>To facilitate replication of lessons learnt and good practices from pilot projects, as part of the ILO's global programme on the informal economy.</i></p>	<ul style="list-style-type: none"> • Number of impact assessment methods and tools developed, tested and used • Number of participatory assessments by informal economy workers and employers • Number of good practices identified and documented • Improved labour market information on informal economy available • Number of successful sub-regional meetings on lessons learnt • Number of impact assessment results used for improved strategies in the IE 	<ul style="list-style-type: none"> - Baseline survey is conducted by partners at the beginning of the project. Baseline information has been collected and will be used as basis for comparison of difference (before and after the project's intervention). - Documentation of the process being done by partners (Hurredo, AAC and HR Inc.) - All partners are required to identify their indicators in the action plan proposal - Internal evaluation exercises at the end of pilot project are required to incorporate in their proposal with a minimum budget. - Product fair in Siem Reap for local producers to exchange ideas and experiences on doing a successful business and improved product quality and consistency. - 3 proposals submitted to Geneva to highlight best practices being implemented by partners (GRET on CBHI and ACC/HURREDO on supply chain). - Knowledge Fair of best practices on AAC/HURREDO, GRET and WISH training displayed at Geneva in June 2005. - An IE Policy Review in Cambodia provides labour market information on IE with gender perspective. A report is being finalised and will make available in January. - A regional SBA workshop where the countries came together with Lao and Vietnam to share experiences at Phnom Penh in January 2005. - Cambodian handicraft producers attended the International Fair to learn new approaches and share experiences in Bangkok International Gift Fair in April 2005. - An ILO knowledge sharing in the IE was held in Siem Reap in November 28-30, 2005. - An experience and knowledge sharing meeting for SE Asia held in Siem Reap in December 1-3, 2005. - A workshop on knowledge sharing and lessons learnt among the projects in the three countries would be held in the first quarter of 2006(perhaps in Phnom Penh). - Initial impacts observed (in the pilot projects on handicraft-AAC, vegetable-Hurredo and musician-APDO) could be used for improved strategies in The IE or next phase of the project - The results of project evaluation by the consultant could also be used for better intervention strategies in the IE.
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ANNEX 1: OBJECTIVES AND INDICATORS OF ACHIEVEMENT OF THE PROJECT (JUNE 2004 - OCTOBER 2005)

Project Objectives	Indicators	Achievements/Outputs
<p><u>A. Development Objective:</u> <i>To reduce poverty through improving the quantity and quality of decent work opportunities for women and men in informal economy</i></p>		
<p><u>B. Immediate Objectives:</u></p>		

<p>Immediate Objective 1</p> <p><i>To create greater awareness and enhance capacity of ILO constituents and key stakeholders to formulate, implement, monitor and evaluate policies, programmes and projects for the informal economy</i></p>	<ul style="list-style-type: none"> • Number of policy documents and action plans for the informal economy • Amount of budget allocations to improve the informal economy • Number of programmes and projects that address the informal economy • Number of reports with information and analysis on the informal economy 	<ul style="list-style-type: none"> - Baseline survey on informal gold mining in <i>Bornuur and Zaamar Souns</i>, <i>Tuv aimag</i> was undertaken in collaboration with the <i>International Programme on the Elimination of Child Labour</i> - \$6715 - Literature review, handbook, bibliography of the informal economy in Mongolia was undertaken - \$8000 - Study on the regulatory framework affecting Mongolian business was undertaken - \$5000 - Draft reports of 4 studies (<i>Labour Law, National OSH Profile, Health care and Health Insurance system, Study on Legal and Regulatory framework for IGM</i>) have been produced and being under-finalization - \$9427 - Study on Policy of Inclusion and Exclusion: Local Planning and Legislation on Vending in Mongolia and Study on Social and health insurance of people working in the informal economy are under preparation- \$16310 - 2 action plans supported and launched (<i>MOSWL project on Establishment of social security model in agricultural enterprise and LSWO project on registration of informal economy operators and development of OSH training module</i>) - \$33240 - CMTU action plan on translation of TU manual for organizing of IE workers, ToI and Study on labour rights of IE workers is under implementation- \$7240 - 4 contracts with <i>MONEF, HLSPO (2 contracts) and MoSWL</i> were made on organising the <i>SIYB, IRAP, and Get Ahead training</i> - \$16656 - Local consultant on <i>IRAP</i> was contracted - \$2800 - <i>PAC</i> was established and has first meeting on 6 April
<p>Immediate Objective 2</p> <p><i>To foster enabling environment and enhance capacity of informal economy workers and employers to move towards decent, productive work through realization of their rights, voice and representation</i></p>	<ul style="list-style-type: none"> • Number of legal and policy changes adopted • Number of informal economy workers and employers organized • Number of organizations of informal economy workers and employers participating in relevant public processes • Number of strategic and supportive links established between employers' and workers' organizations and informal economy workers and employers • Percentage and number of women, youth and people with disabilities who are members and decision makers in informal economy organizations 	<ul style="list-style-type: none"> - IE policy draft developed by the <i>MOSWL</i> was translated and provided with <i>ILO</i> comments - <i>National OSH Workshop</i> was supported (\$2400 for workshop preparations and \$1600 for preparation and printing of <i>OSH profile</i>). The <i>National OSH Programme</i> discussed by the conference was adopted by the <i>Government of Mongolia</i> - 20 children under <i>IGM</i> project had graduated skill training courses - Under social dialogue component of <i>IGM</i> project <i>MONEF</i> had organized several consultative meetings on issues related with <i>IGM</i> and draft law on artisanal gold mining (including one TV programme) - Training activities and meetings organized by the project ensured participation of both men and women. In total 758 people had participated in 28 meeting/training of IE project of which 498 were women and 260 men. 11 PWDs were involved.

