



International
Labour
Organization

▶ **Report with results
of the informal sector survey
in Kyrgyzstan**

The survey of informal workers was conducted as part of the ILO project "Transition from Informal to Formal Employment" with direct involvement of sectoral trade union organizations. The survey results will be used by sectoral trade unions to expand their outreach and effective organizing among informal workers.

Objective of the survey

To identify optimal entry points for trade union organizations to conduct effective organizing among informal workers of formal and informal enterprises and to ensure protection of their social and labour rights in six pilot industry sectors (construction, textile/garment, mining, food processing, servicing, transport).

Tasks

1. To identify needs and challenges which informal workers are facing;
2. To identify the main causes and factors of why they are in informal employment;
3. To identify the main types of violations of the rights of informal workers;
4. To understand problems, interests and motivation of informal workers with regards to protection of their social and labour rights and collective promotion of their interests;
5. To review their perception and understanding of the role of trade unions and their attitude toward their activities;
6. To get recommendations for effective organizing among informal workers in formal and informal enterprises.

Key research questions

- To understand basic needs of informal workers and how trade unions can effectively organize and involve them in union activities;
- To determine the level of awareness of informal workers about their rights and opportunities to promote their interests;
- To identify reasons why informal workers are not motivated to formalize their employment and to interact with trade unions;
- To determine the main problems informal workers are facing, as well as the main types of violations of their rights in the workplace;
- To understand to which institutions informal workers apply and which communication channels they use;
- To assess the degree of trust and reasons for trust/distrust of informal workers to trade unions.

Survey method

This survey was conducted from December 15, 2022 to February 06, 2023. Data were collected through the online questionnaire using Google Forms and analysed using SPSS. The survey received 1,129 questionnaires using the developed Google Forms questionnaire. After processing the database, it was recorded that 1,048 informal workers from formal and informal enterprises operating in 6 industry sectors across the country participated in this survey. The survey was conducted simultaneously in two languages: Russian and Kyrgyz.

Survey sample

The sample aimed at effective coverage of informal workers in formal and informal enterprises operating in aforementioned 6 industry sectors. For this purpose, a list of enterprises with an estimated number of informal workers was originally provided by sectoral trade unions. A total of 19,790 informal workers were identified in 6 industry sectors (construction, textile/garment, mining, food processing, servicing, and transport). Respondents were selected using a random snowball sampling method.

In order to avoid having the same respondent repeatedly participate in the survey, survey participants were asked to provide their contact information, where applicable. All questionnaires were reviewed for repeated responses from the same respondent.

Survey limitations

The main limitation of this survey is the length of the questionnaire. When designing the questionnaire, we tried to take into account all the main tasks of the survey and fit into 23 main questions. To get higher response rate, all questions were of closed type with answer options. A respondent was given the opportunity to give his/her own answer if nothing offered reflected their point of view.

The second limitation is that the timing of the survey coincided with the "dead" season of some industry sectors. It took more time to find survey respondents.

The third limitation is the low motivation of respondents to participate at all. There were some respondents who were completely uncooperative and expected cash incentives for their participation in the survey.

Key observations from interviewers:

- High level of illiteracy among the population, especially among young people;
- Very low legal literacy among young people. Young people know little not only about the trade union, but also about their social rights;
- In general, trade unions do very little for the young population;
- The population is reluctant to participate in sociological surveys. The older group of women knows what a trade union is, they know about it. Some are completely reluctant to make contact and expected cash remuneration;
- Respondents have fear before filling out the questionnaire, as they are afraid that their opinion will be transmitted to employers, which in the future will lead to problems at work. Rather low level of trust in general is observed in the society.

Characteristics of quantitative survey respondents

Table 1. Summary of survey respondents

<p>1. Age (%): 18–23 years old – 8.7 23–28 years old – 14.2 29–35 years old – 27.9 36–45 years old – 27.9 46–55 years old – 13.6 Over 55 years old – 7.7</p>	<p>2. Gender (%): Male – 74.4 Female – 25.6</p>	<p>3. Region in which you live and work (%): Batken region – 10.6 Jalalabad region – 4.9 Issykkul region – 2.5 Naryn oblast – 6.1 Osh oblast – 3.2 Talas region – 1.0 Chui oblast – 7.3 Bishkek city – 61.7 Osh city – 2.6</p>	<p>4. Number of years you have lived in the locality (%): I have been living since birth – 37.1 Moved from another region – 43.3 Moved from a neighbouring town/village – 18.9 Arrived from another country – 0.7</p>
<p>5. Education level (%): No education – 1.3 Incomplete high school (9 Grades) – 5.1 Secondary (11 Grades) – 34.5 Primary vocational (vocational school) – 12.4 Secondary vocational education (college) – 19.0 Incomplete higher education – 11.4 Higher – 16.3</p>		<p>6. Marital status (%): Married – 63.0 Living together without registration of marriage – 2.4 Marriage as for traditions (nike) – 9.4 Divorced – 6.7 Widow/Widower – 0.8 Single/Unmarried – 17.7</p>	<p>7. Number of children (%): I have no children – 22.3 1 – 3 children – 53.2 4 – 5 children – 22.0 More than 5 children – 2.4</p>
<p>8. Living conditions (%): I rent my own place – 21.9 Renting a place together with others – 10.5 I live in a place provided by the employer – 1.4 I live with relatives / friends / acquaintances – 11.9 I live in my house/temporary home/apartment – 54.2</p>	<p>Ethnicity (%): Kyrgyz – 93.4 Uzbek – 2.4 Russian – 1.6 Other – 0.8 Refuse to answer – 1.8</p>		<p>10. Do you work in your specialty (%): Yes, I work in my profession – 30.6 No, I do not work in my specialty – 37.7 I don't have any major – 14.8 I have no choice; I'll take any job – 16.8 Other – 0.1</p>
<p>11. How do you rate your family's well-being (%)? Not even enough money for food – 1.7 Enough for food, but difficult to pay for housing and buy clothes – 16.0 Enough for food, clothes, rent, but difficult to buy household appliances – 25.1 Enough for household appliances, but we cannot buy real estate (apartment, house) – 21.7 We have no financial difficulties, even if we wanted to buy an apartment or a house – 8.6 Can't answer / Refuse to answer – 26.9</p>			

► Table 2. Number of survey respondents by industry sectors

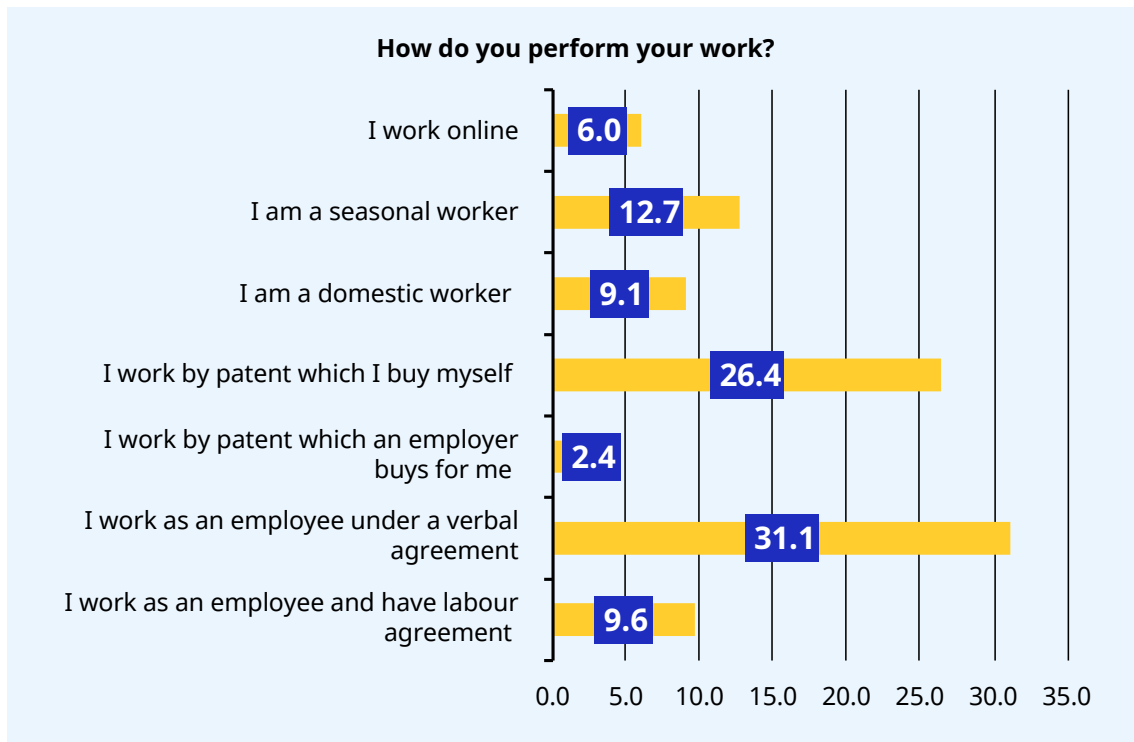
Union	Number of respondents	Husband.	Female	Age	Education
Trade union of workers in textile, light, paper and mixed industries, industry, services	118	15 (12.7%)	103 (87.3%)	18-23 - 22 (18.6%) 24-28 - 12 (10.2%) 29-35 - 37 (31.4%) 36-45 - 27 (22.9%) 46-55 - 15 (12.7%) 55 and above - 5 (4.2%)	No education 3 (2.5%) Incomplete secondary (9 Grades) - 8 (6.8%) Secondary (11 Grade) - 36 (30.5%) Primary vocational (vocational school) - 9 (7.6%) Secondary vocational education (college) - 29 (24.6%) Incomplete higher education - 7 (5.9%) Higher - 26 (22%)
Mining and Metallurgical Trade Union of the Kyrgyz Republic	158	153 (96.8%)	5 (3.2%)	18-23 - 1 (0.6%) 24-28 - 28 (17.7%) 29-35 - 56 (35.4%) 36-45 - 46 (29.1%) 46-55 - 23 (14.6%) 55 and above - 4 (2.5%)	No education - 1 (0.6%) Secondary (11th grade) - 37 (23.4%) Elementary vocational (vocational school) - 16 (10.1%) Secondary vocational education (college) - 62 (39.2%) Incomplete higher education - 24 (15.2%) Higher - 18 (11.4%)
Trade union of transport and Road Workers	261	245 (93.9%)	16 (6.1%)	18-23 - 5 (1.9%) 24-28 - 17 (6.5%) 29-35 - 39 (14.9%) 36-45 - 86 (33%) 46-55 - 64 (24.5%) 55 and above - 50 (19,2%)	No education - 2 (0.8%) Incomplete high school (9 grades) - 9 (3.4%) Secondary (11th grade) - 144 (55.2%) Primary vocational (vocational school) - 33 (12.6%) Secondary vocational education (college) - 17 (6.5%) Incomplete higher education - 8 (3.1%) Higher - 48 (18.4%)
Trade Union of Industrial, Communal Services and Entrepreneurship Workers in the Kyrgyz Republic	55	37 (67.3%)	18 (32.7%)	18-23 - 21 (38.2%) 24-28 - 13 (23.6%) 29-35 - 11 (20%) 36-45 - 6 (10,9%) 46-55 - 4 (7.3%)	Incomplete high school (9 grades) - 1 (1.8%) Secondary (11th grade) - 13 (23.6%) Elementary vocational (vocational school) - 3 (5.5%) Secondary vocational education (college) - 11 (20%) Incomplete higher education - 14 (25.5%) Higher - 13 (23.6%)
Trade Union of Food and Processing Industry Workers	219	100 (45.7%)	119 (54.3%)	18-23 - 26 (11.9%) 24-28 - 41 (18.7%) 29-35 - 71 (32.4%) 36-45 - 52 (23.7%) 46-55 - 15 (6.8%) 55 and above - 14 (6.4%)	No education - 3 (1.4%) Incomplete high school (9 grades) - 18 (8.2%) Secondary (11th grade) - 85 (38.8%) Elementary vocational (vocational school) - 42 (19.2%) Secondary vocational education (college) - 33 (15.1%) Incomplete higher education - 28 (12.8%) Higher - 10 (4.6%)

Union	Number of respondents	Husband.	Female	Age	Education
Trade union of Construction and Building Materials WorkersP	106	104 (98.1%)	2 (1.9%)	18-23 - 12 (11.3%) 24-28 - 31 (29.2%) 29-35 - 37 (34.9%) 36-45 - 20 (18.9%) 46-55 - 6 (5.7%)	No education - 3 (2.8%) Incomplete high school (9 grades) - 2 (1.9%) Secondary (11th grade) - 18 (17%) Primary vocational (vocational school) - 19 (17.9%) Secondary vocational education (college) - 33 (31.1%) Incomplete higher education - 18 (17%) Higher - 13 (12.3%)
Trade union of Taxi Drivers	131	126 (96.2%)	5 (3.8%)	18-23 - 4 (3.1%) 24-28 - 7 (5.3%) 29-35 - 41 (31.3%) 36-45 - 55 (42%) 46-55 - 16 (12,2%) 55 and over - 8 (6.1%)	No education - 2 (1.5%) Incomplete high school (9 grades) - 15 (11.5%) Secondary (11th grade) - 29 (22.1%) Elementary vocational (vocational school) - 8 (6.1%) Secondary vocational education (college) - 14 (10.7%) Incomplete higher education - 20 (15.3%) Higher - 43 (32.8%)
Total:	1048	780	268		

Key survey questions

One third of respondents (31.1%) work by verbal agreement without a formal contract with their employer. One fourth of the respondents (26.4%) work under a patent that they buy for themselves. 12.7% work as seasonal workers, 9.6% work as employees and have signed employment contract, and 9.1% work as domestic workers.

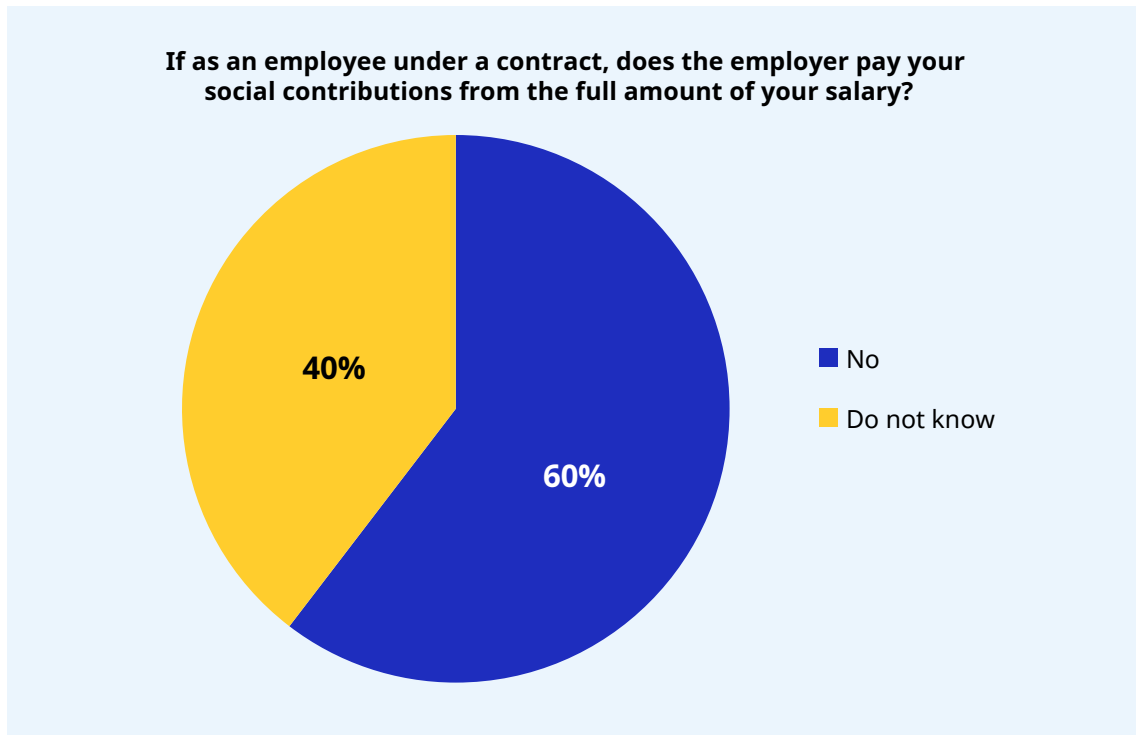
If we look at data by industry sectors, we can see that most of the representatives of the utilities sector and textile / garment industry (67.3% and 61% accordingly) work by verbal agreement. Drivers of fixed-route cabs and buses (69.75), as well as taxi-drivers (45.8%) work by patent. Respondents (29.1%) from the mining industry work have signed labour contract, and a quarter of them also work (25.3%) as seasonal workers. A third from the food processing sector work as domestic workers (31.5%).

