

A Study on Decent Work Deficits in Domestic Work in Bangladesh

ASM Ali Ashraf
SN Azad
M MoninoorRoshid
Fhamida Yasmin

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ABBREVIATIONS AND ACRONYMS

ASK	Ain O Salish Kendra
BDT	Bangladeshi Taka
BEF	Bangladesh Employers' Federation
BILS	Bangladesh Institute of Labour Studies
BLAST	Bangladesh Legal Aid Services Trust
BMET	Bureau of Manpower, Employment and Training
BNWLA	Bangladesh National Women Lawyers' Association
CEDAW	UN Convention on Elimination of All forms of Discrimination against Women
CHT	Chittagong Hill Tracts
CIP	Commercially Important Person
CRC	UN Convention on the Rights of the Child
CSOs	Civil Society Organizations
DONGOs	Domestic Non Governmental Organisations
DWPWP	Domestic Workers Protection and Welfare Policy
DWRN	Domestic Workers Rights Network
DWWF	Domestic Worker' Welfare Fund
DWs	Domestic Workers
FGD	Focus group discussions
GoB	Government of Bangladesh
ILO	International Labour Organization
INGOs	International Non Governmental Organisations
KIIs	key informant interviews
MoLE	Ministry of Labour and Employment
MoLGRD	Local Government and Rural Development
NM	Nar Maitree
NDWWU	National Domestic Women Workers Union
NGOs	Non-governmental Organizations
OGSB	Obstetrical and Gynecological Society of Bangladesh
RMG	Ready-made garment
RMMRU	Refugee and Migratory Movements Research Unit
STC	Save the Children
TCC	Tripartite Consultation Committee
TOR	Terms of Reference
TTC	Technical Training Center
TUK	Trade Union Kendra
UNICEF	United Nations International Children's Emergency Fund
VGf	Vulnerable Group Feeding
WASA	Water and Sewerage Authority
WEWF	Wage Earners Welfare Fund

EXECUTIVE SUMMARY

Decent work deficit in domestic work is a longstanding problem in Bangladesh that requires attention from the government, private sector, and the civil society. Although the Government of Bangladesh (GoB) adopted Domestic Workers Protection and Welfare Policy (DWPWP) in 2015, domestic workers in the country remain outside the purview of the Labour Act 2013 (MoLE 2015). Moreover, Bangladesh is yet to ratify the ILO Convention 189 on Decent Work for Domestic Workers and apply Recommendation 201 on Decent Work for Domestic Workers (ILO 2011). On top of that, there is hardly any evidence-based study to measure the decent work deficit in domestic work in Bangladesh (ASK and STC 2010, Ashraf 2016).

Against this backdrop, this study has asked two central research questions: a) What are current working conditions and overall situation of the domestic workers in Bangladesh? b) How can the ILO support national efforts to improve decent work for DWs domestic workers in Bangladesh? In addressing these questions, this paper adopts a conceptual framework of decent work. According to ILO, there are four components of decent work: employment opportunities, right at work, social protection, and social dialogue. Since a clear majority of domestic workers are women and girl children, this paper takes a gender lens to study the decent work deficits in domestic work. It is worthwhile to mention that this study was commissioned by the ILO Dhaka Office and conducted by the Refugee and Migratory Movements Research Unit (RMMRU).

This study has employed a mixed method approach combining both qualitative and quantitative data. Four sources of data informed the research: literature review, survey, key informant interviews (KIIs), and focus group discussion (FGD). The bulk of the data for this paper has come from a field survey with 500 domestic workers—375 live-in and 125 live-out. Among the 375 live-in DW respondents, 360 were females and 15 males, and among the 125 live-out respondents all were females. Qualitative data from KIIs, FGD, and archival documents are used to analyse the survey data.

This paper presents the findings of the study. It has nine sections including an introductory section that presents the research background, review of existing research, and research methodology. The major findings from sections two to nine are summarized below.

Demographic Profile: Section 2 analyses the demographic indicators of survey participants. The list of indicators includes gender, age, marital status, household size, education, ethnic identity, religious identity, number of domestic workers employed in current workplace, work type, work experience, training, and kin relationship with employer. Demographic data suggest that an

overwhelming majority (97%) of both live-in and live-out DWs are women, 3% are male, more than one-fourth (26.2%) DWs are children (under the age of 18), nearly half (42%) of the live-in DWs are unmarried but four-fifth (79%) of the live-out DWs are married. Majority of the DWs are Bangladeshi Muslims (96.8% live-in and 97.6% live-out) while the rest others are Hindu, Christian or Buddhist. Most of DWs have an average number (4-5) of family members in the household. Most DWs reported there were 1-2 DWs in their workplace. The common work types performed by the DWs are house cleaning, dish washing and clothe washing. More than a quarter of DWs (21.4% live-in DWs and 24% live-out DWs) have 11 years or longer work experience. Domestic workers hardly have any formal training (live-in DWs 0.53% and live-out 2.40%), and a little of one-tenth DWs reported that they had kin relationship with employers (11.2% live-in and 4.8% live-out).

Socio-economic Status: Section 3 analyses the key findings on socio-economic status of live-in and live-out domestic workers operating in the Dhaka City of Bangladesh. The survey findings suggest that although more than half of the respondents (66.3% live-ins and 54.4% live-outs) reported owning homestead, an almost equal proportion of respondents (63.7% live-ins and 58.7% live-outs) owning tin-shed and semi-*kacha* houses. Access to pipe-line water supply is very low (8.7% for live-ins and 15.7% for live-outs) but tube-well water supply very high (85.9% for live-ins and 71.3% for live-outs). More than two-third of the survey participants (66.2% live-ins and 67.6% live-outs) have access to electricity and the rest depend on solar panels (13.0% live-ins and 6.3% live-outs), kerosene oil (18.9% live-ins and 17.1 live-outs), and other energy sources (2.0% live-ins and 9.0% live-outs). Less than half of the respondents (31.4% live-ins and 38.2% live-outs) have access to sanitary latrines. More than one-third live-in DWs reported having debt burdens. While 77.7 per cent live-in DWs and 73.2 per cent live-out DWs reported that legal aid was available in their district of origin, nearly one-tenth (8.3% live-ins and 9.8% live-outs) of the respondents reported not being able to access legal aid due to social barrier like local elite or powerful relatives blocking their access through intimidation and direct threats in land related cases, in debt resolution related cases, in dowry related cases and in other cases of community level fights between different political party affiliates and so on. Three-fourth of the domestic workers (78.7% live-ins and 75% live-outs) reported not being able to afford public transports and those who could afford had to confront religious and gender barriers. Nearly all of the live-in and live-out DWs (97.8% live-ins and 98.9% live-outs) had access (own and/or facility of using on request) to cell phones but they rarely had access to internet (2.2% live-ins and 1.1% live-outs). The dependence of some of the respondents' family members (22.9% live-ins and 24.8% live-outs) on government allowances expose their vulnerability to poverty even after years of their hardship as domestic workers in an environment far from home. However, it is worth mentioning that no information on household income was taken in this survey. Finally, quite a good number of domestic workers (61.6% live-ins and 91.9 % live-outs) felt they lacked the right to decision-making at the family level. Overall, the findings suggest that domestic workers come from poor

socio-economic background as assessed by a wide variety of indicators, such as homestead ownership, access to sanitary latrines and ICT, and dependence on government's welfare support etc, which are listed above.

Employment Opportunities: Section 4 analyses data on employment opportunities for the live-in and live-out DWs. Data for seven indicators were presented. The list of indicators includes: source areas, reasons for moving to Dhaka city, reasons for working as DW, work contract, work experience, employers professional background, recruitment process, and freedom of changing job. First, the survey data reveal that DWs have come from 55 districts. Among them, Mymensingh and Kishoreganj were identified as the top two districts of origin for a large group of both live-in and live-out DWs: of the 375 live-in DWs, 100 (26.67%) identified Mymensingh and 22 (5.87%) identified Kishoreganj to be their districts of origin. By contrast, among the 125 live-out DWs, 28 (22.4%) identified Mymensingh and 18 (15.40%) identified Kishoreganj to be their districts of origin. Second, majority of the DWs (live-in 83% and live-out 67%) claimed that they moved to Dhaka City only to serve as DWs. Third, the level of desperation in searching an income-generating activity was cited to be the major reason behind working as DWs (live-in 49.5% and live-out 49.6%). Fourth, most DWs (live-in 98.9% and live-out 96%) operate without signing any formal contract with the employer. Fifth, a good number of DWs, both live-in and live-out, identified that their employers' profession was private service (live-in 36.8% and live-out 46%) and business (live-in 35.2% and live-out 17%). Sixth, DWs are employed mostly through an informal recruitment process that includes through relatives (live-in 37.4% and live-out 23.4%), through employers (live-in 14.4% and live-out 8.1%) and parents (live-in 7.3% and live-out 3.25%). Seventh, a smaller section of the DWs (live-in 27% and live-out 8%) reported not having the freedom of changing the current employer. This finding suggest that live-in DWs have less freedom in changing current employer than that of live-out DWs.

Right at Work: Section 4 presents findings of decent work deficits in workplace. The indicators used to measure right at work include access to wage, recipient of wage, wage satisfaction, access to overtime benefits, extra facilities as supplementary wage, penalty for less work, regularity of wage payment, longer working hours, daily rest period, weekly day off, yearly holiday, accommodation facilities, safety in workplace and so on. During the survey, both live-in and live-out DWs reported some of the worst forms of deficits such as lack of overtime benefits, longer intervals in wage payment, and longer working hours with less rest time. Almost all DWs (live-in 95% and live-out 96%) have access to wage. Although there is no minimum standard salary like other professionals, one-fifth live-in and one-fourth live-out DWs (live-in 19.6% and live-out 24.2%) receive BDT 5,600 or more as monthly wage. Among the live-in DWs, 69.2% received salaries by themselves and the rest of the live-in DW respondents reported that their parents (22.4%), relatives (3.2%), and others (1.1%) received their salaries or it was saved with their employers (4.1%). On the other hand, all live-out DWs received wage by themselves. Regarding

satisfaction with monthly wage, 36 (9.6%) live-in and 19 (15.2%) live-out DWs reported not being satisfied at all. The rest of the live-in and live-out DWs reported to be slightly satisfied, neutral, satisfied, or very satisfied. On overtime benefits, 93 (24.8%) live-in DWs, and 40 (32.0%) live-out DWs reported receiving 'extra benefits' but a large majority of DWs (75.2% live-ins and 68% live-outs) reported not receiving any overtime benefits. In a standard employment, an average 8-working hour of service is required for a full time job. This is hardly the case for the domestic workers operating in Bangladesh. The survey findings reveal that only 71 (19.2%) live-in DWs and 58 (53.2%) live-out DWs work hours of less than eight hours but the rest of the DWs (79.8% live-ins and 46.8% live-outs) work more than eight hours. More than half of (6%) live-out DWs and a small number (6.1%) live-in DWs have no provision of rest at workplace. Most of the DWs (live-in 95.7% and live out 87%) do not have weekly day off. However, majority of the DWs (live-in 85.2% and 69.6%) have yearly leave.

Other worst forms of deficits in right at work include various forms of abuses (physical, mental, and psychological) and food deprivation, lack of freedom of expression, and lack of freedom of movement. As accommodation and food of live-out DWs are their own responsibility, these two indicators were not considered for the live-out DWs. But these issues have been considered for the live-in DWs. About 80.6% live-in DWs reported they have necessary sleeping facilities while the rest others (19.4%) provided negative views. About 85.1% live-in DWs reported that they had ventilation in bedroom and the rest (14.9%) reported not having ventilation in bedroom. Two - thirds of the live-in DWs (65.9%) reported not feeling safe at bedrooms, 32.8% reported no privacy in their bedroom.

Quite a large section of both categories of domestic workers, 143 live-in DWs (38.5 %) and 51 live-out DWs (41.8%), reported they were forced to work even after feeling physically and mentally stressed. Almost half of (48.5%) the live-in and nearly one-third (32%) live-out DWs reported they were verbally abused at workplace. A little over one-fourth (25.9%) live-in DWs and nearly one-fifth (19.7%) live-out DWs reported being exposed to psychological abuse at workplace. Only 48 (12.9%) live-in DWs and 3 (2.4%) live-out DWs reported of having experiences of physical abuse at workplace. Only 3 per cent live-in DWs and 1.6 per cent live-out DWs reported being sexually harassed at workplace. More than half of the live-in DWs and nearly two-thirds (60.3%) live-out DWs reported that they lacked freedom of expression at workplace. More than one-third (38.5%) of 369 live-in DWs and 9.6% live-out DWs reported that they lacked the freedom to go out. More than one-seventh (16.9%) live-in DWs and a little over one-third (33.6%) live-out DWs reported that they felt being deprived of food at workplace.

Social Protection: Section 6 presents data on a number of social protection indicators. From a decent work perspective, the findings reveal several decent work deficits. First, both live-in and live-out DWs lack adequate income protection measures. Only saving is considered here as income

protection. Findings reveal that only 17.7% of the total answers for the live-in DWs, and 8.3% of all the answers for the live-out DWs save monthly income. Second, government allowances for state-sponsored social protection system cover only a small segment of the live-in (16.8%) and live-out (21.6%) DWs. Third, live-out DWs suffer from more healthcare deficits than live-in DWs. Fourth, more than half of the live-in DWs and a quarter of live-out DWs claim lacking sanitary facilities. Fifth, there is no formal pension system for the domestic works. Sixth, maternity leaves and other benefits are not evenly distributed among the live-in and live-out DWs. Only 17.3% live-ins and 37.9% live-outs reported receiving maternity leave from employers. Sixth, live-out DWs (56.6%) have more deficits in recreational opportunities than live-ins (7.5%). Seventh, family benefits for the DWs tend to be informal, dependent on employers' ability and willingness. Eighth, more than one third of DWs (live in 38% and live-out 36%) lack access to legal aid. Ninth, in dealing with emergency situation nearly half of the DWs (live-in 46% and live-out 42%) report depending more on their families and relatives living in the same city or on DWs next door or on friends. Tenth, domestic workers can be better reached out through the TV advertisement (live-in 40.5% and live-out 33%). Finally, an overwhelming majority of DWs (live-in 96.8% and live-out 85.1%) and their employers lack knowledge of DWPWP, a policy guideline adopted by the Government of Bangladesh in 2015.

Social Dialogue: Four indicators of social dialogue were discussed in the section 7. Broadly speaking these indicators relate to domestic workers' ability to access a wide array of institutions and actors such as registered trade unions, Domestic Workers Rights Network (DWRN), self-help groups, and NGO and civil society organizations (CSOs). The overall findings suggest limited opportunities for social dialogue. First, under the current labour law of Bangladesh, DWs cannot be members of the trade union. When the DWs were asked which agencies they expected to support DWs in times of need: only 5 (1.6%) live-in DWs and 4 (3.1%) live-out DWs mentioned trade unions to support DWs in times of need. By contrast, a clear majority of 157 live-ins (49.4%) and 57 (43.5%) live-out DWs expected a government agency to extend its hand to support a DW in times of need. Second, affiliation with DWRN or its constituent NGOs and trade unions is limited to only a handful of live-out DWs in Dhaka City. This is due to the fact that only 10 registered trade unions have active outreach programs to hold monthly organizing meetings with live-out DWs, a campaign not available for the live-ins. Third, there are no formal self-help groups of DWs in Bangladesh. Instead, live-in DWs living in a residential neighbourhood form their self-help groups and live-out DWs organized by trade unions form their self-help groups as a coping strategy to deal with emergency needs. Fourth, NGOs and CSOs offer a wide range of services such as action-oriented research programs, outreach campaigns to address the needs of the underprivileged people including the DWs. For about 10 years (2006-2015), more than a dozen national NGOs partnered with the national trade unions in Bangladesh to lobby for a separate law for domestic workers, a movement that eventually led to the adoption of the Domestic Workers Protection and Welfare Policy 2015. While the NGOs and CSOs have ongoing programs to address

the practical and strategic gender needs of women workers in general and women domestic workers in particular, such programs have limited geographic area of coverage.

Review of Decent Work Deficits, Coping Mechanisms and their Limits: Section 8 has three parts. The first provides a brief review of the decent work deficits in domestic work discussed in the paper. The second part examines the coping strategies for the domestic workers to deal with the decent work deficits. The third part briefly discusses the limits of existing coping mechanisms. The findings suggest that low wage, long working hours, physical and mental abuses are the major deficits in right at work. DWs tend to cope with these either by unwillingly accepting them or by switching their jobs. When their abusive work experiences are exposed in the media, police can come to rescue them by giving them access to medical care at the One-stop Crisis Centre of the Dhaka Medical College Hospital and shelter at the Women and Victim Support Centre of Bangladesh Police. Given the fact that DWs do not enjoy any pension benefits, they rely on personal savings and generosity of the employers to deal with financial stress. They can also access low-cost medical care offered by the government and NGO run clinics. Finally, in addressing social dialogue deficits, live-in DWs tend to rely on the goodwill of employers whereas live-out DWs simply switch their jobs from one employer to another. The overall findings in this section demonstrate that the DWs lack agency and power to negotiate their rights; and in the absence of legal coverage of DWs, NGOs and trade unions lack the ability to embark on proactive interventions to remove the abusive conditions in which DWs operate.

Recommendations and Conclusion: Section 9 provides a set of policy recommendations for promoting decent work conditions for domestic workers in Bangladesh. The key recommendations focus on eliminating children's participation in domestic work profession, extending educational opportunities for child DWs and skills training for the young women, establishing DW welfare offices at the district level and bringing good governance in the recruitment process. Other major recommendations focus on legal and policy reforms for addressing decent work deficits in right at work, introducing pension and welfare funds for better social protection, and expanding social dialogue opportunities for DWs through cultural and sporting activities and innovative digital media contents.

In closing, the findings in this study emphasize the need for multi-stakeholder involvement in promoting decent work in domestic work. The Bangladesh Government's Ministry of Labour and Employment, in collaboration with the private sector, NGOs, CSOs, trade unions, as well bilateral development partners and multilateral international institutions should lead the efforts. The ILO should provide technical support in implementing projects and programmes for improving the situation of domestic workers in Bangladesh.

SECTION 1: INTRODUCTION

1.1 BACKGROUND

Decent work deficits in domestic work is a longstanding problem in Bangladesh that requires attention from the government, private sector, and the civil society. Although the Government of Bangladesh (GoB) adopted Domestic Workers Protection and Welfare Policy (DWPWP) in 2015, domestic workers in the country remain outside the purview of the Labour Act 2013 (MoLE 2015). Moreover, Bangladesh is yet to ratify the ILO Convention 189 on Decent Work for Domestic Workers and apply Recommendation 201 on Decent Work for Domestic Workers (ILO 2011). On top of that, there is hardly any evidence-based study to measure the decent work deficit in domestic work in Bangladesh (ASK and STC 2010, Ashraf 2016). Against this backdrop, this study presents a situation analysis of the socio-economic background of the domestic workers (DWs), their recruitment process, contract type, working hours, employment conditions to measure their decent work deficits and the ways to address them in Bangladesh. It was commissioned by the ILO Dhaka Office and conducted by the Refugee and Migratory Movements Research Unit (RMMRU).¹

1.2 RESEARCH QUESTIONS

There are two central research questions in this study:

- What are current working conditions and overall situation of the domestic workers in Bangladesh?
- How can the ILO support national efforts to improve decent work for domestic workers in Bangladesh?

¹ Appendix 1 shows the Terms of Reference for the study.

1.3 EXISTING RESEARCH AND THEIR LIMITS

Existing research on decent work deficits in domestic work can be divided into three broad thematic areas: the first focuses on definition and statistics; the second on exploitative conditions in which domestic workers operate; and the third stresses the need for legal and policy intervention to improve the situation of domestic workers.

First, there are volumes of literature that sheds light on the definition and demographic profile of DWs. Studies conducted in Bangladesh context often refer to domestic workers as ‘domestic help,’ and ‘domestic servant’ and their job as ‘domestic service’, and ‘household work’ (ASK and STC 2010; BILS 2005; 2009; 2015; Khair 2004; ILLO 2006). DWs are broadly categorized into two group of workers: live-in and live-out. Live-in DWs are individuals who stay in their employers’ home and offer a range of services including cleaning, cooking, and providing care to children and the elderly (Bhattacharya 2009; Jensen 2007). Unlike a live-in DW who serves full time and stays in a single employer’s house, a live-out DW is employed on a part time basis in multiple employers’ houses (BILS 2015; ILO 2004; ILO 2006).

According to a 2006 study report of ILO Dhaka Office, an estimated 2,153,439 DWs operated in Bangladesh in 2005. This figure did not include DWs operating in the Dhaka City Corporation (DCC) areas (ILO 2006: 10). Among the 2,153,439DWs, 273,543 (12.7%) operated as child domestic workers (CDWs) in the same survey areas (ILO 2006: 10). Drawing on data from an unpublished report of UNICEF, the 2006 ILO study report also mentioned that in Dhaka City alone an estimated 147,943 CDWs were employed (UNICEF 2005; ILO 2006: 9). This means there were 421,486 child domestic workers in Bangladesh in 2005 (ILO 2006: 9). Among the CDWs, 78 per cent were females and and 22 per cent males (ILO 2006: 9; UNICEF 2006). There is no precise estimate of how many DWs are currently employed in Bangladesh. But drawing on the data from

the 2006 ILO study report, one may estimate that approximately 4 million domestic workers are employed in Bangladesh.

A survey with 251 DWs, conducted by Bangladesh Institute for Labour Studies (BILS), finds that domestic workers tend to originate from rural to urban areas (BILS 2015). A number of push and pull factors drive this internal migration. The BILS study finds that financial crisis (63.7%), caused by lack of income and extreme poverty, was the main push factor and financial opportunities (80.5%), such as the prospects for wage-employment and better earning, was the top pull factor behind the domestic workers' migration from rural to urban areas (BILS 2015: 28-29). Other studies, focusing exclusively on CDWs, also arrived at a similar conclusion on poverty acting as the main driver of domestic workers' migration from rural to urban areas in Bangladesh (Siddiqui and Sikder 2009). For instance, the 2006 ILO report on CDW notes: "Hunger/poverty, and landlessness in rural Bangladesh push the surplus labour out of the villages to look for alternative livelihood activities" (ILO 2006: 18). Based on a survey with 450 CDWs, a joint study by Ain O Shalish Kendra and Save the Children Sweden Denmark, found that "92% children are engaged in work as a domestic worker due to poverty" (ASK & STC 2010: 90).

Some studies refer to the gendered distinction in domestic work to explain the restricted mobility of female DWs. Mohajon (2014) notes a sharp difference between the type of services offered by male and female domestic workers in Bangladesh. For instance, female DWs are mainly responsible for "washing dishes, cooking, serving food, washing clothes, babysitting for their employers' children, and cleaning floors," whereas male workers are tasked with "purchasing daily essentials, cleaning floors, raising cattle and gardening" (Mohajon 2014: 216). Jensen (2007: 161) makes a similar observation: "Usually a girl's tasks are confined to private and semi-private spaces, whereas a boy will be sent to public space to get groceries, run errands, and bring lunch to

household members.” The gendered distinction is useful to understand the vulnerability of female domestic workers to sexual abuses and other forms of ill treatment often seen in Bangladesh (BILS 2010; Chodhuary et al 2013; Mohajon 2014).

The second broader theme covered in existing studies looks at the narratives of decent work deficits in domestic work. Periodic reports published by BILS which acts as a secretariat of Domestic Workers Rights Network (DWRN), an advocacy coalition of NGOs and trade unions, indicate that live-in DWs work for longer hours, enjoyer fewer rest time, and remain underpaid. BILS also publishes monthly media monitoring reports, and a closer look at those reports reveal that each year hundreds of DWs are exposed to various forms of abuses such as verbal abuse, torture, sexual harassment, and psychological abuse. There are hardly any legal measures taken against those buses (BILS 2005; 2009).

Despite the longstanding deficits in decent work in domestic work, the recruitment of poor women and children for the purpose of domestic servitude has emerged as a complex reality, perpetuated by a recruitment culture facilitated by parents, relatives, neighbours, and peer domestic works (Adam-Badr 2010; Chodhuary 2013; Khan 2000; Khair 2004). This informal recruitment practice in Bangladesh is in sharp contrast with the neighbouring country India, where commercial recruitment agencies source domestic workers from remote and rural areas (Neetha 2008: 27). It is only very recently that private sector entities and NGOs have entered into the trade of recruiting DWs but there is hardly any empirical study on how such business entities are operating and whether they can bring in promoting decent work conditions for DWs.

A third stream in the existing literature concentrates on legal vacuum and stresses the need for policy intervention to reduce decent work deficits in domestic work (Ashraf 2016). It is striking reality that the only piece of national legislation in Bangladesh addressing the issue of DWs is a

defunct law—the Domestic Servants’ Registration Ordinance 1961 (Adam-Badr 2010; ASK and Save the Children 2010; BILS 2011). A major problem with the 1961 Ordinance lies with the fact that it does not accord any right to the DWs “nor does it determine the legal obligations and code of conduct of employers of domestic labourers” (Adam-Badr, Tracy 2010: 7). On top that, the Ordinance has become irrelevant since the practice of registration of DWs is non-existent in the country, let alone in Dhaka City (DWRN Press Release 2011).

The latest works on legal and policy domain offers unique insights into how the national trade unions and NGOs in Bangladesh formed an advocacy coalition DWRN in 2006, which lobbied with the GoB for a decade for legal reform, and eventually got a national policy, Domestic Workers Protection and Welfare Policy (DWPWP) in 2015 (Ashraf 2016). The DWRN was formed in response to the exclusion of domestic worker from the coverage of Bangladesh Labour Act 2006. Article 1 (4) (o) in the 2006 Labour Act clearly states that domestic workers do not fall under the purview of the Act. Bangladesh is not the only country to exclude domestic workers from national labour law. This view is substantiated by the fact that only 10 per cent of the domestic workers in the world are “covered by general labour laws” (ILO 2013: 50). Such exclusionary legal regimes are premised on the view that domestic workers operate in the ‘private sphere’, which is difficult for labour inspectors to enter and monitor employers’ compliance (ILO 2013; Thomas 2010). The effect of excluding domestic workers from labour laws are enormous. A global study on domestic workers conducted by ILO Geneva Office (2013: 50) observes that “When domestic workers as a group are excluded from the scope of labour legislation, this considerably weakens their position relative to other workers.”

Although the national labour law of Bangladesh excludes DWs from its coverage, legal experts refer to a host of national and international legal instruments, which may apply to them for the

purpose of promoting decent work conditions (Islam 2013; Islam 2014). The list includes Bangladesh Constitution, the Children Act 2013, the National Children Policy 1994, and the Anti-Women and Children Oppression (Amendment) Act 2003. Broadly speaking, these laws provide for the protection of children's rights as enshrined in the UN Convention on the Rights of Children 1989. In addition, several pre-independence legal codes such as the Mines Act 1923, the Children (Pledging of Labour) Act 1933, the Employment of Children Act 1938, the Minimum Wages Ordinance 1961, the Factories Act 1965, and the Shop and Establishment Act 1965 provide a rich body of legal basis to regulate the employment of DWs (Aktar et al 2013; Khair 2004; Khan 2000). A situation analysis on the CDWs in Dhaka City also refers to a list of international laws such as the UN Convention on the Rights of the Child 1989 (CRC), ILO Convention Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour, No. 182, and Recommendation No. 190 (entered into force 2000) (Khair 2004). Reference to such international legal instruments are premised on the fact that they require state parties to establish criteria for minimum age for employment and determine worst forms of work for children to be avoided. As a state party to both the UN CRC and the ILO C 182, Bangladesh has the legal obligation to establish decent work conditions for the child domestic workers. A study by BILS (2015) stresses the need for Bangladesh to ratify the ILO C 189 on domestic workers. It also refers to international legal instruments and suggests their relevance in promoting decent work in domestic work Bangladesh:

Bangladesh has been a signatory to a number of international conventions and covenant which cover domestic workers to a some extent e.g., United Nation Declaration of Human Rights, UN Convention on Elimination of All forms of Discrimination against Women (CEDWA), ILO Minimum Age Convention (No. 15 and No 59), Night Work (Women) Convention (NO. 4), Night Work of Young Persons (Industry) Convention (No.6), Forced Labour Convention (No. 29), Convention on the Worst form of Child Labour (No. 182) and Abolition of Forced Labour Convention (No. 105) (BILS 2015: 9).

The preceding discussion shows that from a decent work perspective, the rich body of literature on domestic workers provides useful ideas about conceptualizing domestic work, the decent work deficits in such work, the need for legal and policy remedies in regulating domestic work. While existing literature provides some general ideas about the DWs, there is hardly any evidence-based studies that assess the situation of domestic workers, the types of deficits in decent work in domestic work, and potential remedies in addressing those deficits. This study aims to address this knowledge gap by presenting evidence from field surveys, inputs from various stakeholders, and published materials.

1.4 DECENT WORK DEFICITS: A CONCEPTUAL FRAMEWORK

According to ILO, there are four components of decent work: employment opportunities, right at work, social protection, and social dialogue (Siddiqui 2004; 2006). Employment opportunities refer to right to work for people of various age and gender groups, coming from diverse geographic areas of origin. Right at work refers to enjoyment of certain human rights and labour rights at workplaces. Social protection refers to the coping mechanisms against vulnerabilities. Social dialogue refers to a process through which employers and employees negotiate their differences. This study measures decent work deficits by exploring the extent to which both live and live-out domestic workers lack right to work, right at work, social protection and social dialogue. In exploring the decent work deficits in domestic work, this study draws insights from feminist research methodology. Feminist research situates the social conditions of women in a sexist, ‘malestream’ and patriarchal society (Stanely and Wise, 1983:12). It argues that the position of women in the labour market tends to be characterised by their over-representation in low paid jobs in economic sectors or occupations in which women are concentrated. Domestic work is one of the sectors that is among the lowest paying jobs in the labour market (Oelz and Rani 2015). Low

formal skills and educational levels, high incidence of informality, lack of collective representation, weak individual bargaining power, lack of possibilities for income generation and vulnerable social status are identified for this lower status of domestic workers.

Figure 1.1: Four Components of Decent Work



Since a large majority of domestic workers in Bangladesh are women, this study adopted a gender lens to study decent work deficits in domestic work. Two theoretical concepts of Caroline Moser (1989) informed this study: practical gender needs (PGN) and strategic gender needs (SGN). PGN concerns immediate perceived necessity, which can be addressed by removing inadequacies in living conditions such as water provision, health care, and employment. By contrast, SGN emphasizes transformation in the unequal power between men and women. It also refers to transformation in gender divisions of labour, power, and control (Yasmin, 2010: 12).

For the purpose of this study, PGN indicators would focus on women DWs' access to employment opportunities, fulfilment of rights at work, and their ability to access various social protection supports. The list of such needs is very long and includes women's access to income and rest,

timely payment, safe and non-abusive working environment, and access to healthcare etc. By contrast, SGN indicators place an emphasis on women ability to access social dialogue opportunities through trade union, Domestic Workers Rights Network, self-help groups, and NGOs and civil society organizations. As stated before, PGN does not challenge women's socially accepted subordinate roles but SGN aims at changing the existing situation of women by asserting more rights, equality, and justice. This is precisely why PGN often refers to a 'human survival' needs whereas SGN refers to 'right to equality' needs.

This study examines decent work deficits in domestic work in Bangladesh. Since a large majority of DWs in Bangladesh are women, the adoption of a gender lens would allow us to see what practical and strategic gender needs of women are important to promote decent work conditions for women DWs in the country. By employing a theoretical gender lens, the study examines how effective policy intervention from the Government of Bangladesh and the International Labour Organization should not only address the basic human rights but also the special gender needs of domestic workers.

1.5 RESEARCH METHODOLOGY

The study adopted a mixed method strategy combining both quantitative and qualitative approaches to analyse the prevailing situation of the domestic workers in Bangladesh. Quantitative data were collected through survey using survey questionnaire while qualitative data were collected through KII, FGDs, and field/workplace visit. In addition, literature review was conducted to understand policy guidelines and practices of decent work deficits in domestic work in Bangladesh. A detailed outline of study methodology has been given below:

- **Literature review:** An extensive literature review was reviewed to sketch out the overall working conditions and situations of domestic workers in Bangladesh. The literature includes existing decent work framework by ILO, theoretical understanding of gender lens, newspaper clipping review, policies and legal instruments, research reports, working papers, action plans, strategies, and so forth.
- **Filed Survey:** A survey was conducted with both live-in and live-out domestic workers to explore socioeconomic conditions of domestic workers, methods to obtain work, contract type, working hours, rest and leave periods, wage, access to social protection, occupational safety and health, voice and representation, discrimination, violence and harassment, and living conditions in case of live-in domestic workers.² As per the Terms of Reference (TOR) for this study by the ILO Dhaka Office, a total 500 domestic workers (375 live-in and 125Live-out) participated in this survey. In selecting respondents, maximum variation from the perspective of worker's age, sex, origin, and profession of employers were considered. As data were collected from different areas of Dhaka city, cluster random sampling technique was followed in this context. Dhaka city was divided into five clusters to capture variations in socio-economic conditions of employers and varying level of decent work deficits in domestic work (Figure 1.2).

As shown in Figure 1.2, Cluster 1 comprised Jatrabari, Motijheel, Bijoy Nagar, Paltan, Basabo, and Khilgaon. Cluster 2 included Old Dhaka, Azimpur, Elephant road, Jigatola, Mohammadpur, and Dhanmondi. Cluster 3 comprised Mirpur and Ashulia. Cluster 4 included Banani, Bashundhara Residential Area, Gulshan, Banani DOHS, Mohakhali DOHS and Mirpur DOHS, and Cluster 5 included Uttara, Khilkhet, and Nikunja Residential area. Five groups of field researchers (mostly female) were engaged in data collection. They got access to respondents using different networks

²Appendices 2 and 3 present the survey questionnaires.

such as friends and families or by building rapport with the caretakers or security guards of residential buildings. Table 1.1 shows the distribution of sample size.

Figure 1.2: Map of Cluster areas for data collection in Dhaka city

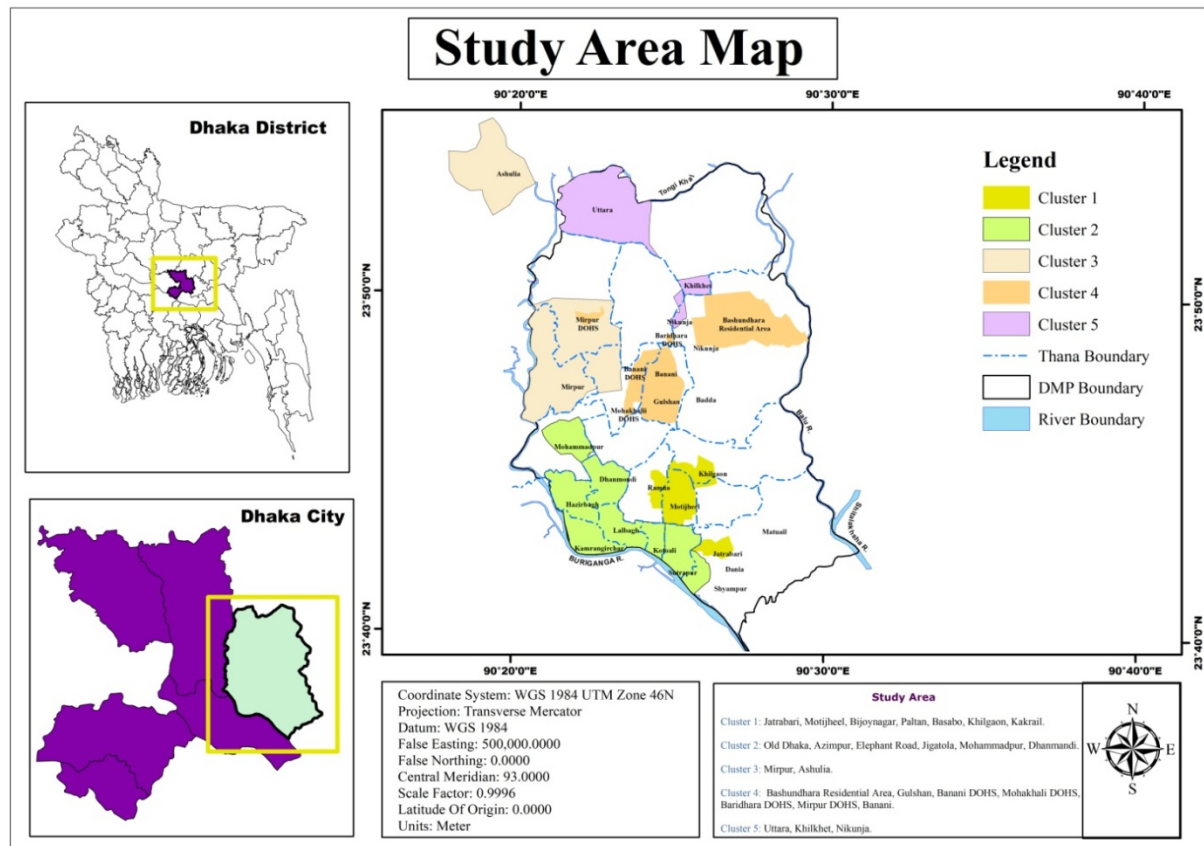


Table 1.1: Five clusters with survey sample

Cluster	Live-in DW		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Cluster-1	74	18.7	25	16.8
Cluster-2	78	21.3	25	18.4
Cluster-3	76	20.5	23	17.6
Cluster-4	72	19.2	25	23.2
Cluster-5	75	20.3	27	24.0
Total	375	100.0	125	100.0

- **Focus Group Discussion (FGD):** In order to collect qualitative data from domestic workers, a total 5 Focus Group Discussions (FGDs) were conducted with live-out domestic workers from five clusters area. Each FGD group had 5-10 members all of whom were female.
- **Key Informant Interview (KII):** The researchers conducted seven KIIs with trade union leaders from five clusters. In addition, KII was conducted with two labour ministry officials, one senior manager of a domestic worker recruitment agency, 5 employers of domestic workers, and two legal experts conversant with domestic workers' rights. Purposive sampling technique was used to determine the participants of KIIs.
- **Field/workplace visit:** To look at the living conditions of domestic workers the research team visited a total of 8 workplaces (4 live-in and 4 live-out) of domestic workers with prior permission of the employers. Given the sensitivity of the issue, the researchers used their personal and professional networks to choose the appropriate households to observe the workplaces.

There were several challenges in conducting the field survey. Most of the challenges concerned getting access to the live-in DWs, experiencing interruption by suspicious employers while conducting a survey, confronting physical barriers while entering into and exiting from a domestic worker's workplace, and lack of spontaneous participation of domestic workers. Further details can be found in Appendix 4.