<p>Immediate Objective 3</p> <p><i>To increase earnings of beneficiaries in replicable pilot projects for higher productivity and market access through activities that enhance representation and voice outlined in Objective 2</i></p>	<ul style="list-style-type: none"> • Number of informal economy workers and employers participating in the pilot projects • Percentage and number of women, youth and people with disabilities participating in project activities • Average earnings of informal economy workers in pilot projects 	<ul style="list-style-type: none"> - Following number of training were organized: <ul style="list-style-type: none"> • 5 ToTs (SIYB, WISH, WIND, Organizing in the informal economy and Get Ahead), 4 IRAP training, 8 WISH training, 1 training on design and marketing of crafts, WISH/WISCON Follow Up and 1 WIND training.
<p>Immediate Objective 4</p> <p><i>To identify and implement concrete measures to improve the social protection of informal economy workers and employers through representative organisations</i></p>	<ul style="list-style-type: none"> • Number of research documents and strategy papers produced • Number of items prepared for publicity and media • Number of training materials produced • Number of people in pilot projects covered by social security including micro-insurance • Number of participants in training programmes for micro-insurance, WISE, WIND and HIV/AIDS • No of solutions and advocacy interventions by informal economy workers and employers to address vulnerabilities 	<ul style="list-style-type: none"> - Manual of the SIYB Package and Trainers' Guide was translated - \$1300 - "Improving Access in Rural Areas" for IRAP was translated into Mongolian - \$850 - Get Ahead training package was translated -\$2100 - Translation of TU manual on organizing the IE workers was done - E. Morris. Promoting employment opportunities in rural Mongolia was translated into Mongolian- \$1600 - Manual for craft design and marketing was prepared by the Consultant - Presentation on IE project have been made on 8 public meetings (ILO retreat in Beijing, national OSH workshop, National Workshop on DW Action Plan, National workshop on promotion of employment of PwDs, Strategic Planning workshop on gender mainstreaming, 2 training at LSWSO for staff and employers on IE and youth employment, TU workshop on combating CL in IGM) - 10 part business radio series was developed - \$1000 - 5 part herders diversification radio series was developed - \$500 - 4 news clips on WISH, SIYB, IRAP have been published in local newspapers - MONEF organized TV talk show on IGM related issues - Press releases about National OSH workshop, WISH ToT and IRAP from ROAP - IE project included in article in Kyodo News - 2 training/workshops were reported by Eagle TV - Following trainers have been trained: 16 SIYB trainers, 29 WISH trainers, 27 WIND trainers and 26 Get Ahead trainers - 186 participants have been involved in WISH training - 20 participants have been involved in WIND training