► **Table 3: Labour activities of respondents by trade unions**

How do you perform your work?	Textile trade union	Mining trade union	Transport trade union	Servicing trade union	Food processing trade union	Construction trade union	Taxi drivers trade union
I work as an employee and have labour agreement	0.0	29.1	2.3	5.5	8.7	19.8	4.6
I work as an employee under a verbal agreement	61.9	39.2	14.9	67.3	27.9	27.4	19.1
I work by patent which an employer buys for me	3.4	0.0	1.1	7.3	0.0	9.4	3.1
I work by patent which I buy myself	2.5	1.3	69.7	3.6	0.0	26.4	45.8
I am a domestic worker	16.9	0.0	0.8	0.0	31.5	2.8	0.8
I am a seasonal worker	11.0	25.3	1.5	14.5	21.9	8.5	8.4
I work online	4.2	0.0	5.7	1.8	10.0	3.8	12.2

More than half of the respondents (60%) indicated that they work as employees and have labour agreement but their employer did not pay social contributions from the full size of their wages.

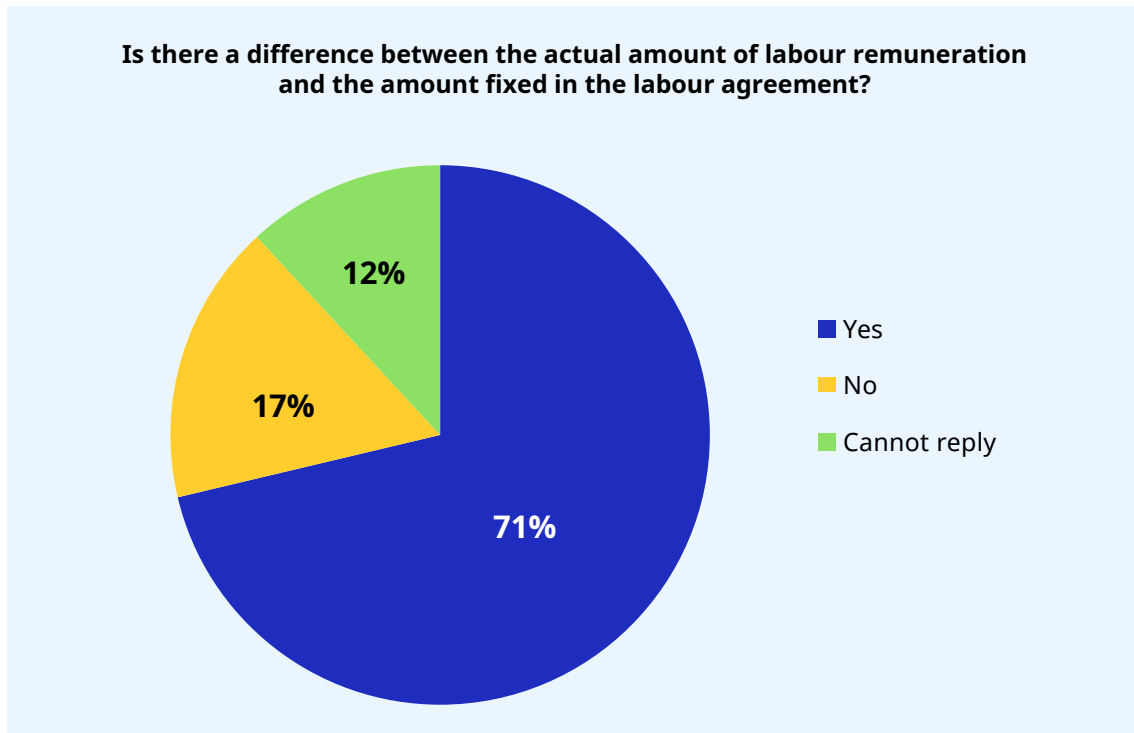
It can be noted that 100% of respondents from the food industry noted that employers do not fully pay social charges from the full amount of wages, as well as the majority of taxi drivers (83.3%). Representatives of utility/ servicing companies and construction workers noted that they do not know whether employers make payments in full or not (66.7% and 61.9%, respectively).



► **Table 4: Payment of social contributions from the full amount of wages**

Does your employer make social contributions for you from the full amount of your salary?	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers TU
Yes	54.3	50.0	33.3	100.0	38.1	83.3
Do not know	45.7	50.0	66.7	0.0	61.9	16.7

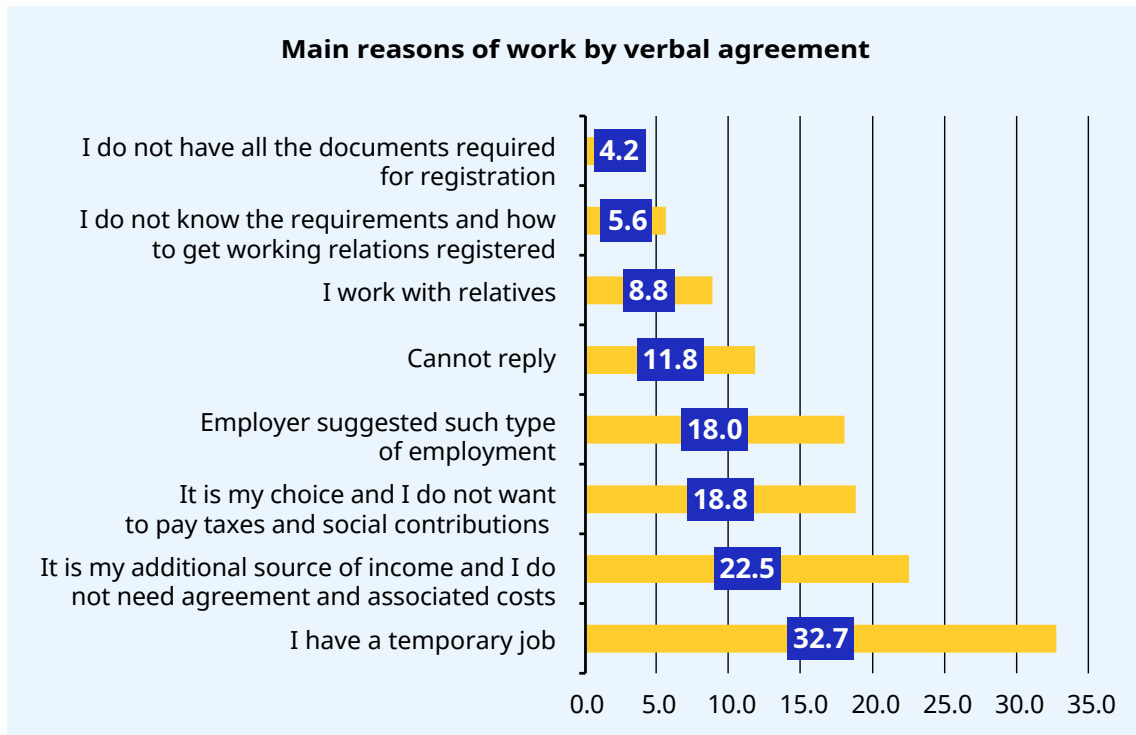
More than two-thirds of respondents (71%), who are employees with labour agreements, indicated that there is a difference between actual salary and the salary fixed in the labour agreement. We see that the majority of respondents who reported the difference are representatives of mining industry (95.7%) and food industry (73.7%).



► **Table 5: Difference between actual salary and the salary fixed in labour agreement**

Is there a difference between actual salary and the salary fixed in labour agreement?	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers TU
Yes	95.7	50.0	0.0	73.7	52.4	0.0
No	2.2	33.3	66.7	5.3	38.1	50.0
Cannot reply	2.2	16.7	33.3	21.1	9.5	50.0

Three main reasons for work by verbal agreement are as follows: I have a temporary job (32.7%), this is additional source of income, and respondents do not want to spend extra money related to labour agreement registration (22.5%), and respondents also do not want to pay taxes and social contributions (18.8%). We can see that respondents in each industry sector named three different reasons. Representatives of five industries, with the exception of transport and food industry, most often noted temporary nature of their employment/work. Representatives of food industry most often noted that they work by verbal agreement, as this type of employment is an additional income for them. For taxi drivers, this answer was the second most frequent. For representatives of garment industry, food industry and construction the second most frequent answer was that it is their conscious choice, as they do not want to pay taxes and social contributions. Drivers of transport cabs and buses, as well as workers of communal servicing most often noted that the employer suggested such type of employment.

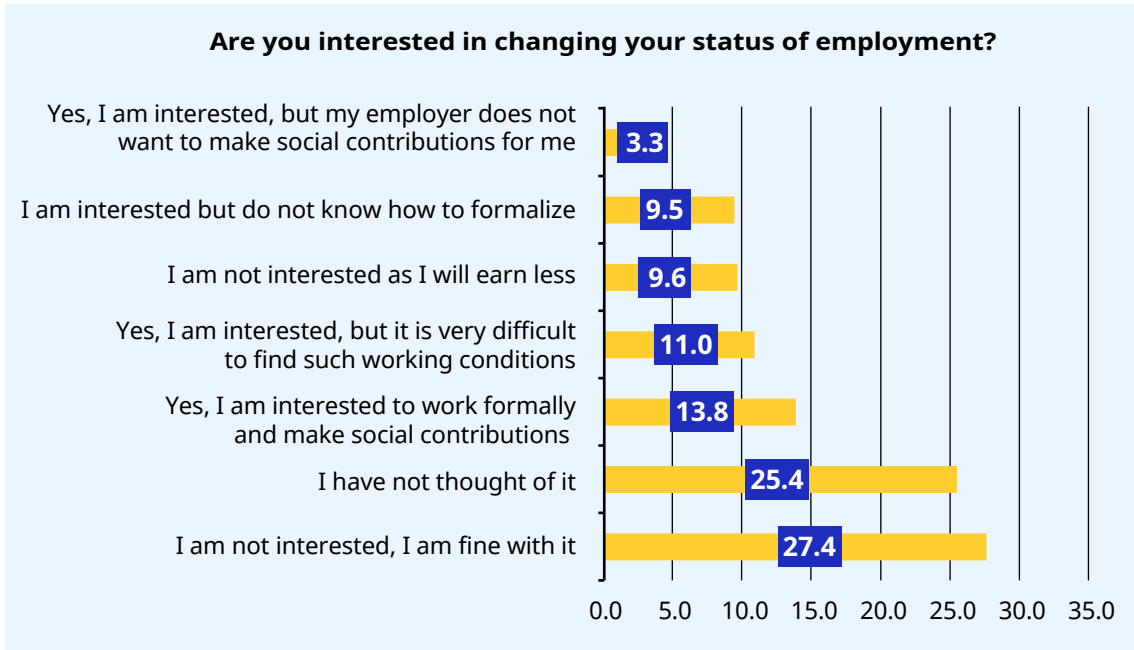


► **Table 6: Reasons for working by verbal agreement by industry**

Main reasons of work by verbal agreement?	Garment TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers TU
I have a temporary job	35.1	44.5	24.3	50.0	26.0	21.3	34.4
It is my additional source of income and I do not need agreement and associated costs	19.8	2.7	22.9	6.5	40.0	2.1	32.8
It is my choice and I do not want to pay taxes and social contributions	21.6	5.5	11.4	17.4	27.5	14.9	21.3
Employer suggested such type of employment	15.3	10.9	34.3	41.3	13.0	14.9	18.0
I work with relatives	9.9	0.9	0.0	30.4	13.0	10.6	0.0
I do not know the requirements and how to get working relations registered	10.8	3.6	8.6	6.5	0.5	8.5	9.8
I do not have all the documents required for registration	6.3	2.7	2.9	4.3	1.0	10.6	9.8

About a third of respondents (27.4%) who work by verbal agreement said that they are not interested in changing their employment status, because they are happy with everything. About a quarter of the respondents (25.4%) did not think about formalizing their labour relations. About a quarter of respondents were interested in changing their employment status, some of them (13.8%) were willing to work formally and make all the social contributions, while others thought that such working conditions were difficult to find in reality (11%).

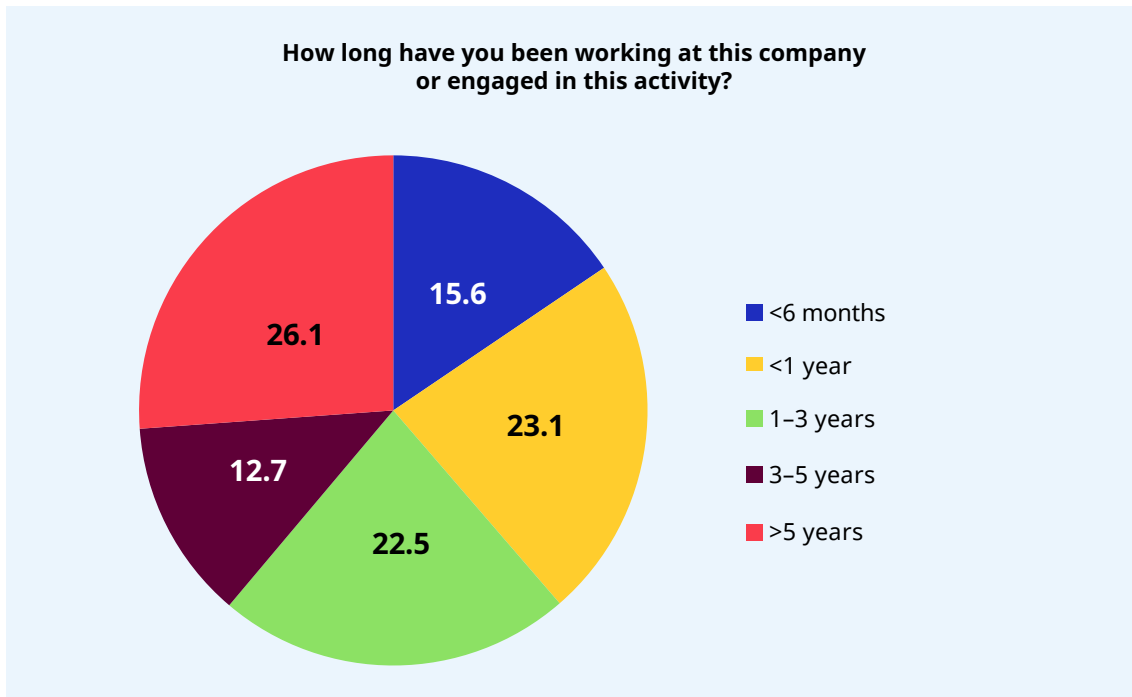
Almost half of respondents in the food industry (45%), more than a third of respondents in the mining industry, and a quarter of those in servicing sector (23.9%) answered that they were satisfied with everything, and that they were not interested in having their labour relations formalized. Less than a half (43.5%) of respondents from servicing sector, a third from the food industry (30%), construction (29.8%) and taxi drivers (27%) have not thought about changing their employment status. More than a third of taxi drivers surveyed (32.8%) and a quarter of respondents from mining industry are ready to formalize, work formally and make all the social contributions. More than a third of cab and bus drivers are also ready to formalize, but they think that it is quite difficult to find such working conditions today. A third of representatives of construction industry noted that they are interested in working formally, but do not know how to do it.