- **Tools for Data Collection:** The following tools were used for primary data collection in the study to address the research questions and scopes of the study:

- Survey questionnaire: Two sets but similar semi-structured survey questionnaires were used for data collection. The language of the survey questionnaire was Bangla so that respondents could easily understand.
- FGD guidelines: The researchers developed FGD guidelines in line with the scopes and objectives of the study.
- Interview protocol for KII: A set of key interview protocol was developed to conduct the KIIs with different stakeholders such as government officials, key person of recruitment agencies, employers of domestic workers, and legal experts conversant with domestic workers' rights
- Field observation guidelines: observation guideline was developed for field visit to collect qualitative data to understand living condition of domestic workers.

• **Field testing and finalization:** Field-testing of the respective tools was carried out before conducting the actual study. A number of data collectors under the guidance of the study team administered these field-testing. The field-testing of the tools was conducted in a similar context but with different participants, who did not take part in the final study. The items of each tool, appropriateness of used language, ethical issues, and the relevance of the tools with the study were checked critically and marked during their field-testing. The study team reviewed the difficulties in the tools and finalized them with proper treatment just after completing their piloting in the field. The finalized tools were delivered to the ILO, Dhaka for their approval to be used in the field of study.

- **Data collection:** Before data collection, a comprehensive action plan was developed. A group of data collectors experienced in similar research project was engaged for data collection under closed supervision of the team. Before going to the field for data collection, data collectors were oriented

with the scope of research project, focus and tools of the study. As stated before, the field researchers confronted a number of challenges, especially surveying the live-in DWs. Some of those challenges include getting access to the survey participants, confronting suspicious attitudes of the employers, and lack of spontaneous participation of DWs due to the presence of employers. The field researchers had to overcome those challenges building rapport and using wit.

- **Data cleaning, data entry and data analysis:** After collecting data, all data were checked and cleaned. SPSS was used for quantitative data for entry and descriptive analysis. On the other hand, qualitative data were transcribed, translated and analysed following thematic analysis (Braun & Clarke, 2006).
- **Ethical consideration:** The study team was committed to maintaining professional standards of research ethics. Before data collection, field researchers were oriented with ethical issues of research. During data collection period, all team members and data collectors followed the terms and conditions of the contract strictly and sincerely. Informed consent was secured from every participant of the study. The anonymity and confidentiality of participants was maintained. The confidentiality and accuracy of all data was maintained during data cleaning, managing and transcribing stages. In some contexts, field researchers encountered child labour and or incidences of violence. They reported those to the study team.
- **Validation of research findings:** The research findings were shared first with ILO s in December 2018 and January 2019, and then with a group of experts at a validation workshop held in Dhaka

on 3 February 2019.³ The expert comments from ILO and the validation workshop were incorporated in preparing this revised paper.

1.6 STRUCTURE OF THE PAPER

This paper has nine sections. The first section discusses the background of the study, research questions, existing literature to identify research gaps, conceptual framework for the study, and methodology of the study. The second and third section analyse the demographic background and the socio-economic status of domestic workers of both live-in and live-out domestic workers in Dhaka City, who participated in the survey. The next four sections present research findings for live-in and live-out domestic workers on four indicators of decent work deficits: right to work, right at work, social protection, and social dialogue. The eighth section discusses major decent work deficits in domestic work and identifies coping mechanisms. The ninth section provides recommendations for ILO to support national efforts to minimize decent work deficits and improve decent work for domestic workers in Bangladesh. A brief conclusion follows the policy recommendations.

³ Appendix 5 shows a draft programme of the validation workshop and Appendix 6 presents the draft notes from the validation workshop.

SECTION 2: DEMOGRAPHIC PROFILE

This section presents the demographic background of both live-in and live-out domestic workers in Dhaka City. It has two sections: the first section provides a list of indicators for assessing demographic background and the second section presents survey findings and analysis for each of the indicators. Available data for both live-in and live-out DWs are analysed and compared, and when needed expert opinion is provided for explanation of key trends. This section concludes with a brief note on gendered analysis of the survey findings.

2.1 DEMOGRAPHIC BACKGROUND INDICATORS

Box 2.1: Demographic Indicators

- Gender
- Age distribution
- Marital status
- Household size
- Education
- Ethnic Identity
- Religious identity
- Number of Domestic workers employed in current workplace
- Work Type
- Work Experience
- Training
- Kin Relationship with employer

2.2 RESEARCH FINDINGS AND ANALYSIS

Gender

The demographic information indicates that of the total 500 DW respondents, about 485 DWs (97%) were women while only 15 DWs (3%) were men. By employing a cluster random sampling criteria, the field researchers surveyed 375 live-in DWs and 125 live-out DWs. Among the 375 live-in DWs, 360 (96%) were women and 15 (4%) were men. By contrast, among the 125 live-out DWs, all were women. Such findings support the existing knowledge that domestic work in Bangladesh is primarily a gendered occupation with a high concentration of women (Table 2.1).

Table 2.1: Gender background of domestic workers

Gender	Live-in DW		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Female	360	96%	125	100%
Male	15	4%	0	0%
Total	375	100%	125	100%

Note: All of the 15 male respondents were child domestic workers.

Age distribution

Data for 375 live-in DWs and 124 live-out DWs reveal the prevalence of child domestic workers (CDWs) in Dhaka City (Table 2.2). Among the 375 live-in DWs, 124 (33%) were CDWs, aged 5-17, and the rest (67%) were adults, aged 18-52 years or older. By contrast, among the 124 live-out DWs, who revealed their age, 7 (5.6%) were CDWs and the rest of 117 (94.4%) were adult, in the age group 18-52 years or older.

Why is there a high concentration (33%) of children aged 5-17 in the live-in DW category? As the existing studies suggest extreme poverty, lack of work, and lack of security act as major push factors behind the employment of children and women in domestic work (BILS 2015). The 2006 ILO study refers to other drivers of CDWs:

The children who are working as CDWs have specified a number of reasons for their migration from home to work as CDWs. The most common reason cited was the family poverty/hunger (66 per cent), followed by left home to earn income (39 per cent), parents sent them away (37 per cent), a relative brought to work as CDW (11 per cent), and there was none to look after (9 per cent). It may be noted here that a marked proportion of children (10 per cent of girl against only 1 per cent of boys) reportedly left home and landed as CDWs because of ill-treatment of step parents. (ILO 2006: 18)

Table 2.2: Age distribution of domestic workers

Age group	Live-in DW		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
5-10 years	14	3.7	4	3.2
11-14 years	53	14.1	2	1.6
15-17 years	57	15.2	1	.8
18-24 years	60	16.0	15	12.1
25-31 years	46	12.3	25	20.2
32-38 years	46	12.3	30	24.2
39-45 years	37	9.9	31	25.0
46-51 years	31	8.3	8	6.5
52+ years	31	8.3	9	7.3
Total	375	100.0	125	100.0

For the purpose of this study, in-depth interviews with DWs and experts also identify other complex family relations as the triggers of CDWs. For instance, a CDW shared her experience in the following words:

After my mother's death, my father married for the second time. My step mother would always rebuke me and beat up our two sisters. She stopped sending us to school. Then my father sent me here to serve as a housemaid and my younger sister in another house to serve also as a housemaid. (Interview with a girl child domestic worker in Khilgaon, Dhaka, December 2018)

Others, such as a recruitment agency delegate and a child rights specialist, note that there is a tendency in poor and broken families to abandon children and compel them to serve as domestic workers so that parents and relatives can benefit from their earnings (Recruitment agency

interviewee, November 2018). Just as overseas migration is pursued by many Bangladeshis as a livelihood strategy, here internal migration is used by parents and relatives of CDWs as a household livelihood strategy (Interview with child rights expert, November 2018). For example, a five-year old child was forced to get employment as a domestic worker by her aunt who extorted her earnings for her own children's benefits (Box 3.2). The condition is often more precarious for a girl child when abandoned or parents fall into despair and destitution. Child domestic workers are not aware of their social and economic conditions at all.

Box 2.2: Nomisa's story of Despair in Innocence

A girl child, Nomisa, has nowhere to go as her family cut off her means of communication. So, she will have no other choice except for working at her employer's house. Her maternal aunt left her at the employer's home and rarely keeps any contact with her. Her aunt often collects Nomisa's monthly income so that she can pay for her own children's education. Nomisa's mother had moved to India and refused to take her along. Nomisa does not receive any phone calls either from her mother or from her aunt. She has not been receiving salary from the employer for several months. She is now at the mercy of the strangers (employers)! Nomisa's sister also got relocated and she cannot find her anymore. She does not know if she can ever move back to live with her family when and if she wants.

Source: Field researcher's note, RMMRU.

Marital status

Three distinct trends can be observed from the data on marital status of domestic workers (Table 2.3). First, an overwhelming majority (79.2%) of live-out DWs are married but less than one-third (31.2%) live-in DWs are married. Second, unmarried people are more likely to be employed as live-in DWs than as live-out DWs as the survey findings show that 42.4% live-in DWs and 1.6% live-out DWs are unmarried. Third, the rate of divorcees and widows is also higher in live-in category (22.7%) than in live-out category (16%).

Table 2.3: Marital status of domestic workers

Marital Status	Live-in DW		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Unmarried	159	42.4	2	1.6
Married	117	31.2	99	79.2
Divorced	39	10.4	5	4.0
Widow	46	12.3	15	12.0
Remarried	4	1.1	0	0
Live separately	10	2.7	4	3.2
Total	375	100.0	125	100.0

Note: All of the 15 male respondents were children and included in the category of ‘unmarried’.

Interviews conducted with employers do not provide any clear-cut answer to the question why married women are less likely to serve in live-in DW category. One common perception is that marriage may work as a barrier for a woman to serve as live-in DW. In the socio-cultural context of Bangladesh, married women with young children find it difficult to serve as a live-in DWs and raise their children. This is primarily due to the fact that employers usually prefer hiring young girls and single women to serve as live-in DWs. An employer interviewed for this study noted:

My live-in domestic worker has been living here for the past five years. She is obedient and dependent on me. What I say, she follows. She rarely argues with me. But although married domestic workers are matured, they are less obedient. They frequently demand leave from work and ask for monetary support to visit their villages, where left-behind family members including children are staying. But my unmarried domestic worker rarely asks for leave from work. When my family goes on a vacation in our village, we take her with us, and she seems happy with this. (Interview with a live-in DW employer in Khilgaon, Dhaka, December 2018).

However, another employer offered a different perspective explaining why she prefers hiring a married woman as live-in DW:

We [Husband and wife] are both service holders and we have to go office every day. It is hard for us to take care of everything for my family. We hired a married woman who can look after my whole family efficiently. (Interview with a live-in DW employer in Bashabo, Dhaka, December 2018)

The above statements reveal that employers' perception and needs determine their attitudes toward hiring married women as live-in DWs. But why then, four-fifths (79.2%) of the live-out DW survey respondents are found to be married? During FGDs with live-out DWs, the field researchers found that married women aged 30 and above would work during day time at multiple employers' home and return home in the evening so that they could re-unite with their families, and take care of their children or stay time with their spouse. Since their spouses were mostly day labourers and not earning enough to cover their living costs, they would pursue domestic work to supplement household income.

Household size

Among the survey participants, 373 live-in DWs and 119 live-out DWs reported data on their household size which ranges 1 member to 15 members. The survey findings reveal that 224 (60%) live-in DWs and 73 (61.4%) live-out DWs had at least 4 or 5 members in the family.

Table 2.4: Household size of domestic workers

Number of members in household	Live-in DW		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
1	4	1.1	0	0
2	24	6.4	7	5.9
3	43	11.5	15	12.6
4	128	34.3	44	37.0
5	96	25.7	29	24.4
6	35	9.4	13	10.9
7	13	3.5	5	4.2
8	17	4.6	2	1.7
9	2	.5	1	.8
10	6	1.6	1	.8
11	1	.3	0	0
12	1	.3	1	.8
13	2	.5	0	0
15	1	.3	0	0
16	0	0	1	.8
Total	373	100.0	119	100.0

Note: Some of the respondents did not answer this question.

Education

Survey conducted for this study indicates that domestic workers in Bangladesh mostly come from people with very low or no formal educational background. Among the 500 survey participants, all but one respondent, reported their educational backgrounds. The survey data reveal that among the 375 live-in DWs, 166 (44.3%) DWs had never been to school. A corresponding figure for live-out DWs, who had never been to school, is 69 (55.6%) out of a total 124 live-out DWs. At least one in every four live-in DWs (26.4%) and nearly one in every five live-out DWs (17.7%) did not complete primary education. By contrast, nearly one-fourth (23.2%) live-in DWs and less than one-fifth (17.7%) live-out DWs finished 5-year primary schooling. Only 6.2 percent live-in DWs and 8.9 percent live-out DWs completed either secondary or higher secondary level of education.

Table 2.5: Educational Background of DWs

Educational Achievement	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Never been to school	166	44.3	69	55.6
Less than primary	99	26.4	22	17.7
Primary	87	23.2	22	17.7
Secondary	22	5.9	9	7.3
Higher Secondary	1	.3	2	1.6
Total	375	100.0	124	100.0

Note: One live-out DW did not answer this question.

A review of the survey data collected for this study reveals that of the total 499 survey respondents, 71.3 per cent had never been to school or dropped out of primary school and the rest, 28.7% per cent, had at least completed primary education. This is in sharp contrast to a survey on child DWs in Bangladesh conducted in 2005. The 2005 survey found that 88 per cent child domestic workers

had never been to school or dropped out of primary school and only 12 per cent had completed at least primary schooling (ILO 2006: 16).

A comparison of the two survey data for ILO—the 2005 survey and the 2018 survey—might indicate a slight improvement in educational background of domestic workers. But the variation in educational background of domestic workers may simply be the outcome of two factors: sample size and success in primary education campaign. First, the 2005 survey covered a large sample size of 3,841 DWs whereas the present study covers a sample size of only 500 DWs. Due to a larger sample size drawn from the entire Bangladesh, it is possible that the 2005 survey captured some of the DWs coming from more remote areas than the present study’s survey population. It is possible that primary school enrolment and drop outs rates are higher in rural remote areas than in urban areas. Second, the variation in primary educational achievement of domestic workers in the two surveys (2005 survey and 2018 survey) may reflect that success of both public, private and NGO sectors’ ability to promote both formal and informal primary education (GoB DPE 2011; Hossain 2016; Islam and Fardosh 2013).

Ethnic identity

The survey data reveal that an overwhelming majority of live-in DWs and all of the live-out DWs identified themselves to be Bangladeshi. Only 5 (1.3%) of the 375 live-in DWs reported that they originated from indigenous communities in either the Chittagong Hill Tracts District (CHT) or other areas of Bangladesh.

Table 2.6: Ethnic identity of domestic workers

Ethnicity	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Bangladeshi	370	98.7	125	100
Indigenous Community (from CHT)	3	0.8	0	0
Indigenous Community (from other areas of Bangladesh)	2	0.5	0	0
Total	375	100	125	100

Religious identity

A total of 374 live-in DWs and 125 live-out DWs reported their religious identity. Among them, 362 live-in DWs (96.8%) and 122 (97.6%) live-out DWs identified themselves to be Muslim. A small proportion of Hindu people (2.1% of all live-in DWs and 2.4% of all live-out DWs) were also found to be employed as domestic workers. Although the survey team was able to reach out to Buddhist- and Christian-origin live-in DWs, no such people serving as live-out DWs could be reached out.

Table 2.7: Religious identity of domestic workers

Religious background	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Muslim	362	96.8	122	97.6
Hindu	8	2.1	3	2.4
Christian	2	.5	0	0
Buddhist	2	.5	0	0
Total	374	100.0	125	100

Note: 1 live-in DW did not respond to the question.

Domestic workers employed in workplace

The survey participants were asked the total number of domestic workers employed in their workplace. A total of 367 live-in DWs and 118 live-out DWs responded (Table 2.8).

Table 2.8: Number of domestic workers employed in workplaces

Number of domestic worker employed	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
0	0	0	1	.8
1	169	46.0	79	66.9
2	138	37.6	30	25.4
3	48	13.1	6	5.1
4	9	2.5	2	1.7
5	1	.3	0	0
6	1	.3	0	0
8	1	.3	0	0
Total	367	100.0	118	100.0

Note: Some of the respondents did not answer this question.

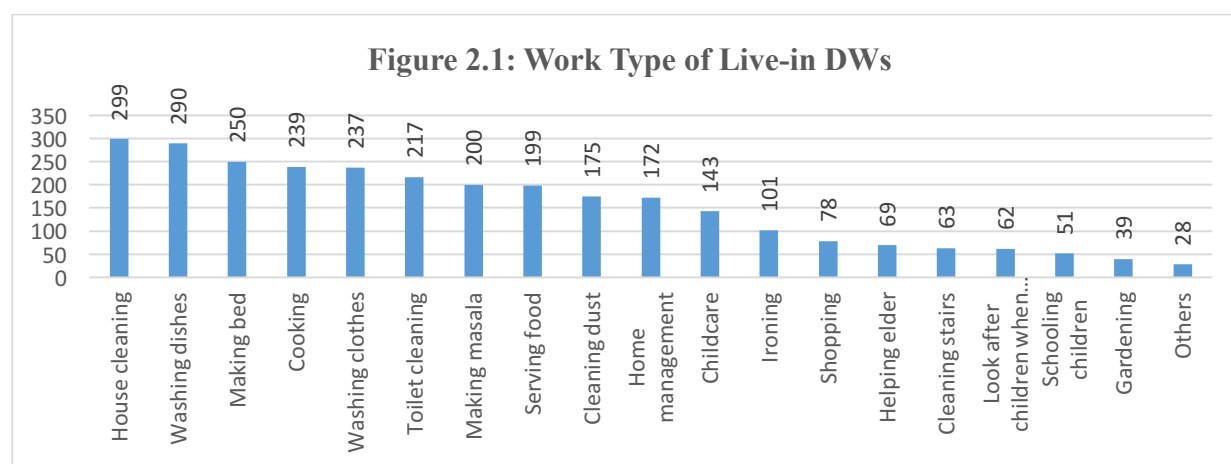
The survey findings suggest that nearly half of the live-in DWs and two-third live-out DWs reported only one domestic worker was employed in their workplace. By contrast, 50.7 per cent live-in DWs and 30.5 per cent live-out DWs reported two or three DWs in their workplaces. What explains this variation? It is observed by the field researchers that due to space constraints and affordability concerns, a middle-class family in Dhaka City now tend to hire one domestic worker. Those who can afford and have a large family size may hire two or more domestic workers.

Work Types

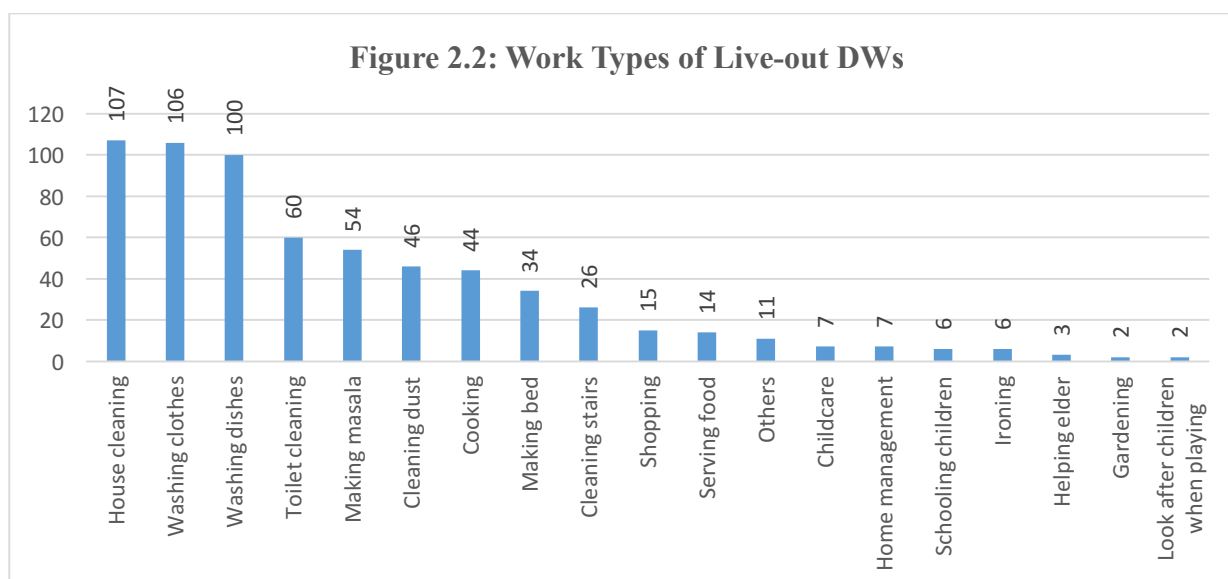
The survey participants were given a list of 19 services and asked to identify which of the services they offered. A review of the top five services offered by DWs reveals that house cleaning, washing clothes, and washing dishes are the most common works performed by both the live-in and live-out DWs (Table 2.9). Detailed data are presented in Figures 2.1 and 2.2.

Table 2.9: Top five services provided by domestic workers

Live-in DWs	Live-out DWs
House cleaning	House cleaning
Washing dishes	Washing clothes
Making bed	Washing dishes
Cooking	Toilet cleaning
Washing clothes	Making masala



Note: Multiple responses were generated from each respondent.



Note: Multiple responses were generated from each respondent.

Work experience

The survey data suggest that 140 (37.3%) live-in DWs and 41 (32.8%) live-out DWs had 1-5 years of professional experience as domestic worker (Table 2.10). Another 70 (18.7%) live-in DWs and 35 (28%) live-out DWs claimed they had 6-10 years of work experience. More than one-fifth DWs (21.4% live-ins and 24% live-outs) reported that their professional experience spanned from 11 years to 21+ year. The demographic data indicates that majority of the domestic workers had 1-5 years of experience as domestic workers.

Table 2.10: Work experience of domestic workers

Length of work experience	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Less than 6 months	34	9.1	9	7.2
6 months - 1 year	51	13.6	10	8.0
1-5 years	140	37.3	41	32.8
6-10 years	70	18.7	35	28.0
11-15 years	36	9.6	10	8.0
16-20 years	19	5.1	9	7.2
21+ years	25	6.7	11	8.8
Total	375	100.0	125	100.0

Training

Among the 375 live-in DWs, only 35 (9.33%) had either formal or informal training and the rest of 340 live-in DWs (90.67%) lacked any training. By contrast, among the 125 live-out DWs, only 12 (9.60%) reported having some training on domestic work, and the rest of 113 (90.40%) had no training.

Table 2.11: Training background of domestic workers

Training	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Formal	2	0.53	3	2.40
Informal	33	8.80	9	7.20
No training	340	90.67	113	90.40
Total	375	100.0	125	100.0

The survey participants were not asked where they received formal training. But, interviews with training experts identified two types of formal institutions currently available in Dhaka City: first, Nari Maitree, a women-focused NGO runs a project has long provided training and placement service to domestic workers (Nari Maitree Interviewee, January 2019). During a validation workshop held in February 2019, a DW recruitment agency delegate reported that Nari Maitree's DW training program was phased out due to lack of donor support. However, based on Nari Maitree's action research on training and placement of DWs, a new private recruitment agency, Bandhan, has been established, which now provides some basic training to domestic workers before supplying them to prospective employers.⁴In addition, the government-run Technical Training Centers (TTCs) offer domestic work training for aspirant women migrant workers (Interview with BMET official, January 2019). It is likely that those survey participants who

⁴ 'Validation Workshop on A Study on Decent Work Deficits in Domestic Work in Bangladesh,' organized by Refugee and Migratory Movements Research Unit (RMMRU) with support of ILO Country Office for Bangladesh, AVS Reddy Conference Room, CIRDAP, Dhaka, 3 February 2019.

reported having formal training have come from either of the three sources: Nari Maitree, Bandhan, and TTCs (BILS Interviewee, January 2019; Bandhan Interviewee, February 2019). Aspirant or returnee migrants tend to go abroad to serve as a domestic worker but those having experiences of trauma and abuses may end up serving as domestic worker at home.

Kin Relationship with employer

Among the survey participants, 42 (11.2%) live-in DWs and 6 (4.8%) live-out DWs reported they had kin relationship with employers. This indicates that employers often recruit domestic workers from extend families.

Table 2.12: Domestic workers’ kin relationship with employers

Training	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Relative	42	11.2	6	4.8
Non-relative	333	88.8	119	95.2
Total	375	100	125	100

In conclusion, it is worth analysing the demographic profile of the survey population through the gender lens using the concepts of practical gender needs (PGN) and strategic gender needs (SGN). As discussed in chapter 1, PGN refers primarily to women’s basic needs within the given power relationship whereas SGN refers to women’s needs to change the existing power relationship in a society. This chapter presented survey findings on several demographic indicators such as gender, age distribution, marital status, household size, education, ethnic Identity, religious identity, number of Domestic workers employed in current workplace, work type, work experience, training, and kin relationship with employer. Evidence suggests that an overwhelming majority of both live-in and live-out DWs are women, nearly one-third live-in DWs are children (under the

age of 18), nearly half of the live-in DWs are unmarried but four-fifth of the live-out DWs are married. Majority of the DWs are Bangladeshi Muslims, and most of them have an average 4-5 family members in the household. Most DWs reported there were 1-2 DWs in their workplace. The common work types performed by the DWs are house cleaning, dish washing and clothe washing. Quite a good number of DWs have 10 years or longer work experience but there appears to be no conclusive association between experience and wage. Domestic workers hardly have any formal training, and a little proportion of them (11.2% live-in and 4.8% live-out) reported that they had kin relationship with employers. The demographic profiles reveal that rural women and girl children, having no formal schooling or training and pushed by poverty at home choose to migrate to urban areas in search of domestic work, where their immediate perceived needs (PGN), rather than SGN, concern making a living through household works such as cleaning, washing, making bed, and cooking etc. The discussions on employers' choice in recruiting mostly single women, whether unmarried, divorcees, and widows for live-in DW job also provide useful ideas about what type of gender needs are likely to arise from the lived experiences of the DWs. Whether rural and poor women and children who serve as DWs can really articulate their SGN remains an important question, and the answer can partially be found in their broader socio-economic background. It is in this context the next section turns into the socio-economic status of the domestic workers in Dhaka City.

SECTION 3: SOCIO-ECONOMIC STATUS

This section analyses the socio-economic conditions of live-in and live-out domestic workers operating in Dhaka City. It has two sections: the first provides a set of indicators used to measure socio-economic conditions and second present the research findings for each of the indicators.

3.1 SOCIO-ECONOMIC INDICATORS

Box 3.1: Socio-economic Indicators

- Homestead ownership and type
- Sources of water
- Sources of energy
- Type of latrines used
- Debt burden
- Access to legal aid
- Access to transport
- Access to information communication technology
- Access to government allowances
- Right to decision-making at the family level

3.2 RESEARCH FINDINGS AND ANALYSIS

Homestead ownership and type

A total of 368 live-in and 112 live-out domestic workers responded to the question of whether they owned or rented any homestead. Among the respondents, 244 (66.3%) live-ins and 61 (54.4%) live-outs reported owning the homestead (Table 3.1). Compared to live-in DWs, live-out DWs had more dependence on rented homestead. Detailed breakdown of homestead ownership pattern is presented in Table 3.1.

Table 3.1: Homestead ownership status

Homestead ownership s	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Owner of the homestead	244	66.3	61	54.4
Rented	45	12.2	24	21.4
Not the owner but without rent	29	7.9	7	6.3
Others	50	13.6	20	17.9
Total	368	100.0	112	100.0

Note: Some of the respondents from both categories did not answer this question.

Live-in data include 15 male child domestic workers, and 7 of them did not respond to this question.

The survey also asked the domestic workers the type of homestead their family had been living in (Table 3.2). A total of 366 live-in DWs and 104 live-out DWs provided valid responses. Among them, 233 (63.7%) live-ins and 61 (58.7%) live-outs reported they lived in Tin/semi-kacha house; the rest had house made of mud/thatched/bamboo, semi-paka (tin room and brick wall) or other types of house. Since only 3% of the 500 survey respondents in this study were male children, the gendered differences in the homestead ownership was not considered by the study team. Overall, the status and type of homestead ownership reveal the poverty scenario of domestic workers, most of whom are women and girl children.

Table 3.2: Type of homestead

Homestead type	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Mud/thatched/bamboo	73	19.9	18	17.3
Tin/semi-kacha	233	63.7	61	58.7
Semi-paka (tin roof brick wall)	16	4.4	10	9.6
Others	44	12.0	15	14.4
Total	366	100	104	100.0

Note: Some of the respondents did not answer this question.

Sources of water

The survey data offer useful insights into the sources of water consumed by domestic workers and their families in their districts of origin. Although tube-well or deep tube-well appeared to be the largest source of water for both live-in and live-out domestic workers, live-in DWs had more dependence on tube-well water than live-out DWs (Table 3.3). Water supply through pipe or the waterline of WASA (Water and Sewerage Authority) was identified as the second major source of water by both live-in and live-out DWs. The proportion of live-out DWs (15.7%) having access to water through pipelines was nearly double the proportion of live-in DWs (8.7%) having access to similar water source (Table 3.3).

Table 3.3: Source of water consumption by domestic workers' family

Sources of water	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Pipe or WASA waterline	31	8.7	17	15.7
Tube-well/ deep tube-well	305	85.9	77	71.3
Pond/river/lake	10	2.8	4	3.7
Rainwater/ fountain water	1	.3	1	.9
Others	8	2.3	9	8.4
Total	355	100.0	108	100

Note: Some of the respondents did not answer this question.

Sources of energy

A total of 355 live-in DWs and 111 live-out DWs provided data on their access to various energy sources. Table 3.4 shows the detailed breakdown of data. As shown in Table 3.4, more than two-third domestic workers (66.2% live-ins and 67/6% live-outs) reported that they had electricity access at their home. The use of kerosene was identified as the second largest source of energy. An interesting finding concerns the use of clean source of energy: 46 (13%) live-in DWs claimed to have solar panels and only 7 (6.3%) live-out DWs had access to solar panels.

Table 3.4: Domestic workers' sources of energy

Sources of energy	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Electricity	235	66.2	75	67.6
Solar panels	46	13.0	7	6.3
Kerosene	67	18.9	19	17.1
Others	7	2.0	10	9.0
Total	355	100.0	111	100.0

Note: Some of the respondents did not answer this question.

Type of latrines used

The type of latrines used by rural and low-income people give an idea about their overall socio-economic status. A total of 357 live-in DWs and 110 live-out DWs reported the type of latrines used by their families. Among them, 112 (31.4%) live-in DWs and 42 (38.2%) live-out DWs claimed they had paka sanitary latrines, and the rest reported slab/ring latrine, kacha toilet, use of open space or other arrangements.

Table 3.5: Type of latrines used by domestic workers' families

Type of latrine	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Paka sanitary latrine	112	31.4	42	38.2
Slab/ ring latrine	154	43.1	33	30.0
Kacha toilet	78	21.8	23	20.9
Open space or no latrine	6	1.7	3	2.7
Others	7	2.0	9	8.2
Total	357	100.0	110	100.0

Note: Some of the respondents did not answer this question.

Debt burden

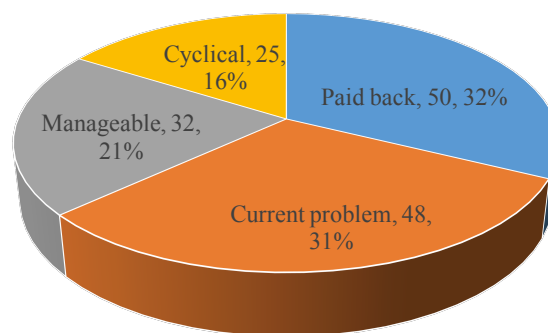
Debt burden may often push rural and poor women and children to adopt the domestic workers' job (Khair 2004). The survey findings suggest that a little over one-third (34.9%) of the 375 live-in domestic workers reported they had a formidable problem with debt back home, which perhaps pushed them to this job in the first place. Although live-out domestic workers may also suffer from debt burden, only 4 of the 125 live-out domestic reported their debt burden (Table 3.6). FGDs and discussions during walks in around slums of live-out DWs gives an impression that it is likely that live-out DWs had other income-generating family members, which reduced their vulnerability to debt burden.

Table 3.6: Domestic workers having debt burden

Reasons	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Yes	131	34.9	4	100.0
No	244	65.1	0	0
Total	375	100.0	4	100.0

Note: A large majority of live-out DWs did not answer this question.

Figure 3.1: Live-in domestic workers' current debt situation



Note: Comparable data for the live-out DWs are not available due to non-response by survey participants.

A total of 155 live-in DWs responded to a structured question of what their current debt situation was (Figure 3.1). Among them, 50 (32%) reported they paid back, and the rest reported the debt burden was current problem (32%), manageable (31%), or cyclical (16%).

Legal aid

Legal aid may come from two major sources: community-level informal arbitration system or state-provided district-level legal aid office. The survey team found that both live-in and live-out DWs referred to local community-level arbitration system as the principal source of legal aid in settling any disputes in their districts of origin. Only 265 of the 375 live-in DWs and 82 of the 125 live-out DWs responded to the question on legal aid. The survey findings reveal that 22 (8.3%) live-in DWs and 8 (9.3%) live-out DWs could not access legal aid due to social barriers. These barriers include local elites or powerful relatives blocking the DWs' access to legal aid through intimidation and direct threats. These powerful elites and relative often want to manipulate the outcome of disputes related to land ownership, debt, dowry related domestic violence, and community level fights between different political party affiliates. However, 18 (6.8%) live-in DWs and 9 (11%) live-out DWs reported that they could afford legal aid (Table 3.7). In summary, although more than 70 per cent DWs reported that legal aid was available in their area, nearly 10 per cent DWs reported that they could not access it due to social barriers.

Table 3.7: Access to legal aid by domestic workers in districts of origin

Access to legal aid	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Available in the area	206	77.7%	60	73.2%
Cannot access for social barrier	22	8.3%	8	9.8%
Can afford	18	6.8%	9	11.0%
Availed in the past	19	7.2%	5	6.1%
Total	265	100.0%	82	100.0%

Note: Multiple answers were recorded by a survey participant. *Some of the respondents did not answer this question.*

Access to Transport

A total of 150 live-in DWs and 36 live-out DW responded to a question about whether they could access transport in their districts of origin. An overwhelming 78.7 percent live-in DWs reported they could not afford it. The live-out category tallies roughly in the same figure of 75 percent. The rest of the live-in DWs (21.3%) and live-out DWs (25%) reported that they could not use shared public transport either due to religious issues or due to gender issues. These figures shed lights on the religious and cultural conservativeness prevailing in the society where the domestic workers originated from.

Table 3.8: Use of Transport by live-in DWs back home

Access to use of transport	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Cannot afford	118	78.7%	27	75.0%
Can afford but do not use shared transport due to religious issues	12	8.0%	4	11.1%
Can afford but do not use shared transport due to gender issues	20	13.3%	5	13.9%
Total	150	100.0%	36	100.0%

Note: Quite a large number of respondents did not answer this question.

Access to information communication technology

Connectivity is an important issue as far as DWs and their rights and awareness issues are concerned. In both the categories of live-in (97.8%) and live-out (98.9%) DWs, most are connected over phone. This helps them to stay aware, happy because connected with loved ones. The survey data indicate that the live-out category is better off with a slightly higher proportional access in cell phones than the live-in DWs.

Table 3.9: Access to information communication technology by domestic workers

ICT connectivity	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Connected on phone	309	97.8%	92	98.9%
Connected on internet (e-mail)	7	2.2%	1	1.1%
Total	316	100.0%	93	100.0%

Note: Multiple answers were recorded by a survey participant. *Some of the respondents did not answer this question.*

Access to government allowances

Government allowances are often life savers for the destitute and poor in the rural and semi-urban areas. Bangladesh under its social protection umbrella has been providing good support to rural population base for over a decade now. In fact, some of the schemes go back over two decades.

The aggregate data indicate that only 117 (23.4%) out of the total 500 respondents covered by this study had availed government allowances. Table 3.10 below only presents the responses received.

Especially considering that these answers include multiple ticks in different categories. It will be safe to assume that since poverty pushed them to migrate to Dhaka to work as DWs, the plight of most DWs and their families back home is not good in terms of social protection.

Table 3.10: Access to government allowances by domestic workers and their families

Type of government allowance	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Elderly allowance	35	40.7%	23	74.2%
Poverty allowance	10	11.6%	1	3.2%
VGF card	30	34.9%	4	12.9%
Disability allowance	11	12.8%	3	9.7%
Total	86	100	31	100.0%

Note: A large number of respondents or a family member in their household did not receive the government allowances and hence felt this question was not applicable for them and did not answer this question.

Table 3.10 shows that live-in category lags far behind the live-out category in availing government allowances for the elders. This phenomenon could not be explained by the respondents. In other allowances like poverty, VGF, disability the live-in DWs had better access than the live-out DWs.

There is no telling of the reason behind such a data especially when the n value shows live-in category to have the better number.

Right to decision making

Three questions were asked to understand how the domestic workers were valued by their own families back home to get an idea about their broader socio-economic status. These questions do not concern their place of employment. The first question was whether the DWs were appreciated as responsible family members. The second question concerned whether the DWs were able to make decisions about their life, and the third was on what type of family decisions domestic workers could participate in. From a gender perspective, these questions are useful indicators of women's empowerment and hence very germane to this study as with the exception of only 15 (3%) male DW respondents, 485 (97%) of the DWs in this study were females.

Table 3.11: Appreciation by family as a responsible member

Family appreciation	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	303	81.5	109	90.8
No	69	18.5	11	9.2
Total	372	100.0	120	100.0

Note: Some (8 from both categories combined) of the respondents did not answer this question.

Out of the total 500 survey participants, 492 responded to the question about appreciation by family members. Among the 492 respondents, 412 (82.4%) reported that they were appreciated by their families as responsible members and the rest 80 (16.2%) reported that they did not receive the appreciation as responsible family members. Such findings might indicate that young children and women serving as domestic worker remain less appreciated by their families as responsible

members. Table 3.11 shows the detailed breakdown of data. As evident in Table 3.11, live-in DWs appear to be more under-appreciated as a family member than the live-out DWs.

Table 3.12: Domestic workers having ability to make decisions about life

Ability to make decisions	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	231	61.6	113	91.9
No	144	38.4	10	8.1
Total	375	100.0	123	100.0

Note: Some of the respondents did not answer this question.

On the second question relating to the DWs' ability to make decisions about their lives, 154 (30.8%) of the total 500 respondents revealed they lacked such ability. The proportion of those who felt such deprivation was much higher (38.4%) within the live-in category than in the live-out (8.1%) category (Table 3.12). A general conclusion can be drawn: women's participation in the workforce does not necessarily empower them by allowing the to make their decisions about life.

Table 3.13: Domestic workers' right to and status of decision making at their family level

Women's right in decision-making at family level	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Daily family matters	170	28.1%	92	33.7%
Children's education	108	17.9%	44	16.1%
Expenditure sector selection	117	19.3%	62	22.7%
Domestic animals related	66	10.9%	21	7.7%
Business and other issues	30	5.0%	13	4.8%
Wedding matter (daughter's marriage)	77	12.7%	30	11.0%
Buying/selling land	37	6.1%	11	4.0%
Total	605	100.0%	273	100.0%

Note: Multiple answers were recorded by a survey participant.