Appendix 5: Persons Interviewed

**Cambodia
EVALUATION OF THE INFORMAL ECONOMY PROJECT
LIST OF PARTICIPANTS
6-15 November 2005**

No.	Name	Title	Agency	Workstation	Telephone
1	Mr. Kep Kannaro	Deputy Director	Padek	Phnom Penh	023-362779
2	Mr. Sath Kimsoeun	Assistant Programme Officer	Padek	Phnom Penh	023-362779
3	Tuy Sinak	Volunteer	Padek	Siem Reap	
4	Chhim Phany	Volunteer	Padek	Siem Reap	
5	Lunh Yun	Seller	Village Kandol	Siem Reap	
6	Phorn Hak	Seller	Village Kandol	Siem Reap	
7	Thi Ny	Committee Group	Village Kandol	Siem Reap	
8	Penh Sok	Cashier	Village Kandol	Siem Reap	
9	Touch Chantha	CDF	Padek	Siem Reap	
10	Mr. Tat Bunchoeun	Director	Department of Agriculture	Siem Reap	
11	Mr. Keo Chim	Deputy Governor	Angkorthom District	Siem Reap	
12	Mr. Bill Dalton	Advisor	HURREDO	Siem Reap	
13	Mr. Tann Cheayutha	Training Coordinator	HURREDO	Siem Reap	
14	Mr. Ou Bunheng	Marketing officer	HURREDO	Siem Reap	
15	Ms. Kem Chakrya	Accountant	HURREDO	Siem Reap	
16	Mr. Yo Mengly	Field Trainer	HURREDO	Siem Reap	
17	Mr. Sron Kim Sroy	Field Trainer	HURREDO	Siem Reap	
18	Mr. Pov Sophy	Field Trainer	HURREDO	Siem Reap	
19	Sok Sunith	Purchasing	FCC	Siem Reap	
20	Chan Chhunleng	Purchasing	Angkorhoward Hotel	Siem Reap	
21	Luon Kimlean	Project Coordinator	APDO	Siem Reap	
22	Tek Sakana Savuth	Executive Director	APDO	Siem Reap	012630116
23	Ms. Khat	General	CIFUF	Phnom Penh	012821910

	Sophy	Secretary			
23	Mr. Say Sam On	President	FBWW	Phnom Penh	012738539
24	Mr. Chiv Yin	Educator	CUF	Phnom Penh	012978228
25	Mr. Luos Seyha	President	CAID	Phnom Penh	011734811
26	Mr. Sok Kin	General Secretary	CFBW	Phnom Penh	012347412
27	Mr. Thoeun Bon Thorn	Educator	CFBW	Phnom Penh	012629922
28	Mr. Ath Thorn	President	CCAWDU	Phnom Penh	012998906
29	Ms. Sandra D' Amico	Managing Director	HR Inc.	Phnom Penh	012766748
30	Mr. Men Sinoeun	Director	AAC	Phnom Penh	012790735
31	Mr. Try Suphearac	Representative	Wathan Artisans Cambodia	Phnom Penh	012929931
32	Yek Hong Tang	General Manager Designer	PEACE HANDICRAFTS & SILKS	Phnom Penh	012788089
33	Mr. Moun Phalla	Logistic Manager	PEACE HANDICRAFTS & SILKS	Phnom Penh	012852661
34	Mr. Cedric Salze	Project Manager	Health Insurance Project	Phnom Penh	012848762
35	Lim Sang	Director	REHAB CRAFT	Phnom Penh	012926702
36	Sim Rasy	Marketing Manager	Farmers Association	Phnom Penh	011843433/ 012843433
37	Ms. Yong Vin	National Project Coordinator	ILO-EEOW	Phnom Penh	023994409/ 023220817
38	Mr. Nuon Rithy	National Project Coordinator	ILO-EEOW	Phnom Penh	012810944
39	Mr. Neup Ly	EEOWP, Programe Assistant	Urban Sector Group	Phnom Penh	012909397
40	H.E. Dr. Huy Han Son	Under Secretary of State, In-charge of OSH	Ministry of Labour and Vocational Training (MOLVT)	Phnom Penh	012552448/ 023721154
41	Dr. Lay Meng Ly	Deputy Director	Department of Occupation Health, MOLVT	Phnom Penh	012494890
42	Ms. Chap	Executive	People's	Phnom Penh	012445979

	Chantha	Director	Association for Development		
43	Mr. Bas Rozemuller	Chief Technical Advisor	ILO-ISED	Phnom Penh	012333075
44	Mr. Than Vuth	IRAP/GIS Project Coordinator	ILO-NRDP	Phnom Penh	012901003
45	Ms. Keo Sun Sophany	IRAP Specialist	ILO-NRDP	Phnom Penh	
46	Mr. Sok Visal		UPDF	Phnom Penh	012859502
47	Mr. Chin Bora	National Project Coordinator	ILO-HIV/AIDS	Phnom Penh	012909968
48	Tun Sophorn	National Project Coordinator	ILO-IEP	Phnom Penh	012854771