► **Table 7: Interest in changing the status of employment**

Are you interested in changing your status of employment?	Garment TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers TU
I am not interested, I am fine with it	18.9	35.5	8.6	23.9	45.0	8.5	9.8
I have not thought of it	21.6	16.4	15.7	43.5	30.0	29.8	27.9
Yes, I am interested to work formally and make social contributions	9.9	25.5	18.6	10.9	3.0	12.8	32.8
Yes, I am interested, but it is very difficult to find such working conditions	20.7	3.6	37.1	2.2	1.0	14.9	13.1
I am not interested as I will earn less	7.2	10.0	7.1	4.3	16.0	2.1	4.9
I am interested but do not know how to formalize	18.0	5.5	4.3	10.9	3.5	29.8	9.8
Yes, I am interested, but my employer does not want to make social contributions for me	3.6	3.6	8.6	4.3	1.5	2.1	1.6

More than a third of the respondents (38.6%) noted that they have been working at this enterprise for up to 1 year. The second third of respondents (35.2%) have been working from one to five years, and less than a third (26.1%) have been working for more than five years. More than two-thirds of respondents of food industry (78.5%), construction (65.1%) and servicing (60%) work at the enterprise for less than a year.



► Table 8: Number of years worked at a given company/job

How long have you been working at this enterprise or taking this activity?	Garment TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
<1 year	33.1	24.7	11.5	60.0	78.5	65.1	17.6
1-5 years	31.4	62.0	30.7	25.5	21.5	30.2	46.6
>5 years	35.6	13.3	57.9	14.5	0.0	4.7	35.9

Most respondents in mining industry have been with the company for one to five years (62%), as have about half of taxi drivers (46.6%). More than half of cab and bus drivers have been with their company for more than five years, as well as more than a third of respondents from garment industry (35.6%) and taxi drivers (35.9%). More than half of respondents aged 18 and 28 have been working for up to 1 year (64.8% and 53.7%, respectively). While more than half of respondents aged 55 and over have been working for more than five years at their job (64.2%).

► **Table 9: Number of years worked at a given company/job by age**

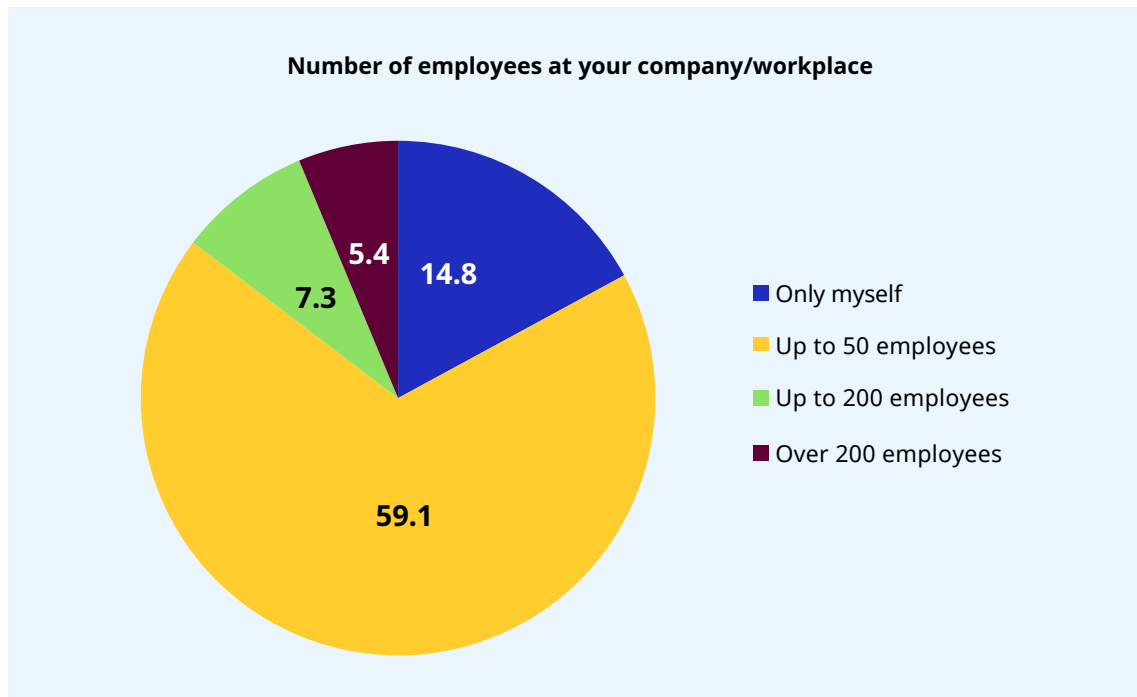
How long have you been working at this enterprise or taking this activity?	18–23	24–28	29–35	36–45	46–55	55 and over
<1 year	64.8	53.7	46.2	29.8	20.3	18.5
1-5 years	33.0	43.0	38.7	34.9	32.2	17.3
>5 years	2.2	3.4	15.1	35.3	47.6	64.2

As for gender, more than half of female respondents (53.4%) worked for up to one year, while men were more likely to work from one to five years.

► **Table 10: Number of hours worked at a given company/job by gender**

How long have you been working at this enterprise or taking this activity?	Male	Female
<1 year	33.6	53.4
1-5 years	37.6	28.4
>5 years	28.8	18.3

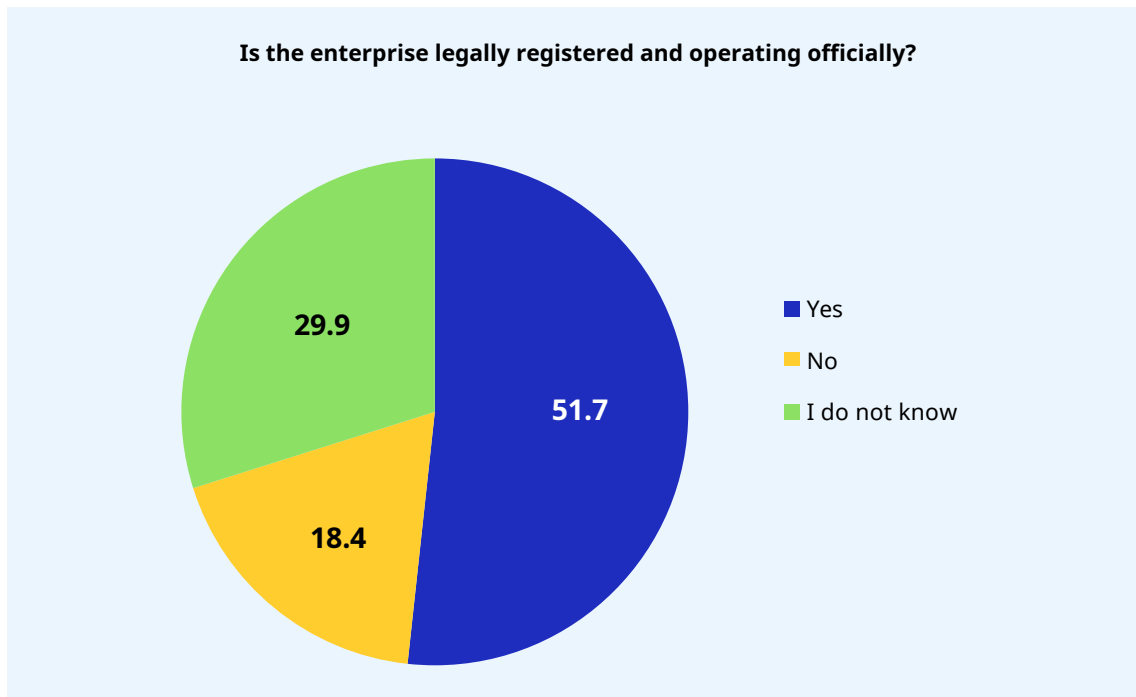
More than half of respondents (59.1%) work for an enterprise with up to 50 employees. Second place is with respondents who work for themselves (14.8%). Medium enterprises employ 5.4% and large enterprises employ 7.3% of respondents. The majority of respondents work in small enterprises with up to 50 employees, except taxi drivers. One third of taxi drivers are self-employed (27.5%), and about a quarter (23.7%) work in a large company with more than 200 employees. About a third (28.5%) of respondents work in mining industry.



► **Table 11: Number of employees at the enterprise/job by industry sector**

What is the number of employees at your enterprise/job?	Garment TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Only myself	6.8	0.0	12.3	1.8	33.3	4.7	27.5
Up to 50 employees	85.6	69.6	60.2	81.8	52.5	77.4	6.9
Up to 200 employees	2.5	28.5	8.4	1.8	1.4	0.9	0.8
Over 200 employees	0.8	0.6	6.1	3.6	0.0	5.7	23.7

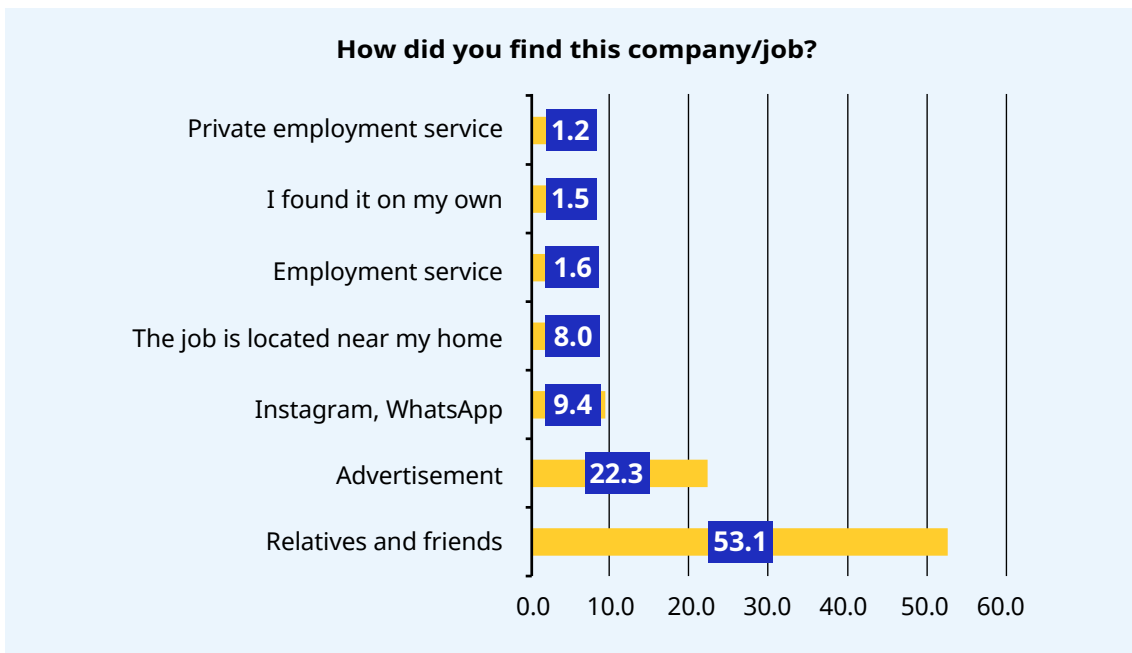
More than half (51.7%) of respondents believe that their employers have legal registration and operate formally. The overwhelming number of respondents from mining industry (84.8%) agreed with this statement, while only a fifth of respondents from textile/garment industry responded positively to this question. More than half of food industry respondents - 53% said that their employers do not operate formally.



► **Table 12: Enterprise registration by industry sector**

Is your enterprise legally registered and does it operate formally?	Garment TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Yes	19.5	84.8	68.2	32.7	34.2	58.5	39.7
No	22.9	0.0	8.0	5.5	53.0	12.3	9.9
I do not know	57.6	15.2	23.8	61.8	12.8	29.2	50.4

More than half of respondents (53.1%) found their current job through relatives and friends. About a quarter of respondents (22.3%) found their job via advertisement. More than two-thirds of surveyed cab and bus drivers, as well as workers of utility companies found their jobs through relatives and friends (69.7% and 67.3%, respectively). While only one-third of respondents in construction and taxi drivers found their job via relatives and friends (32.1% and 35.1%, respectively), and the second third responded that they found their jobs via advertisements. A quarter of respondents from mining industry noted that their job was close to their home (24.7%).



► Table 13: How respondents found a job, by industry sectors

How did you find this enterprise/job?	Garment TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Relatives and friends	55.9	52.5	69.7	67.3	49.3	32.1	35.1
Advertisement	16.9	13.9	14.2	25.5	28.3	32.1	34.4
The job is located near my home	17.8	24.7	0.8	1.8	3.2	7.5	4.6
Instagram, WhatsApp	7.6	0.0	7.3	3.6	10.5	20.8	18.3
Employment service	0.0	8.9	0.4	0.0	0.5	0.9	0.0
I found it on my own	0.0	0.0	1.5	0.0	5.5	0.0	0.0
Private employment service	0.0	0.0	1.1	0.0	0.5	5.7	2.3

Respondents aged 46 to 55 years and over 55 more often use their informal connections to find a job (63.6% and 72.8%, respectively). About half of respondents (45.9%) aged 36 and 45 found their job via their relatives and friends, and a third (30.5%) found a job via advertisements. Respondents aged 29–35 (12.7%) with higher, secondary vocational and incomplete higher education more actively use Instagram and WhatsApp groups (15.2%, 13.6%, 11.8%, respectively). The higher is the respondent’s level of education, the less respondents use their informal connections for job search, respectively, who have higher education – 38.6%, secondary education (11 Grades) – 65.7%, no education – 57.1%.