On the third question related to decision-making, each of the survey participants reported multiple responses. Table 3.13 presents the detailed breakdown of data. It appears that domestic workers' right to decision making at the family level are concentrated in daily family matters, children's education, and expenditure sector selection. By contrast, on issues of domestic animals, business and other issues, and wedding arrangements for a family member, or buying and selling lands, relatively lower participation in decision-making (Table 3.13). On most of the indicators of decision-making shown in Table 3.13, live-in DWs appear to lag behind their live-out peers. This is possibly for two reasons: first, live-in DWs stay away from home earning money for family and do not have much of a say in crucial issues back home; and second, one-third (124) of the 375 live-in DWs are children (5-17 years old) who may lack the ability to exercise decisions on various family matters. The concept of strategic gender needs (SGN) is relevant here as 97% of the 500 respondents in the survey were women, and many of them reported lacking the agency or the ability to make decisions on business, family, and property matters.

In summary, this section has analysed the socio-economic conditions of live-in and live-out domestic workers operating in the Dhaka City of Bangladesh. The survey findings suggest that although more than half of the respondents reported owning homestead, most of those tend to be tin-shed and semi-kacha houses. Access to pipe-line water supply is very low but tube-well water supply very high. More than two-third of the survey participants have access to electricity and the rest depend on solar panels, kerosene oil, and other energy sources. Less than half of the respondents have access to sanitary latrines. More than one-third live-in DWs reported having debt burdens. While legal aid is available in more than two-third DW respondents' district of origin, nearly one-tenth of the respondents reported not being able to access legal aid due to social barrier. Three-fourth of the domestic workers reported not being able to afford public transports and those

who could afford had to confront religious and gender barriers. Nearly all of the live-in and live-out DWs had access to cell phones but they rarely had access to internet. The dependence of some of the respondents' family members on government allowances expose their vulnerability to poverty. Finally, quite a good number of domestic workers feel they lack the right to decision-making at the family level. Overall, the findings suggest that domestic workers come from poor socio-economic background, and as result their practical gender needs (PGN) get more visibility than their SGN. Yet, on issues related to whether women DWs in their districts of origin can access legal aid, public transport, and can make more meaningful participation at the family-level decision-making reveals the need for women's consciousness about their SGN. These are issues that concern less of their basic needs rather than their ability to exercise certain rights on an equal basis.

SECTION 4: EMPLOYMENT OPPORTUNITIES

In the context of this study, employment opportunities constitute a right to work for low-income people who migrate out of poverty from rural to urban areas in search of domestic work. This section has two parts: the first provides a list of indicators used to measure employment opportunities; and the second presents survey data and analysis for each of the indicators. While a large part of the data in this chapter come from field survey with 375 live-in and 125 live-out DWs, in-depth interviews with experts and DWs were also conducted to analyse relevant data.

4.1 EMPLOYMENT OPPORTUNITY INDICATORS

Drawing on existing literature, this sub-section identifies nine indicators of domestic workers employment opportunities listed in Box 4.1.

Box 4.1: Employment Opportunity Indicators

- Source areas
- Reasons for moving to Dhaka City
- Reasons for working as DW
- Work contract
- Employers' professional background
- Recruitment process
- Freedom of changing job

4.2 RESEARCH FINDINGS AND ANALYSIS

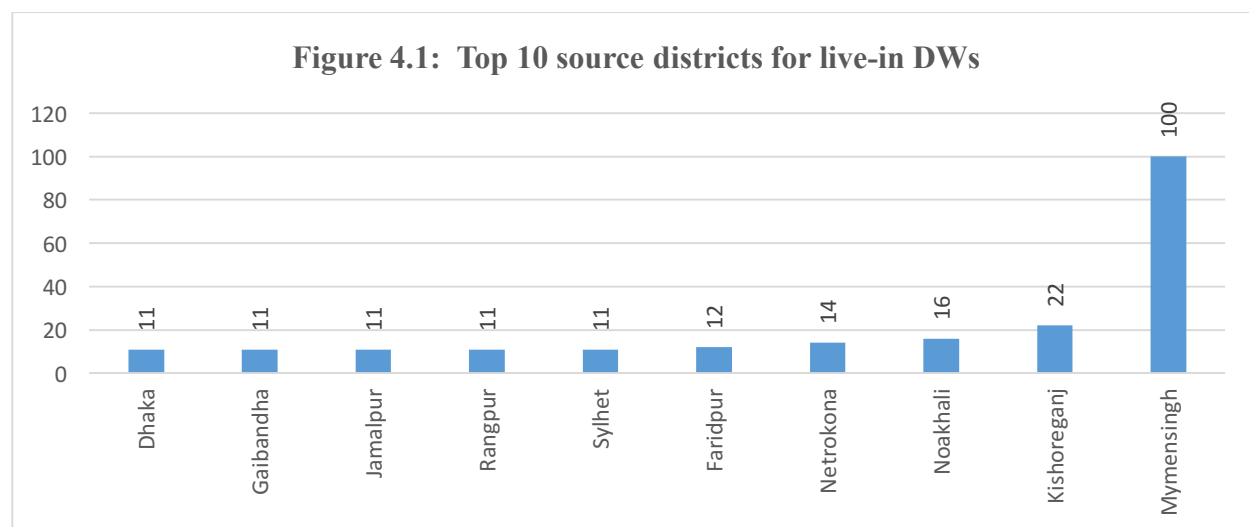
Source Areas

While a worker's district of origin is often labelled as a demographic or socio-economic indicator, this study has conceptualised it as an employment opportunity indicator. The reason is obvious: from a decent work and practical gender needs perspective, an important question is whether rural and poor women from various districts of Bangladesh have access to employment opportunities to serve as domestic worker in Dhaka City. The survey findings suggest that 375 live-in DWs came from 55 districts and 125 live-out DWs came from 28 districts. Figures 4.1 and 4.2 show the top 10 districts of origin for the domestic workers employed in Dhaka City, and Figures 4.3 and 4.4 show the districts of origin for domestic workers. It is clear from the survey data that Mymensingh and Kishoreganj topped the list in both categories of domestic workers.

Why are Mymensingh and Kishoreganj identified as the major source areas? A labour rights expert with considerable experience of organizing domestic workers identifies three factors: high incidence of poverty in some pockets of these districts; lack of employment opportunities for unskilled women; and the presence of an extensive social network of family and friends operating as domestic worker in Dhaka City (Interview with former DWRN legal expert, 12 January 2019). In addition, climate change acts as a major factor that aggravate the livelihood opportunity and food security of people in both Mymensingh and Kishoreganj districts. This is well documented in a Bangladeshi NGO report:

Mymensingh Region is the most vulnerable area to climate change because of its disadvantageous geographic location, flat and low-lying topography; high population density; high levels of poverty; reliance of many livelihoods on climate sensitive sectors, particularly agriculture and fisheries. Many of the anticipated adverse affects of climate change. Such as floods, Droughts, tropical cyclones and storm surges will aggravate the existing stresses that already impede development in Mymensingh particularly by reducing food security (Dhaka Ahsania Mission 2011).

District-level data compiled by Bangladesh Bureau of Statistics (BBS) also indicate that "the economy of Mymensingh is predominantly agriculture" and "Female participation in non-farm activities is very poor" (BBS 2013: 5). BBS data also reveal that women constitute only 8.68% of non-farm activities in the Mymensingh district (BBS 2013: 5).



The foregoing discussion suggests that poverty incidence, coupled with climate vulnerability and lack of employment opportunities push women, especially from the greater Mymensingh region, which includes the districts of Mymensingh, Kishoreganj, and Netrokona to move to Dhaka to adopt domestic work as a career path.

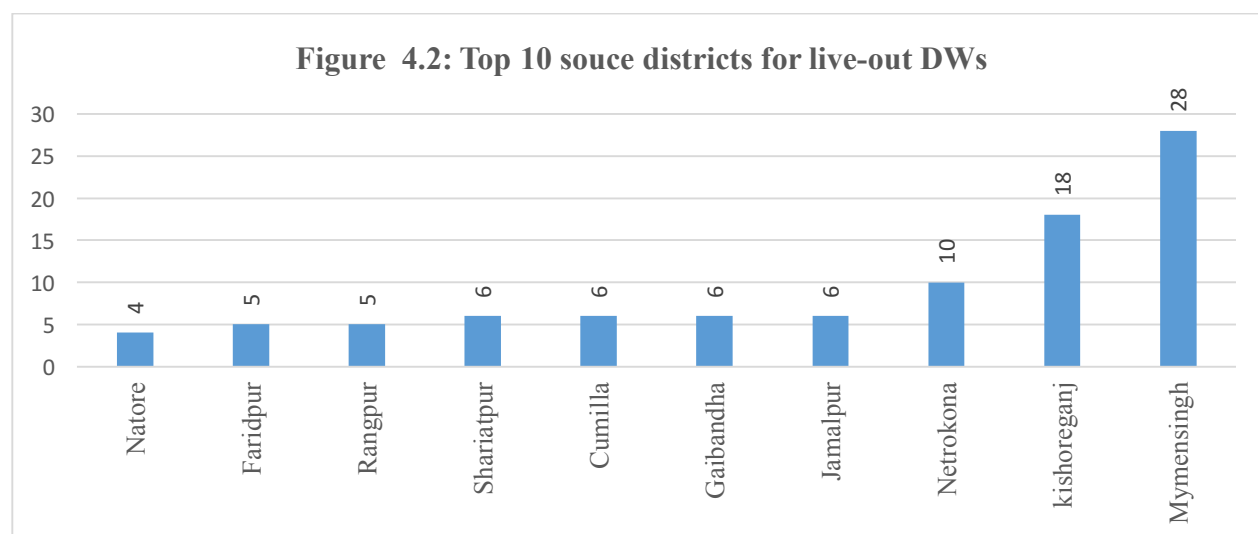


Figure 4.3: Live-in Domestic Workers' Districts of Origin

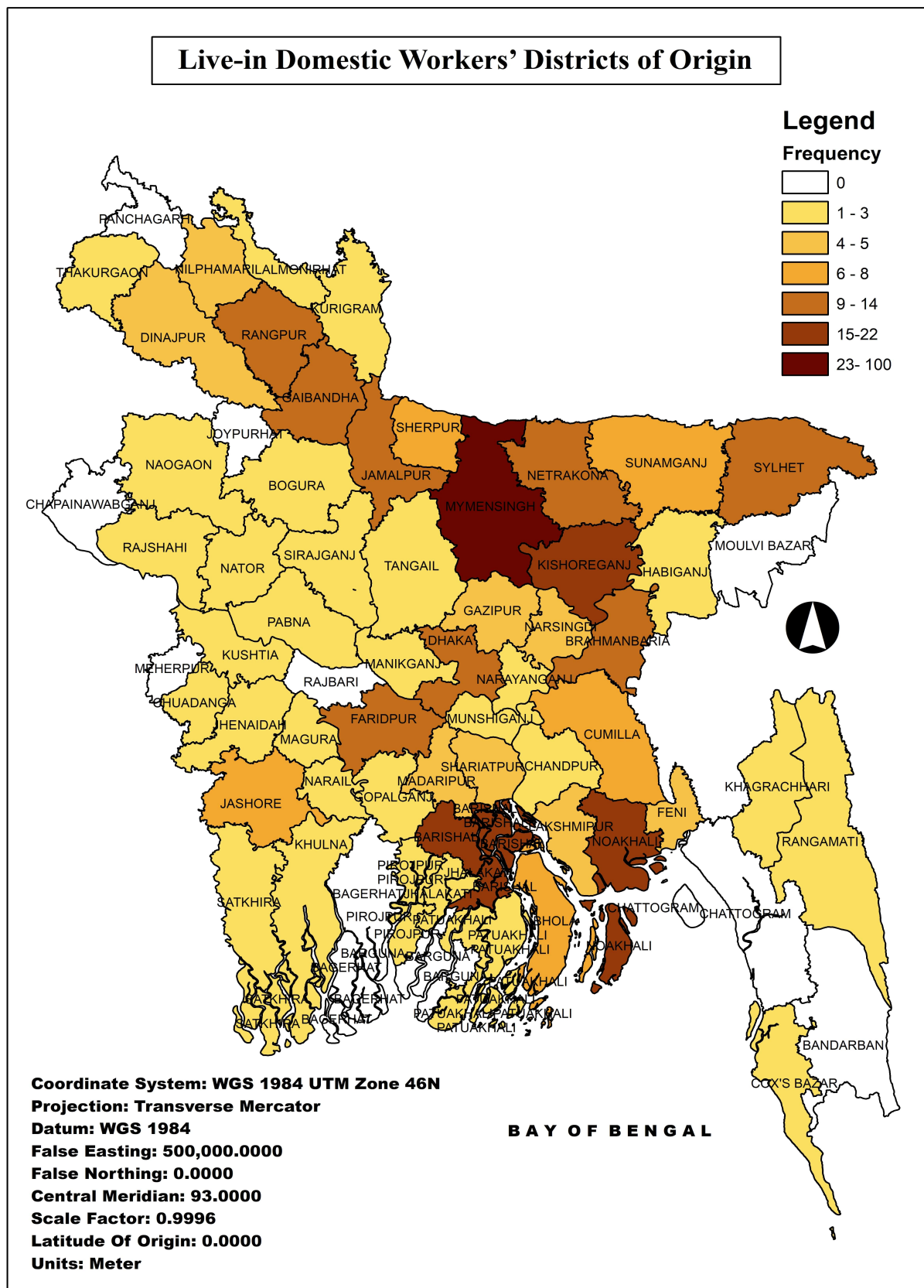
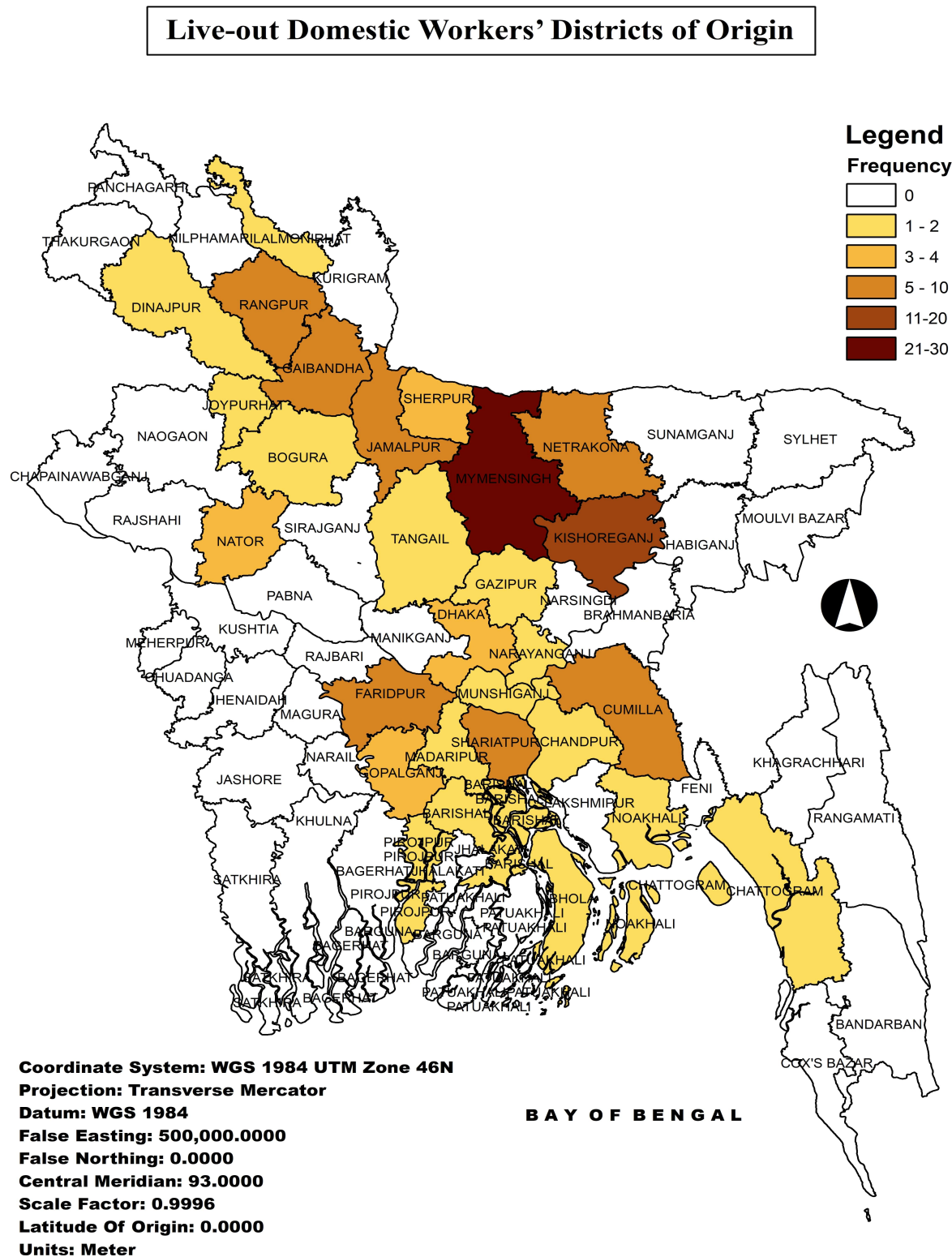


Figure 4.4: Live-Out Domestic Workers' Districts of Origin



Reasons for moving to Dhaka City

The survey participants were asked to identify the reasons for moving to Dhaka to understand the extent to which the search for employment opportunities determined their internal migration decision. A total of 369 live-in DWs and 125 live-out DWs domestic workers responded to the question of whether they moved in to the Dhaka only to work as domestic workers. Among the respondents, 307 (82%) live-in DWs and 84 (67%) live-out DWs claimed that they migrated to Dhaka City to work as domestic workers. The rest of live-ins and live-outs reported not moving to Dhaka to serve as domestic worker (Table 4.1). Qualitative data from FGDs also confirm the above findings. In addition, it was found that some live-out DWs moved to Dhaka having a dream to lead a good conjugal life in Dhaka after marriage or being tortured by step mothers at home.

Table 4.1: Reasons for moving to Dhaka

Reasons	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Moved to Dhaka only to work as DW	307	83	84	67
Did not move to Dhaka only to work as DW	62	17	41	33
Total	369	100	123	100

Note: Some of the respondents did not answer this question.

Reasons for working as DW

A total of 366 live-in DWs and 125 live-out DWs responded to the question of why they chose to work as live-in or live-out DWs. Nearly half of the respondents for both categories of DWs reported that “this is the only way” of living. A small section of DWs—nearly 4% live-ins and 2% live-outs—reported that they joined this profession either unwillingly or were cheated by the recruiters who gave them false promises (Table 4.2). From a decent work and gender perspective, this means efforts should be taken to ensure that domestic workers make an informed choice before

hired by an employer. Qualitative data show that a considerable number of respondents, regardless of live-in and live-out category, reported that they worked as domestic workers to survive:

I was born in a poor family in Naogaon. My mother is not alive. My father cannot carry the expenses of our two sisters. I did not study much either. Accordingly, my younger sister works in Rajshahi and I work here in Dhaka. (In-depth interview with a live-in domestic worker, Khilgaon)

I came to Dhaka with my husband long time ago. At that time I did not work. When I got children, I started working as a domestic worker to support my husband in order to survive in Dhaka. (In-depth interview with a live-out domestic worker, Jatrabari).

Table 4.2: Reasons for choosing DW profession

Reasons	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
This is the only way	181	49.5%	62	49.6%
Only for earning	90	24.6%	36	28.8%
This is better than other options	81	22.1%	25	20%
Unwillingly employed/cheated	14	3.8%	2	1.6%
Total	366	100%	125	100%

Note: Some of the respondents did not answer this question.

Work contract

Securing a work contract is a right of a domestic worker. The Domestic Workers Protection and Welfare Policy of Bangladesh 2015 suggests employers to provide domestic workers with a formal contract letter specifying the terms and conditions of the job. However, the domestic work is considered to be an informal profession characterized by no formal contract between the worker and the employer. The survey findings suggest that regardless men and women only 4 (1.1%) live-in DWs and 5 (4%) live-out DWs had formal written contracts with their employers whereas the rest did not have any such formal contract letters. All the contract signing domestic workers were women and these women were connected to organisations that work for domestic workers.

Table 4.3: Formal contract letter secured by domestic workers

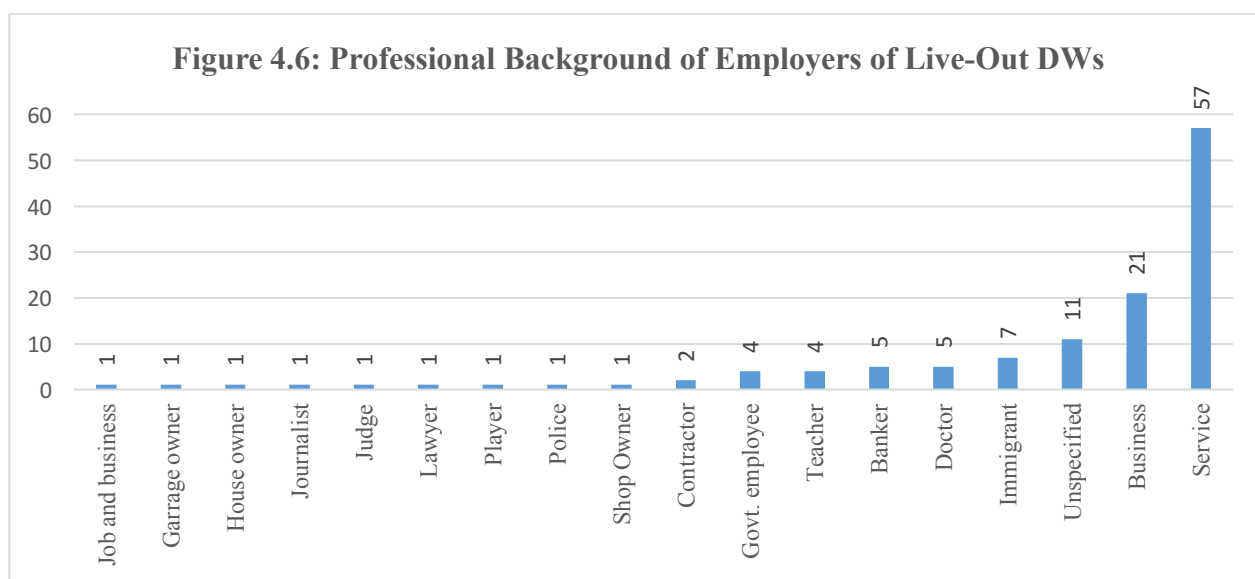
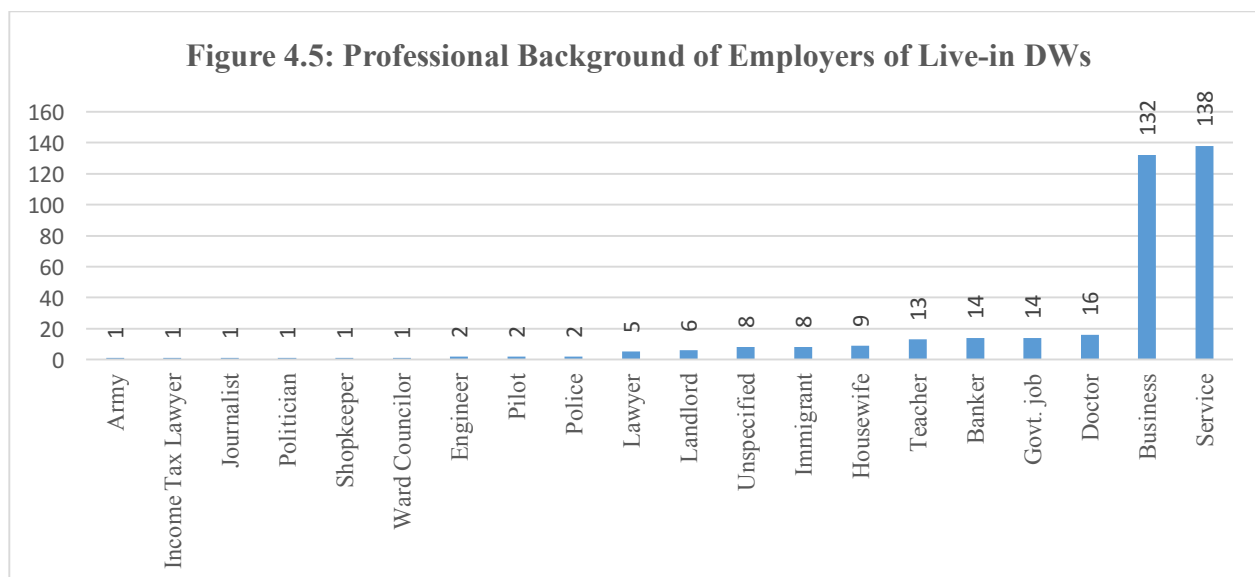
Formal contract	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Yes	4	1.1	5	4.0
No	358	98.9	119	96.0
Total	362	100	124	100

Note: Some of the respondents did not answer this question.

Why do DWs work without any formal contract letter? According to a trade union activist, this often happens as both the employer and the worker may fear that signing a contract would create additional legal obligations that none of them would like to comply with. They may also fear that contractual obligations would create ‘legal hassles’ that they are not willing to confront (NDWWU Interviewee, November 2018). Qualitative data further show that both workers and employers are not aware of signing a contract: “I never heard that there is any practice of signing contract. Over the last thirty years we keep domestic workers. We never signed a contract. Even we do not feel a need of it (Interview with an employer of domestic worker, Khilgaon, December 2018).

Employers’ Professional Background

The survey data indicate that employers of domestic workers have various professional backgrounds. Live-in DWs reported 20 types and live-out DWs reported 18 types of professional backgrounds of their employers (Figures 4.5 and 4.6). Interestingly, private service and business emerged as the top two professions of employers in both categories of domestic workers. Service accounts for 37 per cent of live-in DW employers and 46 per cent live-out DW employers whereas business represents 35 per cent of live-in DW employers and 17 per cent of live-out DWs. The higher proportion of service holders in the live-out DW employer category might indicate that service holders tend to be middle-class employers who live in small houses and hence depend more on live-out DWs.



Recruitment process

Understanding the recruitment pattern is useful in mapping decent work deficits for domestic workers. The survey data generated 369 valid responses for live-in DWs and 124 valid responses for the live-out DWs on the question of how they were recruited into the current workplace (Table 4.4). Relatives, another domestic worker, and employers were identified as the two major recruiters of both live-in and live-out DWs. Of the 369 live-in DW respondents, 138 (37.4%) reported

relatives, 117 (31.7%) reported another domestic worker, and 53 (14.4%) reported employers to be their recruiters. By contrast, among the 124 live-out DWs, 74 (59.7%) reported another DW, 29 (23.4%) reported relatives, and only 10 (8.1%) reported employers to be their recruiters. Although they have a small share in the recruitment process, the participation of private recruitment agencies, NGOs, and mobile applications constitutes a new trend that deserves further scrutiny.

Table 4.4: Recruitment process of domestic workers

Monthly wage (BDT)	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Through employer	53	14.4	10	8.1
Through a private recruiting agency	31	8.4	4	3.2
Through parents	27	7.3	4	3.2
Through a relative	138	37.4	29	23.4
Through an NGO	3	.8	2	1.6
Through another DW	117	31.7	74	59.7
Through mobile apps	0	0	1	.8
Total	369	100.0	124	100.0

Note: Some of the respondents did not answer this question.

Freedom of changing job

The freedom to leave a job or to choose another one is a basic labour right. However, 98 (27%) live-in DWs and 10 (8%) live-out DWs claimed that they lacked the freedom to leave the existing job (Table 4.5). This finding indicates that some live-in DWs are possibly operating in forced labour conditions, and their strategic gender needs would concern having the ability to move out of a workplace they do not want to continue with. It also indicates that live-out DWs have relatively more freedom than that of the live-in DWs. Several factors can explain why some DWs may lack

the freedom to change their jobs. According to a child rights activist, CDWs usually lack the power to make decisions on whether to accept or leave a job offer or continue the service in the current workplace. In such cases, parents of live-in CDWs may worry about losing an income source and thus discourage their children from leaving the current job. Adult live-in DWs may also comply with the decisions of their parents and legal guardians and not choose to leave a current workplace. As a live-in DW notes: “My father asked me to stay here until I am ready to get married. I do not like to leave this job. If I leave this job, what I will eat and who will pay for my wedding costs?”⁵ Employers may also take restrictive measures to constrain the mobility of live-in DWs so that they cannot leave the current workplace. As for the live-out DWs, financial concerns have inverse relation with their ability to exercise the freedom of changing job. During FGDs with live-out DWs, the study team learnt that the fear of confronting a financial crisis acts as a barrier to taking a decision to leave a current job. This means, leaving a part time job at a workplace, even for a week or two, may cost dearly for alive-out DW, and add up the financial burdens for a live-out DW (FGDs in Jatrabari, Malibag, and Mirpur, November 2018).

Table 4.5: Domestic workers enjoying freedom to leave or change current job

Freedom of leaving or changing current employer	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
Yes	270	73	113	92
No	98	27	10	8
Total	368	100	123	100

Note: Some of the respondents did not answer this question.

In summary, this section analysed data on employment opportunities for the live-in and live-out DWs. Data for seven indicators were presented. First, Mymensingh and Kishoreganj were

⁵Interview with a live-in DW in Khilgaon, Dhaka, January 2019.

identified as the top two districts of origin for a large group of both live-in and live-out DWs. High incidence of poverty, lack of sufficient employment opportunities, and food security concerns act as push factors for the women from the Mymensingh region (which includes both the districts of Mymensingh and Kishoreganj) to pursue domestic work in Dhaka. Second, majority of the DWs claimed that they moved to Dhaka City only to serve as DWs. Third, the level of desperation in searching an income-generating activity was cited to be the major reason behind working as DWs. Fourth, most DWs operate without signing any formal contract with the employer. Fifth, a good number of DWs, both live-in and live-out, identified that their employers' profession were private service and business. Sixth, an informal recruitment process involving relatives and parents, another DWs and employers. Eighth, a smaller section of the DWs reported not having the freedom of changing the current employer. Data and analysis presented in this section clearly indicate the prevalence of practical gender needs for women to find a livelihood opportunity as a means to escape poverty. The issue of strategic gender needs comes at a stage when women DWs experiences obstacles, perceived and real, to exercise their freedom of changing the current job.

SECTION 5: RIGHT AT WORK

Right at work constitutes one of the four components of decent work. It refers to enjoyment of certain human rights and labour rights at workplaces. This section has two parts: the first presents a list of indicators for measuring right at work; and the second presents findings and analysis on each of the indicators.

5.1 RIGHT AT WORK INDICATORS

This study measures the deficits in right at work for live-in domestic workers by examining a wide range of indicators listed in Box 5.1. Almost all of the indicators concern women DWs' practical gender needs, defined broadly as their immediate needs within the existing social structure.

Box 5.1: Right at Work Indicators

- Access to wage
- Recipient of wage
- Wage satisfaction
- Access to overtime benefits
- Extra facilities as supplementary wage
- Penalty for less work
- Regularity of wage payment
- Longer working hours
- Daily rest period
- Weekly day-off
- Yearly holiday
- Accommodation with ventilation, safety feeling, and privacy
- Stressful work commitment
- Exposure to hazardous and risky jobs
- Verbal abuse
- Psychological abuse
- Sexual harassment
- Feeling of safety and security at workplace
- Freedom of expression
- Freedom of movement

5.2. SURVEY FINDINGS AND ANALYSIS

Access to Wage

An important indicator of decent work condition for DWs is whether the DWs have access to wages. Of the 375 live-in DWs, 347 reported varying level of monthly wages. On the other hand, 124 of the 125 live-out DWs who participated in this study reported receiving wages.⁶ In both cases, the DWs received monthly wages, which ranged from a nominal 100 BDT to more than 5600 BDT (Table 5.1). There was a variation in the amount of monthly wages received by DWs. Survey data for 347 live-in DWs and 124 live-out DWs reveal that 32.6 per cent live-in DWs and 43.5 per cent live-out DWs received a monthly wage of 3,000 BDT or less, 40.6 per cent live-ins and 29.8 per cent live-outs received 3,100 BDT -5,000 BDT, and the rest (25.9% live-ins and 26.6% live-outs) received 5,100 BDT or above as monthly wages.

Table 5.1: Monthly wage of Live-in and Live-out DWs

Monthly wage (BDT)	Live-in DWs		Live-out DWs	
	Frequency	Percent	Frequency	Percent
100-500	3	.9	6	4.8
600-1000	8	2.3	10	8.1
1100-1500	14	4.0	9	7.3
1600-2000	24	6.9	9	7.3
2100-2500	22	6.3	8	6.5
2600-3000	45	13.0	12	9.7
3100-3500	36	10.4	11	8.9
3600-4000	44	12.7	9	7.3
4100-4500	23	6.6	10	8.1
4600-5000	38	11.0	7	5.6
5100-5500	22	6.3	3	2.4
5600 or more	68	19.6	30	24.2
Total	347	100.0	124	100.0

Note: Some of the respondents did not answer this question.

⁶Data for the monthly income of 28 live-in DWs and one live-out DWs are not available for two reasons: some of the DWs were participating in this survey during the presence of the employer and were not willing to share wage related information; in other cases, the domestic workers simply ignored the question.

A review of cross-tabulation data reveals that high-income DWs are more concentrated in the cluster areas 4 and 5 of Dhaka North City Corporation covering mainly the wealthy neighbourhoods of Banani, Baridhara, Gulshan diplomatic zone. For instance, of the 68 live-in DWs who reported the highest level monthly wage of 5,600 BDT or more, 48 (70.5%) came from the cluster areas 4 and 5. By contrast, 19 (63.3%) of the 30 high-income live-out DWs, who reported a monthly wage of 5,600 BDT or more came from the cluster 1 of Dhaka South City Corporation area, which includes, the neighbourhoods of Basabo, Bijoy Nagar, Jatrabari, Khilgaon, Matijheel, and Paltan. While the survey data reveal an association between geographical area of employment and wage, no such relationship was found between longer work experience and higher wage-earnings.

From a decent work and gender perspective, at least two aspects of the wage data need further explanation. The first concerns why some domestic workers did not report their wages or report a nominal wage of 100BDT-500 BDT. A second question concerns how the wage in the domestic work sector fares in comparison with other employment sectors. On the first question about non-payment or low-wage, insights from four groups of stakeholders—domestic workers, employers, government officials, and trade union activists—provide divergent explanations. First, during focus group discussions (FGD) with live-out DWs, many of whom were previously serving as live-in DWs, it was learnt that child domestic workers (CDWs) and poor women relatives of employers who are engaged as DWs may receive in-kind support, food, and shelter in exchange of the service rendered, and hence they may receive a low or no monetary benefit at the end of a month. Second, employers interviewed for this study also agreed with the FGD participants' view

and added that monetary value was not the only way to recognise the service provided by domestic workers.⁷ According to a female employer of a live-in domestic worker:

The overall wellbeing of a poor domestic worker needs to be understood when considering the wage and remuneration of the domestic workers. Overall wellbeing means not only addressing the basic needs of a domestic worker. Sometimes domestic workers get financial aid for their families' emergency needs such as the medical treatment of a family member or to cover fully or in part the wedding expenses of a family member or the female domestic worker herself.⁸

About non-payment of wage or low wage, a senior government official agreed with the employer's perspective. He noted that when a domestic worker operates in a house for quite some time without getting any direct monetary benefits, one has to understand he or she may have sufficient incentives such as access to food and shelter.⁹ Although such a view appears to be inappropriate from a decent work perspective (Siddiqui and Sikder 2009), a previous survey with 3,805 employers found 49 per cent employers did not pay any monetary wage to their CDWs (ILO 2006: 53). The survey also found that employers reported free meals, bonus, medical support, dress, help to family, oil/soap supply to be 'other benefits' [non-wage benefits] given to CDWs (ILO 2006: 53). It was also reported by the same survey respondents that 72.2 per cent claimed they believed the monetary value of the 'other benefits' were equalled 500-1,000 BDT, which was considered very high at that time since only a handful of 8.3 per cent top earning CDWs would earn a monthly wage of 400 BDT or above (ILO 2006: 53).

The foregoing discussion shows that respondents in this study who did not receive any salary/wage might have different non-wage benefits including long-term benefits for themselves and their family's wellbeing. But trade union activists identify such practice of non-payment of wage or low wage of DWs. According to a senior trade union leader:

⁷In-depth interview with 5 employers in Mirpur, Dhaka, January 2019.

⁸In-depth interview with a female employer in Banani, Dhaka, January 2019.

⁹Telephone interview with a government employee, 7 January 2019.

Non-payment or late payment of wages is a form of exploitation of domestic workers that pervades in our society. Since the government does not have any strict monitoring and enforcement system, employers often take the benefits of the innocent and poor domestic workers, most of whom are women and thus lack the ability to negotiate their wages.¹⁰

In analysing the second issue—comparison of domestic workers' wage with workers from other employment sectors—one may look at various industrial sectors including the ready-made garment (RMG) industry, where labour unrest is often sparked by demands for improved minimum wage. The survey data indicate that less than one-fifth live-in and live-out DWs fall into the highest income bracket of DWs (5,600 BDT or above). The minimum wage in several employment categories is comparable here. As media reports indicate, in 2018, the minimum wages for various industrial workers were as follows: hotel/restaurant workers 3,710 BDT, tailoring workers 4,850 BDT, RMG workers 8,000 BDT, and tannery workers 12,800 BDT (*Financial Express*, 6 February 2018; *New Age*, 6 March 2017; *New Age*, 6 March 2018; *New Age*, 14 September 2018).¹¹ As the survey data presented in Table 4.4 shows a little over 25 per cent DWs in both live-in and live-out categories earned a monthly wage of 5,100 BDT or more. This indicates that more than a quarter of DWs in Dhaka City earn more than the minimum wage of hotel/restaurant workers and tailoring workers but less than RMG workers and tannery workers. But one must note that most of the formal sector workers' trade unions can negotiate their wages with the government through representation at the Minimum Wage Board, a process that is virtually non-existent in the case of domestic workers in Bangladesh due to the latter's categorization as informal sector workers and exclusion from the coverage of the national labour law.

¹⁰Interview with senior official from Trade Union Kendra, 8 December 2018.

¹¹The Ministry of Labour and Employment (MoLE) sets minimum wage for various industrial sectors in Bangladesh but the Ministry does not set any minimum wage for domestic workers as the latter is considered informal work and not covered in the Bangladesh Labour Act 2013.