Mongolia

List of the interviewees

Data	#	Names	Organization	Occupation
24.10.05	1.	G.Pagma	Household Livelihood Support Program Office	Executive Director
	2.	M.Enkhat		Program coordinator
	3.	J.Tsogtbaatar	Labor and Social Welfare Service Office	Vice –director
	4.	D.Batmunkh		Chairman of the Training department
25.10.05	5.	Ts.Tsend- Auysh		Executive Director
	6.	S.Nasanjargal	Wool World cooperative	Chief
	7.	G.Myanganbayar	Board Chair of the Mongolian Consumers Cooperative Union	Chairman
	8.	S.Baigalmaa	Mongolian Cooperatives Training and Information Center	Executive Director
	9.	Vanessa Hammard	Canadian Cooperative Association	Consultant on Marketing
	10.	Kh.Ganbaatar		Executive Director
	11.	G.Ouyndari	Mongolian Employers Federation	Project coordinator
	12.	Ts.Sharavsampil		Project officer
	13.	E. Uyanga		Project officer
	14.	K. Tungalag	Health Insurance Council	Secretary
26.10.05	15.	G.Orgilbold	CHF-International	Ulaanbaatar – Business Development center , assistant manager
	16.	Marharet Herro		Country Director
	17.	Narantsatsral		Translator
	18.	Sean Granville-Ross	Mercy coop, Gobi Initiative	Deputy Chief of Party

	19.	Kh.Batsukh	TU Federation of Private sector workers	Chairman
	20.	Buyan-Undrakh		Officer
	21.	Dolgorsuren		Officer
	22.	Sh.Battsetseg	Labor Market Policy Department, Ministry Of Social Welfare and Labor	Director
	23.	Ch.Erdenechimeg		Officer
27.10.05	24.	Ganchimeg	CHF- Ger Initiative	Business consultant
SIYB/Get Ahead trainers	25.	S.Bolormaa	Mongolian Cooperatives Training and Information Center	Trainer
	26.	Altantsetseg		Trainer
	27.	N.Undrakh	Mongolian Employers Federation	Chairman of the training department
	28.	Ya.Balgansuren	Industry and trade Ministry	Senior specialist
	29.	D.Dolgorsuren	TU Federation of Private sector workers	Officer
	30.	D.Narantsetseg	Ulaanbaatar Women Council	Vice director
	31.	C.Nyamdorj	Employment Support Project of Disabled People	Social worker
	32.	Ts.Ouynchimeg		Social worker
	33.	B.Bayasgalan		Project Officer
	34.	S.Selenge		Project Officer
WISH/WIND trainers	35.	Ts. Batnasan	Ministry of Social Welfare and Labor	Officer in charge of OSH issues
	36.	S. Ouynchimeg	Mongolian Employers Federation	Senior Officer, WISH trainer
	37.	U. Tsogzolmaa	Labour Social Welfare service office	Officer, WISH trainer
	38.	B. Buyan Undrakh	TUF of private sector workers	Officer, WISH trainer
	39.	Ts. Otgontungalag	CMTU	Officer in charge of OSH
	40.	S. Gantumur	Tuv aimag LSWSO	Training Officer
28.10.05	41.	Munkhzul	Tuv aimag, Batsumber soum	Legal Officer, soum Governor's office
Participants of IRAP training	42.	Tumurtuya	Tuv aimag, Batsumber soum	Officer in charge of agriculture
	43.	Tsogtgerel	Tuv aimag, Batsumber soum	Governor, Bag No 1
	44.	Tsetsegnyam	Tuv aimag, Batsumber soum	Governor's office staff, citizen from Bag No 1
	45.	Ariunaa	Tuv aimag, Batsumber soum	Governor, Bag No 2
	46.	Munkhtsetseg	Tuv aimag, Batsumber soum	Officer, soum Governor's office
	47.	Tuya	Tuv aimag, Batsumber soum	Officer in charge of livestock herding
	48.	Batbayar	Tuv aimag, Batsumber soum	World Vision, local representative
IRAP training participants	49.	Zina	Tuv aimag, Batsumber soum	Milkmaid
	50.	Dulamsuren	Tuv aimag, Batsumber soum	Farmer
	51.	Mereika	Tuv aimag, Batsumber	Farmer, WIND training participant