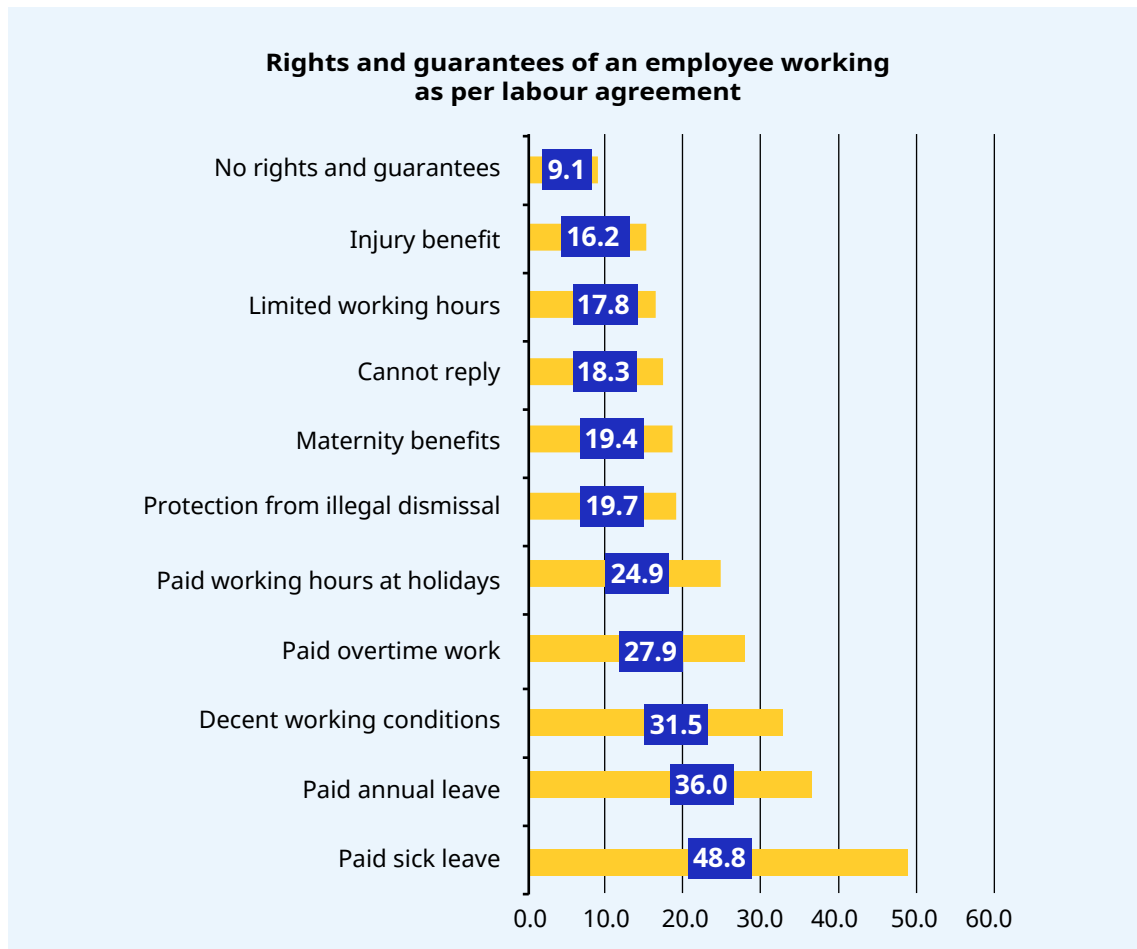
► **Table 14: How respondents found a job, by age**

How did you find this enterprise/job?	18–23	24–28	29–35	36–45	46–55	55 and over
Relatives and friends	58.2	52.3	48.3	45.9	63.6	72.8
Advertisement	22.0	22.8	20.2	30.5	18.2	7.4
Employment service	0.0	2.7	2.1	1.7	0.7	1.2
Private employment service	1.1	0.0	1.7	1.4	0.0	3.7
Instagram, WhatsApp	12.1	9.4	12.7	9.9	4.2	2.5
The job is located near my home	2.2	8.7	10.3	7.5	9.8	3.7
I found it on my own	2.2	2.0	2.1	1.0	1.4	0.0

► **Table 15: How respondents found a job, by education level**

How did you find this enterprise/job?	No education	Incomplete secondary education (9 Grades)	Secondary education (11 Grades)	Primary vocational education	Secondary vocational education	Incomplete higher	Higher
Relatives and friends	57.1	50.9	65.7	50.0	50.3	43.7	38.6
Advertisement	7.1	30.2	18.5	25.4	18.1	28.6	27.5
Employment service	0.0	0.0	0.6	1.5	3.0	3.4	1.8
Private employment service	0.0	0.0	0.6	3.8	1.5	0.8	1.2
Instagram, WhatsApp	7.1	7.5	4.7	7.7	13.6	11.8	15.2
The job is located near my home	14.3	7.5	5.0	9.2	10.6	8.4	9.9
I found it on my own	0.0	0.0	2.2	0.8	2.0	0.8	1.2

About half of respondents (48.8%) believe that an employee with labour agreement is entitled to paid sick leave. More than a third of respondents believe that in case of formalized labour relations, an employer pays for vacation days (36%) and creates decent working conditions (31.5%). About a third said that an employer pays for overtime work (27.9%) and for working at holidays (24.9%). As for industry sectors, answers of respondents are different. Thus, more than two-thirds of respondents from mining industry reported as follows: protection from illegal dismissal (69.6%), paid sick leave (65.2%), paid overtime work (63.9%), and paid working hours at holidays and paid annual leave (63.3%). More than half reported on injury benefit (59.5%), decent working conditions (54.4%), and limited working hours (51.3%). Most respondents from construction and textile industry could not answer the question (31.1% and 30.5%, respectively). About a third of respondents from textile sector mentioned that an employee with formal labour contract is entitled to paid sick leave (28%) and paid overtime work (26.3%). More than half of cab and bus drivers noted that an employee with formal labour contract is entitled to such guarantees as paid sick leave (56.3%), paid annual leave (52.5%) and decent working conditions (49%). More than a third of workers in servicing industry responded that an employee with formal labour contract is entitled to paid overtime work and maternity benefits. The majority of workers in food industry prioritized paid sick leave (79.9%), and taxi drivers prioritized the availability of decent working conditions (36.6%).



► **Table 16: Rights and guarantees of an employee working as per labour agreement, by industry sector**

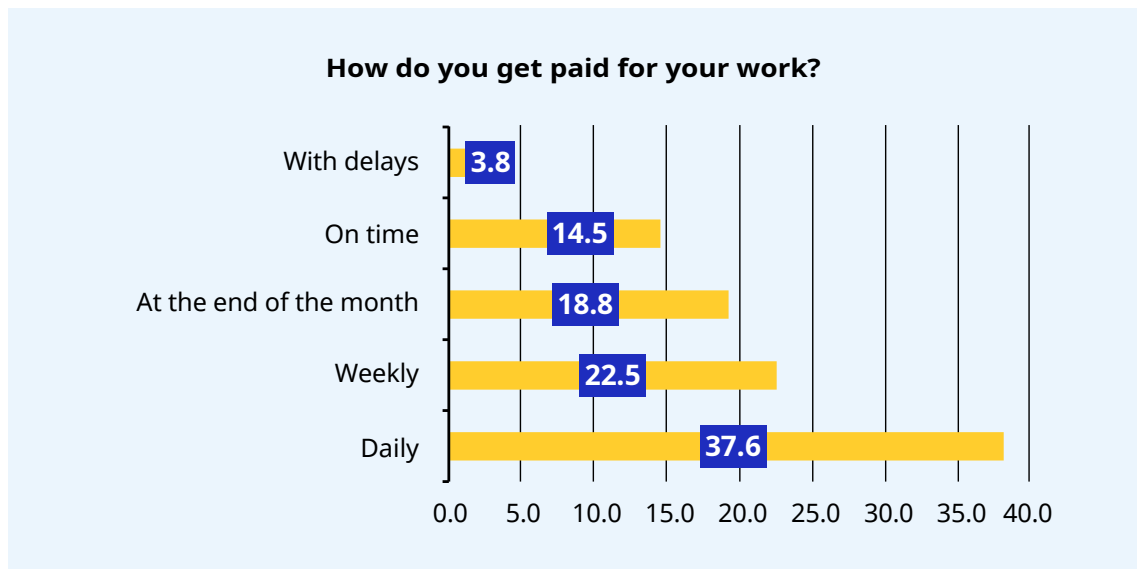
Rights and guarantees	Garment TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Paid overtime work	26.3	63.9	12.3	38.2	21.9	18.9	29.8
Paid sick leave	28.0	65.2	56.3	20.0	79.9	7.5	26.0
Paid working hours at holidays	13.6	63.3	34.5	20.0	5.0	6.6	19.8
Maternity benefits	20.3	22.8	6.1	38.2	39.3	0.9	14.5
Paid annual leave	15.3	63.3	52.5	23.6	38.4	2.8	16.8
Protection from illegal dismissal	15.3	69.6	8.4	21.8	3.7	8.5	20.6
Injury benefit	12.7	59.5	2.7	20.0	5.5	8.5	16.8
Limited working hours	12.7	51.3	25.7	1.8	3.2	4.7	8.4
Decent working conditions	18.6	54.4	49.0	12.7	9.6	17.0	36.6
No rights and guarantees	14.4	0.6	13.4	21.8	2.3	4.7	15.3
I cannot reply	30.5	12.0	17.6	27.3	5.5	31.1	23.7

The older the respondents are, the higher is the importance of paid sick leave (the group aged 18–23 – 33%, and over 55 years - 66.7%), paid working hours at holidays, paid annual leave, limited working hours, as well as decent working conditions for them. The younger the respondents are, the higher is the probability of not getting any response from such (about a third of young people (26.4%) aged 18-23 could not provide an answer to the question, while only 7.4% of those over 55 could not respond to this question).

► **Table 17: Rights and guarantees of an employee working as per labour agreement, by age**

Rights and guarantees	18–23	24–28	29–35	36–45	46–55	55 and over
Paid overtime work	25.3	33.6	28.4	30.8	21.7	18.5
Paid sick leave	33.0	48.3	47.6	48.3	52.4	66.7
Paid working hours at holidays	12.1	24.2	21.6	27.1	31.5	33.3
Maternity benefits	25.3	28.9	23.6	16.1	9.1	9.9
Paid annual leave	19.8	30.9	31.8	36.6	44.8	60.5
Protection from illegal dismissal	11.0	23.5	22.6	20.5	18.2	11.1
Injury benefit	13.2	16.8	16.4	19.9	14.0	8.6
Limited working hours	3.3	14.8	15.8	19.9	25.2	27.2
Decent working conditions	17.6	23.5	27.7	36.3	37.1	48.1
No rights and guarantees	12.1	4.7	4.5	11.3	14.7	12.3
I cannot reply	26.4	21.5	19.9	15.4	18.9	7.4

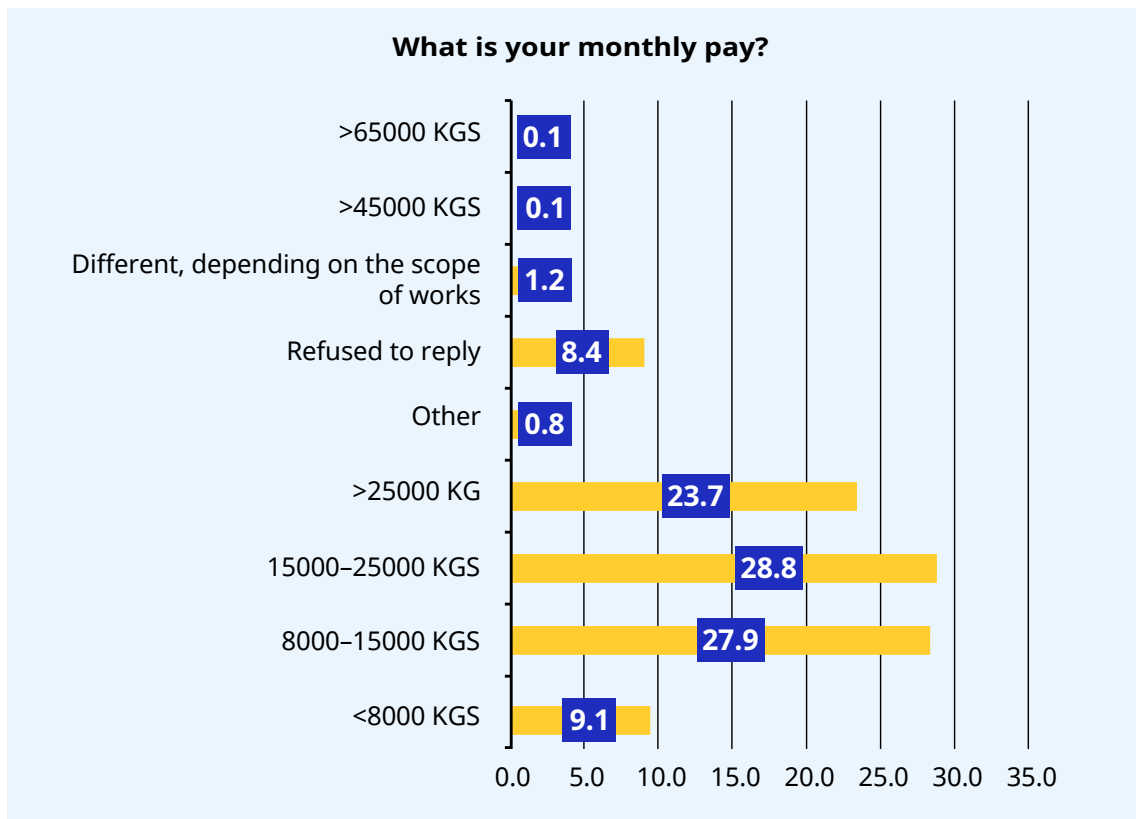
More than a third of respondents (37.6%) noted that they are paid daily, about a quarter (22.5%) are paid weekly, and only a fifth of respondents (18.8%) receive the full amount at the end of the month. Most taxi drivers, as well as minibus and bus drivers, are paid daily (78.6% and 78.2%, respectively). About half of servicing workers reported the same (43.6%). More than half of garments and food processing workers are paid weekly (55.1% and 50.2%, respectively). About half of mining industry workers receive the full amount at the end of the month, as do more than a third of construction industry workers (38.7%).



► Table 18: Frequency of salary payment

What is the frequency of salary payment?	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Daily	8.5	9.5	78.2	43.6	11.0	13.2	78.6
Weekly	55.1	16.5	3.4	20.0	50.2	13.2	0.8
At the end of the month	9.3	47.5	1.9	29.1	21.5	38.7	1.5
With delays	1.7	18.4	1.5	0.0	0.5	2.8	0.8
On time	23.7	8.2	8.0	5.5	14.2	32.1	16.8

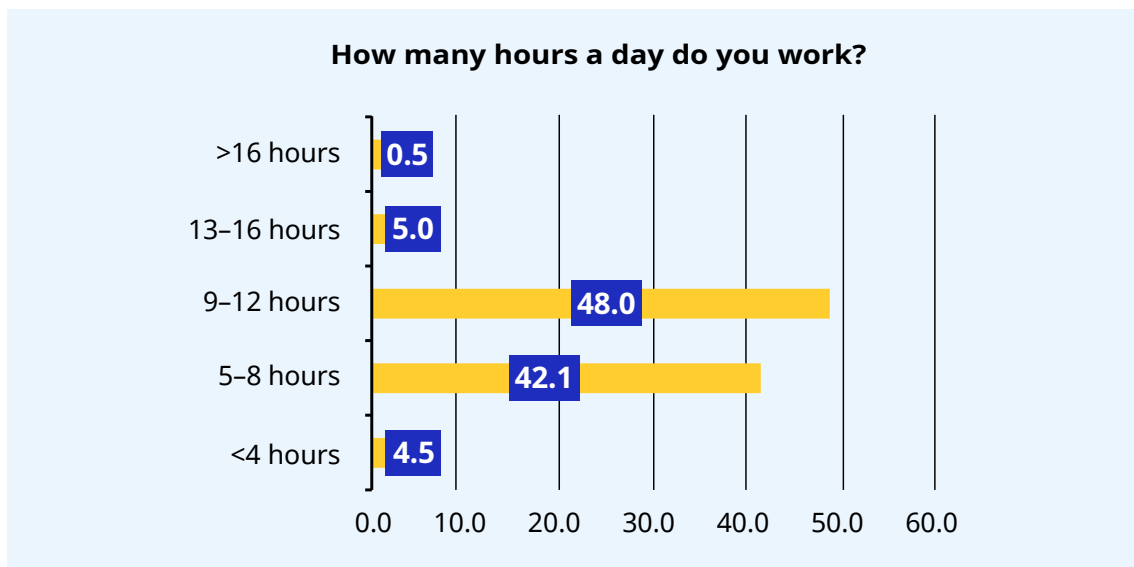
As for the size of the monthly salary, about a third of respondents noted that their monthly salary is 15000-25000 KGS (28.5%) and over 25000 KGS (27.8%), and a quarter of respondents (23.7%) receive 8000-15000 KGS. More than half (52.8%) of construction industry workers reported that their monthly salary is 15000 to 25000 KGS, the same was reported by more than a third of food industry and servicing respondents (45.2% and 40%, respectively). About half of servicing industry (45.5%) and mining industry workers (41.1%) receive a monthly salary of 8000 to 15000 KGS. More than a third of garments industry workers (39.8%) receive a monthly salary of more than 25000 KGS, the same monthly salary was reported by food industry workers (33.8%) and taxi drivers (32.1%). It is worth noting that monthly salary of about a third of garments industry workers (28.8%) is over 45000 KGS.