The analysis of quantitative data further shows that there is no significant relationship between wage of DWs and their educational background, origin, religious identity, and ethnicity. However, a significant relationship has been found between their wage and experiences, work type, kin relationship with employer, and number of employees employed in workplace. It was found that while marriage has both positive and negative relation with wage, experience and more workload usually increase the possibility of getting more wages. Interview with an employer is worth noting here to get an idea of how wage is determined:

I never asked my worker what grade she completed. I do not need to know it either. Although I asked my prospective workers if they married or unmarried, it does not play role in their wage determination. I just need to know where or not she will be able to do my house chores as per my need. She does three works and I give her 1500 Taka per month. (Interview with Employer of live-out domestic workers, Khilgaon, December 2018)

Recipient of wages

Concerns about domestic workers' monthly wages taken away by brokers, recruiters, or their relatives constitute a form of exploitation and a barrier to promoting decent work conditions. Against, this backdrop, this study asked the domestic workers were asked whether they received their monthly wages. Among the 375 live-in DWs, 370 provided valid responses and among the 125 live-out DWs all of them provided valid responses. Findings suggest that more than two-thirds (69.2%) live-in and all of the live-out DWs received their monthly wages themselves. Interestingly, more than one-fifth (22.4%) live-in DWs reported that their parents received the monthly income from employers, and the rest were received either by the relatives and others. A small group (4.1%) of live-in DWs reported that they deposited the wage with their employers for withdrawal at a later time (Table 5.2).

The field researchers for this found observed that almost all of the live-in CDWs reported that their monthly earnings were received by their parents. If parents were living out of Dhaka or unable to

come to Dhaka, their relatives and other known people would collect it on their behalf. Sometimes the CDWs would deposit the monthly wage with employers so that they can collect it before taking a holiday or so that their parents can collect it once they come to Dhaka to visit them after a long interval of few months.¹²

Table 5.2: Recipient of Wages Earned by DWs

Who receives the salary	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yourself	256	69.2	125	100.0
Your parents	83	22.4	0	0
Your relatives	12	3.2	0	0
Kept it with employers	15	4.1	0	0
Other	4	1.1	0	0
Total	370	100.0	125	100.0

Note: Some of the respondents did not answer this question.

During FGDs, live-out DWs reported that they did not allow anyone to receive wage from employers. One of the live-out domestic workers shared: “I work and I receive wage from my employers. I do not allow anyone, even my husband or mother to receive my wage until I request them to do so if I am out of town or have other commitments.” Likewise, a live-in worker under 18 claimed in her interview that she saved her monthly wage with her employers. When she leaves her job, she will collect all money from her employers. This finding was confirmed by her employer at the time of a separate interview with the employer.

Wage satisfaction

In assessing the satisfaction level of DWs with their current wages, this study asked several questions. The first question was how satisfactory the wage was. The analysis of survey data reveals that workers have mixed opinion about wage that they received. Their level of satisfaction

¹²Field researchers’ debriefing session at RMMRU, November 2018.

ranged from ‘not at all satisfied’ to ‘very satisfied’. Among the 375 live-in DWs, 154 (41.1%) reported they were ‘satisfied’ and only 15 (4%) reported they were ‘very satisfied’ with current wages (Table 5.3). By way of contrast, 21.3 per cent remained neutral (did not report either satisfaction or dissatisfaction with current wages), another 24 per cent reported they were ‘slightly satisfied’ with the wages. Nearly one-tenth (9.6%) of the respondents claimed that they were not satisfied at all with the wages they received. On the other hand, of the 125 live-out respondents, 49 (39%) were ‘slightly satisfied’, 44 (35%) were ‘satisfied’, and only 2 (1.6%) very satisfied. The rest were either ‘not at all’ satisfied (15.2%), or remained ‘neutral’ (8.8%) in giving their opinions. This analysis suggests that live-out DWs expressed more dissatisfaction than live-in DWs. From qualitative data, it seems that live-out DWs are more demandable and enjoy more freedom than that of live-in DWs that make them more dissatisfied with wage than that of live-in DWs.

Table 5.3: Satisfaction level with current wages among DWs

How satisfactory the salary is?	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Not at all	36	9.6	19	15.2
Neutral	80	21.3	11	8.8
Slightly satisfied	90	24.0	49	39.2
Satisfied	154	41.1	44	35.2
Very satisfied	15	4.0	2	1.6
Total	375	100.0	125	100.0

A close review of cross-tabulation data suggests that work experience, education, and debt status are related to wage satisfaction. Of the 154 live-in DWs who reported to be ‘satisfied’, 55 (59.7%) had experience of 10 years or below, 62 (37.8%) had never been to school, and 103 (66.9%) reported not having any debt. It was observed that as working experiences, educational attainment and debt burden increases domestic workers are less likely to be satisfied with their monthly wage.

Among the 44 live-out DWs who reported to be satisfied with their current wage level, 24 (54.5%) had work experiences of 10 years or below.

Access to overtime benefits

A second question on wage-satisfaction concerned whether the live-in and live-out DWs received any overtime bonus. Among the 375 live-in DWs, nearly one-fifth (24.8%) and among the 125 live-out DWs, nearly one-third (32%) reported getting any overtime benefit. This means, an overwhelming majority (75.2% live-in DWs and 68% live-out DWs) did not receive any overtime bonus (Table 5.4).

Table 5.4: Scope of overtime bonus for DWs

Get any extra money for overtime	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	93	24.8	40	32.0
No	282	75.2	85	68.0
Total	375	100.0	125	100.0

The findings suggest that extra labour by both live-in and live-out DWs remained mostly undervalued by the majority of employers. The quantitative data from survey findings do not indicate any clear relationship between overtime benefits and other variables such as work experience, education, or trade union membership. However, qualitative data from interviews with employers and stakeholders from various institutions reveal useful information about the role employers' attitudes and residential neighbourhoods may play in determining the profiles of DWs getting overtime bonus.

According to employers interviewed in Khilgaon and Mirpur areas of Dhaka City, live-out DWs usually work on a contractual basis for per item of service such as floor mopping, dish washing, or clothe washing. If an employer asks a live-out DW to do an extra work on a given day such as

cleaning up a book shelf or a shoe rack, it is likely that the employer will compensate the DW by giving the overtime benefit on the same day the additional service is rendered.¹³ One female employer observed that:

If we don't give overtime benefit for the extra service we ask for, live-out domestic workers will be very dissatisfied and they may simply stop coming to work from the next month. Now a day, it is often difficult to recruit a domestic work since migrant women from rural areas often choose to work at a garment factory rather than serving as a domestic worker. As a result, nobody wants to antagonize the domestic workers by depriving them of their due benefits.¹⁴

A trade union activist notes the impact of age and trade union factors. In her view:

Child domestic workers are more docile than their adult peers, and I have seen many of them work overtime without getting any bonus. On the other hand, adult domestic workers, especially those in Jatrabari, Mohammadpur and Mirpur areas who are organized by the trade unions, are more aware of their rights and get the overtime benefits because they would simply not give any free service.¹⁵

The field researchers who conducted the surveys for this study, and the live-out DWs who participated in five FGDs in five of the survey areas also agreed that age and trade union nexus of DWs can influence the outcome of whether a DW will be deprived of or have access to overtime bonus. A labour economist also agreed with such views and added that effect of neighbourhood factor. In her opinion:

DWs operating in the diplomatic neighbourhoods and upscale neighbourhoods of Banani, Dhanmondi and Gulshan areas are more likely to get overtime benefits. In her opinion, since diplomats are more sensitized about human rights and international labour standards, they are more likely to pay the overtime benefits. Employers in the wealthy neighbourhoods can also afford to pay good salaries and overtime benefits.¹⁶

¹³This view was shared by 3 employers in Mirpur and 1 employer in Khilgaon.

¹⁴Interview with a live-out DW employer in Mirpur, 5 February 2019.

¹⁵ Interview with a trade union activist, 3 February 2019.

¹⁶This view was shared by a labour economist who attended the 'Validation Workshop on A Study on Decent Work Deficits in Domestic Work in Bangladesh,' organized by Refugee and Migratory Movements Research Unit with support of ILO Country Office for Bangladesh, 3 February 2019.

In summary, nearly one-fourth (24.8%) live-in DWs and nearly one-third (32%) live-out DWs reported getting overtime benefits. Qualitative data from interviews with a wide range of stakeholders indicate that several factors determine why some DWs receive overtime benefits. The list of such factors includes employers' attitudes, age and trade union connections of DWs, type of neighbourhoods where DWs operate.

Extra facilities as supplementary wage

A third question on wage-satisfaction focused on the provision of extra facilities to supplement the monthly wages. A total of 374 live-in DWs and all of the 125 live-out survey participants responded to this question. Among the live-ins, 257 (68.7%) reported that they received supplementary benefits such as clothing and in-kind support for family members; and nearly one-third (31.3%) reported that they did not receive any such benefits (Table 5.5). On the other hand, among the 125 live-out DWs, 80 (64%) reported that they did not receive any extra facilities as supplementary wage but the rest other (36%) claimed they received such benefits (Table 5.5). In explaining extra benefits, one of the live-in DWs articulated that her father took extra money from employer when he needed. In addition, she received different types of gifts such as clothes and toiletries from employer. These financial aids for the DW's father, clothes and toiletries were given in addition to her monthly wages, and acted as incentive for her to stay motivated at work (Interview with DW in Khilgaon, December 2018).

Table 5.5: Extra Facilities in Addition to Wages for DWs

Get any extra facilities except salary	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	257	68.7	45	36.0
No	117	31.3	80	64.0
Total	374	100.0	125	100.0

Note: One of the respondents did not answer this question.

Penalty for less work

The last question on wage-satisfaction explored whether employers cut salary for doing ‘less work’ a term that is usually measured by shorter duration of work or being absent from work. As shown in Table 5.5, nearly one-fourth (24%) live-out DWs and only 3.7 per cent live-in DWs reported they experienced wage-cuts for less work. This finding indicates that live-out DWs face this wage cut more than live-in DWs.

Table 5.6: Wage-Cuts for Less Work

Cut up money for less work	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	14	3.7	30	24.0
No	360	96.3	95	76.0
Total	374	100.0	125	100.0

Note: One of the respondents did not answer this question.

Qualitative data from employers and employees also provide mixed findings. While a majority of employers of both live-in and live-out DW reported that they did not cut wages of their employees for absenteeism or less work, a group of employers expressed their opinion particularly for live-out DWs. They observed that since live-out DWs charge for per item of work such as floor mopping or dish washing, shorter duration of work or absenteeism in work are likely to go unnoticed, and hence some employers may penalize for such behaviour in an effort to motivate them to work hard. When one looks at the longer duration of work commitment of live-in domestic workers, this question of whether they do ‘less work’ appears puzzling. This is perhaps one reason, why they reported employers did not cut wages for doing less work. In the words of a domestic worker “we hardly do less work!”

Regularity of wage payment

The survey participants were asked if employers took long intervals of more than a month to pay their monthly wage. Nearly one-fifth (18.4%) live-in DWs and nearly one-fourth (23.6%) live-out DWs reported their employers took longer intervals for the monthly payment (Table 5.6). This clearly means that non-payment of wage in a timely manner appears to be a challenge to decent work conditions for a section of domestic workers.

Table 5.7: Long intervals taken by employers for wage payment

Often take long intervals of more than a month for the payment	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	69	18.4	29	23.6
No	306	81.6	94	76.4
Total	375	100.0	123	100.0

Note: Two of the live-out respondents did not answer this question.

Longer working hours

Longer working hour is one of the major indicators of decent work deficit for domestic workers.

A total 369 live-in DWs and 109 live-out DWs responded to this question. Of the 369 live-in DW respondents, only 71 (19.2%) worked eight hours or less on a given day. By contrast, 298 (80.8%) provided services for more than eight hours a day. A more chilling fact is that, 207 live-in DWs (more than 56.1%) reported about working for 12 hours to 15 hours or more per day (Table 5.7). Since live-out DWs operate in multiple workplaces and some of them also work for longer duration

to earn enough to maintain their family. Among the 109 live-out DW respondents, 58 (53.2%) reported working for eight hours or less and the rest working for more than 8 hours.

The survey findings suggest that although both live-in and live-out DWs spend longer hours in working place, live-in DWs disproportionately maintain longer working hours than their live-out counterpart. This creates fatigue and deeply-rooted frustration that domestic workers unwillingly accept as a reality. This was evident when a live-in DW reported that she could barely track her working hour: “I do not know how many hours I work here. But I get up at 7AM and I sleep at midnight everyday” (Interview with live-in DW in Khilgaon, December 2018). During an interview with a female employer, it was learnt that:

Longer work hours become a necessity only on special occasions such a family get together or a birthday party. Domestic workers have to clean up the dishes and eat their food at midnight when everyone’s dinner is finished and the guests depart (Interview with a female employer in Uttara, January 2019).

These two narratives—one from a domestic worker and the other from an employer—confirm that fact that live-ins work for longer hours. Prior studies for ILO also found a similar trend and added that since young girls are docile and hardly complain against an abusive practice like regular longer working hours, they are the preferred choice of employers (Khair 2004; ILO 2006).

Data on the time live-in domestic workers start and finish their daily work also provide useful insights into understanding decent work deficits. Of the 371 live-in DW respondents who reported their work start and finish times, 270 (72.8%) claimed they started their work at 7am or earlier in the morning (Table 5.8). The number of live-in DWs finishing their work very late at night was also very high. More than half (54.4%) of the live-in DW respondents reported that they finished their work after 11pm or later.

Table 5.8: Duration of Working Hours

Duration of usual working time	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
6 hours	23	6.2	26	23.9
7 hours	18	4.9	19	17.4
8 hours	30	8.1	13	11.9
9 hours	31	8.4	10	9.2
10 hours	48	13.0	19	17.4
11 hours	11	3.0	6	5.5
12 hours	44	11.9	7	6.4
13 hours	36	9.8	1	.9
14 hours	45	12.2	5	4.6
15 hours or more	83	22.5	3	2.8
Total	369	100.0	109	100.0

Note: Some of the respondents did not answer this question.

There was a variation in the total of number live-out DWs who reported the time they would start and finish their work per day: 122 reported when they started work, but only 65 reported when they finished their work (Tables 5.9 and 5.10). Of the 122 live-out DWs who reported their work start time, 38.5 per cent claimed to start their work 7 am or earlier in the morning. More than a quarter (27.7%) live-out DWs also reported that they finish their work until the mid-night (12am or later).

Table 5.9: Time when DWs Start their Work

Usually start work in the workplace	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
5 am	42	11.3	1	.8
6 am	111	29.9	13	10.7
7 am	117	31.5	33	27.0
8 am	73	19.7	38	31.1
9 am	17	4.6	18	14.8
10 am	11	3.0	19	15.6
Total	371	100.0	122	100.0

Note: Some of the respondents did not answer this question.

Table 5.10: Time when DWs Finish their Work

Usually finish work in the workplace	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
7 pm	28	7.6	24	36.9
8 pm	21	5.7	10	15.4
9 pm	28	7.5	7	10.8
10 pm	92	24.8	6	9.2
11 pm	104	28.0	0	0
12 am or later	98	26.4	18	27.7
Total	371	100.0	65	100.0

Note: Some of the respondents did not answer this question.

A review of the above findings, in light of the Bangladesh Labour Act 2006, suggests decent work deficit in domestic work. According to Article 109 in Chapter IX of Bangladesh Labour Act 2006 categorically notes that women cannot be forced to work between 10 pm at night and 6 am in the morning without their consent (Ministry of Law, 2006). While this provision is thought to be applicable for only formal sector women workers, there is a need to extend its applicability for women DWs as well.

Daily rest period

The Domestic Workers Protection and Welfare Policy 2015 provides for adequate daily rest time for the domestic workers. Hence, this study asked three questions to assess the daily rest period of domestic workers. The first question explored whether they had any provision of daily rest time at workplace. The next question was concerned about the daily rest time for the live-in domestic workers. The third question examined whether the domestic workers were felt the rest time was sufficient.

Rest period is defined in this study as break-time from work when a DW is free to do whatever he or she wants to do while staying at the workplace. In the context of Bangladesh, live-out DWs can have the freedom to go out anytime they want to. For the child and female live-in DWs, rest period is usually defined as a worker spending free time at the employer's premise. Tables 5.11, 5.12, and 5.13 provide detailed breakdown of the survey data on these questions.

Table 5.11: Provision of rest for DWs

Get rest at workplace	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	352	93.9	50	40.0
No	23	6.1	75	60.0
Total	375	100.0	125	100.0

As shown in Table 5.10, among the 375 live-in DWs, only 23 (6.1%) reported not having any provision of rest at the workplace. But 75 (60%) of the 125 live-out DWs reported not having any daily rest time at workplace. Regarding the second question, 351 live-in DWs and 47 live-out DWs reported their total duration of rest time at workplace. As shown in Table 5.11, Of the 351 live-in DWs, more than two-thirds (70.4%) claimed to get two hours or more of daily rest. By way of contrast, only a little over one-fourth (25.5%) live-out DWs reported receiving two hours or longer daily rest time.

Table 5.12: Total duration of daily rest time enjoyed by DWs

Total duration of break-time in a day	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
30 minutes	42	12.0	22	46.8
1 hour	62	17.7	13	27.7
2 hours	88	25.1	7	14.9
More than 2 hours	159	45.3	5	10.6
Total	351	100.0	47	100.0

Note: Some of the respondents did not answer this question.

Table 5.13: Domestic workers view on whether break time was sufficient

Daily rest time was sufficient	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	254	68.5	51	40.8
No	117	31.5	74	59.2
Total	371	100.0	125	100.0

Note: Some of the respondents did not answer this question.

On the third question, nearly one-third (31.5%) of 371 live-in DWs and more than half (59.2%) of 125 live-out DWs expressed the view that their daily rest time was not sufficient (Figure 5.13). How do we explain this variation? According to FGD participants in five areas of Dhaka City, live-out DWs viewed that in each of their multiple (usually 3-4) workplaces they worked for a short time of 1-2 hours which did not require break. When they worked for short time, they had a tendency to finish their work as early as possible to get back home or to reach another workplace in due time. Thus for the live-out DWs “spending more time with family” was valued more than “enjoying break and rest time at the workplace.” (FGD participant in Pallabi, Mirpur, November 2019). Since 80 per cent of the live-out DWs in this study are married women, many of them would worry about their young children left behind at their house. They were more eager to re-unite with them after the last phase of work was over at a workplace.

Weekly day-off

It is an internationally accepted decent work standard that workers get a weekly day-off to spend their time on their own or with families. In most of the establishments in Bangladesh, workers also enjoy a weekly holiday. But this is not the case for domestic workers in the country. This is evident in the fact that 95.7 per cent of 359 live-in DWs and 87.2 per cent of 125 live-out DWs reported they did not enjoy any weekly day-off at work places and the rest claimed they got such day-offs.

(Table 5.14). In explaining the reason for not getting weekly day off, both domestic workers and their employers reported that they were not used to such day off culture for DWs. Even if, female house owners also do not get day off from their house chores.

Table 5.14: Provision of weekly day-off for DWs

Get any weekend?	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	16	4.3	16	12.8
No	359	95.7	109	87.2
Total	375	100.0	125	100.0

Yearly holiday

It is also an internationally accepted decent work right of workers to enjoy yearly holidays and leave without pay. Worker in various public and private institutions in Bangladesh also enjoy yearly holidays and leave with pay. The survey participants were asked whether they enjoyed yearly holidays and had the right to get leave with pay. Detailed breakdown of responses to these two questions are presented in Tables 5.15 and 5.16.

Table 5.15: Provision of yearly leave for DWs

Get any yearly leave?	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	316	85.2	87	69.6
No	55	14.8	38	30.4
Total	371	100.0	125	100.0

Note: Some of the respondents did not answer this question.

As shown in Table 5.15, a total of 371 live-in DWs and 125 live-out DWs responded to the first question. Among the respondents, 85.2 per cent live-in DWs and 69.6 per cent live-out DWs revealed that they received yearly leave, and the rest reported not receiving such leave. Although

a large majority of domestic workers enjoyed yearly leave, they lacked the right to have leave with pay. As Table 5.16 shows, 91.6 per cent of 369 live-in DWs and 79 per cent of 124 live-out DWs reported they did not have any provision of leave with pay at workplace.

Table 5.16: Provision of leave with pay for DWs

Get leave without pay?	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	31	8.4	26	21.0
No	338	91.6	98	79.0
Total	369	100.0	124	100.0

Note: Some of the respondents did not answer this question.

Accommodation with ventilation, safety feeling, and privacy

Proper living conditions and accommodation for live-in domestic workers should include, amongst others, necessary sleeping facilities, proper ventilation in sleeping rooms, safety feeling in the sleeping room, and adequate provisions for privacy at workplace. There was a variation in the total number of domestic workers who responded to the questions related to accommodation facilities at workplace (See tables 5.17, 5.18, and 5.19).

Table 5.17: Necessary sleeping facilities for DWs

Have necessary sleeping facilities	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	299	80.6	26	27.7
No	72	19.4	68	72.3
Total	371	100.0	94	100.0

Note: Some of the respondents did not answer this question.

As table 5.17 shows, 371 live-in DWs and 94 live-out DWs reported their views on necessary sleeping facilities such as having bed and bedding arrangements. An interesting contrast emerged:

while more than four-fifths (80.6%) of live-in DWs reported having necessary sleeping facilities, only a little over a quarter of live-out DWs reported having such facilities. Since most of the live-out DWs stay with their families in crowded slum areas, they appeared to have reported poor sleeping facilities for themselves (DWRN organizers in Jatrabari and Mirpur, December 8, 2018).

Table 5.18: Proper ventilation facilities at Bedroom for DWS

Ventilation at bedroom	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	314	85.1	31	34.1
No	55	14.9	60	65.9
Total	369	100.0	91	100.0

Note: Some of the respondents did not answer this question.

Regarding proper ventilation at bedrooms 369 live-in DWs and 91 live-out DWs offered their views (Table 5.18). Among them, a large majority (85.1%) live-in DWs and less than one-third (34.1%) live-out DWs reported having the necessary ventilation system at bedrooms so that they did not feel suffocated.

On the question of whether they felt safety at bedrooms, 368 live-in and 91 liv-out DW responded (Table 5.19). Among them, nearly a quarter (23.4%) live-in DWs and nearly two-thirds (65.9%) reported not feeling safe at bedrooms (Table 5.19).

Table 5.19: DW's feeling of safety at bedroom

Sleeping room is safe?	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	282	76.6	31	34.1
No	86	23.4	60	65.9
Total	368	100.0	91	100.0

Note: Some of the respondents did not answer this question.

About privacy in the bedroom, 369 live-in and 91 live-out DWs responded. Again, nearly one-third (32.8%) live-in DWs and nearly two-third (62%) live-out DWs reported not having privacy in the bed room. This means, female domestic workers often live in shared rooms or even in the floors of living room or kitchens with no access to private toilet or the ability to lock the door to maintain their privacy. The field observation confirms this finding. However, qualitative data also show that some live-in workers stay in shared room, but they do not feel insecurity.

Table 5.20: Domestic workers having privacy at bedroom

Privacy at bedroom	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	248	67.2	29	31.9
No	121	32.8	62	68.1
Total	369	100.0	91	100.0

Note: Some of the respondents did not answer this question.

Engagement in work with physical and mental stress

Both the live-in and live-out DWs were asked if they were forced to work even after feeling physically and mentally stressed up. For the purpose of this study, physical and mental stress was defined subjectively as the conditions under which a domestic worker felt tired due to hard work and emotional breakdown.

Table 5.21: DWs doing physically and mental stressful work

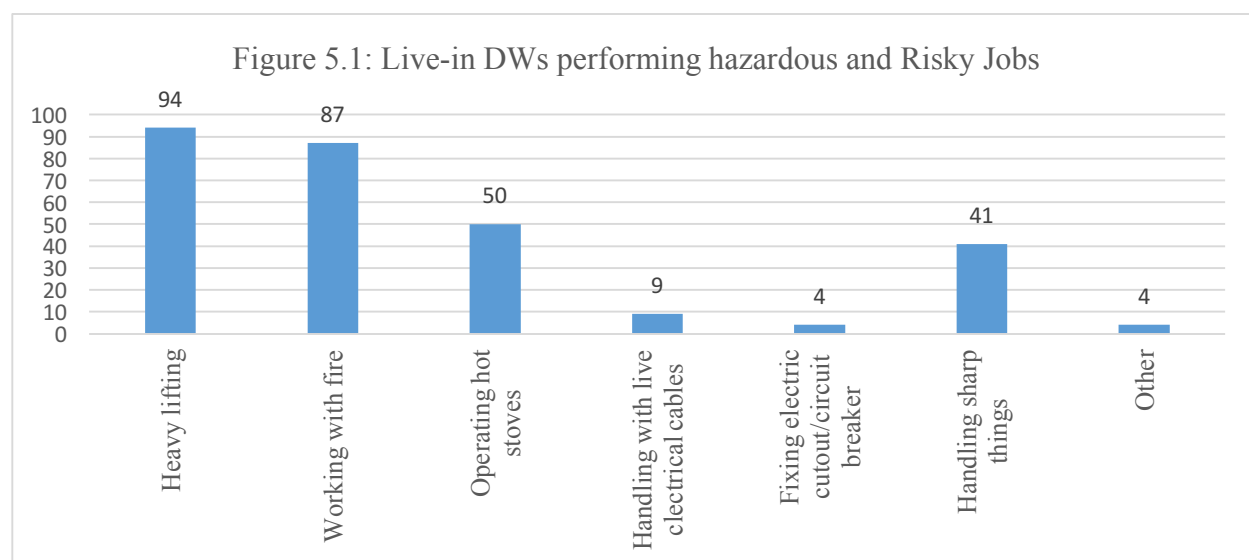
Forced to do work with physical and mental stress	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	143	38.5	51	41.8
No	228	61.5	71	58.2
Total	371	100.0	122	100.0

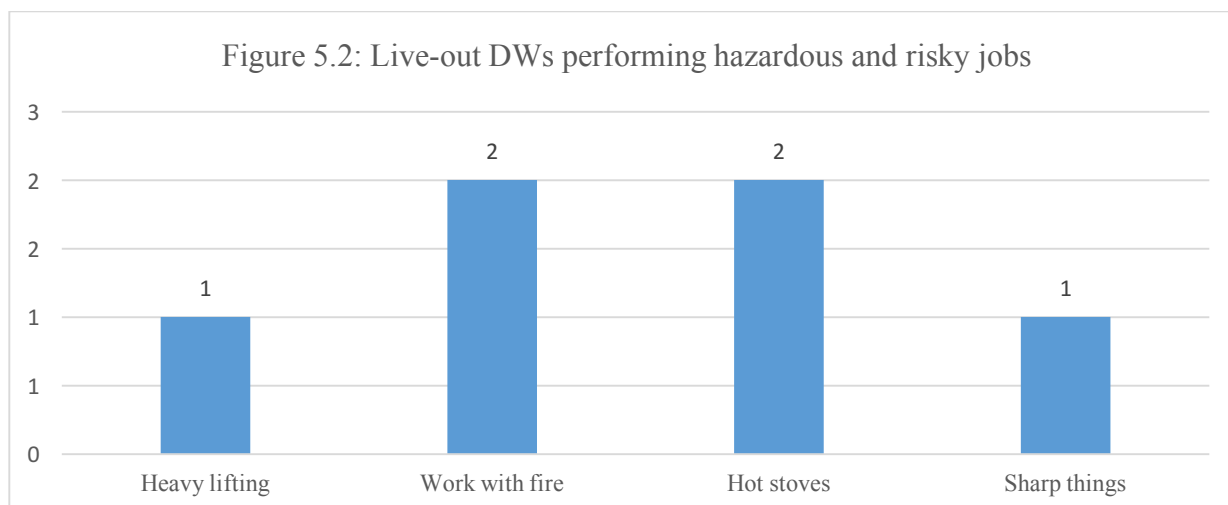
Note: Some of the respondents did not answer this question.

This question was responded by 371 live-in DWs and 122 live-out DWs. Among the respondents, quite a large section of both categories of domestic workers, 143 live-in DWs (38.5 %) and 51 live-out DWs (41.8%) reported they were forced to work even after feeling physically and mentally stressed (Table 5.21).

Exposure to hazardous and risky jobs

Only the 124 live-in and six live-out child domestic workers (aged 5-17) in this study were asked whether they were exposed to six types of hazardous and risky jobs such as heavy lifting, working with fire, operating hot stoves, handing live electrical cables, fixing electric cut-out or circuit breaker, and handling sharp things. Figures 5.1 and 5.2 present the detailed findings. The findings reveal that a large number of live-in DWs reported doing heavy lifting, working with fire, and operating hot stoves.





From the perspectives of child rights and ILO’s global labour standards, children’s participation in workforce and their engagement in risky and hazardous work are both problematic phenomena. Article 3 of the ILO convention 182 on the Worst Forms of Child Labour mentions that “work which, by its nature or the circumstances in which it is carried out, is likely to harm the health, safety or morals of children” will be considered hazardous. In Bangladesh, Article 10 of the National Child Labour Elimination Policy 2010 and the concluding paragraph of the Domestic Workers’ Protection and Welfare Policy 2015 also prohibit the engagement of children in heavy, risky, and hazardous works (MoLE 2010: 7-8; MoLE 2015).

Verbal abuse

Among the 375 live-in DWs surveyed for this study, almost half (48.5%) reported they were verbally abused. Detailed breakdown of data is presented in Table 5.22. By contrast, nearly one-third (32%) of the 125 live-out DWs reported experiencing verbal abuses at workplace. The findings indicate that live-in DWs are more likely to be abused at workplace than that of the live-out DWs.

Table 5.22: DWs experiencing verbal abuses at workplace

Verbally abused in your workplace?	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Not at all	192	51.2	85	68.0
Rarely	70	18.7	18	14.4
Sometimes	88	23.5	17	13.6
Often	15	4.0	3	2.4
Very often	10	2.7	2	1.6
Total	375	100.0	125	100.0

Qualitative data also confirm the quantitative findings. During personal interviews in Bashabo, Khilgaon, and Mirpur areas, live-in DWs reported that they were verbally abused. They also discussed the contexts in which they encountered verbal abuses. When they would make any mistakes or failed to follow the work-related instructions of the employers, they would experience verbal abuses. They also reported that due to verbal abuse they became shocked and sometimes they cried if it was harder. They sometimes blamed their luck and sometimes they console their minds to forget verbal abused by owners.

Psychological abuse

The survey data reveal that live-in DWs were more vulnerable than live-out DWs to psychological abuses. A little over one-fourth (25.9%) live-in DWs and nearly one-fifth (19.7%) live-out DWs reported being exposed to psychological abuse at workplace (Table 5.23). When asked, who were the perpetrators of psychological abuse, an overwhelming majority of live-in (86.6%) and live-out (79.2%) DWs identified female employers in workplace (Table 5.24).

Table 5.23: DWs mentally tortured at Work Place

Mentally tortured in your workplace?	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Not at all	277	74.1	98	80.3
Rarely	37	9.9	7	5.7
Sometimes	47	12.6	13	10.7
Often	11	2.9	3	2.5
Very often	2	.5	1	.8
Total	374	100.0	122	100.0

Note: Some of the respondents did not answer this question.

Table 5.24: Person who mentally abused domestic workers

Person who mentally tortured in workplace	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Male employer	5	5.2	2	8.3
Female employer	84	86.6	19	79.2
Daughter(s)	2	2.1	1	4.2
Son(s)	2	2.1	0	0
Other	4	4.1	2	8.3
Total	97	100.0	24	100.0

Note: A large majority of the respondents did not answer this question.

Physical abuses

Media reports often portray and public perception holds the view of abusive work environment for live-in domestic workers, who are exposed to physical abuses (Box 5.2). Contrary to such popular perceptions, only 48 (12.9%) live-in DWs and three (2.4%) live-out DWs reported having experiences of physical abuse at workplace (Table 5.25). While this could well be an issue of

under-reporting since sharing abusive experiences is considered to be quite difficult as traumatic experiences are a matter of privacy. Such under-reporting could also be the outcome of a short period of survey time during which the field researchers failed to establish building a rapport with the domestic worker. Another factor, the presence of an employer in short distance of the interview in a number of cases, might have affected a poor response on physical abuses. Notwithstanding these challenges, it is well evident that live-in DWs are more exposed to physical abuse than live-out DWs.

Table 5.25: DWs Experiencing Physical Assault at Work Place

Physically assaulted in your workplace?	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Not at all	326	87.2	121	97.6
Rarely	21	5.6	1	.8
Sometimes	19	5.1	1	.8
Often	4	1.1	1	.8
Very often	4	1.1	0	0
Total	374	100.0	124	100.0

Note: Some of the respondents did not answer this question.

Box 5.2: A case of child domestic worker abuse

Lamia, an 11-year-old was frequently tortured by her employers at their house in Barishal district. The little girl was kept at her employer's house against her will. She wanted to escape but could not as her employers used to lock her up inside a room. Not only that, her employers used to shave her head so that her hair would not fall on food. She was rescued unconscious by the police, with a bruised face and injury marks all over her body. The brutal torture that was inflicted on Lamia is indescribable.

Source: *The Daily Star*, October 30, 2018
<https://www.thedailystar.net/opinion/society/news/policy-only-paper-1653484>

When asked about who physically assaulted, 51 live-in DWs provided responses, of whom 72.5 per cent identified their female employers, and only 13.7 per cent live-ins reported male employers to be the main perpetrator of such violence (Table 5.26).

Table 5.26: Person who physically abused DWs

Person who assaulted?	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Male employer	7	13.7	1	33.3
Female employer	37	72.5	1	33.3
Daughter(s)	1	2.0		
Son(s)	5	9.8		
Other	1	2.0	1	33.3
Total	51	100.0	3	100.0

Note: A large majority of the respondents did not answer this question perhaps due to the sensitive nature of the question that involves their privacy.

Sexual harassment

Sexual harassment constitutes a major challenge to decent work condition in workplace. Yet, victims of sexual harassment rarely speak about their experiences. This is perhaps one reason why only 3 per cent live-in DWs and 1.6 per cent live-out DWs reported being sexually harassed in workplace (Table 5.27). When asked about the perpetrators of sexual harassment, multiple responses were generated, especially by live-in DWs. This means, a live-in DW might have been sexually harassed by multiple persons (Table 5.28).

Table 5.27: DWs Experiencing Sexual Harassment at Work Place

Sexually harassed in your workplace?	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Not at all	359	97.0	121	98.4
Rarely	7	1.9	1	.8
Sometimes	4	1.1	1	.8
Total	370	100.0	123	100.0

Note: Some of the respondents did not answer this question.

Table 5.28: Person who Harassed DWs

Person who harassed?	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Male employer	8	44.4	1	50.0
Female employer	6	33.3		
Son(s)	2	11.1	1	50.0
Other	2	11.1		
Total	18	100.0	2	100.0

Note: This question was relevant to those respondents who reported being sexually harassed.

Data presented in tables 5.27 and 5.28 reveal that live-in DWs are more likely to be sexually harassed than live-out DWs. However, qualitative data collected through FGDs from live-out DWs reveal that when some live-out DWs were young they encountered sexual harassment. This finding indicates that sexual harassment is related to age of DWs. DWs usually face sexual harassment at their young age, rather than old age. Previous studies also claim that in Bangladesh DWs are often sexually harassed (Khair 2004: 52; UNICEF 2010: 4). Policy research shows that until today there is no ILO convention that addresses sexual harassment and violence at the workplace although these protections are found in other legal codes such as the Bangladesh Labour Act 2006. According to Article 331 in Chapter XXI of the Labour Act 2006, there can be no indecent behaviour towards female workers in the workplace (Ministry of Law, 2006). Even a High Court's Guidelines, also emphasized the need for protection against sexual harassment at workplaces and defined what constitutes sexual harassment and asked authorities to set up sexual harassment complaint centres at all workplaces of domestic workers.¹⁷ While this set a legal precedent, this ruling is still not widely implemented (*The Daily Star*, February 4, 2018).

¹⁷The High Court of Bangladesh issued this guideline in response to a writ petition filed by Bangladesh National Women Lawyers' Association. See: Supreme Court of Bangladesh, High Court Division (2011) *Judgment on Writ Petition No. 3598 of 2010*.

Feeling of safety and security at workplace

Live-in domestic workers operate in private places with limited ability to interact with outside people. Hence, their feeling of safety and security at workplace is an important marker of decent work conditions. A total of 374 valid responses were generated on the question of whether live-ins felt safe and secure at workplaces. Of the 374 respondents, 57 (15.2%) reported they felt insecure at workplace (Table 5.29). By contrast, 16 (13.3%) of the 120 live-out DWs felt insecure at workplace. The findings suggest some live-in DWs feel slightly more insecure than live-out DWs.

Table 5.29: Domestic workers feeling insecure at workplace

Feel insecure in the workplace	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	57	15.2	16	13.3
No	317	84.8	104	86.7
Total	374	100.0	120	100.0

Note: Some of the respondents did not answer this question.

Freedom of expression

More than half of the live-in DWs and nearly two-thirds (60.3%) live-out DWs reported that they lacked freedom of expression at workplace. This indicates that a large majority of employers do not value the opinion of domestic workers.

Table 5.30: DWs enjoying freedom of expression

Express your opinion freely	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	176	47.6	46	39.7
No	194	52.4	70	60.3
Total	370	100.0	116	100.0

Note: Some of the respondents did not answer this question.

Freedom of movement

Quite a good number of live-in domestic workers remain largely confined to their workplace which was revealed in the survey. More than one-third (38.5%) of 369 live-in DWs reported that they lacked the freedom to go out (Table 5.31).

Table 5.31: Domestic workers' perception about freedom of movement

Freedom to go out	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	227	61.5	113	90.4
No	142	38.5	12	9.6
Total	369	100.0	125	100.0

Note: Some of the respondents did not answer this question.

Food deprivation

Food deprivation was identified as a decent work deficit by domestic workers. More than one-seventh (16.9%) live-in DWs and a little over one-third (33.6%) live-out DWs reported that they felt being deprived of food at workplace (Table 5.32). Among the live-ins DWs, nearly one-tenth (9.6%) claimed they did not have proper meals three time a day. This proportion was even more than five times higher in the case of live-out DWs (Table 5.33).

Table 5.32: Domestic workers' perception of food deprivation at workplace

Food deprivation at workplace	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	63	16.9	39	33.6
No	310	83.1	77	66.4
Total	369	100.0	116	100.0

Note: Some of the respondents did not answer this question.

Table 5.33: Domestic workers have access to meals three times a day

Access to food three times a day	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	263	90.4	43	44.3
No	28	9.6	54	55.7
Total	291	100.0	116	100.0

Note: 84 live-in DWs and 9 live-out DWs did not answer this question.

Why did more than half of the live-out DWs felt not having proper meals three times a day?

According to an FGD participant in Mirpur of Dhaka City:

Live-out DWs have to work in multiple workplaces to make enough money to support their family. It is thus normal for them to skip the breakfast or lunch as they remain busy from dawn to dusk. Often some employers don't care to offer food to their *chuutabua* [live-out DWs] who work so hard in front of them.¹⁸

Another live-out DW, put the blame on to the domestic worker, and noted that:

Sometimes the madams [female employers] give us food but we take them out to feed our children and the elderly family members. Basically, we deprive ourselves to keep our family happy.¹⁹

In summary, the findings in this section expose decent work deficits for several indicators. Some of the worst forms of deficits are found in lack of overtime benefits, longer intervals in wage payment, longer working hours with less rest time. Other worst forms of abuse of right at work includes physical, mental, and psychological abuses. Food deprivation, lack of freedom of expression, and lack of freedom of movement are other challenges to decent work in domestic work. Data and analysis on both live-in and live-out DWs presented in this chapter reveal that women domestic workers' practical gender needs such as their right to a fair and negotiated wage, and a safe and decent working condition, are often not fulfilled.