			soum	
	52.	Sarankhorloo	Tuv aimag, Batsumber soum	Farmer, WIND training participant
	53.	Dorjkhand	Tuv aimag, Batsumber soum	Farmer, WIND training participant
IRAP training participants	54.	Bolormaa	Tuv aimag, Jargalant soum	Director, Kindergarden
	55.	Altantsetseg	Tuv aimag, Jargalant soum	Head, group of households
	56.	Enkhtuya	Tuv aimag, Jargalant soum	Citizen, bag No 2
	57.	Tsend Auysh	Tuv aimag, Jargalant soum	Secretary, Soum Household Livelihood support Council
	58.	Bayarsaikhan	Tuv aimag, Jargalant soum	Officer, Governor's Office
	59.	Ulzijjargal	Tuv aimag, Jargalant soum	Director, Soum school
	60.	Byambasuren	Tuv aimag, Jargalant soum	Bag No 1, Head of group of households
	61.	Rentsen	Tuv aimag, Jargalant soum	Medical personnel, Bag No 1
	62.	Tumenjargal	Tuv aimag, Jargalant soum	Head, post office
	63.	Batnasan	Tuv aimag, Jargalant soum	Citizen, bag No 2
31.10.05	64.	Balgansuren		SIYB Master Trainer
	65.	Altantsetseg,		Get Ahead Trainer
	66.	Sodnomdorj	CMTU	President
	67.	Ganaa	CMTU	Secretary
	68.	Sukhbaatar	CMTU	Director, International Relations
	69.	Batsuuri	CMTU	Officer, focal point for IE
	70.	Alan Flux	VSO and Textile Institute	Consultant

List of Interviews Evaluation IEP -Thailand

Date/no.	Name	Title	Organization
1	Mr. Bundit Thanachaisethvut	Director & Labour Rights Researcher	Arom Pongpangan Foundation
2	Dr. Somkiat Sirittanapruk	Head of Research and Development Section	Department of Disease Control, Ministry of Public Health
3	M.L. Puntrik Smiti	Director	Department of Skill Development, Ministry of Labour
4	Ms. Sumalee Soontornnarurungsi	Chief of Home Economic Su-Division Programme Specialist for Access and Partnership Development, APDIP	Department of Agricultural Extension, Ministry of Agriculture and Cooperatives
5	Mr. James George Chacko		UNDP
18/11/2005			
1	Mr. Tula Pajchimvej	Advisor of Omnoi Group	Omnoi Group of TU
2	Mr. Kajorn Promjit	Vice President of TTUC	Thai Trade Union Congress
3	Ms. Jarinpom Niyom	Vice President of NCTL	National Congress of Thai Labour
4	Ms. Pradap Thepkun		Women Sector of Railway Workers Union
5	Mr. Bundit Thanachaisethvut	Director & Labour Rights Researcher	Arom Pongpangan Foundation
6	Ms. Sumalee Soontornnarurungsi	Chief of Home Economic Su-Division Labour Officer	Department of Agricultural Extension, Ministry of Agriculture and Cooperatives
7	Ms. Jariya Krajangwong	Labour Officer	DLPW
8	Mr. Shiipat Pinkaew	Labour Officer	DLPW
9	Mr. Nongnuch Tipgasorn	Labour Officer	DLPW
10	Ms. Patthiya Tantiwanit	Senior Labour Officer	DLPW
11	Ms. Vipa Vasakarnphanich	Labour Officer	DLPW
12	Ms. Aroonwan Pengvanich	Senior Labour Officer	DLPW
23/11/2005			
1	Ms. Amomrat Pongon	Accounting Assistant	Praeapan Group
2	Ms. Kwanjai Jarnongpo	Administrator (inventory)	Praeapan Group
3	Ms. Wannee Buaphutsa	Manager	Praeapan Group
4	Ms. Bangon Buakong	Sales	Praeapan Group
5	Mr. Panu Hiamhan	Labour Officer	Office of Welfare and Labour Protection of Khon Kaen Province