► Table 19: Monthly salary

What is your monthly salary?	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
<8000 KGS	0.0	4.4	8.4	10.9	6.4	14.2	11.5
8000-15000 KGS	10.2	41.1	29.5	45.5	13.7	21.7	24.4
15000-25000 KGS	9.3	28.5	37.5	40.0	45.2	52.8	28.2
>25000 KGS	39.8	25.9	9.5	1.8	33.8	10.4	32.1
>45000 KGS	28.8	0.0	0.4	0.0	0.0	0.0	0.0
>65000 KGS	3.4	0.0	0.0	0.0	0.0	0.9	0.0
Refused to reply	6.8	0.0	1.5	1.8	0.9	0.0	0.8
Different, depending on the scope of works	1.7	0.0	1.9	0.0	0.0	0.0	2.3

About half of respondents (48%) said they work 9-12 hours per day, while the other half (42.1%) said they work 5-8 hours per day. Meanwhile, most workers (69.4%) of food industry said they work 5-8 hours a day, as did more than half of servicing workers (54.5%), and about half of mining and construction industry respondents (48.7% and 47.2%, respectively). Most cab and bus drivers (71.3%) work 9-12 hours, as do more than half of garment and mining industry workers (53.4% and 51.3%, respectively), including about half of construction workers and taxi drivers (49.1% and 48.1%, respectively). About a fifth of taxi drivers (16%) said they work 13-16 hours a day.



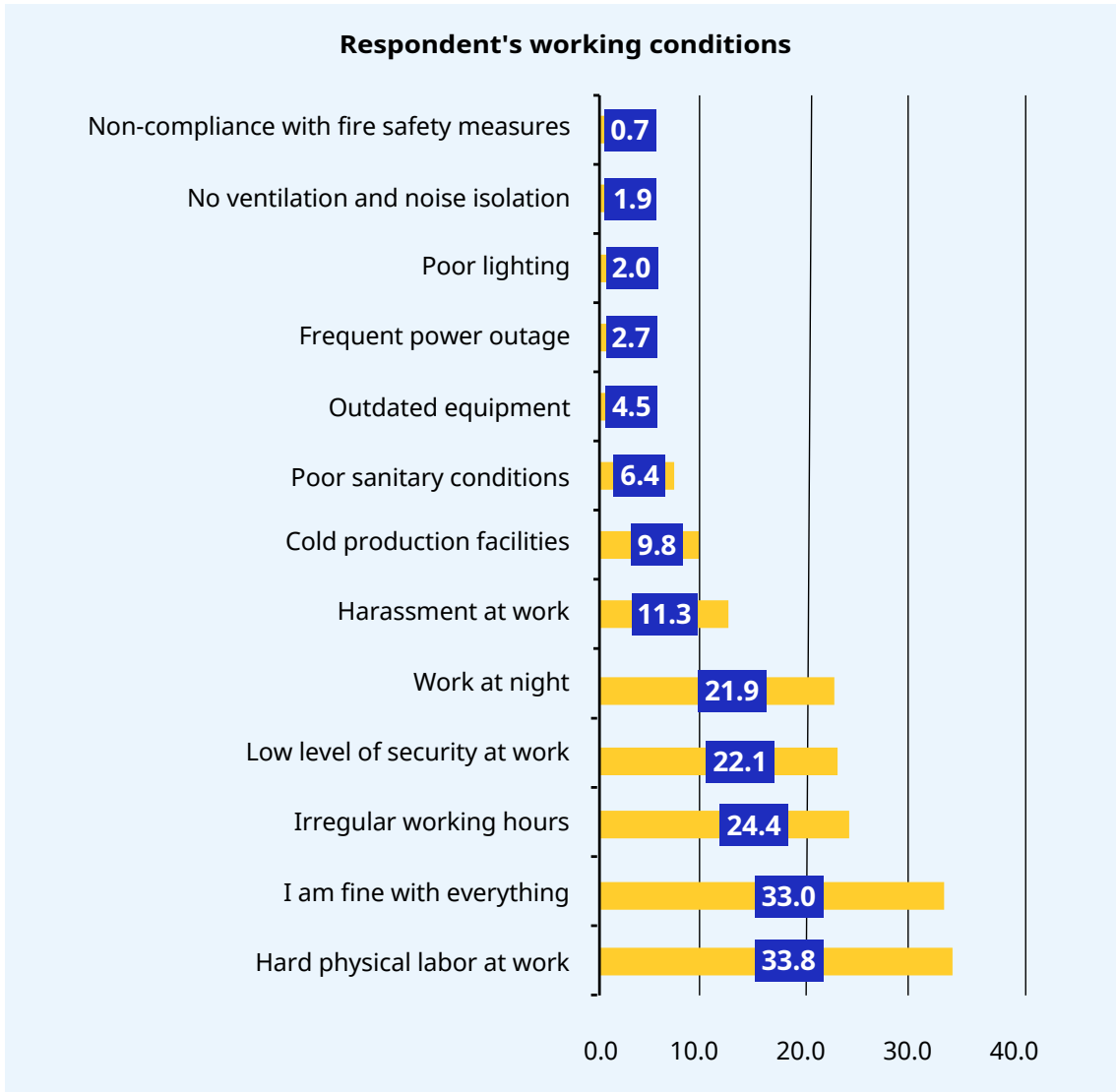
► **Table 20: Number of hours worked daily. by industry sectors**

How many hours do you work daily?	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
<4 hours	5.9	0.0	1.9	1.8	12.3	0.9	4.6
5-8 hours	36.4	48.7	19.2	54.5	69.4	47.2	29.8
9-12 hours	53.4	51.3	71.3	41.8	16.0	49.1	48.1
13-16 hours	4.2	0.0	6.5	1.8	2.3	2.8	16.0
>16 hours	0.0	0.0	1.1	0.0	0.0	0.0	1.5

► **Table 21: Number of hours worked per day. by age group**

How many hours do you work daily?	18-23	24-28	29-35	36-45	46-55	55 and over
<4 hours	8.8	4.7	5.8	3.4	2.1	2.5
5-8 hours	46.2	42.3	43.5	41.8	37.1	42.0
9-12 hours	40.7	47.0	45.5	47.9	56.6	51.9
13-16 hours	4.4	4.7	4.8	6.2	4.2	3.7
>16 hours	0.0	1.3	0.3	0.7	0.0	0.0

As for working conditions, one third of respondents (33.8%) noted that there is hard physical labour at work. It is noteworthy that one third of respondents said that they were satisfied with everything. About a quarter of respondents said that they had irregular working hours (24.4%), and their work is of low level of safety (22.1%) and they work at night (21.9%).



The majority (79.7%) of mining industry respondents noted that their work involves hard physical labour, as well as more than half (52.1%) of cab and buses drivers reported the same. More than two-thirds of food industry workers (67.3%) said they were satisfied with everything at work, the same reported by more than half of construction industry workers (55.7%) and about half (47.5%) of textile workers. More than half (58.2%) of cab and bus drivers said there is poor safety at work and a third (31%) reported on harassment and conflicts at work. More than half (59.5%) of mining workers indicated that they work at night, as did more than a third (36%) of cab and bus drivers.

► **Table 22: Respondent's working conditions, by industry sector**

Respondent's working conditions	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Cold production facilities	7.6	24.7	4.6	5.5	14.6	4.7	2.3
Hard physical labor at work	11.0	79.7	52.1	1.8	19.6	13.2	16.0
Low level of security at work	3.4	19.0	58.2	3.6	1.8	8.5	23.7
Harassment and conflicts at work	0.0	0.0	31.0	0.0	0.0	10.4	19.8
Irregular working hours	29.7	22.8	35.2	14.5	17.8	10.4	26.7
Work at night	5.9	59.5	36.0	1.8	6.4	2.8	12.2
I am fine with everything	47.5	19.0	14.9	67.3	39.3	55.7	29.8

It is noteworthy that the older the respondent is, the more critical he/she is about the working conditions. Only 12.1% of young people say that their job involves hard physical labour in comparison to more than half of respondents (53%) over 55 years who reported on this. Only 14.8% of respondents aged 55 and over said they are satisfied with everything at work, more than half of young people (51.6%) aged 18–23 said the same.

► **Table 23: Respondent's working conditions, by age group**

Respondent's working conditions	18–23	24–28	29–35	36–45	46–55	55 and over
Hard physical labor at work	12.1	26.2	26.7	37.7	51.0	53.1
Low level of security at work	5.5	12.8	11.6	27.7	37.1	49.4
Irregular working hours	23.1	20.1	21.2	22.9	31.5	38.3
Work at night	7.7	18.1	16.4	27.7	28.7	30.9
I am fine with everything	51.6	43.6	41.4	25.3	18.9	14.8

► **Table 24: What do respondents dislike about their workplaces?**

I am fine with everything	34.4
Low salary	26.5
No paid sick leaves	23.6
No agreement and no social contributions	20.1
Seasonality	14.3
Irregular working days and types of work	10.6
Different types of penalties	7.9
No medical aid, when required	5.7
No injury benefit	5.0
No overtime payment	4.4
Severe attitude from employer	3.7
No child care and maternity benefits	3.7
Partial payment of salary	3.2
Delays in salary payment	2.8

More than a third of respondents (34.4%) were satisfied with everything, about a third (26.5%) complained on low salary, and about a quarter (23.6%) are not entitled to paid sick leaves. More than half of mining industry workers (55.7%) said that they were not satisfied with low salary. More than a half of cab and bus drivers are not satisfied with having no formal contract and social contributions (56.7%) and unpaid sick leave (50.2%). More than a half of servicing, food industry and construction industry workers responded that they were satisfied with everything at work (63.6%, 53.9%, 50.9%, respectively).

► **Table 25: Reflection on working conditions, by industry sectors**

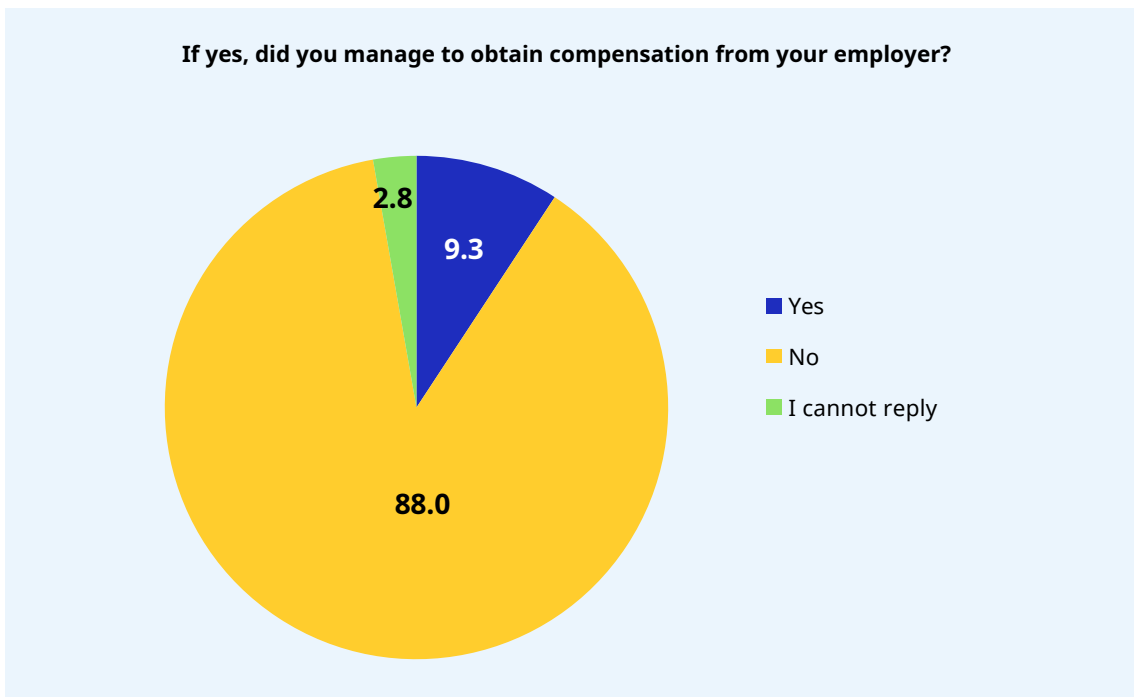
Что не устраивает на рабочих местах?	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Low salary	14.4	55.7	27.6	12.7	11.9	10.4	43.5
Severe attitude from employer	2.5	0.6	3.1	3.6	0.0	1.9	17.6
Different types of penalties	0.0	9.5	8.0	5.5	1.4	5.7	26.7
No agreement and no social contributions	10.2	8.2	56.7	0.0	2.3	11.3	16.0
No paid sick leaves	28.0	11.4	50.2	3.6	14.2	8.5	17.6
Irregular working days and types of work	18.6	10.1	15.3	0.0	9.6	2.8	6.9
Seasonality	17.8	15.8	8.8	27.3	11.9	8.5	23.7
I am fine with everything	36.4	35.4	11.5	63.6	53.9	50.9	19.1

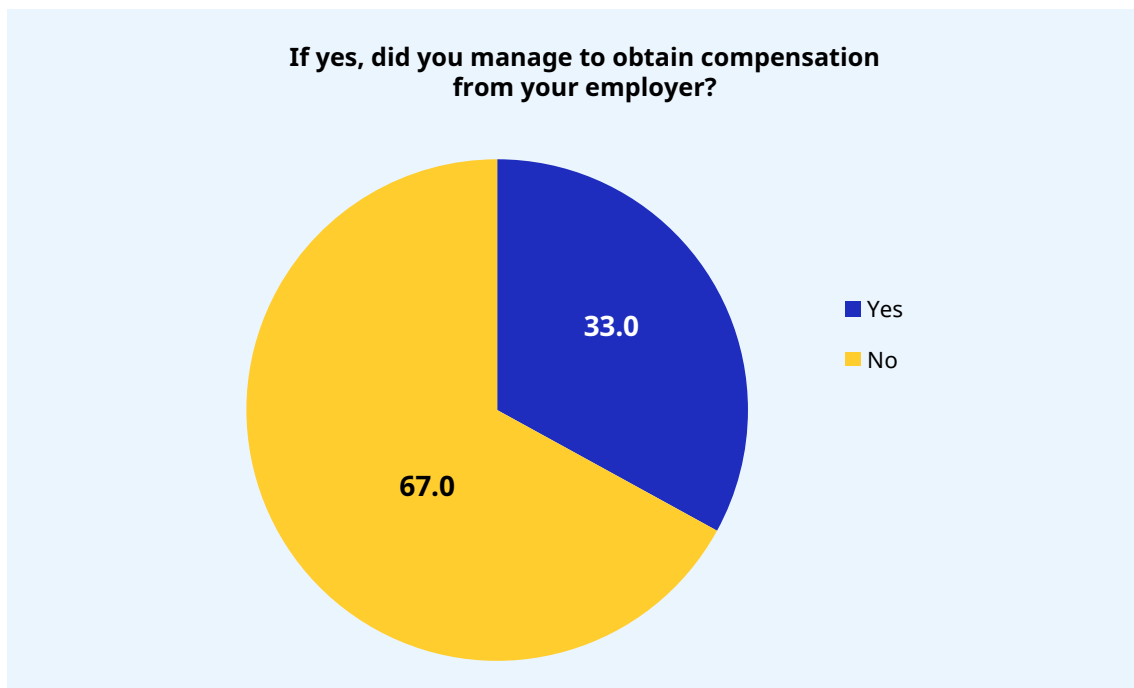
It is noteworthy that the older the respondent is, the more dissatisfied that they have no contracts and no social contributions, and no paid sick days. But there were also replies "I am satisfied with everything".