¹⁸ FGD participant Sakhina [pseudonym] in Pallabi, Mirpur, 10 November 2018.

¹⁹ FGD participant Jarina [pseudonym] in Pallabi, Mirpur, 10 November 2018.

SECTION 6: SOCIAL PROTECTION

Social protection constitutes the fourth component of a decent work framework (Siddiqui 2006). This section provides a mapping of the social protection of domestic workers in Dhaka City. It progresses in two stages: first it presents a list of indicators for measuring social protection of domestic workers; next, it presents survey data and analysis for each of the indicators.

6.1 SOCIAL PROTECTION INDICATORS

Social protection refers to the coping mechanisms against vulnerabilities. For the DWs such coping mechanisms may come in the forms of income protection, and a wide range of supports and services from the government, employers, communities and trade unions (Biswas 2010; Hossain 2010). Box 6.1 provides a list of indicators used to measure social protection of domestic workers.

Box 6.1: Social Protection Indicators

- Income protection
- Government allowance
- Healthcare support
- Sanitary facilities
- Pension
- Maternity benefits
- Recreational opportunity at workplace
- Family benefits
- Access to legal aid
- Access to emergency support
- Communication mode
- Problem-solving actors
- Knowledge of DWPWP

6.2 RESEARCH FINDINGS AND ANALYSIS

Income protection

This study measures income protection by exploring whether domestic workers saved any portion of their wage-earnings for use at a later time. An alternative measure would look at whether live-in domestic workers enjoy any pension scheme where workers, employers, and the government would jointly contribute. Since a pension system does not exist in Bangladesh, personal savings is a reliable indicator of income protection, especially for women DWs.

In response to a question on how domestic workers spend their monthly incomes, a total of 711 responses were generated from live-in DWs and 301 responses from live-out DWs (Table 6.1). This means some of the 375 live-in and 125 live-out DWs, surveyed for this study, reported multiple responses. Detailed break-down of the findings are presented in Table 6.1.

Table 6.1: Domestic workers trend in utilization of monthly income

Utilization monthly income	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Save it	126	17.7	25	8.3%
Give it to parents	153	21.5	17	5.6%
Give it to relatives	29	4.1	5	1.7%
Give it to recruiting agency	4	.6	1	.3%
Children's school/college fees	68	9.6	52	17.3%
Helping husband	47	6.6	43	14.3%
Use it for your own	92	12.9	53	17.6%
Use it for family	142	20.0	101	33.6%
Others	50	7.0	4	1.3%
Total	711	100.0	301	100.0%

Note: Multiple responses were recorded by a respondent.

As evident in Table 6.1, savings represented only 17.7 per cent of the total answers for the live-in DWs, and 8.3 per cent of all the answers for the live-out DWs. A comparative analysis of the

spending behaviour of domestic workers' monthly income shows that income protection through savings constituted much lower than financial supports for parents (21.5%), use of earnings for family maintenance costs (20%) but higher than personal consumption (12.9%) and investment in children's education (9.6%). The findings indicate that women's immediate needs dictate them to spend their earnings more for family's wellbeing and less for their income protection.

Government allowance

For poor domestic workers, government allowances through direct cash support or in-kind support would reduce vulnerability to extreme poverty and meet their immediate basic needs. Against this backdrop, the survey question asked whether the domestic workers or any senior citizen in their family had access to government's social protection coverage such as elderly allowance, vulnerable group feeding (VGF), disability allowances and poverty allowances. Among the survey respondents most (96%) of whom were women, 16.8 per cent live-in DWs and 21.6 live-out DWs reported that their older family members, aged 65 and above, had access to some government allowances (Table 6.2).

Table 6.2: DWs or their families having access to social protection support from government

Government allowance	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	63	16.8	27	21.6
No	312	83.2	98	78.4
Total	375	100.0	125	100.0

Table 6.3 provides a list of the type of government allowance received by the domestic workers or their families. 86 live-in DWs and 31 live-out DWs provided data on what type of welfare supports they or their families accessed from the government. It is evident that elderly allowance topped the

list for both types of domestic workers: 40.7 per cent of 86 live-in DWs and 74.2 per cent of 31 live-out DWs identified elderly allowance to be the most widely accessible social protection support. This means, live-out DWs or their families had more access to the elderly allowance than live-in DWs.

Table 6.3: Type of social protection support received by domestic workers or their families

Type of social protection support	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Elderly allowance	35	40.7	23	74.2
Poverty allowance	10	11.6	1	3.2
VGF card	30	34.9	4	12.9
Disability allowance	11	12.8	3	9.7
Total	86	100.0	31	100.0

Note: This table was also presented in section 3 on socio-economic indicators to show the kind of social and economic backgrounds domestic workers come from.

Healthcare support

Three survey questions provide insights into understanding how both live-in and live-out domestic workers address their healthcare needs, also defined as a practical gender need. The first question relates to whether employers provide healthcare support for workplace injury. The second question explores the types of healthcare supports enjoyed by live-in domestic workers. The third examines the nature of social welfare supports for healthcare.

A total of 367 live-in and 121 live-out DWs responded to the first question, for which detailed data are shown in Table 6.4. Although it is a responsibility of the employer to provide the necessary medical care for workplace injury of domestic workers, it is evident that 70 (191%) live-in DWs and 84 (69.4%) live-out DWs reported not receiving such supports but an overwhelming majority

of 297 (80.9%) live-in DWs and less than one-third (30.6%) live-out DWs claimed that they had received such support. Why do some employers avoid their responsibility to provide medical support to domestic workers? According to a trade union organizer:

Since domestic workers lack any formal contract detailing the employers' responsibility, many employers often send domestic workers home when they are seriously injured without providing any substantial medical support or compensation.²⁰

Table 6.4: Healthcare support received from employers

Employers' medical support for workplace injury	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	297	80.9	37	30.6
No	70	19.1	84	69.4
Total	367	100.0	121	100.0

Note: Some of the respondents did not answer this question.

In addressing the second question of the types of healthcare benefits received, domestic workers were asked to choose among six types of medical supports: medicine without a doctor's prescription, health check-up with medical doctors, hospitalization, medicine supplies after hospitalization, homoeopathy treatment, and herbal treatment. Among these six types, medicine without a doctor's prescription topped the list for both live-in and live-out DWs. This was followed by check-up with a medical doctor. Detailed break-down of data are presented in Table 6.5.

From a decent work deficit perspective, giving medicine without a doctor's prescription would be a denial of right if this happens in the context of a serious injury. While some employers deny such

²⁰ Interview with a DWRN-affiliated trade union organizer in Pallabi, Mirpur, November 2018.

rights either because they are oblivious to workers' rights, others prefer to buy over the counter medications for workers just because they do not want to spend more on workers' healthcare.

Table 6.5: Type of medical support received from employers

Type of medical support	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Check-up with medical doctor	128	26.4	6	13.3
Hospitalized if needed	61	12.6	6	13.3
Supply of medicine after hospitalized	47	9.7	1	2.2
Homoeopathy treatment	10	2.1	1	2.2
Herbal treatment	9	1.9	1	2.2
Give medicine without doctor's prescription	179	37.0	16	35.6
Other	50	10.3	14	31.1
Total	484	100.0	45	100.0

Note: Multiple responses were recorded by a respondent.

Table 6.6: Social welfare support for healthcare

Social welfare support for healthcare	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Visit by health worker	200	32.1	55	33.7
Weekly clinic	49	7.9	4	2.5
Regular clinic	105	16.9	27	16.6
Hospital	269	43.2	77	47.2
Total	623	100.0	163	100.0

Note: Multiple responses were recorded by a respondent.

The third question on the type of social welfare supports for healthcare generated multiple responses: 623 from live-in DWs and 163 from live-out DWs. This indicates that both live-in and

live-out domestic workers receive multiple types of social welfare supports to address their healthcare needs. In response to a structured question, about one-third domestic workers (32.1% live-ins and 33.7% live-outs) reported they got visit by health workers, while the rest reported receiving support from either a community-run clinic or a government-run hospital. Box 6.2 provides a list of such service providers. Collectively, the findings reveal that when an employer fails to address the healthcare needs of a live-in domestic worker, community resources and government-run healthcare facilities constitute an alternative source of healthcare support for that worker.

Box 6.2: Healthcare services for domestic workers offered by various organizations

- Free doctor's consultation offered by DWRN in Kallyanpur
- Affordable medical services including doctor's consultation, diagnostic service, and medication at government-run hospitals
- Free eye treatment offered by National Ophthalmological Institution
- Affordable/free healthcare services offered by local NGOs and community clinics
- Pregnancy-related medical support for domestic workers and low-income people offered by BRAC-run medical clinic and OGSB hospital

Note: OGSB refers to Organization of Gynaecological Society of Bangladesh. BRAC is a leading NGO in Bangladesh. Only the DWRN-run medical service is offered exclusively for the domestic workers. Other services are available to low-income people and can be accessed by domestic workers. In addition to these affordable healthcare services, domestic workers can also enrol their children in government-run primary schools.

Sanitary facilities

Having access to sanitary facilities is not only an indicator of decent work condition but also an indicator of practical gender need. A total of 372 live-in DWs and 116 live-out DWs responded to two questions on sanitary facilities: the first examined whether they had sanitation facilities at

workplace; the second examined whether received free toiletries supplies from employers; and the third question explored whether employers provided sanitary napkins to female domestic workers during their period.

Table 6.7: DWs having Sanitation Facilities in Work Place

Have proper sanitation facility in the workplace	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	351	94.4	89	76.7
No	21	5.6	27	23.3
Total	372	100.0	116	100.0

Note: Some of the respondents did not answer this question.

There are variations in the total number of valid responses in the three questions, as shown in Tables 6.7, 6.8, and 6.9. An overwhelming majority of both live-in and live-out DWs reported having access to sanitary facilities but live-ins appeared to receive such facilities more than the live-outs (Table 6.7). More than four-fifth (83.5%) live-in DWs and less than half (47.4%) live-out DWs received toiletries (Table 6.8).

Table 6.8: DWs getting toiletries supply from employers

Employers provided toiletries supply	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	309	83.5	55	47.4
No	61	16.5	61	52.6
Total	370	100	116	100.0

Note: Some of the respondents did not answer this question.

The third question about employers providing sanitary napkins requires us to look at the age profile of domestic workers. A review of the age distribution of survey population indicates that 232 of

the 375 respondents were women aged 15-45, only for whom the question of sanitary napkin supply appears to be relevant. The findings in Table 6.9 indicate that only 91 live-in domestic workers claimed they received free supply of sanitary napkin supplies from their employers. This constitutes only 39 per cent of the total adult women who are expected to be healthy enough to experience regular period (menstruation). By contrast, 61 per cent of those adult female domestic workers did not receive any sanitary napkins from their employers. Again, this reveals an unmet practical gender need.

Table 6.9: DWs getting Sanitary Napkins from Employers

Employer provide sanitary napkins during your period	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	91	26.1	3	2.7
No	257	73.9	110	97.3
Total	348	100.0	113	100.0

Note: Some of the respondents did not answer this question.

Pension (Public or private, mandatory or voluntary)

Live-in domestic workers do not enjoy any pension system in Bangladesh. This is due to the fact that neither the public sector nor the private sector has introduced any pension system for live-in domestic workers. Instead, employers often consider it to be a moral responsibility to provide voluntary support to longstanding live-in domestic workers and thus provide a wide range of supports such as giving financial aid when a former DW comes with a request to cover the cost of wedding or medical expenses of themselves or any family member (Interview with employers in Mirpur and Uttara, December 2018).

Maternity benefit

A total of 220 live-in DWs and 116 live-out DWs responded to the question of whether they received maternity benefits. Among them, 17.3 per cent live-ins and 37.9 per cent live-outs reported receiving maternity leave and other benefits from employers. Maternity leave are usually leave without pays. During an FGD with employers in Dhaka City, it was opined that:

The provision of maternity benefit usually depends on the financial ability of the employer and his or her willingness to show generosity to support a poor domestic worker. In our socio-cultural context, employers do not see the provision of maternity leave through the lens of a worker's right, rather they see it through the lens of altruism.²¹

Since the domestic workers operate in a largely conservative social structure in Bangladesh, it is likely that the question of pregnancy is most pertinent for those who were married. Of the 117 live-in DWs who claimed they were married, 38 live-in domestic workers (32.4%) reported that they became pregnant and received maternity leave and other benefits during the pregnancy period. On the other hand, of the 99 live-out DWs who reported to be married, 44 revealed they became pregnant and received maternity leave and other benefits during pregnancy. There are several implications of this finding: first, two-thirds of the married live-in DWs and more than half of the live-out DWs did not experience pregnancy; and those who became pregnant, could access maternity leave and other employer supports.

Internationally it is seen that workplace safety and health standards for pregnant mothers are quite high. As per ILO convention, pregnant mothers cannot be forced to work that might have risk for mothers and/or child health. However, hitherto, Bangladesh has not signed the ILO convention on maternity protection that allows pregnant mothers for at least 18 weeks of maternity leave and an additional compulsory six weeks' leave after childbirth or more, in the case of complications.

²¹ FGD with 5 employers in Mirpur, Dhaka, 4 January 2019.

Although Bangladesh is not a signatory country of ILO convention on maternity health, the Bangladesh Labour Act 2006 provides a detailed section, Chapter IV, elaborating a women worker's right to maternity benefits, including 16 weeks of maternity leave (Ministry of Law 2006).

Table 6.10: Maternity leave and other benefits for domestic workers

Maternity Leave	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	38	17.3	44	37.9
No	182	82.7	72	62.1
Total	220	100.0	116	100.0

Note: A large number (155) of live-in DWs did not answer this question perhaps this was not relevant for them. Children, elderly women, and the 15 male respondents fall into this category.

Recreational opportunity at workplace

Recreational opportunities provide a useful strategy for live-in domestic workers to manage their stresses and bring in a balance between work and life. A total of 375 live-in DWs and 122 live-out DWs responded to the question of whether they had any recreational opportunities at workplace. Among them, 7.5 per cent live-in DWs and 56.6 per cent live-out DWs reported having no opportunities for recreations (Table 6.11).

Table 6.11: DWs having Recreational Opportunities in Work Place

Get recreational opportunity in the workplace	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	347	92.5	53	43.4
No	28	7.5	69	56.6
Total	375	100.0	122	100.0

Note: Some of the respondents did not answer this question.

Family benefit

Insurance benefits for DWs with contributions from employers and workers (DWs contribute based on hourly wage and age criteria) is currently absent in an official or formal format. But the DWs, especially the live-in category gets a substantive help in the form of support when needed in crucial occasions and situations like medical emergency, wedding of relatives or themselves.

According to an employer in Dhaka City, who has a live-in DW and a live-out DW:

Those employers who can afford, try their best to support the families of domestic workers, regardless of whether they are live-in or live-out. This acts like a social insurance, mostly for the live-in domestic workers, who can always rely on the employers and their relatives as well for financial support in an emergency.²²

Access to legal aid

Domestic workers may need legal aid to settle their family disputes or other to address any legal problem. More than one-third domestic workers of both live-in and live-out categories reported not receiving any legal aid.

Table 6.12: DWs having Access to Legal Aid

Legal Aid	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	232	61.9	80	64.0
No	143	38.1	45	36.0
Total	375	100.0	125	100.0

First responders for emergency help

The live-in and live-out domestic workers were asked who they called or expected to show up first when confronting any danger or needing any emergency support. Multiple responses were generated by some of the live-in and live-out DWs but there was an interesting similarity: domestic

²² Interview with an employer in Basabo, Dhaka, 10 January 2019.

workers' family was identified by the highest number workers of both categories. Detailed breakdown of data is presented in Table 6.13.

Table 6.13: First responder to domestic workers' emergency need

First Responder	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Next door DW	46	13.9%	22	13.8%
Own family	154	46.7%	67	42.1%
Relatives living in the same city	53	16.1%	18	11.3%
Friends	17	5.2%	4	2.5%
DW's network/recruiters	24	7.3%	33	20.8%
Other	36	10.9%	15	9.4%
Total	330	100.0%	159	100.0%

Note: Multiple responses were recorded by some respondents.

Communication mode for reaching out to DWs

Live-in domestic workers operate in a restrictive employment space and as a result finding a creative strategy to reach out to them is important in addressing their decent work deficits. But live-out domestic workers have chances to come out of workplace and socialize with a wide range of people. Against this backdrop, the the survey participants were asked how best to capture their attention to sensitise them about their rights and employers' obligations. A total of 646 responses were generated from live-in DWs and 201 responses from live-out DWs. Television advertisement topped the list of preferred communication method: 40.7 per cent live-in DWs and 33.8 per cent live-out DWs revealed that they follow commercial advertisements broadcasted in various TV channels. Face-to-face conversation and use of loudspeaker mike was also identified as two other communication strategies for the domestic workers.

Table 6.14: Communication mode to reach out to domestic workers

Preferred communication mode	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
TV advertisement	263	40.7	68	33.8
Billboards	48	7.4	18	9.0
Newspaper advertisement	60	9.3	12	6.0
Newspaper leaflet	16	2.5	5	2.5
Miking in the area	93	14.4	43	21.4
Face to face conversation with someone	127	19.7	47	23.4
Other	39	6.0	8	4.0
Total	646	100.0	201	100.0

Note: Multiple responses were recorded by some of the respondents.

Knowledge of DWPWP

The survey participants were asked whether they were aware of the fact that Bangladesh Government adopted the Domestic Workers Protection and Welfare Policy (DWPWP) in 2015, which is the only broad policy guideline about the rights and responsibilities of the domestic worker and employers. A clear majority of domestic workers—96.8 live-in and 85.1 live-out revealed they were not aware of the government policy. During our in-depth interviews and FGDs with employers, the research team also came to learn that employers of DWs lacked knowledge of the DWPWP. This clearly indicates the need for a strong dissemination strategy for the DWPWP to be implemented to promote decent work conditions. In the absence of a wider dissemination of the DWPWP, neither the women DWs nor their employers can be sensitised. But sensitisation is a critical first step for the women DWs to meet their strategic gender needs since this would allow women to assert certain rights to change the exploitative conditions in which they operate.

Table 6.15: DWs having Knowledge about Domestic Workers Protection and Welfare Policy

Knowledge of DWPWP	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Yes	11	2.9	18	14.9
No	363	96.8	103	85.1
Total	374	99.7	121	100.0

Note: Some of the respondents did not answer this question.

In summary, this section presented data on a number of social protection indicators. The findings reveal several decent work deficits. First, both live-in and live-out DWs lack adequate income protection measures. Second, government allowances for state-sponsored social protection system cover only a small segment of the live-in and live-out DWs. Third, live-out DWs suffer from more healthcare deficits than live-in DWs. Fourth, more than half of the live-in DWs and a quarter of live-out DWs claim lacking sanitary facilities. Fifth, there is no formal pension system for the domestic works. Sixth, access maternity leaves and other benefits are not evenly distributed among the live-in and live-out DWs. Sixth, live-out DWs have more deficits in recreational opportunities than live-ins. Seventh, family benefits for the DWs tend to be informal, dependent on employers' ability and willingness. Eighth, a DW's family benefits remains a matter of an employer's ability and willingness. Ninth, more than a third of DWs lack access to legal aid. Tenth, in dealing with emergency situation migrants depend more on their families. Eleventh, domestic workers can be better reached out through the TV advertisement. Finally, domestic workers and their employers lack knowledge of DWPWP, a policy guideline adopted by the Government of Bangladesh in 2015. From a gender perspective, while most of the indicators in this section refer to women DWs' practical gender needs, their knowledge of DWPWP can be used as a tool for negotiating a better and more decent work condition.

SECTION 7: SOCIAL DIALOGUE

Social dialogue constitutes the fourth component of decent work framework (D’Souza 2010). It refers to a process through which employers and employees negotiate their differences (Siddiqui 2006). From the perspectives of domestic workers, social dialogues play a useful role in addressing the drivers of decent work deficits (BILS 2009). This chapter has two parts: the first presents a set of indicators to measure social dialogue of both live-in and live-out domestic workers; and the second presents research findings and analysis for those indicators.

7.1 SOCIAL DIALOGUE INDICATORS

There are several possible arrangements through which domestic workers can negotiate their differences. These are: participation in registered trade unions, affiliation with an advocacy coalition, forming self-help groups, and attending formal or informal programs of NGOs. These are listed in Box 6.1.

Box 7.1: Social Dialogue Indicators

- Participation in registered trade unions
- Affiliation with Domestic Workers Rights Network
- Access to self-help groups
- Access to NGO and civil society services

7.2 RESEARCH FINDINGS AND ANALYSIS

Participation in registered trade unions

Trade unions are collective bargaining associations which promote the rights and interests of workers. They can play an important role in emphasizing women's strategic gender needs by highlighting equality in workplaces. However, domestic workers are considered to be informal sector workers in Bangladesh; and under the current labour law of the country, domestic workers cannot be members of formal trade unions (Hossain 2006; Islam et al 2010). It is thus no surprising when survey participants in this study barely identified trade unions to provide them support in times of need. This clearly indicates the need for trade unions to strengthen their work in reaching out to domestic workers of both live-in and live-out categories.

Table 7.1: Agencies expected to support domestic workers in times of need

Agencies to support DWs in times of need	Live-in DWs		Live-Out DWs	
	Frequency	Percent	Frequency	Percent
Association of DW's	49	15.4	31	23.7
Trade union	5	1.6	4	3.1
Private agency	13	4.1	5	3.8
Government agency	157	49.4	57	43.5
NGOs working with DW's	34	10.7	18	13.7
Legal aid groups/ CSO	18	5.7	7	5.3
Other	42	13.2	9	6.9
Total	318	100.0	131	100.0

Note: Multiple responses were recorded by some of the respondents.

A total of 318 responses were generated from live-in DWs and 131 responses from live-out DWs about the agency to offer emergency support. Only 1.6 per cent live-in DWs and 3.1 per cent live-out DWs reported they would seek trade union supports. This pales in comparison with other agencies which were perceived to play a much bigger role in times of need: government agency (49%), association of domestic workers (15%), others (unspecified) (13%), NGOs working with domestic workers (11%), legal aid groups or civil society organizations (6%), and private agencies (4%).

Currently, the National Domestic Women Workers Union (NDWWU) claims to be the only dedicated trade union of the women domestic workers (NDWWU 2014). Since the government does not recognize domestic work in the national labour law, and domestic workers lack the right to unionize, NDWWU is an unregistered trade union of live-out DWs. However, it organizes annual Labour Day on 1st May of each year, and organizes occasional meetings and awareness meetings. There is no precise estimate of how many domestic workers are members of NDWWU. But the senior officials of NDWWU claims to have nearly 10,000 associated members who show up on their largest annual gathering on 1st May.²³

There are two possible explanations, related to restrictive employment conditions and lack of vision among trade unions, for low expectation from trade unions to address the decent work deficits in domestic work situation (Biswas 2010; Hossain 2010). First, unlike the live-out domestic workers who enjoy relative freedom of movement, live-in domestic workers operate in a restrictive workplace with lack of awareness about their rights and limited freedom and the fewer opportunities to go out. As a result, trade unions not only have a legal barrier to recruit live-in domestic workers but also lack an opportunity to interact with the live-in domestic workers

²³Interview with senior official of NDWWU, 27 December 2018.

(Biswas 2010: 158)). Second, national trade unions in Bangladesh lack visions, missions, and strategies to organize informal sector workers in general and domestic workers in particular. As a result, they have failed to adopt any concrete actions to create an appeal among the DWs operating in Bangladesh (Hossain 2010: 28).

Trade union activists interviewed for this study report that they have an active interest in recruiting live-out domestic workers and extend them the right to unionize. The research team conducted 5 FGDs and 5KIIs in study areas of Dhaka to explore the process through which live-out DWs participate in registered trade union activities. The FGDs and KIIs were conducted in Jatrabari, Khilgaon, Mirpur, Monipuripara, and Rampura. In each of these areas, live-out domestic workers were found to meet once a month and are sensitized by a trade union organizer on a number issues related to labour rights and strategies for promoting decent work conditions. During the KIIs, the trade union organizers reported that live-out domestic workers were easy to access and hence mobilizing them was easier. The Domestic Workers Rights Network (DWRN), an advocacy coalition of NGOs and trade unions in Bangladesh dedicated to promoting the rights of domestic workers, provides a nominal funding support of 1,000 DT for organizing the monthly meeting.

Affiliation with Domestic Workers Rights Network

After trade unions, a second possible strategy for social dialogue would require live-in domestic workers to be affiliated with the Domestic Workers Rights Network (DWRN). DWRN collaborates with nearly a dozen trade unions in Dhaka city to organize the domestic workers and thus it is well positioned to highlight both the practical and strategic gender needs of women domestic workers. But the trade unions' program on organizing DWs is limited only to the live-outs. As a result, live-in DWs remain outside of direct contact with the DWRN-affiliated trade

unions. (KII with Ms. Nazma, DWRN official and former DWRN staff Advocate Nazrul Islam, November 2018; DWRN Annual Report, 2006-2011).

Currently, 10 DWRN-affiliated trade unions in Dhaka organize monthly meetings of live-out domestic workers. Live-out domestic workers receive leaflets and printed materials published by DWRN during the monthly meetings. They also attend DWRN-organized occasional programs such as the annual May Day procession and spontaneous protests against abuses of domestic workers. None of the 500 survey participants were found to be affiliated with the DWRN. In order to understand the effect of affiliation with DWRN, the research team conducted FGDs with 50 live-out DWs, split into five groups located in five of the survey areas. Each of these 50 DWRN-affiliated live-out DWs were found to have better awareness about their rights and obligations under the DWPWP 2015. They also supported each other in times of need. Since monthly wages for the live-out DWs are mostly determined by the location of the employer, affiliation with DWRN had hardly had any impact on accessing better wages. It also did not matter much in accessing government benefits since the government's social welfare supports do not offer any preferential treatment to domestic workers.

Access to self-help groups

In many countries self-help groups play a crucial role as first responders in addressing the challenges confronted by domestic workers. They can also play an important role in demanding a transformation in the existing power relation that prevails in a workplace. While such self-help groups can be formal or informal, there are no known formal self-help groups of live-in domestic workers in Dhaka city. Instead, live-in DWs operating in a gated community or in high-rise building tend to develop a social bonding and feel more comfortable in approaching each other in

any crisis time needs. On the other hand, the DWRN-affiliated live-out DWs have also formed informal self-help groups. They meet once a month usually at the house of a trade union organizer or at a local primary school, where they share their feelings and discuss areas of mutual concern. If they hear about any live-in or live-out DW being abused by any employer in the areas where they operate, they would gather spontaneously and report it to their trade union organizer and the local police station to take immediate actions against the abusive employers and to rescue the victim.²⁴

The importance of self-help groups was identified in the survey findings. As stated before in chapter 6, both live-in and live-out domestic workers were asked to identify who would support them as first responder in times of an emergency need: Of the 330 responses from live-in DWs, 46 (13.9%), identified ‘next door DW’, and of the 159 responses from live-out DWs, 22 (13.8%) also identified ‘next door DW’ to respond first to address an emergency situation such as an accident, injury, or a case of sexual harassment or physical abuse.

Access to NGO and civil society services

NGOs and civil society organizations (CSOs) can offer a range of services to reduce domestic workers’ vulnerability to decent work deficits and to empower them with better skills training and a host of welfare supports such as education and healthcare. A good number of domestic and international NGOs and CSOs in Bangladesh have research and action-oriented programs, and outreach campaigns that broadly address the needs of underprivileged people including domestic workers. The list includes various programs managed by Ain O Shalish Kendra, Bangladesh Legal Aid Services Trust, Nari Maitree, and Save the Children. During in-depth interviews with DWRN

²⁴Interview with a trade union organizer in Pallabi, Mirpur, November 2018.

officials and their affiliated NGOs and CSOs, the researchers came to learn about their role in protesting abuses and bringing the perpetrators to justice.

Some of the NGOs and CSOs listed above, primarily work on child rights and women's rights issues, and played an instrumental role in partnering with the trade unions in Bangladesh to establish the DWRN. While these NGOs and CSOs play an active role in promoting the practical and strategic gender needs of women domestic workers, their geographic areas of coverage tend to be limited (Akter 2010; Khair 2004). Since they most offer donor-supported programs, their supports and services for the domestic workers are yet to have reached the sustainability and scalability criteria.

In summary, four indicators of social dialogue were discussed in this section. Broadly speaking these indicators relate to domestic workers' ability to access a wide array of institutions and actors such as registered trade unions, advocacy coalition of NGOs and trade unions, accessing support from self-help groups and finally access in NGO and civil society supports. As discussed in this section, all of the four indicators of social dialogue can play an important role in promoting women's strategic gender needs.

SECTION 8: REVIEW OF DECENT WORK DEFICITS AND COPING MECHANISMS

This section analyses the coping mechanisms for live-in and live-out domestic workers. It has three parts: the first provides brief review of the decent work deficits discussed from chapters 4 through 7. It then identifies the coping mechanisms through which the domestic workers in Bangladesh deal with exploitative work conditions. The third part briefly discusses the limits of existing coping mechanisms.

8.1 REVIEW OF DECENT WORK DEFICITS

The preceding four sections of this paper chapters analysed research findings on four aspects of decent work: employment opportunities, right at work, social protection, and social dialogue. A close look at those four sections reveal nature of decent work deficits in domestic work. Table 8.1 summarizes those deficits.

Table 8.1 Decent work deficits in domestic work in Bangladesh

Employment Opportunities	Right at work	Social Protection	Social Dialogue
• Work without contract • Lack of freedom of changing job	• Low wage • Monthly wage received by parents, relatives, and recruiters • Non-payment of overtime benefits • Long intervals (more than 15 days) in monthly payment of wage • Longer working hours • Lack of daily rest period • Lack of weekly day-off • Poor accommodation • Vulnerabilities to risky and hazardous job • Physical and mental abuse • Sexual harassment • Food deprivation	• Lack of income protection • Inadequate healthcare support • Lack of maternity protection • Lack of pension	• Lack of participation in trade union • Low participation in DWRN affiliated organizations • Lack of self-help groups • Limited NGO and CSO supports and services

8.2 COPING MECHANISMS

What strategies are employed by live-in and live-out domestic workers to cope with the decent work deficits identified in this study? In addressing this question, the role of three sets of actors—domestic workers, government, and NGOs and trade unions—need to be discussed. Data and analysis on the coping mechanisms come from the survey findings, FGDs with DWs, interviews with employers and experts, and existing literature.

Coping strategy of domestic workers

It is important to understand how domestic workers cope with deficits in four decent work criteria: employment opportunities, right at work, social protection, and social dialogue.

On employment opportunities, the two major concerns are employment without any formal contract and lack of freedom in changing jobs. In addressing the first concern, most of the DWs accept this reality that they work in an informal sector with little rooms for negotiating a fixed minimum wage, fixed working hour, mode of payment, provision of daily rest, and weekly day-off, overtime benefit etc. Second, about the freedom of changing jobs, it is relatively easier for the live-out DWs to make a swift decision on job change if the present employer is not providing the satisfactory level of wage or other benefits or is being abusive at times. But, for the live-ins, especially children and young adult girls, who often rely on their parents and guardians in the towns, changing a job may not be encouraged leaving them to reluctantly continue their current job. It is in this circumstance, some young live-in DWs often flee their current workplace without notifying the employer. Fleeing to their home or taking a shelter at another employer's place is taken as a coping strategy.

On right at work, the major deficits concern low wage, having access to wage-earnings, long working hour management, physical safety from various forms of abuses and food deprivation.

The live-in and live-out DWs deal with these challenges differently. First, for the live-ins, if the employers are unwilling to increase the wage, they will either have to agree with it or leave the job and find a new one. Since finding a live-in domestic work may not be easy, it is likely that live-in DWs continue with the current work with low wages, and borrows money to cope with increased living expenses. For the child domestic workers, low or no wage often remains unprotested, since they simply lack the ability to bargain with their employers. Second, while many live-in DWs cannot collect their monthly earnings either because they are minors or their parents and relatives collect their monthly wage on their behalf, this is hardly the case for live-outs who collect their wages. Third, live-in DWs work longer time and get little rest, a problem that can easily be avoided by the live-out DWs who live outside of workplace and can choose how long to work and which work offer to accept. But most of the live-in DWs reluctantly accept the heavy workloads of longer working hour, little daily and weekly rests, and food deprivation including consumption of left-over food or rotten foods (Biswas 2010; Hossain 2010).

By tacitly accepting these slave-like conditions, some live-in domestic workers literally get entrapped into a form of forced labour that has long been existing around the world. If the abusive conditions exceed their level of tolerance, live-in DWs may contact other DWs or escape a workplace without notifying the employer. Sometimes excessive torture and exploitation by employers may cause huge injury leading to scandalize the issue and getting media attention. In such cases, media reporting feature how a victim of torture ends up being rescued by the Quick Reaction Team of the Women and Victim Support Center of Bangladesh Police. Police often bring the victims to the One-Stop Crisis Center of Dhaka Medical College for emergency medical care.

Police also file cases against the perpetrators of abuse.²⁵ NGOs and CSOs also intervene to protest injustices and demand justice against the predatory behavior of the employers.

When domestic workers, especially the live-ins experience sexual harassment by employers and/or their adult male family members or relatives, they try to share their concerns with the female member of the households. If the female household head or female employer do not trust the DWs, and rather blame them for exacerbating the fact. The research team's in-depth interviews with live-in DWs and extensive review of media reports indicate that some DWs are physically tortured (slapping, deduction of salary, battering etc.) by the female member of the household especially by the wife of the employer in handling complaints of various forms of abuses. When the issue becomes worse, the only coping mechanism for a DW is leaving the job or changing the workplace only to hope for a better experience.

Regarding income and social protection, some of the DWs surveyed in this study save a portion of their monthly income for future consumption. As for healthcare service, this study has described how DWs can access a wide range of services from community clinics, NGO-run health programs, and finally government hospitals. Since there is no pension system for the domestic workers; and they tend to depend on their families and also reach out to their employers in times of financial need, even after finishing their work tenure. Some employers see it a moral and religious obligation to support the poor domestic workers including those who served in the past.

On social dialogue deficits, some of the live-out DWs can establish contacts with trade unions to gather knowledge on how to negotiate their wage and better work conditions. But, live-in DWs rely on the good will of their employers in negotiating wage and relieving their sufferings. Overall,

²⁵ See the case study of Aduri, a ten-year-old live-in domestic worker, who was abused to death-like torture and was fortunate to be rescued by the police. For full details of the case study, visit, Dhaka Metropolitan Police, Women Support and Investigation Division, "Case Study Details: Aduri", http://dmpwsid.gov.bd/view/case_study_details/17, accessed 12 February 2019.

since the live-ins can barely access DWRN, trade unions, and NGO services, they cope with any immediate needs and vulnerabilities by reaching out to other domestic workers in the closer vicinity. Live-out DWs may simply switch their job from one employer to another in response to many of the deficits in right at work.

Role of government

The Government of Bangladesh (GoB) adopted Domestic Workers Protection and Welfare Policy (DWPWP) in 2015 to promote decent work conditions in domestic work. The GoB also took steps to publicize the policy in various newspapers (Interview with senior MoLE official, October 2018). The logic was that if employers are well-sensitized, they can create the necessary space for domestic workers. Various government institutions can also facilitate the coping strategy of domestic workers. The list includes the police, which as an institution can provide safety and security to victims of abuses at workplace. The Ministry of Labour and Employment has partnered with the DWRN to organize regional workshops to inform the larger public about the DWPWP (DWRN Interviewee, November 2018).

Role of NGOs, Trade Unions, and the Private Sector

These three groups of actors have a comparative advantage in working on three distinct areas of intervention: NGOs, especially the ones which focus on women and children's rights focus on upholding the rights of DWs. Trade unions add value to the discourse when they partner with the NGO community by asserting that DWs are also workers and deserve to be included into the national labour law. They also raise the issue that the GoB should ratify the ILO C 189 on Domestic Workers. The private sector delegates, coming from Bangladesh Employers' Federation (BEF), attended the DW policy process and agree on the need for decent work conditions in DW but

express concerns over the possibility of extending unionization right to DWs. So far, the NGOs and trade unions, both acting alone and as a collective group under the advocacy coalition of DWRN, have played a positive role in exposing the decent work deficits and stressing the need for legal and policy intervention to bring positive change. They have also emphasized promoting awareness among the employers and changing their mindset about domestic workers (Akter 2010).

8.3 LIMITS OF COPING MECHANISMS

Existing coping strategies have their obvious limits. First the DWs often lack the agency and the power to negotiate their rights both because of the gendered workplace and due to the informality of the domestic work profession. Second, in the absence of a legal coverage of DWs, NGO and trade unions lack the ability to embark on more proactive interventions to remove the abusive conditions in which DWs operate. The employers remain oblivious to the situation since a status quo would best serve their interest. Since the DWs are not organized, they lack the ability to develop any organized resistance against systematic persecution or abusive conditions in which they operate. It is in this context, an NGO activist notes has rightly observed that “Domestic work is yet to be considered a dignified profession ... Due to a lack of appropriate guideline and recruitment policy, these informal sector workers are constantly exposed to various forms of exploitation” (Biswas 2010: 153).

In summary, this section has first reviewed the decent work deficits in domestic work in Bangladesh. It then analysed coping strategies of DWs in dealing with the decent work deficits, and roles of the government, NGOs, trade unions, and private sector in promoting decent work in conditions for DWs. A brief discussion sheds light on the limits of existing coping strategies.

SECTION 9: POLICY RECOMMENDATIONS AND CONCLUSIONS

This section has two parts. The first part presents a set of policy recommendations and the second part offers concluding remarks. The policy recommendations are aimed at improving the situation of domestic workers in Bangladesh. These recommendations are aligned with the main research findings on demographic profile and socio-economic status of DWs, and four indicators of decent work deficits such as employment opportunities, right at work, social protection, and social dialogue. It also sheds light on an overall policy recommendation. The target audience of the policy recommendations are the Ministry of Labour and Employment of the Government of Bangladesh and the International Labour Organization.

9.1 POLICY RECOMMENDATIONS

Assess the demographic background of domestic workers

- The Ministry of Labour and Employment (MoLE) is the lead ministry for the DW policy issue. Since a considerable section of DWs are women and children, the MoLE should take adequate steps to prevent the trafficking of women for domestic work purposes. It should also take steps to prevent the recruitment of children below the age of 14 (as measured by GoB).
- In collaboration with the offices of the Union Councils and Ward Commissioners, which operate under the Ministry of Local Government and Rural Development (MoLGRD), the MoLE should take adequate steps to sensitise the employers about the right to education of child domestic workers and the practical and strategic gender needs of adult women domestic workers. Technical

and vocational education for the aspirant domestic workers need to be emphasized through targeted campaigns in major source districts such as Mymensingh and Kishoreganj.