6	Ms. Poonsuk Pinrat	Labour Officer	Office of Welfare and Labour Protection of Khon Kaen Province
7	Ms. Wanpen Witheethep	Labour Officer	Office of Welfare and Labour Protection of Khon Kaen Province
8	Ms. Suntaree Saeng-ging	Coordinator	NE Homenet
9	Mr. Charit Meesit	Committee	Homenet
10	Mr. Bundit Thanachaisethvut	Director & Labour Rights Researcher	Arom Pongpangan Foundation
11	Ban Laokwianhak, Ban Thum, A. Muang, Khon Kaen		
12	Ban Sawathee, Sawathee, A. Muang, Khon Kaen (House of Khun Charoen and Khun Winai)		
13	Decha Fishnet Co.Ltd.		
14	Factory of Khon Kaen Fishnet Company, at Ban Sawathee		
28/11/2005			
1	Ms. Arunee Srito	Advisor	Thai Durable Textile Workers Union
2	Ms. Kruawan Tasbuppa	President	Thai Durable Textile Workers Union
3	Ms. Ampha Klinlamduan	Vice President	Thai Durable Textile Workers Union
4	Khun Samruay Jitsanop	Secretary	Thai Durable Textile Workers Union
5	Khun Samran Yasamut	Committee of Women Sector	Thonburi Lace Knitting TU
6	Khun Malai Rojanawipat	Member	Thai Durable Textile Workers Union
7	Ms. Yupa Boonkerd	Advisor	Thai Durable Textile Workers Union
8	Khun Sanguan Kunsong	Coordinator	Omnoi Group of TU
9	Ms. Jiew Chaothawon	Public Health Officer	Phayao Hospital
10	Ms. Sirirak Tangworapanyakul	Labour Officer	Office of Welfare and Labour Protection of Phayao Province
11	Ms. Chatsiri Pisitkul	Public Health Officer	Office of Public Health of Phayao Province
12	Ms. Nuchanart Hemwuthipan	Public Health Officer	Office of Public Health of Phayao Province
13	Mr. Ruenrom Kochang	Public Health Officer	Chiang Kam Hospital
14	Ms. Amphaporn Karinchai	Nurse	PCU in Tom District
15	Mr. Sakorn Nata	Chief of PCU	PCU in Tom District
16	Mr. Med Wongchaiya	Homeworker	Bloom Makers Group
17	Mr. Sangwian Inon	Public Health Officer	PCU in Ban Sang
29/11/2005			
1	Ms. Thanom Theekawong	President	Homenet North
2	Ms. Kruawan Hanyut	President	Homenet North, Nan

3	Ms. Saowalak Chaichana	Coordinator	Homenet North, Lamphoon
4	Ms. Supanee Wiangkam	Secretary	Homenet North, Phayao
5	Ms. Duangduan Kamchai	Advisor	Homenet North
6	Ms. Nawaporn Komchai	Coordinator	Homenet North
7	Ms. Duansiri Saengkaew	Coordinator	Homenet North, Chiang Mai
8	Ms. Saranya		Homenet North
9	Ms. Nuanchan Potar	President	SADA
10	Ms. Bupaprai Ratanasomboon	Sales Promotion	For You Friend, Co., Ltd.
11	Khun Sangwan Panyoyai	President	Ban Thi Group, Lamphoon
12	Khun Boonsri Chaimuk	Member	Ban Thi Group, Lamphoon
13	Khun Sommai Soongmuangmon	Committee	Ban Thi Group, Lamphoon
14	Khun Buakam Panyoyai	Member	Ban Thi Group, Lamphoon
15	Ms. Kusalin Phumas	Coordinator	SADA
30/11/2005			
1	Ms. Jankam Kaewma	President	Handloom Natural Dye Wiewing Group, Ban Naka, A. Sermgarm, Lampang
2	Mr. Pol Kaewma	President Assistant	Handloom Natural Dye Wiewing Group, Ban Naka, A. Sermgarm, Lampang
3	Ms. Ta Yahuafai	Handloom Wiewer	Handloom Natural Dye Wiewing Group, Ban Naka, A. Sermgarm, Lampang

Appendix 6: References

The evaluator read and analysed numerous documents for the evaluation. These included action proposals, progress reports, research reports, background documentation, manuals developed through the project, training materials, etc. Specific documents referred to in the evaluation report are listed below.

- Decent Work and Informal Economy" ILC General Discussion, 2002, Power Point Presentation, Geneva)
- Trebilcock, A., Decent work and the informal economy. EGDI-WIDER Conference on Unlocking Human Potential: Linking the Formal and Informal Sectors (Helsinki, 17-18 September, 2004). Geneva: International Labour Office, 2004. Report includes a reprinting of the conclusions of the ILC.
- Informal Economy, Poverty and Employment Project Training on HIV and AIDS A Toolkit for Organizations Targeting Workers in the Informal Economy An integrated Approach International Labour Organization Subregional Office, Bangkok, 2005
- Project Document: The informal economy, poverty and employment: An integrated approach. SPROUT RAS/03/51M/UKM. International Labour Organization, Geneva