► **Table 26: Reflection on working conditions, by age groups**

Что не устраивает на рабочих местах?	18–23	24–28	29–35	36–45	46–55	55 and over
Low salary	12.1	27.5	24.0	33.2	29.4	21.0
No agreement and no social contributions	4.4	8.7	11.0	22.3	39.2	50.6
No paid sick leaves	15.4	16.8	13.4	26.7	34.3	51.9
Seasonality	14.3	14.8	13.0	17.5	11.9	11.1
I am fine with everything	52.7	45.6	42.8	25.3	21.7	18.5

Only about a fifth of respondents over 55 years (18.5%) said they were satisfied with everything at work, and more than half of young people (52.7%) aged 18-23 replied the same.



► **Table 27: Occupational injury at work**

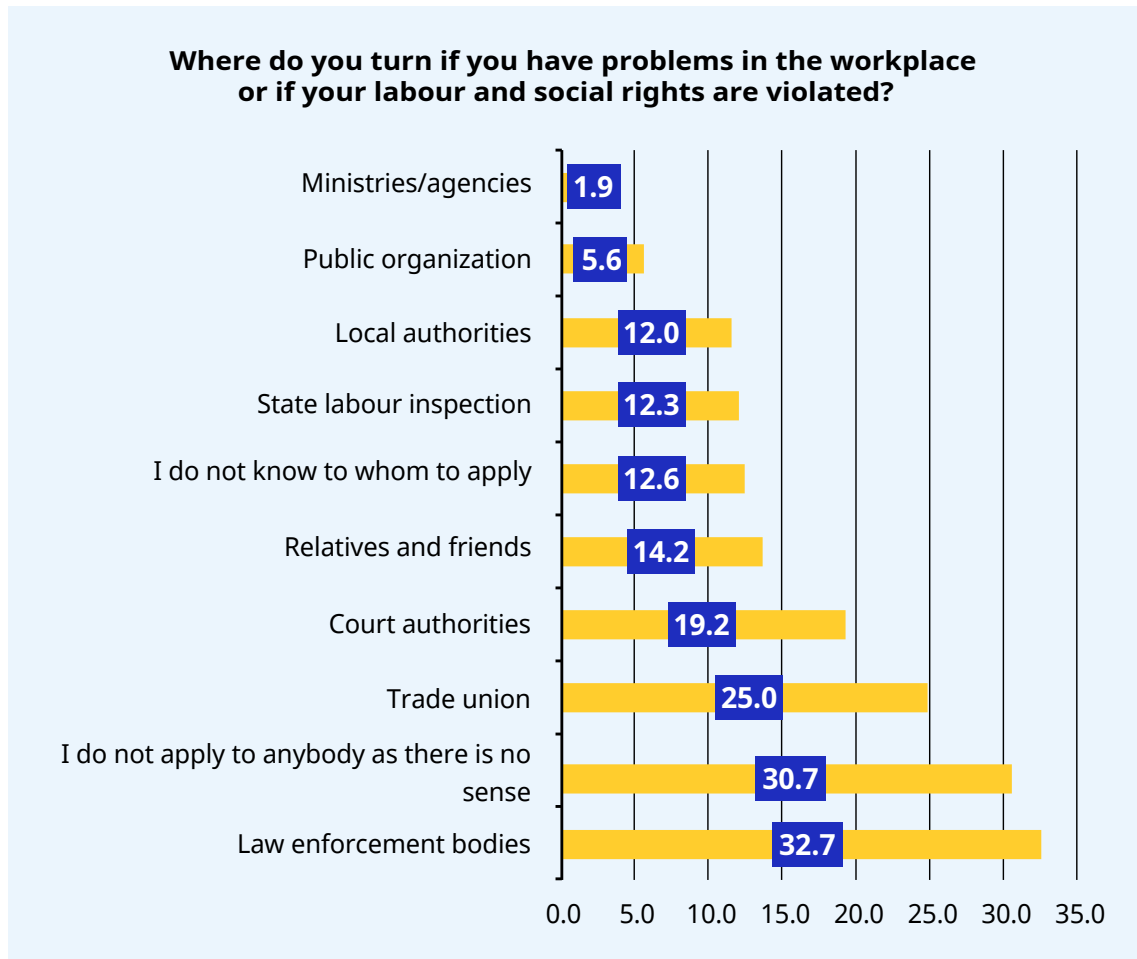
Have you ever had occupational injury and accidents at work?	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Yes	7.6	1.9	9.6	12.7	3.2	21.7	17.6
No	89.8	98.1	87.7	83.6	96.8	72.6	74.0
I cannot respond	2.5	0.0	2.7	3.6	0.0	5.7	8.4

The majority of construction industry workers (78.3%) and a third (33%) of mining industry workers managed to get compensation from their employers. It is noteworthy that representatives of garment industry and food industry workers were not able to obtain compensation from their employer.

► **Table 28: Compensation from employers**

If yes, did you manage to get compensation from your employer?	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Yes	0.0	33.3	24.0	28.6	0.0	78.3	21.7
No	100.0	66.7	76.0	71.4	100.0	21.7	78.3

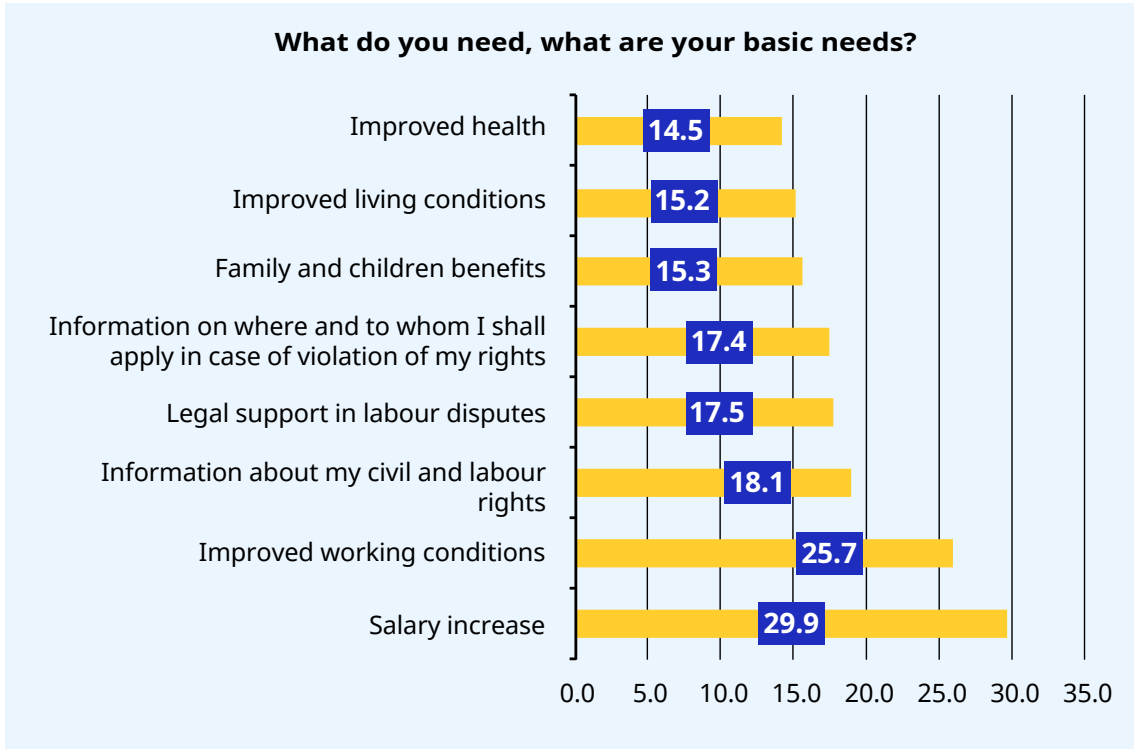
When labour and social rights are violated, respondents apply to law enforcement bodies (32.7%), they solve their problems on their own, as they do not see any sense in applying to anyone (30.7%) or apply to trade unions (25%). Drivers of cabs, buses and garment industry workers noted that they do not apply to anyone, because they do not see any sense (55.5% and 50.9%, respectively), they apply to relatives and friends (27.6% and 33.3%, respectively) and do not know where to go (24.8% and 20.4%, respectively). The majority of mining industry workers indicated that when their labour and social rights were violated, most often they applied to state labour inspection (77.2%), local authorities (47.5%), trade unions and law enforcement bodies (46.8%), court authorities (44.3%). More than a half of servicing workers (60%) do not apply to anyone, as they do not see any sense, and more than a third (34.5%) did not know where to go. Most food industry workers (79.5%) apply primarily to law enforcement and court authorities (45.7%). About a third of construction industry workers indicated that they apply to trade unions (33%) and law enforcement bodies (29.2%). More than two-thirds of taxi drivers (70.2%) said they apply to trade unions.



► Table 29: Where do respondents apply when their rights are violated?

	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Trade union	2.8	46.8	18.9	5.5	1.4	33.0	70.2
Law enforcement bodies	6.5	46.8	9.1	9.1	79.5	29.2	17.6
Public organization	0.9	24.7	0.4	3.6	5.0	1.9	1.5
Court authorities	0.0	44.3	6.3	0.0	45.7	8.5	2.3
Local authorities	0.9	47.5	2.0	0.0	14.6	8.5	1.5
State labour inspection	0.0	77.2	0.0	0.0	1.4	1.9	0.0
Relatives and friends	33.3	1.3	27.6	12.7	1.4	13.2	10.7
I do not know to whom to apply	20.4	0.6	24.8	34.5	3.2	1.9	12.2
I do not apply to anybody as there is no sense	50.9	17.1	55.5	60.0	11.9	10.4	18.3

Basic needs of respondents: salary increase (29.9%), improved working conditions (25.7%), information about civil and labour rights (18.1%). Workers in different industry sectors prioritized three basic needs. Workers of garment industry workers prioritized salary increase (24.6%), improved working conditions (23.7%), information about employees' civil and labour rights. Mining industry workers ranked improved health (62%), salary increase (58.2%), and improved working conditions (24.7%). Bus and cab drivers prioritized improved working conditions (41%), improved living conditions (38.3%) and family/children's benefits (36.8%). Servicing industry workers identified the following three basic needs: improved skills and vocational training (69.1%), salary increase (30.9%), information on where and to whom they shall apply in case of violation of their rights (29.1%). Food industry workers put a priority for as follows: salary increase (36.1%), legal support in labour disputes (33.8%), information about civil and labour rights (20.1%). Construction workers most often indicated improved working conditions (16%), improved living conditions (15.1%), information about civil and labour rights (12.3%). Taxi drivers prioritized: information on where and to whom they shall apply in case of violation of their rights (27.5%), information about civil and labour rights (26%), improved working conditions (23.7%).



► Table 30: Basic needs of respondents, by industry sectors

Basic needs of respondents	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Information about my civil and labour rights	21.2	11.4	19.2	10.9	20.1	12.3	26.0
Information on where and to whom I shall apply in case of violation of my rights	14.4	8.9	22.6	29.1	14.2	8.5	27.5
Legal support in labour disputes	5.9	16.5	9.2	27.3	33.8	6.6	22.9
Improved skills and vocational training	11.9	1.9	3.1	69.1	5.5	2.8	10.7
Family and children benefits	14.4	0.6	36.8	3.6	11.0	5.7	10.7
Improved working conditions	23.7	24.7	41.0	12.7	18.3	16.0	23.7
Improved living conditions	15.3	5.1	38.3	3.6	3.7	15.1	5.3
Salary increase	24.6	58.2	23.4	30.9	36.1	10.4	18.3
Permanent job	14.4	14.6	10.0	23.6	17.4	11.3	11.5
Improved health	3.4	62.0	10.0	10.9	4.6	0.9	5.3

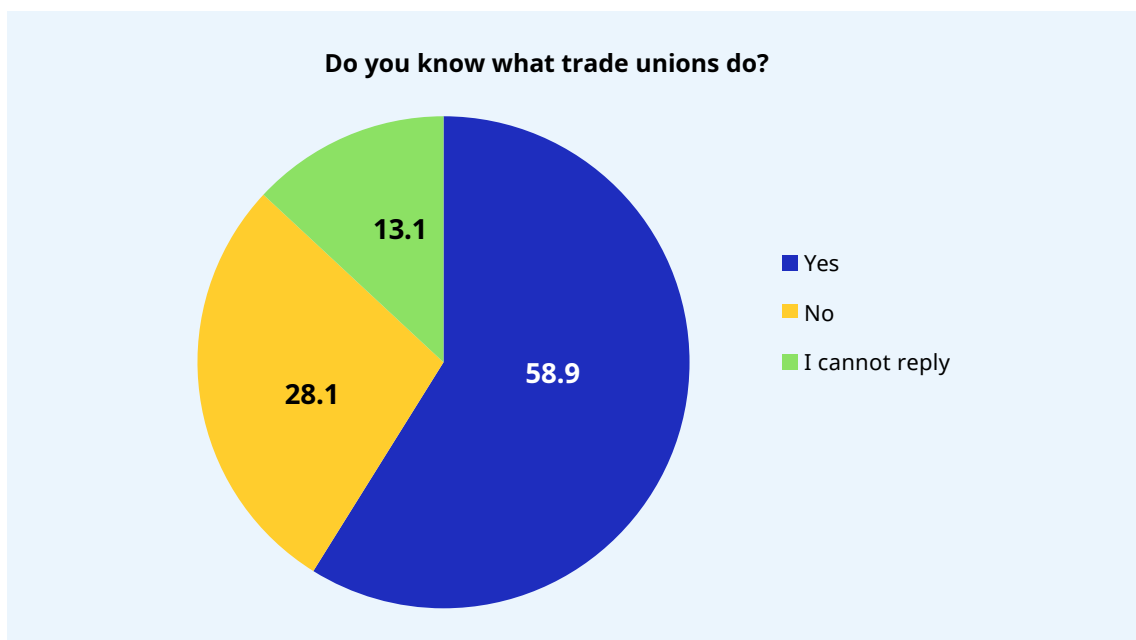
As for respondents of different age groups, their replies differ. Young people aged 18-23 prioritized improved skills (31.9%) and salary increase. Respondents aged 24-45 prioritized salary increase (33.6%, 25.3%, 30.8%, respectively), improved working conditions (28.9%, 23.3%, 24%, respectively). Respondents aged 46 and over ranked improved working conditions (34.3% and 34.6%, respectively), salary increase (32.2% and 33.3%, respectively), and improved living conditions (23.1% and 32.1%, respectively). It is noteworthy that respondents are willing to improve their skills and get vocational training at a younger age than at a fairly mature age.