- The ILO should consider supporting the MoLE in gradual reduction of child domestic workers and promoting access to education among the child domestic workers.

Review socio-economic status of domestic workers to design youth training programmes

- This study finds that most of the DWs come from poor backgrounds, lacking any access to landed property and proper human development indicators. They lack training and skills and consider domestic work to be the only livelihood opportunity. The MoLE, in collaboration with the district-level Youth Development Centres, should focus on enhancing the skills of young women to enhance their employability.
- The ILO should consider disseminating international best practices in youth skills development in Bangladesh, and support the ongoing efforts of the Directorate for Youth Development (DoYD) in extending training and loan opportunities for women, especially in major source districts from where domestic workers are recruited.

Promote employment opportunities in source districts and elsewhere

- The MoLE has a focal person to lead policy initiatives relevant for domestic work. After the adoption of the DWPWP in 2015, the MOLE has worked, on a limited scale, with the DWRN on a wider dissemination of the DWPWP through national and regional level dialogues. Such efforts should be geared up with a massive and well-planned dissemination strategy.
- ILO Dhaka Office should provide capacity building support to the MoLE and DWRN's member organizations to implement the DWPWP through the development of an innovative

communication strategy, outreach programmes, awareness raising among the employers, and sharing of best case practices in decent work in domestic work.

- The MOLE should establish regional and district level Domestic Workers' Welfare Offices where DWs can be registered and placements be done through a verification process. These regional and district-level offices should have sub-offices at the local government levels (Union Councils in rural areas and Ward Commissioners' offices in urban City Corporation areas). This initiative can be established under public-private partnership programme. Bangladesh Employers' Federation (BEF) needs to be taken on board to encourage the domestic workers' employers to determine fair wage through a negotiated process.²⁶ Both the employers and workers need to be encouraged to sign a formal contract letter specifying the terms of appointment, types of works to be performed by the domestic worker, compensation and benefits, and the process of contract renewal or termination.
- The ILO may consider launching a pilot project to support the MoLE in designing and implementing the proposed Domestic Workers' Welfare Offices. The pilot project may have two geographical areas of concentration representing the Dhaka North City Corporation and the Dhaka South City Corporation. Efforts should be taken to generate multi-stakeholder consensus before planning such an intervention.
- The MoLE should explore introducing good governance initiatives to reform the current recruitment process of domestic workers, which is highly informal and oblivious to the terms of recruitment as stipulated in the DWPWP regarding the minimum age, wage, working hour and rest time etc. Informal networks of hiring needs to be brought under scrutiny to stem process of deceit

²⁶BEF was the only employers' representative which participated in the Tripartite Consultation Committee meetings that finalized the draft Domestic Workers Protection and Welfare Policy 2015 for adoption by the Cabinet of Bangladesh Government.

and victimisation. Transport hubs and points can be monitored for such purposes. Only a handful of domestic NGOs such as Nari Maitree has run pilot programmes on training and placement of domestic workers. Efforts need to be taken to assess the success of such NGO-run recruitment services to consider their possibility for scaling up. Information of wage, type of work and condition of living and work should be made public through social media, mobile applications, and recruitment agency websites.

- In collaboration with the ILO Geneva Office, ILO Dhaka Office should share international best practices in recruitment of domestic workers. If a small group of NGOs and private sector entities show interest in introducing a formal recruitment process, ILO should provide short-term (day-long or three-day long) training to the recruiters about the ILO Domestic Workers Convention (C189) and other relevant national and international legal instruments for promoting decent work in domestic work.

Reduce decent work deficits in right at work

- The MOLE, in collaboration with the DWRN, needs to develop an action plan for implementing the DWPWP 2015 with time-bound goals, clear reporting system, and a performance measurement strategy. The MoLE needs to hold bi-monthly inter-ministerial meetings to monitor the implementation DWPWP.
- The MoLE should also take steps to bring domestic workers under the coverage of the Bangladesh Labour Act. It should also take initiatives for the ratification of the ILO Domestic Workers Convention 2011 (C189).
- The ILO, in collaboration with peer UN agencies, should support the MoLE in implementing the DWPWP 2015, reforming the Labour Act, and ratifying the Domestic Workers Convention.

Promote social protection of domestic workers

- The vulnerability, while taking any job, needs to be addressed and mitigated through local offices of the Ministry of Social Welfare (MoSW). The existing government allowances, channelled through the Department of Social Work (DoSW) can do much good in social protection of DWs and their families. This can further be coordinated with MOLE to optimise resource mobilisation at the government end. At the district level, the Department of Youth Development, which operate under the MoLE, may coordinate the deliver of social protection supports to domestic workers and their families.
- First responders, who help out DWs in trouble, can be rewarded from the government or by community charity in collaboration with police so that enthusiasm is created in the communities in the Urban areas where DWs come for recruitment.
- The MoLE may consider introducing a pension system for the domestic workers. The pension scheme will generate resources from multiple sources: government allocation, monthly contribution of 100 BDT by per worker and a matching contribution of 100 BDT (per domestic worker) by an employer. If an employer has hired more than two domestic workers, he or she may be required to contribute a matching pension fund contribution of maximum 300 BDT. Philanthropists and charitable organisations should be encouraged by the MoLE to generously support the pension fund. Since the issue of pension fund involves fund-raising and welfare fund management, the MoLE needs to work closely with the Ministry of Finance to execute the plan.
- The MoLE should consider developing a Domestic Workers' Welfare Fund (DWWF), patterned along the Wage Earners' Welfare Fund (WEWF) which caters to the needs of international labour migrants from Bangladesh. The proposed DWWF needs to draw lessons from the WEWF.

- The ILO can play support the MoLE in monitoring existing welfare allowances for the domestic workers, and sharing international best practices in first responders' aid to vulnerable domestic workers. The ILO may also provide technical support to the MoLE in establishing a pension fund and the proposed DWWF.

Expand domestic workers' space for social dialogue

- The MoLE should encourage both formal and informal dialogues among various actors including the DWRN, employers' associations, informal recruiters and formal recruitment agencies, and other concerned stakeholders representing residential neighbourhood communities, and caretakers and security guards of high rise building. Law enforcement agencies from the Victims Support Centre, NGO activists and trade union organisers should develop positive messages about the benefits of promoting decent work conditions. The Ministry of Women and Children, in collaboration with the Ministry of Culture and the Ministry of Youth may launch innovative programmes to develop the cultural and sporting performance of domestic workers. Engagement in cultural and sporting events may create newer avenues for social dialogues through life-skill development and creation of self-help groups.
- The employers need to be target of serious and long burst communication campaigns that will allow them self-respect if they treat DWs well. The best employers may even be awarded by government like commercially important persons, widely known as CIPs, and other categories in business and other professions.
- The DWRN may take up a pilot project in Mymensingh, Kishoreganj, and other major source districts and in several areas of Dhaka City to educate domestic workers on the benefit of knowing the relevant laws and their rights, undertaking skills training programmes. Employers and recruiters should also be brought under such training programs. The DWRN should work closely

with leading software firms in developing mobile applications (Apps), video games and cartoons featuring the decent work principles for domestic work. Since the youth represents a large section of Bangladeshi population, the Apps, video games and cartoons will likely create a future employer's generation with more sensitivity toward workers' rights in general, and domestic workers' rights in particular. Inputs from the domestic workers need to be taken in designing such digital tools. The opportunity to participate designing such digital tools will also provide new pathways to social dialogue for the domestic workers.

- The MoLE may work with the Ministry of Information to support the production of television dramas, documentary films and commercial films featuring the lives of domestic workers. The Refugee and Migratory Movements Research Unit (RMMRU) has prior experiences of working with the Ministry of Expatriates' Welfare and Overseas Employment in producing TV dramas, short docu-drama, and disseminating them to the wider public. The MoLE and DWRN may partner with RMMRU for knowledge sharing and producing similar broadcast products. Again, domestic workers should take an active part in various stages of developing these media programmes.
- The ILO should highlight the importance of social dialogue as a means to remove barriers to decent work conditions in domestic work. It should provide technical supports to the MoLE, various government ministries and agencies, private sector entities and NGOs in implementing the above-mentioned strategies such as cultural and sporting events for DWs, communication campaign for employers, and digital media tools development.

Overall recommendation

- The MoLE should lead the national efforts in Bangladesh to promote decent work conditions for domestic workers. In doing so, it should steer inter-ministerial coordination and encourage multi-stakeholder involvement.

- The ILO should collaborate with the UN agencies, DONGOs and INGOs, to develop a joint strategy to address the decent work deficits identified in this study. As part of the joint strategy, efforts should be taken to develop tools to monitor trigger points of malicious recruitment at the community level, and identify trigger points in violence against the domestic workers while in employment. ILO should also support initiatives for the rehabilitation of those already victimised and abused. Possibility of engaging community to be more vocal of suspicious situations and possible violations of rights needs to be taken seriously.

9.2 CONCLUSIONS

This paper has analysed the situation of domestic workers employed in the Dhaka City of Bangladesh. It has asked two central research questions: What are current working conditions and overall situation of the domestic workers in Bangladesh? How can the ILO support national efforts to improve decent work for domestic workers in Bangladesh? As stated in section 1, a multi-pronged data collection strategy was adopted to address these questions. This involved extensive literature review, field survey with 375 live-in domestic workers and 125 live-out domestic workers in Dhaka City, key informant interviews with delegates from the Government of Bangladesh (especially the Ministry of Labour and Employment, MoLE), NGO representatives and trade union organisers, in-depth interviews with domestic workers and their employers and focus group discussions with domestic workers. An earlier version of the research paper, containing survey findings and analysis was shared with ILO and validated at a daylong workshop in Dhaka.

In presenting a situation analysis of domestic workers in Bangladesh, this study adopted ILO's four-pronged decent work framework: employment opportunities, right at work, social protection,

and social dialogue. In each of the four components of decent work framework, live-in domestic workers appear to be worse off than their live-out peers. A review of the demographic profile of survey participants suggests a heavy concentration of women and children, most of whom lack the agency, the ability to make decisions on their own lives and on their family matters. The basic trait of the domestic workers, whether of the live-in or live-out category, is: low income, low social status, low level of education, a limited role in decision making, longer duration in monthly wage payment, no weekly holidays, deduction in salary for a day off and so on. It is poverty which is the main driving factor behind the inter district migration of the domestic workers. A limited number of domestic workers or their families can access government's social protection coverage. Participation in social dialogue through registered trade unions is restricted leaving domestic workers to rely on families, peer group support and to expect government agency's intervention.

The research findings and analysis presented in this paper reveal serious deficits in decent work conditions for some of the live-in and live-out DWs workers in Bangladesh. From a gender perspective, since an overwhelming majority of DWs are women and children there is a need to address the practical and strategic gender needs of women employed in this sector.

What is the way out? This paper has presented a set of recommendations keeping in mind the MoLE and the ILO as target audience. The key recommendations focus on eliminating children's participation in domestic work profession, extending educational opportunities for child DWs and skills training for the young women, establishing DW welfare offices at the district level and bringing good governance in the recruitment process. Other major recommendations focus on legal and policy reforms for addressing decent work deficits in right at work, introducing pension and welfare funds for better social protection, and expanding social dialogue opportunities for DWs through cultural and sporting activities and innovative digital media contents.

In closing, there is a need for multi-stakeholder involvement in promoting a gender-sensitive strategy for decent work in domestic work. The Bangladesh Government's Ministry of Labour and Employment, in collaboration with the private sector, NGOs, CSOs, trade unions, as well bilateral development partners and multilateral international institutions should lead the efforts. The ILO should provide technical support in implementing projects and programmes for improving the situation of domestic workers in Bangladesh.

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APPENDICES

Appendix 1: Terms of Reference for Study on decent work deficits in domestic work in Bangladesh

Introduction

Due to abject poverty, many poor women and children are compelled to engage in domesticwork in other people's homes. Care work in the household – whether performed by paid employees or by unpaid household members as part of their family responsibilities – is quite simply indispensable for the economy outside the household to function. The growing participation of women in the labour force, changes in the organization of work and the intensification of work, as well as the lack of policies reconciling work and family life, the lack of state provision of care services and the ageing of societies have all increased the demand for care work in recent years.

In June 2011, the ILO adopted ILO Convention 189 on Decent Work for Domestic Workers and Recommendation 201 on Decent Work for Domestic Workers. Through its adoption, the International Labour Conference gave a clear message: Domestic Workers, like other workers, have the right to decent working and living conditions. These standards make clear that a minimum age for domestic workers should be set up and that those types of domestic work that are harmful to the health, safety or morals of children should be eliminated. This Convention constitutes the first global standard for the 52.6 million domestic workers worldwide including Bangladesh. Decent work can deliver a fair income, security in the workplace and social protection for families, freedom to express their concerns, organize and participate in the decisions that affect their lives.

In 2015, Bangladesh government approved the Domestic Workers Protection and Welfare Policy. The main objective of this policy is to protect the domestic workers and ensure their welfare. The policy focuses on many important issues e.g. fair wages, registration of domestic workers, employment contract, leave and working hours etc.

It is quite well known that decent work deficits – the denial of rights at work, the absence of sufficient opportunities for quality employment, inadequate social protection and the absence of social dialogue – are most pronounced in the informal economy and domestic work is one occupation in which the decent work deficit is the largest. Not much situation analysis has been conducted on the decent work deficits in domestic work in Bangladesh. Decent work deficit for the purpose of this study is expressed basically in the denial of fundamental rights at work including but not limited to for example, lack of decent working conditions, lack of any labour rights such as the right to a safe and healthy working environment without any form of abuse, harassment and violence, prevalence of excessive working hours including night work, little rest during the day and no weekly rest period or leave and low wages, lack of maternity protection, prevalence of child domestic work and forced labour and work that is excessively demanding whether physically or psychologically, exposure of child domestic workers to heavy lifting, fire or hot stoves, food deprivation and confinement within the workplace, loss of monetary compensation when the employers substitute goods or services for cash wages, lack of fair wages and issues of non-payment of wages or late or irregular payment and long pay intervals, lack of proper meals, lack of sanitary facilities, presence of work related hazards and risks, lack of work-life balance, lack of ability to

reconcile work and family responsibilities, lack of freedom to express their concerns, to organize and to participate in decisions that affect their lives, lack of security in the workplace, absence of any means of social dialogue and lack of social protection. The absence of any decent work indicators in domestic work also greatly reduces the ILO's ability to communicate its messages and affect public debates on domestic labour and social issues, even though decent work deficits are most serious because of the unprotected, unregulated and survivalist situation prevailing there.

Hence there is a need for recognition of the numerous decent work deficits characteristic of domestic work so that ILO can work at different levels to support organization of domestic workers, their access for social protection and the enforcement of their rights as workers. Mapping of the ground reality will help to develop context specific strategies for reaffirming their rights. Due to lack of adequate research, it is difficult for the government, unions, employers and the general public to know the extent and severity of the situation of domestic workers in the country at any point of time.

Objective

The objective of the Study are as follows:

- To have a clearer understanding on the working conditions and situations of domestic workers
- To better support national efforts in promoting decent work for domestic workers in Bangladesh.

Scope of the study

- To look at the socioeconomic conditions that act as push and pull factors for domestic work. This may require visits to source areas and other places including individual workplaces where possible.
- To gather qualitative and quantitative information about the different decent work deficits of domestic workers broken down by age, sex, origin, employers status, etc.
- To determine the coping mechanisms of domestic workers for addressing their own vulnerabilities.
- To look at the existing legal protection mechanism if any for addressing the vulnerabilities that they face and protecting domestic worker's rights in the country.
- To look at the status of implementation of the Domestic Workers Protection and Welfare Policy, the challenges in its implementation and what can be done for meeting those challenges.
- To see whether there are initiatives by employers/workers/gov't/NGOs/CSOs to promote decent work for domestic workers
- To explore the capacity building, awareness raising, campaign, networking etc initiatives at national and local level to organize and address female domestic workers rights issues by the, NGOs, and civil society organizations in Bangladesh.
- To look at the measures that can be taken at different levels to reduce the decent work deficits.
- To try to get the perspectives and experiences from employers of domestic workers and from domestic workers recruitment agencies that may exist.
- To understand the position of trade unions regarding inclusion of trade unions as their members.

Expected outputs

A situation analysis report on domestic workers in terms of various aspects (including but not limited to: socio-economic profile of domestic workers, methods to obtain work, contract type, working hours, rest and leave periods, wage, access to social protection, occupational safety and health, voice and representation, discrimination, violence and harassment, living conditions in case of live-in domestic workers, etc) with a set of recommendations. The report should be comprehensive and have detailed information and analysis as per the objectives and scope of the study.

To contribute to addressing the knowledge gaps on domestic work in a broad range of policy areas(.eg. working time, wages, child domestic work, etc.) by building on the existing knowledge base

Specific Tasks

- Design appropriate methodology for selecting the representative sample -500 in number (comprised of 75% live-in including child domestic workers and 25% live-out domestic workers) and collect both quantitative and qualitative data from the field study. It will be carried out in different areas of Dhaka to be predetermined in consultation with ILO Dhaka.
- Design appropriate research tools (Questionnaires, key guiding questions, interview guidelines,etc.) for gathering information through KII, FGD or consultations as needed.
- Carry out a secondary literature review of policy and legal framework, prevalence and situation on domestic workers in Bangladesh
- Collect and analyze quantitative and qualitative data
- Draft an analytical report
- Finalize the analytical report for future course of action by incorporating comments from the relevant ILO officials

Time frame and Submission

The work should commence on the signing of contract and be completed within four months of start of assignment. The report should be submitted in both soft and hard copies to the ILO.

Required qualification for consulting firm**Minimum eligibility for key persons**

Team Leader:

- Minimum Master's degree holder with at least 10 years' experience in social research
- Team members (Not less than 05 members):
- Minimum graduate with at least 5 years' experience in research work

The consulting firm should:

- Have worked on gender issues, have excellent research experience especially experience on social research; experience of working with domestic workers issues in Bangladesh would be helpful.
- Have proven knowledge and experience in conducting situation analysis
- Have proven knowledge of the UN in general and the ILO normative labour standards.

Deliverables, completion timeline and Payment mile stone:

Sl	Assignment	Completion time	% of Payment
1	Submission of detailed workplan	7 days from signing of contract	10%
2	Submission of draft report	3 months from date of submission of workplan	50%
3.	Submission of final report	10 days after receipt of feedback on draft report from ILO	40%

The payment on the awarded contract will be made in Bangladesh Taka (BDT) against achieved output and on submission of report as per ILO financial rules and payment conditions that will be stipulated in the Purchase Order (Service for Contract).

Proposal Submission and Selection Process of Competent Organization/ Firm/ Entity

The ILO invites technical and financial proposal from qualified organization/firms/entities having relevant experience in delivering similar services as mentioned in this Terms of Reference (TOR). Only a single technically responsive and financially viable organization/firm/entity will be selected following ILO procurement rules/procedure on evaluation by an ILO team of professionals, and awarded with the contract for the expected deliverables and outputs as per the TOR.

Cumulative Evaluation Method will used for this procurement exercise and Contract will be awarded to highest scorer in Cumulative analysis considering Technical and Financial Evaluation. The technical proposal will contain 70% and financial proposal will contain 30% weight whereas Technical Evaluation passing score is 70%. Any firm scores less than 70% in technical evaluation, the financial proposal of the firm shall not be considered for financial evaluation.

The Proposals in hard copy with a cover letter to be submitted to:

Country Director

ILO Country Office for Bangladesh

PPD Secretariat Office Complex (2nd - 5th floors), Block-F, Plot 17/B&C, Agargaon

Administrative Zone,

Sher-E-Bangla Nagar, Dhaka-1207, Bangladesh

Proposal submission Procedure and Submission Deadline:

Proposals shall be reached to the above office on or before **25 June, 2018 by 4.30 pm**. The proposer must submit the Technical and Financial Proposals in separate sealed envelopes mentioning “Technical Proposal” and “Financial Proposal” on the top of respective envelopes as though the financial information could not be revealed before financial proposal Opening. Then a big envelope shall be used cover the both proposals mentioning writing **“Proposal for Study on decent work deficits in domestic work in Bangladesh – ILO CO Dhaka”** on the top of the big sealed envelope.

Appendix 2: Survey Questionnaire for Live-in Domestic Workers in Bangladesh (Bangla Version)

বাংলাদেশের গৃহকর্মীদের আর্থ-সামাজিক অবস্থার উপর গবেষণা

লিভ-ইন গৃহকর্মীদের প্রশ্নপত্র

নির্দেশনা: এই প্রশ্নাবলী গবেষণার উদ্দেশ্যে ব্যবহার করা হবে। কোন তথ্য গবেষক ছাড়া অন্য কাউকে প্রকাশ করা হবে না।
গোপনীয়তা কঠোরভাবে রক্ষাব্যবস্থাপন করা হবে।

প্রশ্নপত্র কোড নম্বর (এসপিএসএস এর জন্য):	ক্লাস্টার এলাকা:	মাঠ পর্যায়ের গবেষক:
তথ্য সংগ্রহের তারিখ:	বাসার ঠিকানা এবং বোগাবাগের নম্বর:	মাঠ পর্যায়ের সুপারভাইজার:
পরিবারের আকার:	নিয়োগকর্তার পেশা:	একটি বাসার কতজন গৃহকর্মী কাজ করছেন:

ক. গৃহকর্মীর জনতাত্ত্বিক তথ্য

১. লিঙ্গ: ক. মহিলা খ. পুরুষ গ. হিজড়া
২. বয়স সীমা:

ক. ৫-১০ বছর	খ. ১১-১৪ বছর	গ. ১৫-১৭ বছর	ঘ. ১৮-২৪ বছর	ঙ. ২৫-৩১ বছর
চ. ৩২-৩৮ বছর	ছ. ৩৯-৪৫ বছর	জ. ৪৬-৫১ বছর	ঝ. ৫২+	
৩. জাতিসত্তা: ক. বাংলাদেশী খ. আদিবাসী (পার্বত্য চট্টগ্রাম) গ. আদিবাসী (বাংলাদেশের অন্যান্য জায়গা)
৪. ধর্ম: ক. মুসলিম খ. হিন্দু গ. খ্রিস্টান ঘ. বৌদ্ধ ঙ. অন্যান্য
৫. শিক্ষামান:

ক. স্কুলে যায়নি	খ. প্রাথমিকের থেকে কম	গ. প্রাথমিক	ঘ. মাধ্যমিক
ঙ. উচ্চ-মাধ্যমিক	চ. সন্ধান ও উচ্চতর		
৬. বৈবাহিক অবস্থা:

ক. অবিবাহিত	খ. বিবাহিত	গ. বিবাহ-বিচ্ছেদ	ঘ. বিধবা
ঙ. পুনরায় বিবাহিত	চ. আলাদা থাকে		
৭. সন্তান: ক. হ্যাঁ খ. না

৭.১ কতজন (যদি থাকে)

৮. গৃহকর্মী হিসাবে কাজের মোট অভিজ্ঞতা:

- | | | | |
|---------------|------------------|------------------|-------------|
| ক. ৬ মাসের কম | খ. ৬ মাস - ১ বছর | গ. ১-৫ বছর | ঘ. ৬-১০ বছর |
| ঙ. ১১-১৫ বছর | চ. ১৬-২০ বছর | ছ. ২১ বছরের বেশি | |

৯. বর্তমান জায়গায় কাজের সময়:

- | | | | |
|---------------|------------------|------------------|-------------|
| ক. ৬ মাসের কম | খ. ৬ মাস - ১ বছর | গ. ১-৫ বছর | ঘ. ৬-১০ বছর |
| ঙ. ১১-১৫ বছর | চ. ১৬-২০ বছর | ছ. ২১ বছরের বেশি | |

১০. আপনি গৃহকর্মী কাজের উপর কোন প্রশিক্ষণ পেয়েছেন কি?

ক. হ্যাঁ

খ. না

১০.১ যদি হ্যাঁ হয়, কোন ধরনের প্রশিক্ষণ পেয়েছেন?

ক. আনুষ্ঠানিক

খ. অনানুষ্ঠানিক

১১. আপনি এখানে কিভাবে এসেছেন (এই কর্মক্ষেত্রে কিভাবে নিয়োগ পেয়েছেন) ?

- | | | | |
|--------------------------|-------------------------------------|----------------------------|----------------------|
| ক. বাড়ি মালিকের মাধ্যমে | খ. ব্যক্তিগত নিয়োগ সংস্থার মাধ্যমে | গ. বাবা-মা | ঘ. আত্মীয়ের মাধ্যমে |
| ঙ. এনজিওর মাধ্যমে | চ. অন্য গৃহকর্মীর মাধ্যমে | ছ. মোবাইল অ্যাপসের মাধ্যমে | |

১২. নিয়োগকর্তার সাথে সম্পর্ক:

ক. আত্মীয়

খ. অনাত্মীয়

বিস্তারিত:

১৩. কোন ধরনের লিখিত চুক্তিপত্র/নিয়োগপত্র কি আপনার নিয়োগকর্তা/ নিয়োগকর্তীর সাথে হয়েছে ?

ক. হ্যাঁ

খ. না

১৩.১ যদি না হয়ে থাকে, আপনি কি এ ব্যাপারে বলেছিলেন/ দাবী করেছিলেন ?

খ. অভিবাসনের অভিজ্ঞতা

১৩. আপনি কোন্ জেলায় অনুপ্রবেশ করেন?

১৪. ঢাকার আসার আগে আপনি কোন্ জেলায় বসবাস করতেন?

১৫. আপনি ঢাকায় শুধুমাত্র গৃহকর্মী হিসাবে কাজের জন্যই এসেছেন কি ?

ক. হ্যাঁ

খ. না

১৫.১ আপনি এই কাজ বেছে নিয়েছেন কেন ?

ক. একমাত্র উপায় এটাই ছিল

খ. এটাই ভাল

গ. জোরপূর্বক/প্রতারণিত (সম্মতি ছিল না)

ঘ. তেমন কোন কারণ নেই, উপার্জন করতে চেয়েছিলাম

বিস্তারিত (যদি বলতে চান):

গ. কাজের শৌভন ও উপযুক্ত পরিবেশের অভাব

১৬. চাকরির সময় চাকরির পূর্ণাঙ্গ শর্তাবলী (ব্যাব্য দিন) সম্পর্কে আপনি সচেতন ছিলেন কি ?

ক. হ্যাঁ

খ. না

১৬.১ যদি হ্যাঁ হয়, কে এই তথ্য দিয়েছেন ?

রাতের কাজসহ অত্যধিক কাজের ঘন্টা ম্যাপিং

১৭. আপনি সাধারণত কর্মস্থলে কখন কাজ শুরু করেন?

সকাল ৫ টায়	সকাল ৬ টায়	সকাল ৭ টায়
সকাল ৮ টায়	সকাল ৯ টায়	সকাল ১০ টায়

১৮. আপনি সাধারণত কর্মস্থলে কখন কাজ শেষ করেন?

রাত ৭ টায়	রাত ৮ টায়	রাত ৯ টায়
রাত ১০ টায়	রাত ১১ টায়	রাত ১২ টা বা পরে

১৯. আপনি দিনে কত ঘন্টা কাজ করেন?

৬ ঘন্টা	৭ ঘন্টা	৮ ঘন্টা	৯ ঘন্টা	১০ ঘন্টা
১১ ঘন্টা	১২ ঘন্টা	১৩ ঘন্টা	১৪ ঘন্টা	১৫ ঘন্টা বা বেশি

দৈনিক বিশ্রামের সময়

২০. কর্মক্ষেত্রে আপনার কাজের জায়গায় কোন বিরতি/ বিশ্রাম/ অবসরকালীন সময় থাকে কি? ক. হ্যাঁ খ. না

২০.১ আপনি কতবার বিরতির সময় পান?

ক. একবার	খ. দুইবার	গ. তিনবার	ঘ. চারবার	ঙ. চারবারের বেশি
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২০.২ দিনে আপনার মোট বিরতির সময় কত?

ক. ৩০ মিনিট	খ. ১ ঘন্টা	গ. ২ ঘন্টা	ঘ. ২ ঘন্টার বেশি
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২১. আপনার অবসর সময় আপনার জন্য যথেষ্ট কি? ক. হ্যাঁ খ. না

২২. আপনি যদি কোন বিশ্রামের সময় না পেয়ে থাকেন, কখনো কি চেয়েছেন বা প্রতিবাদ করেছেন? ক. হ্যাঁ খ. না

যদি হ্যাঁ হয়, পরবর্তীতে কি ঘটেছে?

২৩. আপনি যদি বিশ্রাম বাদেও অবসর সময় পান, সে সময়ে কি করেন?

ক. নিজের কাজ করি

খ. নিয়োগকর্তার / কর্তার শাঙ্কী-কাপড় এবং অন্যান্য ব্যবসার কাজে সহযোগিতা

গ. অন্যান্য:

ছুটি এবং বিশ্রামের সময়

২৪. আপনার কোন সাপ্তাহিক ছুটি আছে কি? ক. হ্যাঁ খ. না

২৪.১ আপনি ১ সপ্তাহে টানা ২৪ ঘন্টা ছুটি পান কি? ক. হ্যাঁ খ. না

২৪.২ আপনি বার্ষিক কোন ছুটি পান কি? ক. হ্যাঁ খ. না

২৪.৩ যদি হ্যাঁ হয়, আপনার এই ছুটির জন্য নিয়োগকর্তা আপনার বেতন কর্তন করেন কি? ক. হ্যাঁ খ. না

২৫. আপনার প্রয়োজনীয়তা অনুযায়ী (মাতৃত্ব এবং বিনোদনমূলক) কোন ছুটি পান কি ? ক. হ্যাঁ খ. না
২৬. আপনার বাহিরে যাওয়ার কোন স্বাধীনতা আছে কি ? ক. হ্যাঁ খ. না
২৭. এই চাকরি ছেড়ে যাওয়ার স্বাধীনতা আপনার আছে কি ? ক. হ্যাঁ খ. না

কাজের ধরন

২৮. আপনি একজন গৃহকর্মী হিসাবে নিম্নলিখিত কোন কাজগুলো করেন?

ক. রান্নাকরা	খ. কাপড় ধোয়া	গ. ঘর পরিষ্কার করা	ঘ. শিশুদের দেখাশোনা
ঙ. শিশুদের স্কুলে নেওয়া	চ. থালা-বাসন ধোয়া	ছ. মসলা তৈরী করা	জ. বিছানা গোছানো
ঝ. বৃদ্ধদের দেখাশোনা	ঞ. কেনাকাটা/বাজার করা	ট. কাপড় ইস্ত্রি করা	ঠ. বাসা দেখাশোনা
ড. বাগান করা	ঢ. বাবার পরিবেশন করা	ণ. শিশুদেও বেলাখুলার সময় সেখানে দাড়িয়ে তাদের খেয়াশ রাখা	ত. সিঁড়ি পরিষ্কার
ধ. বাথরুম পরিষ্কার	দ. ময়লা ফেলা	দ. অন্যান্য	

২৮.১. নীচের কোন মেশিন / উপকরণ আপনি ব্যবহার করতে পারেন?

- ক. ওয়াশিং মেশিন খ. ওভেন (নরমাশ/মাইক্রোওয়েভ) গ. ব্লেন্ডার/জুসার
- ঘ. রুটি মেকার ঙ. ড্যাকিউম ক্লিনার চ. স্যান্ডউইচ মেকার
- ছ. টোস্টার জ. মপ ঝ. রাইস কুকার
- ঞ. ইলেক্ট্রিক ট. অন্যান্য

২৮.২. যদি হ্যাঁ হয়, আপনি কোথা থেকে এগুলোর ব্যবহার শিখেছেন?

২৮.৩. আপনি বর্তমান কাজে থাকাকালীন কোন্‌গুলো ব্যবহার করা শিখেছেন?

২৯. যদি আপনার নিয়োগকর্তা আপনার কাজে খুশি হন, তবে তিনি আপনার সম্পর্কে প্রশংসা করেন কি? ক. হ্যাঁ খ. না

যদি হ্যাঁ হয়, এই ধরনের একটি ঘটনা বর্ণনা করুন

মজুরি পরিমাপ এবং মজুরি অবনতি

৩০. আপনার কাজের জন্য আপনি মজুরি বা বেতন পান কি ? ক. হ্যাঁ খ. না

৩০.১ যদি হ্যাঁ হয়, তাহলে আপনি মাসে কত টাকা পান?

ক. ১০০-৫০০	খ. ৬০০-১০০০	গ. ১১০০-১৫০০	ঘ. ১৬০০-২০০০
ঙ. ২১০০-২৫০০	চ. ২৬০০-৩০০০	ছ. ৩১০০-৩৫০০	জ. ৩৬০০-৪০০০
ঝ. ৪১০০-৪৫০০	ঞ. ৪৬০০-৫০০০	ট. ৫১০০-৫৫০০	ঠ. ৫৬০০ বা তার অধিক

৩১. আপনি নিয়মিত আপনার মজুরি/বেতন পান কি ? ক. হ্যাঁ খ. না

৩১.১ যদি না হয়, তার কারণগুলো বর্ণনা করুন.....

৩২. আপনার নিয়োগকর্তা বেতন পরিশোধের জন্য প্রায়ই দীর্ঘ বিরতি নেন কি? ক. হ্যাঁ খ. না

৩২.১ যদি হ্যাঁ হয়, কতদিন সময় নেন?

- ক. ২ সপ্তাহ খ. ১ মাস গ. ২ মাস ঘ. ৩ মাস বা তার বেশি

৩৩. বেতন / মজুরি পাননি এমন কখনও হয়েছে ?

৩৪. আপনি কি সম্পূর্ণ বেতন পান, না আংশিক ?

৩৫. কে এই বেতন গ্রহণ করেন?

- ক. আপনি নিজেই খ. আপনার বাবা-মা গ. আপনার আত্মীয় ঘ. আপনার নিয়োগ সংস্থা
ঙ. আপনার মালিক এটা সংরক্ষিত রাখে ছ. অন্যান্য

৩৬. আপনার এই বেতন ব্যয় করার সম্পূর্ণ স্বাধীনতা আছে কি ? ক. হ্যা খ. না

৩৬.১ যদি হ্যা হয়, কোন ক্ষেত্রে (পারিবারিক বা ব্যক্তিগত) আপনার অর্থ ব্যয় করেন?

বিস্তারিত:

৩৬.২ যদি না হয়, কেন?

বিস্তারিত:

৩৭. আপনি এই বেতন দিয়ে কি করেন?

- ক. এটা জমান খ. বাবা-মাকে দেন গ. আত্মীয়কে দেন ঘ. নিয়োগ সংস্থাকে দেন
ঙ. বাচ্চাদের স্কুল/কলেজ ফি চ. স্বামীকে সহায়তা করেন ছ. নিজের জন্য ব্যয় করেন জ. সংসারের খরচ
ঝ. অন্যান্য

৩৮. এই বেতনে আপনি কতটা সন্তুষ্ট?

মোটাই না	সামান্য সন্তুষ্ট	নিরপেক্ষ	সন্তুষ্ট	খুব বেশি সন্তুষ্ট
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৩৯. অতিরিক্ত কাজের জন্য আপনার নিয়োগকর্তা আপনাকে অতিরিক্ত অর্থ প্রদান করেন কি ? ক. হ্যা খ. না

এমন একটি ঘটনা বর্ণনা করুন:

৪০. আপনি কম কাজ করলে, নিয়োগকর্তা আপনার বেতন কটন করেন কি ? ক. হ্যা খ. না

৪১. আপনি বেতন ছাড়া অন্য কোন সুবিধা পান কি ? ক. হ্যা খ. না

৪১.১ যদি হ্যা হয়, বিস্তারিত:

৪২. আপনার নিয়োগকর্তা আপনার চাহিদা/প্রয়োজনীয়তা অনুযায়ী বেতন বৃদ্ধি করেন কি ? ক. হ্যা খ. না

এমন একটি ঘটনা বর্ণনা করুন:

৪৩. আপনি কি উপায়ে আপনার মজুরি পান?

- ক. নগদ খ. ব্যাংক হিসাব / বি-ক্যাশ গ. জিনিসের বিনিময়ে ঘ. সেবা বিনিময়ে
ঙ. অন্যান্য

বিস্তারিত:

ঘ. নিরাপদ কাজের শর্তাবলীর ঘাটতি / অপব্যবহার

৪৪. (গুরুত্বপূর্ণ শিশু গৃহকর্মীদের ক্ষেত্রে) - আপনি কোন ধরনের কাজের সাথে জড়িত?

- ক. ভারী কিছু উত্তোলন খ. আগুন নিয়ে কাজ গ. গরম চুলা ঘ. বৈদ্যুতিক তারের মেরামতি কাজ
 ঙ. বৈদ্যুতিক কাটআউট/সার্কিট ব্রেকার ঠিক করা চ. ধারালো কিছু দিয়ে ছ. অন্যান্য

বিস্তারিত:

৪৫. আপনি কি এমন কোন কাজ করেন, যা আপনার স্বাস্থ্যের জন্য ক্ষতিকর বা ঝুঁকিপূর্ণ? ক. হ্যাঁ খ. না

৪৫.১ যদি হ্যাঁ হয়, বিস্তারিত:

৪৬. কাজের সাথে সম্পর্কিত বিপদ এবং ঝুঁকি বিষয়ে আপনি কিভাবে ভাবেন (আপনার অভিজ্ঞতা অনুসারে)?

বিস্তারিত:

৪৭. আপনি কখন অতিরিক্ত শারীরিক বা মানসিক চাপ নিয়েও কাজ করতে বাধ্য হয়েছেন কি? ক. হ্যাঁ খ. না

বিস্তারিত:

৪৮. কর্মক্ষেত্রে আপনি কোন গালামর্দের শিকার হয়েছেন কি?

ক. একদমই না	খ. রেয়ারলি (কদাচিৎ)	গ. মাঝে-মধ্যে	ঘ. প্রায়ই	ঙ. বেশ ঘন ঘন
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৪৮.১ কে এটা করে?

ক. পুরুষ নিয়োগকারী	খ. মহিলা নিয়োগকারী	গ. কন্যা (রা)	ঘ. পুত্র (রা)	ঙ. অন্য কেউ
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৪৮.২ মৌখিকভাবে হয়রানির ধরন এবং প্রকৃতি বর্ণনা করুন:

.....

৪৮.৩ কোন ঘটনার পর এটা সাধারণত শুরু হয়?

৪৯. কর্মক্ষেত্রে আপনি কি মানসিকভাবে নিবাসিত হন?

ক. একদমই না	খ. রেয়ারলি (কদাচিৎ)	গ. মাঝে-মধ্যে	ঘ. প্রায়ই	ঙ. বেশ ঘন ঘন
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৪৯.১ কে এটা করে?

ক. পুরুষ নিয়োগকারী	খ. মহিলা নিয়োগকারী	গ. কন্যা (রা)	ঘ. পুত্র (রা)	ঙ. অন্য কেউ
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৪৯.২ মানসিক নিবাসনের ধরন এবং প্রকৃতি বর্ণনা করুন:

.....