► **Table 31: Basic needs of respondents, by age group**

Basic needs of respondents	18-23	24-28	29-35	36-45	46-55	55 and over
Improved skills and vocational training	31.9	14.1	7.5	6.2	1.4	0.0
Family and children benefits	1.1	11.4	12.3	19.9	16.8	29.6
Improved working conditions	12.1	28.9	23.3	24.0	34.3	34.6
Improved living conditions	11.0	10.1	9.9	15.8	23.1	32.1
Salary increase	28.6	33.6	25.3	30.8	32.2	33.3
Improved health	4.4	14.1	10.6	15.4	18.2	30.9

More than half of respondents (58.9%) know about trade unions. The most knowledgeable are mining industry workers, taxi, cab and bus drivers (82.9%, 76.3% and 65.1%, respectively). Servicing, garment industry workers are least aware of trade unions (58.2% and 53.4%, respectively).

The older respondents are, the more likely they know about trade unions. Only one third of respondents (30.8%) aged 18-23 know about trade unions, whereas the majority of respondents of older age groups know about it (85.2%).



► **Table 32: Knowledge about trade unions, by industry sector**

	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Yes	24.6	82.9	65.1	32.7	52.5	50.9	76.3
No	53.4	5.7	19.9	58.2	42.0	27.4	13.0
I cannot reply	22.0	11.4	14.9	9.1	5.5	21.7	10.7

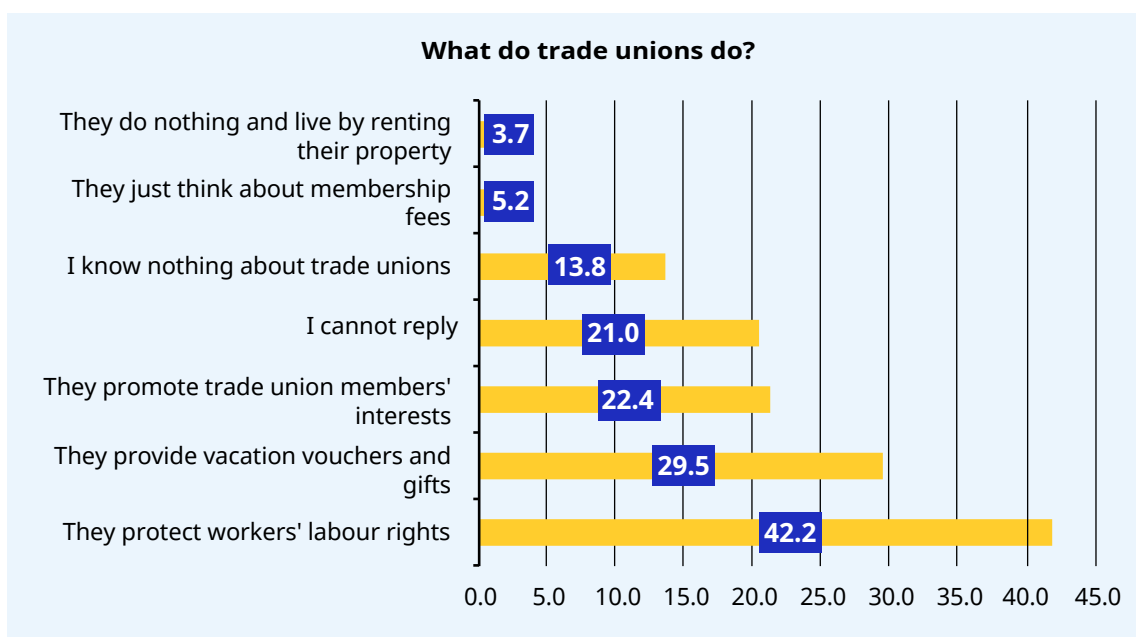
► **Table 33: Knowledge about trade unions, by age group**

	18–23	24–28	29–35	36–45	46–55	55 and over
Yes	30.8	51.0	54.5	64.7	67.1	85.2
No	53.8	35.6	30.1	22.3	21.0	11.1
I cannot reply	15.4	13.4	15.4	13.0	11.9	3.7

42.2% of respondents responded that trade unions protect workers' rights. About a third (29.5%) believe that trade unions provide vacation vouchers and gifts. About a quarter (22.4%) said that trade unions promote interests of their members.

About half (49.1%) of servicing industry workers could not answer this question, as a third of construction and garments industry workers did not (33% and 38.1%, respectively).

Age range of respondents shows that the older the respondent is, the more likely he/she knows about trade unions. Respondents over 55 years believe that trade unions provide vacation vouchers and gifts (66.7%), protect workers' labour rights (55.6%). It is noteworthy that the majority of respondents aged 18-23 did not answer this question.



► **Table 34: Main activities of trade unions according to respondents, by industry sectors**

Main activities of trade unions	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
They protect workers' labour rights	16.9	74.1	44.8	23.6	18.3	34.0	75.6
They promote trade union members' interests	6.8	43.7	14.6	18.2	25.1	10.4	33.6
They do nothing and live by renting their property	5.9	1.9	0.8	1.8	8.7	3.8	2.3
They provide vacation vouchers and gifts	14.4	60.1	48.7	14.5	11.4	10.4	19.8
They just think about membership fees	5.9	13.9	1.5	0.0	5.5	4.7	3.1
I know nothing about trade unions	28.0	2.5	5.4	18.2	29.2	11.3	6.1
I cannot reply	38.1	11.4	19.5	49.1	15.5	33.0	7.6

► **Table 35: Main activities of trade unions according to respondents by age**

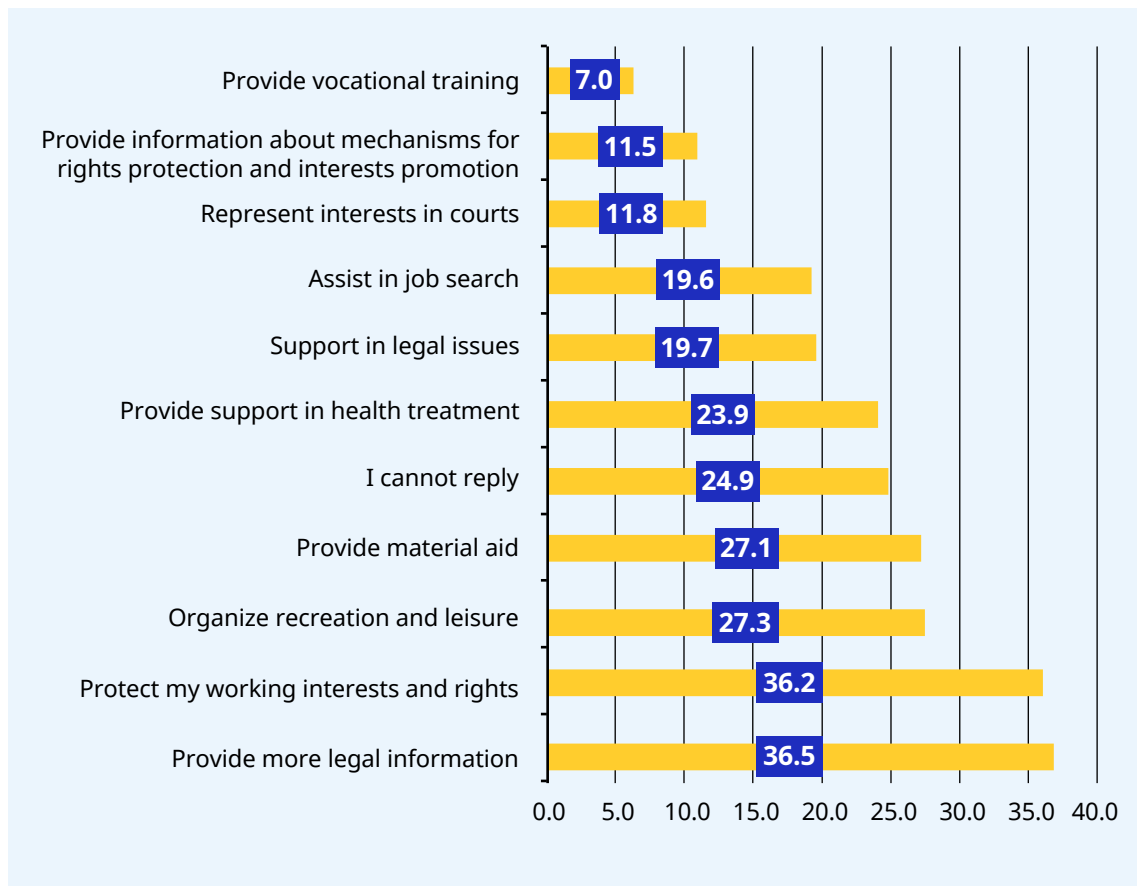
Main activities of trade unions	18–23	24–28	29–35	36–45	46–55	55 and over
They protect workers' labour rights	18.7	36.9	38.0	50.3	46.9	55.6
They provide vacation vouchers and gifts	4.4	21.5	21.2	30.5	47.6	66.7
I know nothing about trade unions	28.6	13.4	17.8	11.6	6.3	4.9
I cannot reply	42.9	26.8	22.6	16.1	16.8	4.9

Those respondents who know about trade unions indicated that they protect workers' labour rights (64.5%), provide vacation vouchers and gifts (44.9%), promote trade union members' interests (34.8%).

► **Table 36: Main activities of trade unions, according to informed respondents**

Main activities of trade unions	Yes	No	I cannot reply
They protect workers' labour rights	64.5	9.2	12.4
They promote trade union members' interests	34.8	4.1	5.8
They do nothing and live by renting their property	4.1	3.7	2.2
They provide vacation vouchers and gifts	44.9	4.1	14.6
They just think about membership fees	6.6	2.4	4.4
I know nothing about trade unions	1.6	38.1	16.8
I cannot reply	3.9	43.9	48.9

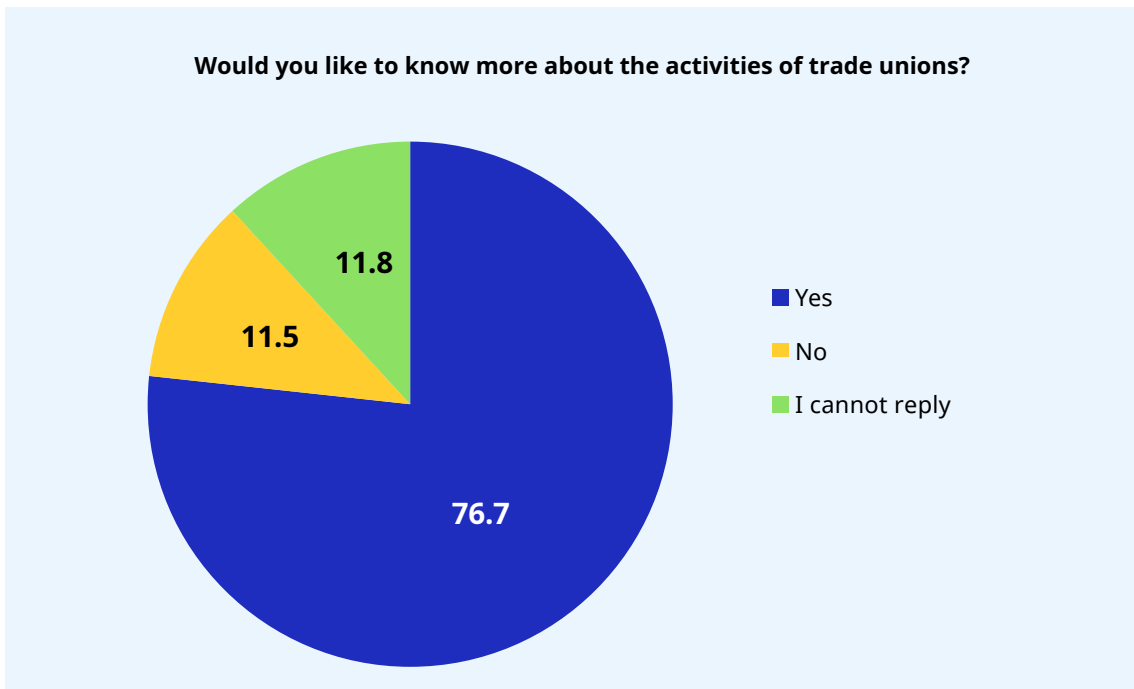
According to respondents, to increase their credibility trade unions should provide more legal information and protect work-related interests and rights (36.5% and 36.2%, respectively). Some respondents noted that trade unions shall organize recreation and leisure activities and provide material aid. More than a half of taxi and bus drivers noted that trust to trade unions would increase if they provide material aid, organize recreation and leisure, provide support in health treatment (53.6%, 53.6% and 42.9%, respectively). Taxi drivers responded that their trust to trade unions would increase if their interests and rights are protected and legal information is provided (56.5% and 55.7%, respectively).



► **Table 37: What should trade unions do in the opinion of respondents, by industry sectors**

Что должны делать профсоюзы	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Assist in job search	28.8	11.4	11.5	10.9	27.9	21.7	25.2
Provide more legal information	26.3	44.3	33.0	32.7	39.7	16.0	55.7
Protect my working interests and rights	13.6	41.1	33.7	25.5	47.0	17.9	56.5
Provide material aid	16.1	25.9	53.6	1.8	20.5	10.4	20.6
Organize recreation and leisure	19.5	47.5	53.6	7.3	6.8	7.5	16.0
Provide support in health treatment	13.6	48.1	42.9	7.3	5.5	14.2	11.5
Represent interests in courts	4.2	35.4	4.6	3.6	4.1	8.5	23.7
Support in legal issues	9.3	29.7	28.7	9.1	4.1	12.3	35.1
Provide information about mechanisms for rights protection and interests promotion	12.7	29.1	6.1	12.7	0.9	4.7	22.1
Provide vocational training	21.2	9.5	3.1	1.8	1.8	2.8	13.0
I cannot reply	36.4	14.6	13.8	43.6	44.3	26.4	7.6

The majority of respondents (76.7%) indicated that they would prefer to know more about trade unions. Taxi drivers (97.7%), cab and bus drivers (89.3%) are the most motivated to learn more about trade unions. Employees of servicing industry are least interested (38.2%).