৪৯.৩ কোন ঘটনার পর এটা সাধারণত শুরু হয়?

৫০. কর্মক্ষেত্রে আপনি কি শারীরিকভাবে লাঞ্চিত হন?

ক. একদমই না	খ. রেয়ারলি (কদাচিৎ)	গ. মাঝে-মধ্যে	ঘ. প্রায়ই	ঙ. বেশ ঘন ঘন
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৫০.১ কে এটা করে?

ক. পুরুষ নিয়োগকারী	খ. মহিলা নিয়োগকারী	গ. কন্যা (রা)	ঘ. পুত্র (রা)	ঙ. অন্য কেউ
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৫০.২ কখন, কেন এবং কিভাবে এটা শুরু হয় বলে আপনি মনে করেন (আপনার বা নিয়োগকর্তার কোন ধরনের কথা বা কর্মের পরে)?

বিস্তারিত:

৫১. কর্মক্ষেত্রে আপনি কোন ধরনের যৌন হয়রানির (ব্যাখ্যা দিন) শিকার হন কি ?

ক. একদমই না	খ. রেয়ারলি (কদাচিৎ)	গ. মাঝে-মধ্যে	ঘ. প্রায়ই	ঙ. বেশ ঘন ঘন
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৫১.১ কে এটা করে?

ক. পুরুষ নিয়োগকারী	খ. মহিলা নিয়োগকারী	গ. কন্যা (রা)	ঘ. পুত্র (রা)	ঙ. অন্য কেউ
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৫১.২ কখন আপনি মনে করেন এটা ঘটে/শুরু হয়?

বিস্তারিত:

৫২. কর্মক্ষেত্রে আপনি খাবারের কষ্ট অনুভব করেন কি ?

ক. হ্যাঁ খ. না

যদি হ্যাঁ হয়,

৫২.১ আপনি দিনে অন্তত তিনবার খেতে পান কি ?

ক. হ্যাঁ খ. না

৫২.২ আপনার ক্ষুধা পূরণে খাদ্যের পরিমাণ যথেষ্ট কি ?

ক. হ্যাঁ খ. না

৫২.৩ আপনি দিনে একবার বা দুইবার হালকা নাস্তা পান কি?

ক. হ্যাঁ খ. না

৫২.৪ আপনি এবং আপনার নিয়োগকর্তা একই খাবার খেতে পান কি ?

ক. হ্যাঁ খ. না

৫২.৫ আপনি বাসি খাবার খেতে বাধ্য হন কি ?

ক. হ্যাঁ খ. মাঝে-মধ্যে গ. না

৫২.৬ আপনি নষ্ট খাবার খান কি ?

ক. হ্যাঁ খ. মাঝে-মধ্যে গ. না

বিস্তারিত (যদি বলতে চান):

৫৩. কর্মক্ষেত্রে আপনি আটকাবস্থা বোধ (চলাফেরার স্বাধীনতা সীমিত) করেন কি ?

ক. হ্যাঁ খ. না

৫৩.১. আপনি বাড়িতে কথা বলার জন্য মোবাইল ব্যবহার করতে পারেন কি ?

ক. হ্যাঁ খ. না

৫৩.২ নিয়োগকর্তা বাইরে গেলে, কর্মক্ষেত্রে আপনি বন্দী থাকেন কি ?

ক. হ্যাঁ খ. না

৫৩.৩ আপনার নিজের প্রয়োজনে বাইরে যাওয়ার জন্য অনুমতি পান কি?

ক. হ্যাঁ খ. না

বিস্তারিত :

৫৩.৪ আপনার নিজের কী উদ্দেশ্যে কর্মক্ষেত্রে বাইরে যাওয়ার প্রয়োজন অনুভব করেন?

বিস্তারিত :

৫৩.৫ আপনি একা বাইরে যেতে পারেন কি ? নাকি বাইরে গেলে আপনাকে নজরদারিতে রাখা হয় ?

বিস্তারিত :

৫৩.৬ আপনাকে অন্য কারোও সাথে কথা বলতে দেয়া হয় কি ? ক. হ্যাঁ খ. না

৫৪. কর্মক্ষেত্রে আপনি অসুস্থ বা আহত হলে নিয়োগকর্তার কাছ থেকে কোন চিকিৎসা সহায়তা পান কি ? ক. হ্যাঁ খ. না

৫৪.১ যদি হ্যাঁ হয়, কি ধরনের চিকিৎসা সহায়তা পান?

- ক. মেডিকেল ডাক্তারের দ্বারা চেকআপ
- খ. প্রয়োজনে হাসপাতালে ভর্তি
- গ. হাসপাতালে ভর্তির পর ঔষধ সরবরাহ
- ঘ. হোমিওপ্যাথিক চিকিৎসা
- ঙ. হারবাণ চিকিৎসা
- চ. ডাক্তারের পরামর্শ ব্যতীত ঔষধ দেয়
- ছ. অন্যান্য

বিস্তারিত :

৫৪.২ শেষ কবে আপনি অসুস্থ হয়েছেন ?

৫৪.৩ সে সময়ে নিয়োগকর্তার কাছ থেকে আপনি কি ধরনের সাহায্য পেয়েছেন ?

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৫৪.৪ গত ছয় মাসে কয়বার অসুস্থ হয়েছেন ?

৫৫. আপনি একজন গৃহকর্মী হিসেবে আপনার কাজের সময়কালে কখনও গর্ভবতী ছিলেন কি ? ক. হ্যাঁ খ. না

৫৫.১ যদি হ্যাঁ হয়, কোন মাতৃত্বকালীন ছুটি বা অন্যান্য সাহায্য পেয়েছেন কি ? ক. হ্যাঁ খ. না

বিস্তারিত :

৫৬. আপনি কি মনে করেন আপনার কর্মক্ষেত্রে সঠিক পরিষ্কার পরিচ্ছন্নতার সুবিধা আছে? ক. হ্যাঁ খ. না

৫৬.১ আপনার ব্যবহারের জন্য পৃথক টয়লেট আছে কি ? ক. হ্যাঁ খ. না

৫৬.২ আপনি কি মনে করেন কর্মক্ষেত্রে সঠিক স্যানিটেশন সুবিধা আছে? ক. হ্যাঁ খ. না

৫৬.৩ আপনার কর্মক্ষেত্রে পরিষ্কার স্যানিটারি সুবিধা আছে কি? ক. হ্যাঁ খ. না

৫৬.৪ আপনি প্রয়োজন অনুযায়ী টুথ ব্রাশ, টুথ পেস্ট, সাবান এবং অন্যান্য টয়লেটের পান কি ?

ক. হ্যাঁ খ. না

৫৬.৫ আপনার প্রয়োজনীয় টয়লেটের কে কিনে ? ক. নিজে খ. নিয়োগকর্তা

৫৬.৬ (গুরুত্বপূর্ণ নথি) নিয়োগকর্তা আপনার মাসিক চলাকালীন স্যানিটারি ন্যাপকিন প্রদান করেন কি ?

ক. হ্যাঁ খ. না

৫৭. আপনার ঘুমানোর জন্য প্রয়োজনীয় বিছানার ব্যবস্থা আছে কি ? ক. হ্যাঁ খ. না

৫৭.১ আপনি যে ঘরে ঘুমান, সেখানে কি পর্যাপ্ত বাতাস চলাচলের ব্যবস্থা আছে ? ক. হ্যাঁ খ. না

৫৭.২ আপনার ঘুমানোর ঘরটি কি নিরাপদ ? সেখানে ভিতর থেকে ছিটকিনি লাগানোর ব্যবস্থা আছে কি ? ক.হ্যাঁ খ.না
৫৭.৩ ঘুমানোর ঘরে ব্যক্তিগত গোপনীয়তা রক্ষার সুযোগ আছে কি ? ক. হ্যাঁ খ. না

৫৮. আপনি স্বাধীনভাবে আপনার মতামত প্রকাশ করতে পারেন কি ? ক. হ্যাঁ খ. না

৫৮.১ সাধারণত কোন্ মতামত গ্রহণ বা শোনা হয় এবং কোন্টি শোনা হয় না?

বিস্তারিত :

৫৯. আপনার কি সামাজিক সুরক্ষা আছে (নিয়োগকর্তা বা কোন ব্যক্তি বা সংস্থা দ্বারা) ? ক. হ্যাঁ খ. না

৫৯.১ কোন অসুবিধায় (যেমন অর্থনৈতিক সমস্যা, নির্যাতন, মানসিক সাহায্য, অন্যান্য) পড়লে আপনি প্রথম কাকে ডাকেন
বা কার (নিয়োগকর্তা বাদে) কাছে যান?
ক. পার্শ্ববর্তী বাড়ির/ফ্ল্যাটের গৃহকর্মীর কাছে
খ. নিজের পরিবার
গ. একই শহরে বসবাসকারী আত্মীয়
ঘ. বন্ধুবান্ধব
ঙ. গৃহকর্মীদের নেটওয়ার্ক (যে আপনাকে এখানে প্রথমে এনেছেন)
চ. অন্যান্য

বিস্তারিত :

৫৯.২ আপনি এই মানুষদের থেকে কী ধরনের সমর্থন আশা করেন?

বিস্তারিত :

৫৯.৩ অসুবিধায় পড়লে আপনার নেটওয়ার্ক থেকে কী ধরনের সমর্থন পান ?

বিস্তারিত :

৫৯.৪ আপনি কি কোন প্রতিষ্ঠান বা সংস্থার সদস্য দ্বারা গৃহকর্মী সরবরাহ করে? ক. হ্যাঁ খ. না

যদি হ্যাঁ হয়, কোনটি ?

যদি হ্যাঁ হয়, এটা সাহায্য করে ? কিসাবে ?

৬০. কর্মক্ষেত্রে আপনি বিনোদনমূলক সুযোগ পান কি ? ক. হ্যাঁ খ. না
যদি হ্যাঁ হয়, ক. টেলিভিশন দেখা খ. বাইরে যাওয়া
গ. অন্যান্য গৃহকর্মীর সাথে কথা বলা ঘ. পরিবার/বন্ধুদের সাথে ফোনে কথা বলা

৬১. কর্মক্ষেত্রে আপনি অনিরাপদ অনুভব করেন কি ?

ক. হ্যা

খ. না

৬১.১ আপনার অভিজ্ঞতা অনুযায়ী কর্মক্ষেত্রে কোন ধরনের নিরাপত্তার অভাব আছে কি ?

বিস্তারিত :

৬২. আপনি আপনার নিজের জীবনের সিদ্ধান্ত নিতে পারেন কি ?

ক. হ্যা

খ. না

৬২.১ যদি না হয়, কে সেই অধিকার রাখে ?

৬৩. বাড়িতে আপনার পারিবারিক দায়িত্ব কি ?

৬৩.১ আপনি কিভাবে এই দায়িত্ব পালন করেন?

বিস্তারিত :

৬৩.২ আপনার পরিবার কি উপলব্ধি করে যে পরিবার পরিচালনায় আপনি কর্তব্যপরায়ণ? ক. হ্যা

খ. না

বিস্তারিত :

৬৪. আপনি কি জীবন ও কাজের ভারসাম্য বুঝতে পারেন ?

৬৪.১ আপনি জীবন ও কাজের মধ্যে ভারসাম্য সম্পর্কে কি মনে করেন ?

.....

ব্যাখ্যা সূচক:

কাজের চাপ বনাম বিনোদন

বিশ্রামের সময় বাদেও অবসর সময় পাওয়া

কাজ বনাম পরিবারকে সময় দেওয়া

ইচ্ছা হলে বাগানে কাজ করা (যেখানে প্রয়োজ্য)

প্রয়োজন মত ছুটি পাওয়া

কাজ বনাম মাঝে মাঝে বের হওয়া

মন চাইলে কোন শব্দের কাজ করা

ঘরে পোষা পাখি বা জন্তুর সাথে খেলা/বাওয়ানো/পরিষ্কার করা (যেখানে প্রয়োজ্য)

৬৫. নিচে বর্ণিত কোন ধরনের প্রচার মাধ্যম আপনার মনোযোগ আকর্ষণ বা কল্পনায় জায়গা করে নেয় ?

- ক. টেলিভিশন বিজ্ঞাপন
- খ. রাস্তার বিলবোর্ড
- গ. সংবাদপত্র বিজ্ঞাপন
- ঘ. সংবাদপত্র শিরোনাম
- ঙ. এলাকায় মাইকিং
- চ. কোন ব্যক্তির সাথে মুখোমুখি কথোপকথন
- ছ. অন্যান্য

বিস্তারিত :

৬৬. নিচে বর্ণিত কোন ধরনের সংঘ আপনার মতামতকে ভালভাবে সমর্থন করবে, আপনার সমস্যাগুলোর সমাধান করবে?

- ক. গৃহকর্মীদের সংঘ
- খ. ট্রেড ইউনিয়ন
- গ. প্রাইভেট এজেন্সি
- ঘ. সরকারি সংস্থা
- ঙ. গৃহকর্মীদের সাথে কাজ করে এমন এনজিও
- চ. লিগাল এইড গ্রুপ/ সিএসও
- ছ. অন্যান্য

বিস্তারিত :

ঙ. নীতি সচেতনতা

৬৭. আপনি কি জানেন যে বাংলাদেশ সরকার একটি 'গৃহকর্মী সুরক্ষা ও কল্যাণ নীতিমালা ২০১৫' গ্রহণ করেছে? ক.হ্যাঁ খ. না

৬৭.১ যদি হ্যাঁ হয়, আপনি কিভাবে এটি সম্পর্কে জানতে পারেন?

.....

৬৭.২ 'গৃহকর্মী সুরক্ষা ও কল্যাণ নীতি ২০১৫' সম্পর্কে আরও বিস্তারিত আপনার কিছু জানা আছে কি ?

.....

চ. গৃহকর্মীর সামাজিক অর্থনৈতিক অবস্থা (উৎস জেলার অবস্থা)

গৃহকর্মীর এসেট রোস্টার							
গ্রন্থ নম্বর: ৬৮							
স্থানীয় মালিকানা				জমির পরিমাণ (ডেসিমিনে)			
আশেপাশের পুকুরসহ ঐনের বাসস্থান							
স্থানীয় উপজেলা, জেলা, মহানগর শহরে বাসস্থান জমি							
স্থানীয় বাজারে বা অন্য জেলার বাণিজ্যিক জমি							
কৃষি জমি							

গৃহকর্মীদের মানব উন্নয়ন সূচক		
গ্রন্থ : ৬৯	বসত ভিটার মালিকানা	
	বাড়ির মালিক	০১
	ভাড়াটিয়া	০২
	মালিকানা না কিন্তু ভাড়া ব্যতীত	০৩
	অশ্যান্য (উল্লেখ) :.....	২৫
গ্রন্থ : ৭০	বাড়ির ধরন	
	মাটির/ঝড়ের/বাসের	০১
	টিশ/ সেমি কাঁচা	০২
	সেমি পাকা (টিশের ছাদ-ইটের প্রাচীর)	০৩
	পাকা	০৪
	অশ্যান্য (উল্লেখ) :.....	২৫
গ্রন্থ : ৭১	বসত ভিটার সাইজ (বর্গ ফুটে)	
গ্রন্থ : ৭২	বাঁচার পানির উৎস	
	পাহির বা ওয়ালা পানির লাইন	০১
	শলকুণ/গঞ্জির শলকুণ	০২
	পুকুর/ নদী / সরবর	০৩
	বৃষ্টির পানি / কপাঁর পানি	০৪
	অশ্যান্য (উল্লেখ) :.....	২৫
গ্রন্থ : ৭৩	বাড়ির উৎস	
	বিস্মৃৎ	০১
	সৌর প্যানেল	০২
	কেয়োসিস	০৩
	অশ্যান্য (উল্লেখ) :.....	২৫
গ্রন্থ : ৭৪	পারবানার ধরন	
	পাকা স্যানিটারি ল্যাট্রিন	০১
	প্লাব / রিং ল্যাট্রিন	০২
	কাচা পারবানার	০৩
	বোঁলা জায়গা বা ল্যাট্রিন শহি	০৪
	অশ্যান্য (উল্লেখ) :.....	২৫

ধাপ : ৭৫	এলাকার সশস্ত্র এসেলে	
	চুল/মস্তা/দেশ বিদ্যায়	০১
	কোট এমার	০২
	মসজিদ এপিফন কেন্দ্র / তুবিয়া	০৩
	জমায়ের - চান, ফুলমঠ ইত্যাদি	০৪
	খোশা জায়গার (পার্ক, বামার জমি ইত্যাদি) - মোরাকেরা	০৫
ধাপ : ৭৬	অটোমোবিল সড়কের সড়ক	
	এলাকার সামাজিক অধিকার (সামাজিক)	
	সামাজিক বার পরিদর্শন	০১
	সামাজিক ট্রেনিক	০২
	নিয়মিত ট্রেনিক	০৩
	হাসপাতাল	০৪
	খাদ্য নিয়ন্ত্রণ	
	খাবার পাওয়া যায়	০১
	খাবার কিনতে যেতে পারা	০২
	জরুরি খাবার	০৩
	পরিবারের সদস্যদের অসুস্থতা বা সীমাবদ্ধতা	হ্যা-১ না-২
	মানসিকভাবে চ্যালেঞ্জ	০১
	পারিবারিকভাবে চ্যালেঞ্জ	০২
	প্যারালাইজ	০৩
	আর্থিকভাবে কঠিন	০৪
	কণ	হ্যা-১ না-২ এন/এ-৮৮
	কেন্দ্র নেওয়া শেষ	০১
	বর্তমান সমস্যা	০২
	সমস্যানো ব্যাঙ্ক	০৩
	চলারকর- চলারকর হাতে ব্যাঙ্ক	০৪
	আইনগত সহায়তা	হ্যা-১ না-২
	এলাকার পাওয়া যায়	০১
	সামাজিক বাধ্য থাকার যেতে পারবে না	০২
	সার্কিস নেয়ার সামর্থ আছে	০৩
	সার্কিস নিজে উপভুক্ত হয়েছে	০৪
	ব্যাকরণ (পরিবহন)	হ্যা-১ না-২
	ব্যাকরণের সামর্থ নেই	০১
	সামর্থ আছে কিন্তু ধর্মীয় কারণে পরিবহন পেয়ার করেন না	০২
	সামর্থ আছে কিন্তু অনার্পিতের কারণে পরিবহন পেয়ার করেন না	০৩
	সহযোগ (যোগাযোগ)	হ্যা-১ না-২
	কেনে সড়ক	০১
	ইন্টারনেটের মাধ্যমে সড়ক (ই-মেইল)	০২
	সরকারী আর্থ	হ্যা-১ না-২
	বয়স্ক আর্থ	০১
	হক-সরকারী আর্থ	০২
	ডি,বি,এক কার্ড	০৩
	একিবদী আর্থ	০৪
ধাপ : ৭৭	পরিবারে শিক্ষার প্রদর্শন অধিশার অধিকার	হ্যা-১ না-২
	দেশবাসী পারিবারিক ব্যাপার	০১
	বাড়ারের পড়াশোনা	০২
	বয়সের বাক শিক্ষার	০৩
	পণ্ড-পারিবার-ভূমি বিবরণ	০৪
	বাবার ও অশাশা বিবরণ	০৫
	বৈবাহিক ব্যাপার (মেয়ের বিয়ে)	০৬
	ভূমি জর-বিবরণ	০৭

মার্ট প্যারিগের শোট:

**Appendix 3: Survey Questionnaire for
Live-out Domestic Workers in Bangladesh (Bangla Version)**

বাংলাদেশের গৃহকর্মীদের আর্থ-সামাজিক অবস্থার উপর গবেষণা

লিড-আউট গৃহকর্মীদের প্রশ্নপত্র

নির্দেশনা: এই প্রশ্নাবলী গবেষণার উদ্দেশ্যে ব্যবহার করা হবে। কোন তথ্য গবেষক ছাড়া অন্য কাউকে প্রকাশ করা হবে না। গোপনীয়তা কঠোরভাবে রক্ষাবেন্দন করা হবে।

প্রশ্নপত্র কোড নম্বর (এসপিএসএস এর জন্য):	জন্মের এলাকা:	মাঠ পর্বতার গবেষক:
তথ্য সংগ্রহের তারিখ:	বাসার ঠিকানা এবং বোঝাযোগের নম্বর:	মাঠ পর্বতার দুপারকর্মী:
পরিবারের আকার:	নিয়োগকর্তার পেশা:	একটি বাসার কতজন গৃহকর্মী কাজ করছেন:

ক. গৃহকর্মীর জনতাত্ত্বিক তথ্য

১. লিঙ্গ: ক. মহিলা খ. পুরুষ গ. হিজড়া
২. বয়স সীমা:

ক. ৫-১০ বছর	খ. ১১-১৪ বছর	গ. ১৫-১৭ বছর	ঘ. ১৮-২৪ বছর	ঙ. ২৫-৩১ বছর
চ. ৩২-৩৮ বছর	ছ. ৩৯-৪৫ বছর	জ. ৪৬-৫১ বছর	ঝ. ৫২+	
৩. জাতিসত্তা: ক. বাংলাদেশী খ. আদিবাসী (পার্বত্য চট্টগ্রাম) গ. আদিবাসী (বাংলাদেশের অন্যান্য জায়গা)
৪. ধর্ম: ক. মুসলিম খ. হিন্দু গ. খ্রিস্টান ঘ. বৌদ্ধ ঙ. অন্যান্য
৫. শিক্ষাবান:

ক. স্কুলে যায়নি	খ. প্রাথমিকের থেকে কম	গ. প্রাথমিক	ঘ. মাধ্যমিক
ঙ. উচ্চ-মাধ্যমিক	চ. সন্ধান ও উচ্চতর		
৬. বৈবাহিক অবস্থা:

ক. অবিবাহিত	খ. বিবাহিত	গ. বিবাহ-বিচ্ছেদ	ঘ. বিধবা
ঙ. পুনরায় বিবাহিত	চ. আলাদা থাকে		
৭. সন্তান: ক. হ্যাঁ খ. না

৭.১ কতজন (যদি থাকে)

৮. গৃহকর্মী হিসাবে কাজের মোট অভিজ্ঞতা:

- | | | | |
|---------------|------------------|------------------|-------------|
| ক. ৬ মাসের কম | খ. ৬ মাস - ১ বছর | গ. ১-৫ বছর | ঘ. ৬-১০ বছর |
| ঙ. ১১-১৫ বছর | চ. ১৬-২০ বছর | ছ. ২১ বছরের বেশি | |

৯. বর্তমান জারগণার কাজের সময়:

- | | | | |
|---------------|------------------|------------------|-------------|
| ক. ৬ মাসের কম | খ. ৬ মাস - ১ বছর | গ. ১-৫ বছর | ঘ. ৬-১০ বছর |
| ঙ. ১১-১৫ বছর | চ. ১৬-২০ বছর | ছ. ২১ বছরের বেশি | |

১০. আপনি গৃহকর্মী হিসাবে কাজের উপর কোন প্রশিক্ষণ পেয়েছেন কি?

১০.১ যদি হ্যাঁ হয়, কোন ধরনের প্রশিক্ষণ পেয়েছেন?

- | | |
|---------------|-----------------|
| ক. হ্যাঁ | খ. না |
| ক. আনুষ্ঠানিক | খ. অনানুষ্ঠানিক |

১১. আপনি এখানে কিভাবে এসেছেন (এই কর্মক্ষেত্রে কিভাবে নিয়োগ পেয়েছেন)?

- | | | | |
|--------------------------|-------------------------------------|----------------------------|----------------------|
| ক. বাড়ি মালিকের মাধ্যমে | খ. ব্যক্তিগত নিয়োগ সংস্থার মাধ্যমে | গ. বাবা-মা | ঘ. আত্মীয়ের মাধ্যমে |
| ঙ. এনজিওর মাধ্যমে | চ. অন্য গৃহকর্মীর মাধ্যমে | ছ. মোবাইল অ্যাপসের মাধ্যমে | |

১২. নিয়োগকর্তার সাথে সম্পর্ক:

- | | |
|------------|--------------|
| ক. আত্মীয় | খ. অনাত্মীয় |
|------------|--------------|

বিস্তারিত:

১৩. আপনি কেন ঋদ্ধকালীন হিসাবে কাজ করেন?

.....

১৩.১ কারো বাড়িতে থেকে গৃহকর্মী হিসাবে কাজ করা এবং কারো বাড়িতে না থেকে গৃহকর্মী হিসাবে কাজ করার মধ্যে কি কোন পার্থক্য আছে বলে আপনি মনে করেন?

.....

১৩.২ ঋদ্ধকালীন গৃহকর্মী হিসাবে কারো বাড়িতে কাজ করার সুবিধাগুলো কি কি?

.....

১৩.৩ ঋদ্ধকালীন গৃহকর্মী হিসাবে কারো বাড়িতে কাজ করার অসুবিধাগুলো কি কি?

.....

১৪. আপনি কি রুপন কারো বাড়িতে থেকে (লিভ-ইন) গৃহকর্মী হিসাবে কাজ করেছেন?

- | | |
|----------|-------|
| ক. হ্যাঁ | খ. না |
|----------|-------|

১৪.১ যদি হ্যাঁ হয়, তাহলে কেন আপনার কাজের ধরন বদল করেছেন? কেন এখন ঋদ্ধকালীন (লিভ আউট) হিসাবে কাজ করেছেন?

.....

১৫. আপনি এখন কতটি বাড়িতে করছেন?

- | | | | |
|-------------|------------------|--------------|-------------|
| ক. প্রতিদিন | খ. প্রতি সপ্তাহে | গ. মাঝে মাঝে | ঘ. অন্যান্য |
|-------------|------------------|--------------|-------------|

১৬. আপনি যে বাড়িগুলোতে কাজ করেন তার একটির থেকে আরেকটির দূরত্ব কত?

ক. ৫ মিনিট হাঁটার পথ খ. ১০ মিনিট হাঁটার পথ গ. ১৫ মিনিট হাঁটার পথ ঘ. ২০ মিনিট হাঁটার পথ বা বেশি

১৭. আপনি প্রতিদিন আপনার বাসা থেকে কাজ করেন যেসব বাসার সেখানে কিভাবে যাতায়াত করেন?

একটি সাধারণ দিনে

যেদিন কুটি হয় সেদিন

হ্রতাল কিংবা অবরোধ হলে

১৮. আপনি যে বাসার ছুটা কাজের লোক হিসাবে (লিভ-আউট) আছেন সেখানে কি কোন বাসার থাকা কাজের লোক (লিভ-ইন) বা অন্য ছুটা কাজের লোক (লিভ-আউট) আছে? ক. হ্যা খ. না

১৮.১

লিভ-আউট (ছুটা) কাজের লোক

ক. হ্যা

খ. না

লিভ-ইন (বাধ্য) কাজের লোক

ক. হ্যা

খ. না

অনিয়মিত (ডেম্পারারি)

ক. হ্যা

খ. না

১৮.২ যে বাসার কাজ করেন সেখানে অন্য কাজের লোকের সাথে আপনার সম্পর্ক কেমন?

ক. খুব ভাল

খ. মোটামুটি

গ. একদম ভালো না

ঘ. বলতে পারছি না

১৯. কোন ধরনের লিখিত চুক্তিপত্র/নিয়োগপত্র কি আপনার নিয়োগকর্তা/ নিয়োগকর্তার সাথে হয়েছে ?

ক. হ্যা

খ. না

১৯.১ যদি না হয়ে থাকে, আপনি কি এ ব্যাপারে বলেছিলেন/ দাবী করেছিলেন ?

খ. অভিবাসনের অভিজ্ঞতা

২০. আপনি কোন্ জেলায় অনুপ্রবেশ করেন?

২১. ঢাকার আসার আগে আপনি কোন্ জেলায় বসবাস করতেন?

২২. আপনি ঢাকার ওধুমার গৃহকর্মী হিসাবে কাজের জন্যই এসেছেন কি ? ক. হ্যা খ. না

২২.১ আপনি এই কাজ বেছে নিয়েছেন কেন ?

ক. একমাত্র উপায় এটাই ছিল

খ. এটাই ভাল

গ. জোরপূর্বক/প্রতারণিত (সম্মতি ছিল না)

ঘ. তেমন কোন কারণ নেই, উপার্জন করতে চেয়েছিলেন

বিস্তারিত (যদি বলতে চান):

গ. কাজের শোডন ও উপযুক্ত পরিবেশের অভাব

২৩. চাকরির সময় চাকরির পূর্ণাঙ্গ শর্তাবলী (ব্যাখ্যা দিন) সম্পর্কে আপনি সচেতন ছিলেন কি ? ক. হ্যা খ. না

২৩.১ যদি হ্যা হয়, কে এই তথ্য দিয়েছেন ?

রাতের কাজসহ অত্যধিক কাজের ঘন্টা প্রাপ্তিঃ

২৪. আপনি সাধারণত কর্ষস্থলে কখন কাজ শুরু করেন?

সকাল ৫ টায়	সকাল ৬ টায়	সকাল ৭ টায়
সকাল ৮ টায়	সকাল ৯ টায়	সকাল ১০ টায়

২৫. আপনি সাধারণত কর্ষস্থলে কখন কাজ শেষ করেন?

রাত ৭ টায়	রাত ৮ টায়	রাত ৯ টায়
রাত ১০ টায়	রাত ১১ টায়	রাত ১২ টা বা পরে

২৬. আপনি দিনে কত ঘন্টা কাজ করেন?

৬ ঘন্টা	৭ ঘন্টা	৮ ঘন্টা	৯ ঘন্টা	১০ ঘন্টা
১১ ঘন্টা	১২ ঘন্টা	১৩ ঘন্টা	১৪ ঘন্টা	১৫ ঘন্টা বা বেশি

দৈনিক বিশ্রামের সময়

২৭. কর্ষক্ষেত্রে আপনার কাজের জায়গার কোন বিরতি/ বিশ্রাম/ অবসরকালীন সময় থাকে কি? ক. হ্যাঁ খ. না

২৭.১ আপনি কতবার বিরতির সময় পান?

ক. একবার	খ. দুইবার	গ. তিনবার	ঘ. চারবার	ঙ. চারবারের বেশি
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২৭.২ দিনে আপনার মোট বিরতির সময় কত?

ক. ৩০ মিনিট	খ. ১ ঘন্টা	গ. ২ ঘন্টা	ঘ. ২ ঘন্টার বেশি
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২৮. আপনার অবসর সময় আপনার জন্য যথেষ্ট কি? ক. হ্যাঁ খ. না

২৯. আপনি যদি কোন বিশ্রামের সময় না পেয়ে থাকেন, কখনো কি চেত্রেছেন বা প্রতিবাদ করেছেন? ক. হ্যাঁ খ. না

যদি হ্যাঁ হয়, পরবর্তীতে কি ঘটেছে?

৩০. আপনি যদি বিশ্রাম বাদেও অবসর সময় পান, সে সময়ে কি করেন?

ক. নিজের কাজ করি

খ. নিরোগকর্তার / কর্তার শাড়া-কাপড় এবং অন্যান্য ব্যবসার কাজে সহযোগিতা.....

গ. অন্যান্য:

ছুটি এবং বিশ্রামের সময়

৩১. আপনার কোন সাপ্তাহিক ছুটি আছে কি? ক. হ্যাঁ খ. না

৩১.১ আপনি ১ সপ্তাহে টানা ২৪ ঘন্টা ছুটি পান কি? ক. হ্যাঁ খ. না

৩১.২ আপনি বার্ষিক কোন ছুটি পান কি? ক. হ্যাঁ খ. না

৩১.৩ যদি হ্যাঁ হয়, আপনার এই ছুটির জন্য নিরোগকর্তা আপনার বেতন কর্তন করেন কি? ক. হ্যাঁ খ. না

৩২. আপনার প্রয়োজনীয়তা অনুযায়ী (যাতায়াত এবং বিনোদনমূলক) কোন ছুটি পান কি ? ক. হ্যাঁ খ. না
৩৩. আপনার বাহিরে যাওয়ার কোন স্বাধীনতা আছে কি ? ক. হ্যাঁ খ. না
৩৪. এই চাকরি ছেড়ে যাওয়ার স্বাধীনতা আপনার আছে কি ? ক. হ্যাঁ খ. না

কাজের ধরন

৩৫. আপনি একজন গৃহকর্মী হিসাবে নিম্নলিখিত কোন কাজগুলো করেন?

ক. রান্নাকারী	খ. কাপড় ধোয়া	গ. ঘর পরিষ্কার করা	ঘ. শিশুদের দেখাশোনা
ঙ. শিশুদের খুসে নেওয়া	চ. থালা-বানন ধোয়া	ছ. মদলা তৈরী করা	জ. বিছানা গোছানো
ঝ. বৃক্ষদের দেখাশোনা	এ. কেনাকাটা/বাড়ার করা	ট. কাপড় ইস্ত্রি করা	ঠ. বাসা দেখাশোনা
ড. বাগান করা	ঢ. খাবার পরিবেশন করা	ণ. শিশুদের খেলাধুলার সময় দেখানে মাড়িয়ে তামেও খেলায় রাখা	ত. সিঁড়ি পরিষ্কার
ধ. বাথরুম পরিষ্কার	দ. মরলা ফেলা	দ. অন্যান্য	

৩৫.১. নীচের কোন বেশিন / উপকরণ আপনি ব্যবহার করতে পারেন?

- ক. ওয়াশিং বেশিন খ. গুতেন (নরবাণ/বাইকোপয়েল) গ. ব্রেকার/ ছুসার
- ঘ. ব্রাট বেকার ঙ. অ্যাক্টিভ ব্রিনার চ. স্যাঙ্কটাইড বেকার
- ছ. টোস্টার জ. মণ ঝ. রাইস কুকার
- এ. ইস্ত্রী ট. অন্যান্য

৩৫.২ যদি হ্যাঁ হয়, আপনি কোথা থেকে এগুলোর ব্যবহার শিখেছেন?

৩৫.৩ আপনি বর্তমান কাজে থাকাকালীন কৌনগুলো ব্যবহার করা শিখেছেন?

৩৬. যদি আপনার নিয়োগকর্তা আপনার কাজে গুণি হন, তবে তিনি আপনার সম্পর্কে প্রশংসা করেন কি? ক. হ্যাঁ খ. না

যদি হ্যাঁ হয়, এই ধরনের একটি ঘটনা বর্ণনা করুন

মজুরি পরিচালনা এবং মজুরি অবনতি

৩৭. আপনার কাজের জন্য আপনি মজুরি বা বেতন পান কি ? ক. হ্যাঁ খ. না

৩৭.১ যদি হ্যাঁ হয়, তাহলে আপনি মাসে কত টাকা পান?

ক. ১০০-৫০০	খ. ৬০০-১০০০	গ. ১১০০-১৫০০	ঘ. ১৬০০-২০০০
ঙ. ২১০০-২৫০০	চ. ২৬০০-৩০০০	ছ. ৩১০০-৩৫০০	জ. ৩৬০০-৪০০০
ঝ. ৪১০০-৪৫০০	এ. ৪৬০০-৫০০০	ট. ৫১০০-৫৫০০	ঠ. ৫৬০০ বা তার অধিক

৩৮. আপনি নিয়মিত আপনার মজুরি/বেতন পান কি ? ক. হ্যাঁ খ. না

৩৮.১ যদি না হয়, তার কারণগুলো বর্ণনা করুন

৩৯. আপনার নিয়োগকর্তা বেতন পরিশোধের জন্য প্রায়ই দীর্ঘ বিরতি নেন কি? ক. হ্যাঁ খ. না

৩৯.১ যদি হ্যাঁ হয়, কতদিন সময় নেন?

- ক. ২ সপ্তাহ খ. ১ মাস গ. ২ মাস ঘ. ৩ মাস বা তার বেশি

৪০. বেতন / মজুরি পাননি এমন কখনও হয়েছে ?

৪১. আপনি কি সম্পূর্ণ বেতন পান, না আংশিক ?

৪২. কে এই বেতন গ্রহণ করেন?

- ক. আপনি নিজেই খ. আপনার বাবা-মা গ. আপনার আত্মীয় ঘ. আপনার নিয়োগ সংস্থা
ঙ. আপনার মালিক এটা সংরক্ষিত রাখে ছ. অন্যান্য

৪৩. আপনার এই বেতন ব্যয় করার সম্পূর্ণ স্বাধীনতা আছে কি ? ক. হ্যাঁ খ. না

৪৩.১ যদি হ্যাঁ হয়, কোন ক্ষেত্রে (পারিবারিক বা ব্যক্তিগত) আপনার অর্থ ব্যয় করেন?

বিস্তারিত:

৪৩.২ যদি না হয়, কেন?

বিস্তারিত:

৪৪. আপনি এই বেতন দিয়ে কি করেন?

- ক. এটা জমান খ. বাবা-মাকে দেন গ. আত্মীয়কে দেন ঘ. নিয়োগ সংস্থাকে দেন
ঙ. বাচ্চাদের স্কুল/কলেজ কি চ. স্বামীকে সহায়তা করেন ছ. নিজের জন্য ব্যয় করেন জ. সংসারের খরচ
ঝ. অন্যান্য

৪৫. এই বেতনে আপনি কতটা সন্তুষ্ট?

মোটাই না	সামান্য সন্তুষ্ট	নিরপেক্ষ	সন্তুষ্ট	খুব বেশি সন্তুষ্ট
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৪৬. অতিরিক্ত কাজের জন্য আপনার নিয়োগকর্তা আপনাকে অতিরিক্ত অর্থ প্রদান করেন কি ? ক. হ্যাঁ খ. না

এমন একটি ঘটনা বর্ণনা করুন:

৪৭. আপনি কম কাজ করলে, নিয়োগকর্তা আপনার বেতন কটন করেন কি ? ক. হ্যাঁ খ. না

৪৮. আপনি বেতন ছাড়া অন্য কোন সুবিধা পান কি ? ক. হ্যাঁ খ. না

৪৮.১ যদি হ্যাঁ হয়, বিস্তারিত:

৪৯. আপনার নিয়োগকর্তা আপনার চাহিদা/প্রয়োজনীয়তা অনুযায়ী বেতন বৃদ্ধি করেন কি ? ক. হ্যাঁ খ. না

এমন একটি ঘটনা বর্ণনা করুন:

৫০. আপনি কি উপায়ে আপনার মজুরি পান?

- ক. নগদ খ. ব্যাংক হিসাব / বি-ক্যাশ গ. জিনিসের বিনিময়ে ঘ. সেবা বিনিময়ে
ঙ. অন্যান্য

বিস্তারিত:

ঘ. নিরাপদ কাজের শর্তাবলীর ঘাটতি / অপব্যবহার

৫১. (অথবা শিওর পুঙ্খবহীনের ক্ষেত্রে) - আপনি কোন ধরনের কাজের সাথে জড়িত?