► **Table 38: Respondents' interest in knowing about trade unions, by industry sectors**

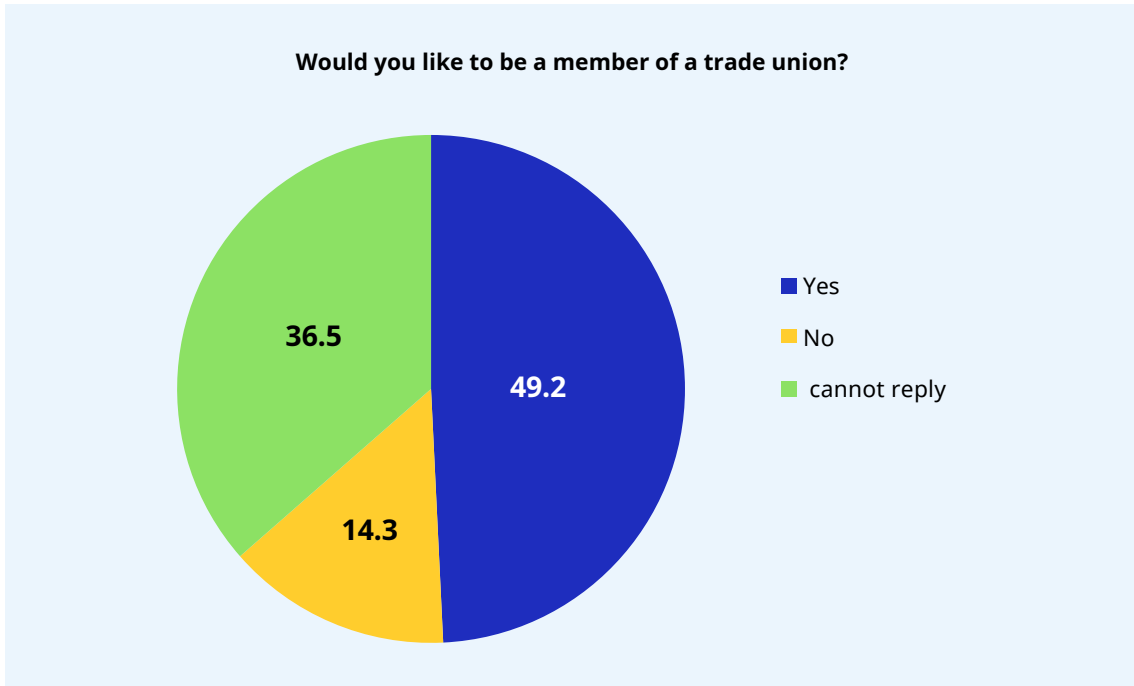
	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Yes	85.6	60.8	89.3	38.2	73.1	61.3	97.7
No	3.4	20.3	4.6	47.3	10.5	21.7	0.0
I cannot reply	11.0	19.0	6.1	14.5	16.4	17.0	2.3

It is noteworthy that the older respondents are, the more interested they are in learning more about trade unions.

► **Table 39: Respondents' interest in knowing about trade unions, by age group**

	18–23	24–28	29–35	36–45	46–55	55 and over
Yes	52.7	69.1	78.4	80.5	83.9	85.2
No	23.1	18.8	11.0	7.5	8.4	6.2
I cannot reply	24.2	12.1	10.6	12.0	7.7	8.6

About half of respondents replied that they would become a member of trade union (49.2%). More than a third could not decide (36.5%), and 14.3% said no. Almost all taxi drivers (92.4) responded that they would like to be members of trade unions. Mining industry workers (67.7%) cab and bus drivers (57.9%) also expressed a sufficiently high level of interest.



► **Table 40: Respondents' interest in becoming a member of trade unions, by industry sector**

	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Yes	26.3	67.7	57.9	18.2	23.3	42.5	92.4
No	33.9	9.5	6.1	47.3	10.0	27.4	1.5
I cannot reply	39.8	22.8	36.0	34.5	66.7	30.2	6.1

Servicing industry workers are least interested in becoming a member of trade unions (47.3%). More than two-thirds of food industry workers could not answer the question (66.7%).

► **Table 41: Respondents' interest in becoming a member of trade union, by age group**

	18–23	24–28	29–35	36–45	46–55	55 and over
Yes	25.3	42.3	44.5	56.2	59.4	63.0
No	25.3	13.4	16.4	13.7	9.1	7.4
I cannot reply	49.5	44.3	39.0	30.1	31.5	29.6

The older respondents are, the more interested they are in becoming a member of trade unions. About half of young people aged 18-23 could not answer this question (49.5%), and a quarter (25.3%) of them answered negatively.



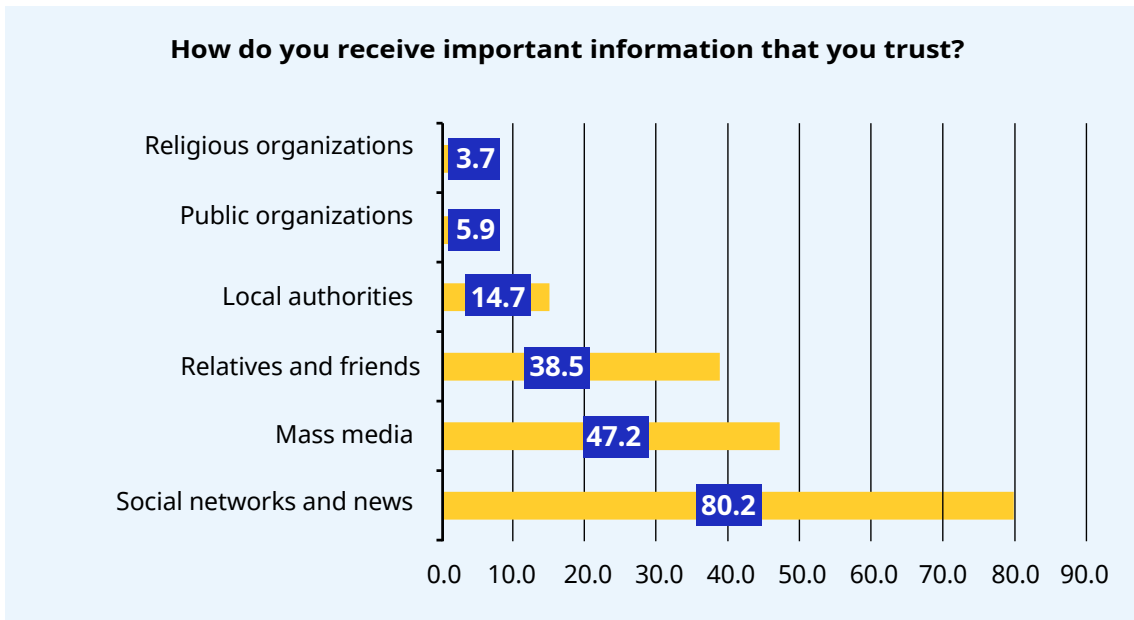
Respondents noted that they would not like to become members of trade unions as they do not trust them (24%), do not want to pay membership fees, they do not believe they can help (21.3%)

Workers of different industry sectors stated different reasons for their reluctance to become trade union members. Servicing and food industry workers responded that they do not trust unions and do not want to pay membership fees. Construction workers and taxi drivers responded that they could protect their rights on their own. Cab and bus drivers noted that they could protect their rights on their own, do not want to pay membership fees and do not believe that unions can help their members. Garment and mining industry workers do not want to pay membership fees because they do not trust unions and do not believe that anyone can protect their rights.

► **Table 42: Reasons why respondents are not interested in becoming trade union members, by industry sector**

	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
I do not trust trade unions	15.0	26.7	12.5	46.2	45.5	6.9	0.0
I do not believe that somebody can protect my rights	20.0	13.3	6.3	19.2	9.1	17.2	0.0
I can protect my rights on my own	5.0	20.0	25.0	3.8	0.0	48.3	50.0
I do not want to pay membership fees as I do not believe they can help	30.0	33.3	18.8	19.2	22.7	6.9	0.0

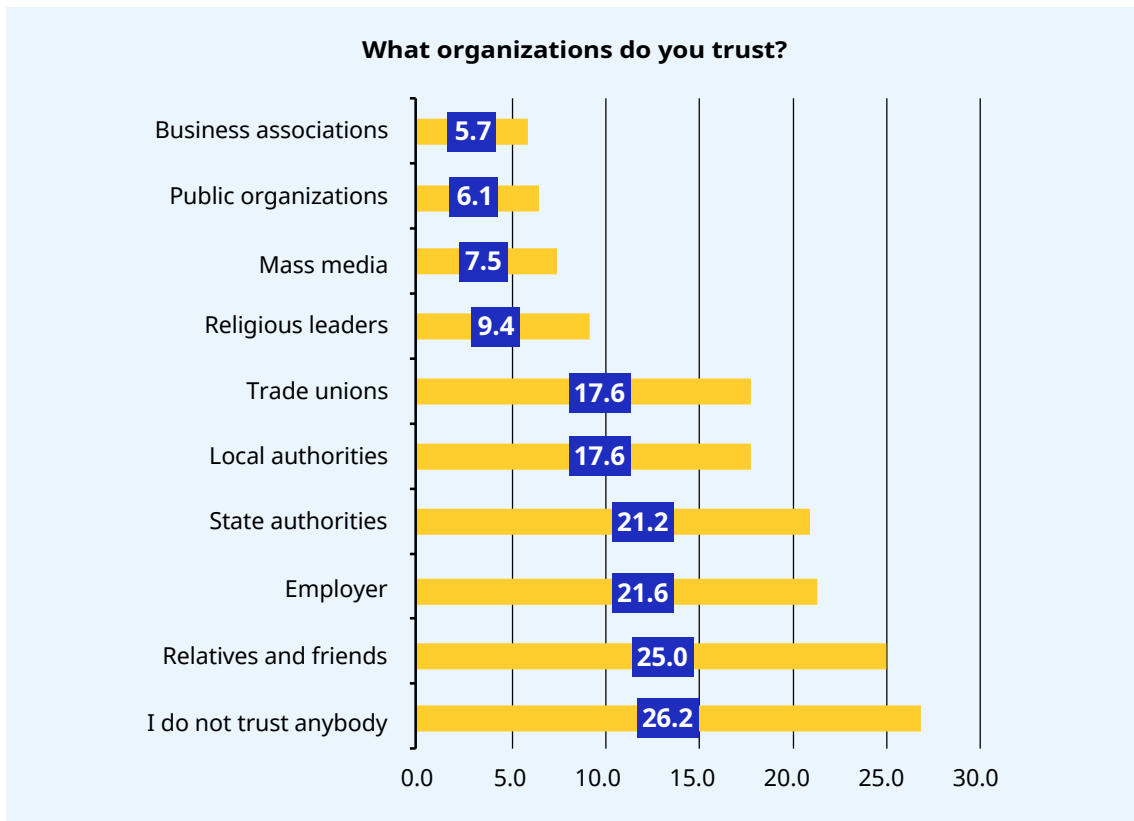
Respondents noted that they receive important information that they trust through social networks and news (80.2%), mass media (47.2%), relatives and friends (38.5%). Workers of different industry sectors noted a different consistency of the above sources. Except for food industry workers, all respondents prioritized social networks and news. The second most frequently mentioned sources were relatives and friends or mass media. Food industry workers, unlike other industry workers, prioritized mass media, social networks/news, local authorities.



► **Table 43: Main sources of information for respondents, by industry sectors**

	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Social networks and news	79.7	82.9	90.8	90.9	68.9	67.9	80.9
Relatives and friends	52.5	29.1	63.6	74.5	16.0	9.4	33.6
Mass media	14.4	74.1	38.7	65.5	81.7	14.2	22.9
Local authorities	1.7	26.6	1.9	5.5	37.4	12.3	5.3
Public organizations	2.5	0.0	3.8	10.9	7.8	9.4	12.2
Religious organizations	11.0	3.8	1.9	12.7	0.9	0.9	3.8

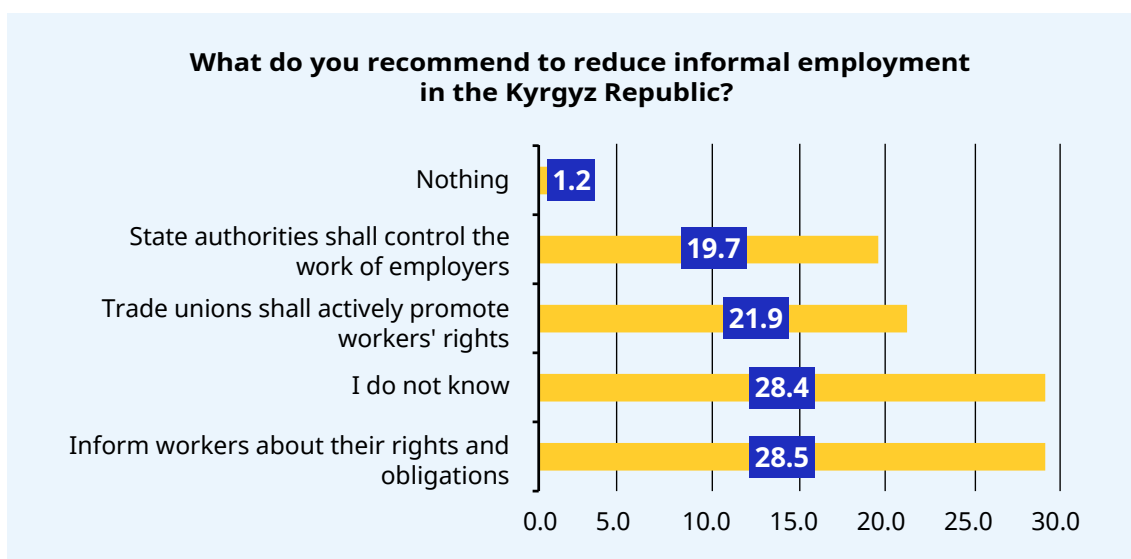
Respondents noted that they do not trust anyone (26.2%), relatives and friends (25%), employer (21.6%) and state authorities (21.2%). Employees of different industry sectors mentioned different organizations, which they trust. Taxi drivers prioritized trade union organization.



► **Table 44: Organizations trusted by respondents, by sector**

	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Local authorities	7.6	61.4	1.5	29.1	11.4	21.7	7.6
State authorities	7.6	60.1	6.1	23.6	19.6	32.1	9.2
Employer	9.3	54.4	39.5	16.4	2.7	3.8	5.3
Trade unions	3.4	15.2	21.8	7.3	0.9	14.2	59.5
Public organizations	2.5	0.6	1.1	1.8	20.5	3.8	5.3
Mass media	3.4	15.8	1.1	41.8	2.7	9.4	6.1
Relatives and friends	38.1	11.4	52.1	41.8	1.8	10.4	19.1
I do not trust anybody	40.7	2.5	21.5	27.3	50.2	17.0	18.3

Most of workers of garments and food industry responded that they do not trust anyone. Mining industry workers most often trust local authorities, government agencies and their employers. Cab and bus drivers mentioned that they trust relatives and friends. Servicing workers most often indicated mass media, relatives and friends.



To reduce informal employment, respondents recommended to inform workers about their rights and obligations. The second most frequently mentioned option was that they did not know what can help to reduce informal employment. Workers of garment industry, drivers of cabs and buses, construction workers did not know what could be done to reduce informal employment. Food industry workers believe that workers shall be informed about their rights and obligations. Taxi drivers and mining workers think that trade unions need to be more active in promoting workers' rights, and state authorities shall control the work of employers.

► **Table 45: Recommendations to reduce informal employment in the Kyrgyz Republic, by industry sectors**

	Garments TU	Mining TU	Transport TU	Servicing TU	Food processing TU	Construction TU	Taxi drivers' TU
Inform workers about their rights and obligations	21.2	7.0	6.5	38.2	77.6	22.6	23.7
State authorities shall control the work of employers	21.2	31.6	23.4	21.8	6.8	15.1	20.6
Trade unions shall actively promote workers' rights	11.9	39.2	19.9	10.9	7.8	21.7	42.0
I do not know	44.9	20.3	47.9	29.1	7.8	37.7	11.5

Contact details

LO Decent Work Technical Support Team and
Country Office for Eastern Europe and Central Asia

Petrovka st. 15, office 23
107031 Moscow,
Russia

T: +7 495 933 08 10
F: +7 495 933 08 20
E: moscow@ilo.org