- ক. ভারী কিছু উত্তোলন খ. আঙন নিয়ে কাজ গ. গরম চুলা ঘ. বৈদ্যুতিক তারের
বেয়ামতি কাজ
ঙ. বৈদ্যুতিক কাটআউট/সার্কিট ত্রুটির ঠিক করা চ. ধারালো কিছু দিয়ে কাজ ছ. অন্যান্য

বিস্তারিত:

৫২. আপনি কি এমন কোন কাজ করেন, যা আপনার স্বাস্থ্যের জন্য ক্ষতিকর বা ঝুঁকিপূর্ণ? ক. হ্যাঁ খ. না

৫২.১ যদি হ্যাঁ হয়, বিস্তারিত:

৫৩. কাজের সাথে সম্পর্কিত বিপদ এবং ঝুঁকি বিষয়ে আপনি কিভাবে ভাবেন (আপনার অভিজ্ঞতা অনুসারে)?

বিস্তারিত:

৫৪. আপনি কখন অতিরিক্ত শারীরিক বা মানসিক চাপ নিতেন কাজ করতে বাধ্য হয়েছেন কি? ক. হ্যাঁ খ. না

বিস্তারিত:

৫৫. কর্ষক্ষেত্রে আপনি কোন গালাগালির শিকার হয়েছেন কি?

ক. একদমই না	খ. রেয়ারলি (কদাচিৎ)	গ. মাঝে-মাঝে	ঘ. প্রায়ই	ঙ. বেশ ঘন ঘন
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৫৫.১ কে এটা করে?

ক. পুরুষ নিয়োগকারী	খ. মহিলা নিয়োগকারী	গ. কন্যা (রা)	ঘ. পুত্র (রা)	ঙ. অন্য কেউ
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৫৫.২ যৌথিকভাবে হয়রানির ধরন এবং প্রকৃতি বর্ণনা করুন:

৫৫.৩ কোন ঘটনার পর এটা সাধারণত শুরু হয়?

৫৬. কর্ষক্ষেত্রে আপনি কি মানসিকভাবে নিবাসিত হন?

ক. একদমই না	খ. রেয়ারলি (কদাচিৎ)	গ. মাঝে-মাঝে	ঘ. প্রায়ই	ঙ. বেশ ঘন ঘন
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৫৬.১ কে এটা করে?

ক. পুরুষ নিয়োগকারী	খ. মহিলা নিয়োগকারী	গ. কন্যা (রা)	ঘ. পুত্র (রা)	ঙ. অন্য কেউ
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৫৬.২ মানসিক নিবাসনের ধরন এবং প্রকৃতি বর্ণনা করুন:

৫৬.৩ কোন ঘটনার পর এটা সাধারণত শুরু হয়?

৫৭. কর্ষক্ষেত্রে আপনি কি শারীরিকভাবে শাফিত হন?

ক. একদমই না	খ. রেগারগি (কন্দাচিৎ)	গ. মাঝে-মাঝে	ঘ. প্রায়ই	ঙ. বেশ ঘন ঘন
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৫৭.১ কে এটা করে?

ক. পুরুষ নিয়োগকারী	খ. মহিলা নিয়োগকারী	গ. কন্যা (রা)	ঘ. পুত্র (রা)	ঙ. অন্য কেউ
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৫৭.২ কখন, কেন এবং কিভাবে এটা শুরু হয় বলে আপনি মনে করেন (আপনার বা নিয়োগকারীর কোন ধরনের কথা বা কর্মের পরে)?

বিস্তারিত:

৫৮. কর্ষক্ষেত্রে আপনি কোন ধরনের বৌন হয়রানির (ব্যাখ্যা) শিকার হন কি ?

ক. একদমই না	খ. রেগারগি (কন্দাচিৎ)	গ. মাঝে-মাঝে	ঘ. প্রায়ই	ঙ. বেশ ঘন ঘন
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৫৮.১ কে এটা করে?

ক. পুরুষ নিয়োগকারী	খ. মহিলা নিয়োগকারী	গ. কন্যা (রা)	ঘ. পুত্র (রা)	ঙ. অন্য কেউ
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৫৮.২ কখন আপনি মনে করেন এটা ঘটে/শুরু হয়?

বিস্তারিত:

৫৯. কর্ষক্ষেত্রে আপনি খাবারের কষ্ট অনুভব করেন কি ?

ক. হ্যা

খ. না

যদি হ্যা হয়, ৫৯.১ আপনি দিনে অন্তত তিনবার খেতে পান কি ?

ক. হ্যা

খ. না

৫৯.২ আপনার ক্ষুধা পূরণে খাদ্যের পরিমাণ যথেষ্ট কি ?

ক. হ্যা

খ. না

৫৯.৩ আপনি দিনে একবার বা দুইবার হালকা নাস্তা পান কি?

ক. হ্যা

খ. না

৫৯.৪ আপনি এবং আপনার নিয়োগকারী একই খাবার খেতে পান কি ?

ক. হ্যা

খ. না

৫৯.৫ আপনি বাসি খাবার খেতে বাধ্য হন কি ?

ক. হ্যা

খ. মাঝে-মাঝে

গ. না

৫৯.৬ আপনি নষ্ট খাবার খান কি ?

ক. হ্যা

খ. মাঝে-মাঝে

গ. না

বিস্তারিত (যদি কলতে চান):

৬০. কর্ষক্ষেত্রে আপনি অনুচ্ছ বা আহত হলে নিয়োগকারীর কাছ থেকে কোন চিকিৎসা সহায়তা পান কি ?

ক. হ্যা

খ. না

৬০.১ যদি হ্যা হয়, কি ধরনের চিকিৎসা সহায়তা পান?

ক. বেসিকেল ডাক্তারের দ্বারা চেকআপ

খ. প্রয়োজনে হাসপাতালে ভর্তি

গ. হাসপাতালে ভর্তির পর ঔষধ সরবরাহ

ঘ. হোমিওপ্যাথিক চিকিৎসা

ঙ. হারবাল চিকিৎসা

চ. ডাক্তারের পরামর্শ ব্যতীত ঔষধ দেয়

ছ. অন্যান্য

বিস্তারিত :

৬০.২ শেষ কবে আপনি অনুস্থ হয়েছেন ?

৬০.৩ সে সময়ে নিয়োগকর্তার কাছ থেকে আপনি কি ধরনের সাহায্য পেয়েছেন ?

৬০.৪ গত ছয় মাসে কয়বার অনুস্থ হয়েছেন ?

৬১. আপনি একজন গৃহকর্মী হিসেবে আপনার কাজের সময়কালে কখনও গর্ভবতী ছিলেন কি ? ক. হ্যাঁ খ. না

৬২.১ যদি হ্যাঁ হয়, কোন মাতৃকালীন ছুটি বা অন্যান্য সাহায্য পেয়েছেন কি ? ক. হ্যাঁ খ. না

বিস্তারিত :

৬২. আপনি কি মনে করেন আপনার কর্মক্ষেত্রে সঠিক পরিষ্কার পরিচ্ছন্নতার সুবিধা আছে? ক. হ্যাঁ খ. না

৬৩.১ আপনার ব্যবহারের জন্য পৃথক টয়লেট আছে কি ? ক. হ্যাঁ খ. না

৬৩.২ আপনি কি মনে করেন কর্মক্ষেত্রে সঠিক স্যানিটেশন সুবিধা আছে? ক. হ্যাঁ খ. না

৬৩.৩ আপনার কর্মক্ষেত্রে পরিষ্কার স্যানিটারি সুবিধা আছে কি? ক. হ্যাঁ খ. না

৬৩.৪ আপনি প্রয়োজন অনুযায়ী সাবান এবং অন্যান্য টয়লেটের পান কি ? ক. হ্যাঁ খ. না

৬৩.৫ আপনার প্রয়োজনীয় টয়লেটের কে কিনে ? ক. নিজে খ. নিয়োগকর্তা

৬৩.৬ (৩মুখার মহিলা গৃহকর্মীর ক্ষেত্রে) নিয়োগকর্তা আপনার মাসিক চলাকালীন স্যানিটারি ন্যাপকিন প্রদান করেন কি ?

ক. হ্যাঁ খ. না

৬৩. আপনার ঘুমানোর জন্য প্রয়োজনীয় বিছানার ব্যবস্থা আছে কি ? ক. হ্যাঁ খ. না

৬৪.১ আপনি যে ঘরে ঘুমান, সেখানে কি পর্যাপ্ত বাতাস চলাচলের ব্যবস্থা আছে ? ক. হ্যাঁ খ. না

৬৪.২ আপনার ঘুমানোর ঘরটি কি নিরাপদ ? সেখানে ভিতর থেকে ছিটকিনি লাগানোর ব্যবস্থা আছে কি ? ক. হ্যাঁ খ. না

৬৪.৩ ঘুমানোর ঘরে ব্যক্তিগত গোপনীয়তা রক্ষার সুযোগ আছে কি ? ক. হ্যাঁ খ. না

৬৪. আপনি স্বাধীনভাবে আপনার মতামত প্রকাশ করতে পারেন কি ? ক. হ্যাঁ খ. না

৬৫.১ সাধারণত কোন মতামত গ্রহণ বা শোনা হয় এবং কখনো শোনা হয় না?

বিস্তারিত :

৬৫. আপনার কি সাময়িক সুরক্ষা আছে (নিয়োগকর্তা বা কোন ব্যক্তি বা সংস্থা দ্বারা) ? ক. হ্যাঁ খ. না

৬৬.১ কোন অসুবিধায় (যেমন অর্থনৈতিক সমস্যা, নির্বাচন, মানসিক সাহায্য, অন্যান্য) পড়লে আপনি প্রথম কাকে ডাকেন বা কার (নিয়োগকর্তা বাদে) কাছে যান?

- ক. পার্শ্ববর্তী বাড়ির/ফ্ল্যাটের গৃহকর্মীর কাছে
- খ. নিজের পরিবার
- গ. একই শহরে বসবাসকারী আত্মীয়
- ঘ. বন্ধুবান্ধব
- ঙ. গৃহকর্মীদের নেটওয়ার্ক (যে আপনাকে এখানে প্রথমে এনেছেন)
- চ. অন্যান্য

বিস্তারিত :

৬৫.২ আপনি এই মানুষদের থেকে কী ধরনের সমর্থন আশা করেন?

বিস্তারিত :

৬৫.৩ অনুবিধায় পড়লে আপনার নেটওয়ার্ক থেকে কী ধরনের সমর্থন পান ?

বিস্তারিত :

৬৫.৪ আপনি কি কোন প্রতিষ্ঠান বা সংস্থার সদস্য যারা গৃহকর্মী সরবরাহ করে? ক. হ্যাঁ খ. না

যদি হ্যাঁ হয়, কোনটি?

যদি হ্যাঁ হয়, এটা সাহায্য করে? কিভাবে?

৬৬. কর্মক্ষেত্রে আপনি বিনোদনমূলক সুযোগ পান কি? ক. হ্যাঁ খ. না

যদি হ্যাঁ হয়, ক. টেলিভিশন দেখা খ. বাইরে যাওয়া
গ. অন্যান্য গৃহকর্মীর সাথে কথা বলা ঘ. পরিবার/বন্ধুদের সাথে কোনে কথা বলা

৬৭. কর্মক্ষেত্রে আপনি অনিয়মিত অনুভব করেন কি? ক. হ্যাঁ খ. না

৬৭.১ আপনার অভিজ্ঞতা অনুযায়ী কর্মক্ষেত্রে কোন ধরনের নিয়ন্ত্রণের অভাব আছে কি?

বিস্তারিত :

৬৮. আপনি আপনার নিজের জীবনের সিদ্ধান্ত নিতে পারেন কি? ক. হ্যাঁ খ. না

৬৮.১ যদি না হয়, কে সেই অধিকার রাখে?

৬৯. বাড়িতে আপনার পারিবারিক দায়িত্ব কি?

৬৯.১ আপনি কিভাবে এই দায়িত্ব পালন করেন?

বিস্তারিত :

৬৯.২ আপনার পরিবার কি উপলব্ধি করে যে পরিবার পরিচালনায় আপনি কর্তব্যপরায়া? ক. হ্যাঁ খ. না

বিস্তারিত :

৭০. আপনি কি জীবন ও কাজের ভারসাম্য বৃদ্ধিতে পারেন?

৭০.১ আপনি জীবন ও কাজের মধ্যে ভারসাম্য সম্পর্কে কি মনে করেন?

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ব্যাখ্যা সূচক:

কাঁচের চাপ বুনান বিনোদন	প্রয়োজন মত ছুটি পাওয়া
বিশ্রামের সময় বাদেও অবসর সময় পাওয়া	কাঁচ বুনান মাঝে মাঝে বের হওয়া
কাঁচ বুনান পরিবারকে সময় দেওয়া	মন চাইলে কোন শখের কাজ করা
ইচ্ছা হলে বাধ্যনে কাজ করা (যেখানে প্রযোজ্য)	ঘরে পোষা পাখি বা অন্তর সাথে খেলা/খাওয়ানো/পরিচর্যা করা (যেখানে প্রযোজ্য)

৭১. নিচে বর্ণিত কোন ধরনের প্রচার মাধ্যম আপনার মনোযোগ আকর্ষণ বা কল্পনায় জায়গা করে নেয় ?

- ক. টেলিভিশন বিজ্ঞাপন
- খ. রাস্তার বিলবোর্ড
- গ. সংবাদপত্র বিজ্ঞাপন
- ঘ. সংবাদপত্র পিকলেট
- ঙ. এলেক্সার মাইকিং
- চ. কোন ব্যক্তির সাথে মুখোমুখি কথাপকথন
- ছ. অন্যান্য

বিস্তারিত :

৭২. নিচে বর্ণিত কোন ধরনের সংঘ আপনার মতামতকে ভালভাবে সমর্থন করবে, আপনার সমস্যাগুলোর সমাধান করবে?

- ক. গৃহকর্মীদের সংঘ
- খ. ট্রেড ইউনিয়ন
- গ. প্রাইভেট এজেন্সি
- ঘ. সরকারি সংস্থা
- ঙ. গৃহকর্মীদের সাথে কাজ করে এমন এনজিও
- চ. লিগাল এইড গ্রুপ/ সিএসও
- ছ. অন্যান্য

বিস্তারিত :

ঙ. নীতি সচেতনতা

৭৩. আপনি কি জানেন যে বাংলাদেশ সরকার একটি 'গৃহকর্মী সুরক্ষা ও কল্যাণ নীতিমালা ২০১৫' গ্রহণ করেছে? ক.হ্যাঁ খ.না

৭৩.১ যদি হ্যাঁ হয়, আপনি কিভাবে এটি সম্পর্কে জানতে পারেন?

.....

৭৩.২ 'গৃহকর্মী সুরক্ষা ও কল্যাণ নীতি ২০১৫' সম্পর্কে আরও বিস্তারিত আপনার কিছু জানা আছে কি ?

.....

চ. গৃহকর্মীর সামাজিক অর্থনৈতিক অবস্থা (উৎস জেলার অবস্থা)

গৃহকর্মীর এসেট রোস্টার এন্ট্রি নম্বর: ৭৪	
ভূমির মালিকানা	ভূমির পরিমাপ (হেক্টর/মিলে)
আবেগেশনের গুরুত্বপূর্ণ এমের বাসস্থান	
স্থায়ী উপজেলা, জেলা, মহানগর শহরে বাসস্থান ভূমি	
স্থায়ী বাজারে বা অন্য জেলায় বাণিজ্যিক ভূমি	
কৃষি ভূমি	

গৃহকর্মীর মালব উপগ্রন সূচক	
এন্ট্রি : ৭৫	বসত ভিত্তির মালিকানা
	বাড়ির মালিক
	অভ্যন্তরীণ
	মালিকানা না কিন্তু বাড়ি বাসিন্দা
	অন্যান্য (উদ্ভেদ) :.....
এন্ট্রি : ৭৬	বাড়ির ধরন
	মাসিক/বাড়ির/বাসের
	সিম/ সেমি কাটা
	সেমি পাকা (সিমের ছাদ-ইউইস্ট এন্ট্রি)
	পাকা
	অন্যান্য (উদ্ভেদ) :.....
এন্ট্রি : ৭৭	বসত ভিত্তির সার্বিক (বর্গ ফুটে)
এন্ট্রি : ৭৮	বাড়ির পাশের উৎস
	পাইপ বা ওয়ালা পাশের সার্বিক
	মলকুল/পাইপ মলকুল
	গুরুত্ব/ মল / সরবর
	কুটির পাশ / কুটির পাশ
	অন্যান্য (উদ্ভেদ) :.....
এন্ট্রি : ৭৯	বাড়ির উৎস
	বিসদুৎ
	সৌর প্যানেল
	কেব্রোসিস
	অন্যান্য (উদ্ভেদ) :.....
এন্ট্রি : ৮০	পায়বাসার ধরন
	পাকা স্যানিটারি স্যানিটার
	শ্রাব / রিৎ স্যানিটার
	কাটা পায়বাসা
	বোলা স্যানিটার বা স্যানিটার শাই
	অন্যান্য (উদ্ভেদ) :.....

খণ্ড : ৮১	এলাকার সশস্ত্র এক্সেল	
	স্কুল/ মাদ্রাসা / টেনথ বিদ্যালয়	০১
	ভেটরি এলাদ	০২
	সাক্ষরতা প্রশিক্ষণ কেন্দ্র / সুবিধা	০৩
	জমারোজ - ক্লাব, ফুলমাঠ ইত্যাদি	০৪
	বোন্দা জায়গার (পাক, বানার জমি ইত্যাদি) - যোরাকেরা	০৫
খণ্ড : ৮২	কর্তৃত্বমণ্ডিত সাহায্যের সূচক	
	এলাকার সামাজিক অধিকার (সাহায্যকেন্দ্র)	
	স্বাস্থ্যকর্মী দ্বারা পরিসরন	০১
	সামাজিক ক্লিনিক	০২
	শিরমিক ক্লিনিক	০৩
	হাসপাতাল	০৪
	বাশ্য পরিপাছা	
	বাবার পাওয়া যায়	০১
	বাবার কিনতে যেতে পারা	০২
	জরুর ক্ষমতা	০৩
	পরিবারের সদস্যদের অক্ষমতা বা সীমাবদ্ধতা	হ্যাঁ-১ না-২
	মাসিকভাবে চ্যালেঞ্জ	০১
	বার্ষিকভাবে চ্যালেঞ্জ	০২
	প্যারাপাইস	০৩
	আর্থিকভাবে কর্মক্ষম	০৪
	ফল	হ্যাঁ-১ না-২ এম/এ- ৮৮
	কেন্দ্র সেওয়া শেব	০১
	বর্ষমাস সমস্যা	০২
	সামস্যাশে যাচ্ছে	০৩
	চলারকার- চলানুধি হাতে বাতুছে	০৪
	আইদগত সহায়তা	
	এলাকার পাওয়া যায়	০১
	সামাজিক বাধা থাকার যেতে পারবে না	০২
	সার্ভিস সেয়ার সামর্থ আছে	০৩
	সার্ভিস দিয়ে ঐপকৃত হয়েছে	০৪
	যাচায়াত (পরিবহন)	
	যাচায়াতের সামর্থ শেই	০১
	সামর্থ আছে কিন্তু ধর্মের কারণে পরিবহন শেয়ার করেন না	০২
	সামর্থ আছে কিন্তু অসুস্থতায়ের কারণে পরিবহন শেয়ার করেন না	০৩
	সহযোগ (যোগাযোগ)	
	ফোনে সহযোগ	হ্যাঁ-১ না-২
	ইন্টারনেটের মাধ্যমে সহযোগ (ই-মেইল)	০২
	সরকারী ভাষা	
	বরফ ভাষা	০১
	হুত-সরির ভাষা	০২
	ভি.জি.এফ ভাষা	০৩
	একিবরী ভাষা	০৪
খণ্ড : ৮৩	পরিবারে সিদ্ধান্ত গ্রহণে মহিলার ভূমিকা	
	শেষশিল্প পরিবারিক ব্যাপার	হ্যাঁ-১ না-২
	বাচ্চাদের পড়াশোনা	০১
	বরচার খাত শিখিয়ে	০২
	পত-পাখি/হাস-দুরশি বিষয়ে	০৩
	হাবসা ও অসুস্থতা বিবর	০৪
	বৈবাহিক ব্যাপার (মেয়ের বিয়ে)	০৫
	চুমি জর-বিবর	০৬

মঠ পর্যায়ের নোট:

Appendix 4: Challenges Faced during Field Survey

Overall Challenges in five cluster areas

- The team had to make do with a very small window of 20 – 30 minutes of interview time as more time would mean angering the employer on the DWs.
- In most cases respondents could not be brought out of home. They were interviewed in separate rooms without presence of employers mostly. Many were interviewed in the stairs. Some were interviewed from outside the locked collapsible gate while the interviewer was just outside the grill.
- Where employers refused to go, the team had to ask the sensitive questions without the presence of the employer using different techniques like asking to show the toilet for use and ask the interviewee within that time or pointing out that women's health related questions will be asked hence to excuse for just 10 minutes, etc.
- Some of the employers tried to snatch away the questionnaire after completion of interview. Those interview schedules had to be torn up before landing into their hands and before they could read it.
- Some of the team members were detained for 30 to 50 minutes within collapsible gates of houses. After only repeated request they would let interviewers go.
- Team members repeatedly faced taunts and unspeakable language in scolding from the employers, building supervisors and guards.
- ID cards, letters of certification of work etc. did not do any good in convincing many people that they would let interviews to take place.
- Mirpur and Gulshan areas were particularly difficult to access and interview. While none of DOHSs (Defence Officers' Housing Societies) allowed any access whatsoever.

- In many instances the interviewees were not aware of many information on socio-economic conditions back home as their male counterparts handled those affairs. This resulted in lesser numbers of answers in many of the questions.
- The team of 26 field researchers was composed of girls / ladies only. Hence their safety issues compelled management to shut down interviews within 5 pm.
- The most serious problem for the teams were that they could not bring respondents out of home and again it was very hard for them to gain access to the apartments or buildings where the live-in domestic workers resided and live-out domestic workers worked.
- Some problems in different areas specifically were as follows:

Challenges in Wari of Cluster 1

- Team members were denied access by the security guards in most of the apartments.
- In one flat where one member got access, the employer was checking up the whole questionnaire and was taking up time by inquiring various things.
- In another flat, at a certain point of time the employer came and sat beside the worker and was interrupting while she (worker) was answering my questions. She had to be politely told to leave and let the work go on the condition that while departing the interviewer will explain what she asked. It, however, went well later.
- In a building the guard agreed to let team in the building but the employers denied to give access to their flats.

Challenges in Shegunbagicha of Cluster 1

- Team members were denied access in almost every building except two buildings by the security guards.

- At one point of time one interviewer was getting phone calls from the reception that one of her friends was disturbing people by unnecessarily knocking at their door. Then both of them had to hurry and finish their interviews and leave.
- Some people of the building were complaining that how the girls got access and the security guard was continuously threatening members albeit in a soft way to leave the house as soon as possible.

Challenges in Shantinagar of Cluster 1

- Team members were denied access in most of the buildings by the security guards.
- In one building the guard agreed to help and when he called the employers everyone of them was reluctant to help.

Challenges in Bashabo of Cluster 1

- There was a problem in finding live-in domestic workers in this area.
- Once one was found, while team member was interviewing at one stage, the older women (grandmother) in the family came up and scolded that interviewer saying that how she got access, what is her motive in doing this, what she will do if they did not let her go back, so on.

Appendix 5: Validation Workshop Programme
Appendix 6: Notes from Validation Workshop Proceedings



Validation Workshop
A Study on Decent Work Deficits in Domestic Work in Bangladesh

Sunday, 3 February 2019
AVS Reddy Conference Room, CIRDAP, Dhaka

Organized By
Refugee and Migratory Movements Research Unit (RMMRU)
in collaboration with
ILO Country Office for Bangladesh

Programme

- | | |
|------------------------------|--|
| 9:30am-
10:00am | <ul style="list-style-type: none">• Registration |
| 10:00am -
10:05am | <ul style="list-style-type: none">• Welcome note
--Dr. Syeda Rozana Rashid, Associate Professor of International Relations and Senior Research Fellow, RMMRU, University of Dhaka<ul style="list-style-type: none">○ Study context, RMMRU's experience and current work on Decent Work for domestic and migrant workers |
| 10:05-
10:10am | <ul style="list-style-type: none">• Self-introduction by Invited Guests |
| 10:05am-
10:25am | <ul style="list-style-type: none">• Presentation on key research findings
--Dr. ASM Ali Ashraf, Lead Researcher, ILO DW Study Team, RMMRU & Associate Professor of International Relations, University of Dhaka |
| 10:25am-
10:35am | <ul style="list-style-type: none">• Brief Q & A session |
| 10:35am-
11:15am | <ul style="list-style-type: none">• Designated discussion on 7 key themes<ul style="list-style-type: none">○ Ambica Roy, Child Rights Protection Unit, Ain O Shalish Kendra |

--“Demographic Profile and **Socio-economic Conditions** of Domestic Workers in Bangladesh”

- **Dr. Sayema H. Bidisha**, Associate Professor of Economics, University of Dhaka
--“**Employment Opportunities** for Live-in and Live-out Domestic Workers in Bangladesh”
- **Mr Abul Hossain**, Representative, Domestic Workers Rights Network (DWRN)
--“**Right at work** of Live-in and Live-out Domestic Workers in Bangladesh”
- **Mr. Tayebur Rahman**, Project Manager, Bangladesh Legal Aid Services Trust (BLAST)
--“**Legal and Social Protection** of Live-in and Live-out Domestic Workers in Bangladesh”
- **Dr. Wajedul Islam Khan**, Joint Secretary General, Bangladesh Institute of Labour Studies (BILS), and Coordinator, National Domestic Workers Coordination Council (NDWWC)
--“**Opportunities for Social Dialogue** for Live-in and Live-Out Domestic Workers in Bangladesh”
- **Ms Naheed Sultana**, Coordinator, Bandhan Social Enterprise [Domestic Worker Recruitment Agency]
--“**Private Recruitment Agencies’ Views** on Decent Work Deficits in Domestic Work in Bangladesh”
- **Mr. Kazi Saifuddin Ahmed**, Bangladesh Employers’ Federation (BEF)
--“**Employers’ Views** on Decent Work Deficits in Domestic Work in Bangladesh”

**11:15am-
11:45am**

- **Tea Break**

**11:45am-
1:15pm**

- **Open Discussion**

**1:15am-
1:20pm
1:20pm-
1:30pm**

- Summary of the validation meeting discussions
- **Closing Remarks by Invited Guests**
--Alhaj Shukkur Mahmud, Chairman, National Coordinating Committee on Workers Education (NCCWE)
--Invited Senior Panelists
--Delegate, Ministry of Labour and Employment, GoB [TBC]
- Closing and Vote of Thanks by Moderator

**1:30pm-
2:30pm**

- Lunch

Appendix 6: Notes from Validation Workshop Proceedings



Validation Workshop A Study on Decent Work Deficits in Domestic Work in Bangladesh

Sunday, 3 February 2019
AVS Reddy Conference Room, CIRDAP, Dhaka

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Notes from Validation Workshop

1. Quick Comments on Lead Researcher's Presentation

Ambica Roy

- Statistics – 2006 ILO Study

Anisur Rahman Khan, Awaj Foundation

- Recruitment cost and who bears it?

Naheed Sultana, Bandhan Social Enterprise

- Mirpur, Khilgaon, Banani, Azimpur, Uttara
- Area-wise differences [Dhanmondi, Lalmatia, Banani, Gulshan areas have higher wages]
- Banani and Uttara also offer good wage

Field Researcher, Tasmia

- Uttara was high-wage area

Masud, Surovi

- **Did the study take employers perspective into consideration?**
 - Yes

Nazmun Nahar, BLS

- Work types and age of DWs determine the wage
- Some live-out DWs work for longer time for multiple works and their salary tend to be higher
- Child DWs tend to be more abused [Abuse and age are correlated]

Murshida, NDWWU

- Accessing live-in DWs is a challenge
- Training for live-DWs
- In how many houses they get 5000+ wage

2. Designated Discussants' Remarks

Ambica Roy – On Demographic Profile

- 2003-2014: ASK has worked on DWs
- ASK has also worked on DWs in Mymensingh, Kishoreganj, Kurigram, Chattagram
- If we look at one year of activities
- ASK has worked on DWs since 2003
- We have also worked on advocacy
- Many parents are not aware of where their children are working, and under which condition.
- We explored how local government actors can be involved. With Save the Children's funding support, ASK implemented this project from 2003 to 2014.
- The GoB is not giving visibility to the domestic work
- The CSO platform, DWRN, has pushed for the DWPWP-2015.
- ASK produced a draft "DW Protection and Registration Act 2012" and shared it with the GoB.
- Due to lack of funding, ASK failed to work more on this.
- ASK's prior studies from source districts in Kurigram, Mymensing, and Kishoreganj, in which child DWs' parents were involved, show that
- Data on physical and sexual harassment can be generated from in-depth discussions and workshops
- ASK's fact-finding studies show 'financial deals' between abused victims and employers impede the process of legal action against perpetrators of HR violations.

Dr. Sayema H. Bidhisa on Socio-Economic Profile

- It was a comprehensive study
- **This is a neglected area of study for labor economists**
- **We can think about a few things:**
 - It is a migration issue – we can discuss pull and push factors
 - All the DWs who were employed in our house have always come from Mymensing

- Currently Rangpur areas are not found to be major source districts but in the past it used to be.
- The study can benefit from secondary data on whether districts around Rangpur have
- **Information asymmetry**
 - DWs don't know which employment areas can provide a better decent work conditions and better wages
 - We can't compare this with other sectors since DWs may get non-wage benefits. We need to incorporate this.
- **Registration needs to be taken seriously**
 - This can reduce abuses and promote security
- **Recruitment**
 - Recruitment Bua
 - Recruitment agency
 - Recruiters sometimes take a portion of the salary, which needs to be assessed
- **We need to look at the Supply and Demand side explanations**
 - We need to look at the sample areas
 - If we look at the income-based areas, there
 - In Banani and Gulshan areas, high wages of DWs can be the outcome of foreigners, who are high-income people
- **Hotline Number**
- **Regression Analysis for Wage and other variables**

Abul Hossain, DWRN Representative – On Right at Work

- I think the term 'right' has a legal connotation.
- We can re-title the chapter 'Challenges at Work'
- The GoB has adopted a policy DWPWP 2015, which is a very comprehensive policy
- In many countries around the world, there are policies for domestic workers
- We need to push for the ideas of legal reforms
- I think right at work should include 'right of association' / 'freedom of association'
- CSOs should also include freedom of association in their agenda of right at work
- Migrant DWs are part of the ILO C 189
- ILO and trade unions should put pressures on the GoB for the ratification of ILO C 189
- The core 8 ILO Conventions – on minimum age, wage
- Researchers should come up with theoretical works that are aligned with trade union movements
- Decent work Deficits in DW can be better addressed if we can focus on trade union rights
- It is a huge progress in DW rights movement since now a wide array of people are now

Tayyebur Rahman, BLAST – On Social Protection

- DWs operate in an informal workplace
- DWs have many employers. In fact, everyone in a house tend to be the employer of DWs
- National Child Policy also has a provision against the recruitment of under-14 children. But it made an exception about hiring 12-14 years child but only for 'light work'

- Employers usually prefer hiring under-age children.
- Female employers usually don't want hiring adult women
- BLAST tries to provide legal aid but we have challenges in delivering legal aid
 - We don't see DWs/victims of abuses coming to us to ask for legal aid
 - Does it mean, they are not victims of abuses
 - It means there are lack of awareness
 - Often, during the lawsuit, the complainant withdraws from the legal process
- The DWPWP did not specify the working hour
- The DWPWP refers to maternity leave of 16 hours
 - It is likely that female DWs
- Workers Welfare Foundation benefits can be accessed by DWs
 - Even many of us don't know how to apply for this Welfare Foundation
- The DWPWP provides for a district-wise inspection of workplace, and if it is done, it would help improve decent work conditions for DWs.
- GoB allowances can be accessed by family members.
- Recreation is mostly limited to TV view time.
- There are lack of awareness among DWs about the provision of legal aid.

Instant comment from Field Researcher - Tasmia

- DWs who participated in the study reported that they felt that they could access 'local arbitration' which they defined 'legal aid'
- There are families who reach at informal contract with employers about the terms of employing child DWs – the wage will be drawn at a time when DWs will be adult and time will come to get them married.

Dr. Wajedul Islam Khan, Senior Trade Union Leader, BTUK – On Social Dialogue

- Right to association should be specified and emphasized in promoting Decent Work conditions for DWs.
- In 2017, National Domestic Workers Coordination Committee (NDWCC) was formed. The goal is to promote the unionization right of DWs.
- We are yet to achieve the implementation of DWPWP.
- If registration were done, there could be much more achievement in promoting DWs rights.
- A major barrier in promoting decent work for DWs concerns 'mindset' – the 'servant' – 'master' construction prevails. Even the worker loses her name when he/she is called 'Bua' a common term to refer to DWs.
- In Hong Kong, I visited once, when I saw international migrant DWs enjoy a weekly rest, when they visit public places and take rest.
- Social dialogue can play an important role in promoting the rights of DWs.
- Through Apps and viewing TV programs children can create a positive mindset about DWs rights.
- DWPWP 2015 has become dysfunctional.
- DWs, both internal and international, is a worst employment sector. Our international migrant DWs, especially women DWs are also victims of abuses. We need to work on this.

- The study findings will help trade unions.

Naheed Sultana, Bandhan Social Enterprise – On Private Recruitment Agencies Perspective

- Bandhan is a sister concern of Nari Maitree (NM)
- With Oxfam fund, NM used to provide skills and awareness training and placement support for the DWs for the years [XXXX]
- Bandhan is supposed to be a platform of DWs.
- In light of the 2015 DWPWP, we have developed a few papers
- We have sourced 900 DWs [half-time, full-time, and residence] categories
- We usually don't allow residence category of DWs. We wish to promote the idea of half-time or full-time DWs
- In one year, we placed 100+ workers – 40% half-time and 60% full time
- We implement a policy of registration that requires employers' photos, NIDs, DWs photos, NIDs, and two nominees. Both employers and workers sign contract letters. We take interviews of interviews. Three copies of the contracts are produced – one is kept with Bandhan, one with employer and the third with local police station.
- We expect 'professionalism' to be introduced in DW job. If any DW is delayed or remains absent from work, live-out DWs should inform their employers. Often DWs leave their workplace for a longer time without prior permission. They may take leave for 3 days but over-stay at home.
- We provide placement service to Lalmatia, Dhanmondi, Adabar, Shyamoli, Mohammadpur.
- After learning the demand of DWs, we try to match it with the employers' demands. Often we confront challenges, when live-out DWs don't perform as expected by DWs.
- We often see live-out DWs show more interests in working in multiple workplaces to earn 10,000-12,000 BDT. This may cause overstress with less rest. But, we encourage 8-hours of work for 8,000 monthly wage.
- For us, decent work can be ensured if a DW works for 8 hours, and have a proper living place.
- Charges:
 - Residence: 1 year – 6,000 BDT.
 - Full Time: 1 year- 5,000 BDT.
 - Half Time: 1 year- 2500 BDT.
 - They can get medical support from our community clinics/urban primary health care service providers
- Robot Dako – per hour charges
- QC – another DWs
- We have 900 members, who we work with and train and meet on a regular basis. There are 36 groups. The leaders are connected with DWRN and member-organizations. For residence,

Moderator

- The study was done through the lens of decent work deficits

Comments from ILO Delegate - Suraia Banu

- Are there any associations of private recruitment agencies?
 - **Bandhan:** No.
- Are wages paid through cash payment, bank A/C, or through agencies?
 - Sometimes
- How do you collect the DWs? Do you have agents?
 - **Bandhan/Nahid:**
 - We have 900 listed DWs who also operate as sub-agents.
 - We give 1000 BDT to sub-agents for recruitment of residence DWs – [live-in DWs]

Kazi Saifuddin Ahmed, Delegate, BEF – On Employers' Perspective

- The study will help generate informed policies.
- BEF worked with DWRN and trade union leaders to produce a draft DWPWP 2015.
- There is a need for legal reforms.
- We need to work with CSOs, trade unions, and GoB to promote the DWPWP 2015 and achieve legal reforms.
- Media reports often reveal abusive work conditions in which DWs operate.
- Not all employers [male and female] are abusers.
- There are employers who provide financial support for DWs and their families.
- I think there is a need for agreement/contract specifying terms of employment such as working hour, wage, leave, healthcare support etc.
- Employers of DWs including child DWs are not members of BEF. Rather, they are disorganized.
- Now, live-out DWs make their claim clear at the beginning about how much they want as wages.
- Unless and until labour law is amended, employers may not change.

3. Open Forum

Anwar Hossain, Jatiyatabadi Sramik Dal

- In greater Comilla district including Chandpur and Nangalkot
- DWs can't speak about their problems.
- Is Bandhan a social charity or a profit-making entity
 - Bandhan: It is now a small profit making trading entity
 - We have trade unions
 - In order to achieve sustainability, we charge a nominal cost
 - We are not corporatizing the recruitment process since we come from a private sector background

Ashraf

- **Is non-wage a form of exploitation?**
 - **BEF:** Non-wage DW is a form of exploitation. There is
 - **Trade union leaders:** It is exploitation
 - **Surovi:** From a rights perspective, it is exploitation.

Shamim Ara, Jatiya Sramik Federation:

- Trade unions work on DWs and without them labour rights cannot be promoted.
- In our current socio-economic context of Bangladesh, 'pete kapore' DWs employment does not work. DWs bargain with the employers. There is a social change.

Dr. Wajed

- **A small segment of DWs know about trade unions**

Suraia Banu

- Goal of ILO in this study:
 - One of the goals of the study is to communicate to the GoB the socio-economic conditions of DWs
- What is ILO doing to ratify the ILO C 189?
 - Through various advocacy programs of ILO, we are working on ratification of ILO C189.

Shah Mohammad Abu Jafar

- The GoB is still not thinking about legal reform or legal coverage for DWs. We need to extend the study findings to generate impactful advocacy campaign for legal reforms.
- We can take a master plan by dividing Dhaka City into various zones.
- We can create a momentum by synerging

Summary by Dr. Rozana Rashid

- Demography: Children
- Socio-economic: Poverty
- Employment Opportunities: Source districts, low-wage employment
- Right at work: deficits in wage, working hour,
- Social protection: Awareness and legal coverage
- Social Dialogue: Right to unionize is lacking

Overall:

- Registration
- Mindset change
- CSO role
- Legal reform and policy implementation

Alhaj Shukkur Mahmud: Closing Remarks

- We have got DWPWP 2015
- We need to implementation
- We need to promote DWs right and give opportunities for social dialogue

- In our socio-economic context, we recruit DWs to get a wide range of services.
- Now there is a 350 crore BDT Social Welfare Fund for workers [Bangladesh Workers Participation Fund]
- We need a short-term, mid-term and long-term plan for creating awareness of DWs.
- Now there is a shortage of supply of DWs.

Summary of Discussion

Dr. Syeda Rozana Rashid

Vote of Thanks

Dr. ASM Ali Ashraf