

ILO Jakarta

SPECIAL EDITION

Decent Work for Domestic Workers



A series of impact stories and best practices on **promoting decent work for domestic workers**

This special edition of “Human Stories and Best Practices” documents and compiles strong efforts, commitments, ownership as well as inspiring and life-changing stories on the recognition and promotion of decent work for domestic workers. All stories of this special edition are part of the joint campaigns conducted by the ILO through its Promoting Decent Work for Domestic Workers to End Child Domestic Work (PROMOTE) Project.

Funded by the United States Department of Labour (USDOL), ILO-PROMOTE Project aims at reducing child domestic workers significantly by building institutional capacities of partners to promote Decent Work for Domestic Workers effectively. The Project works to increase the knowledge, skills and expertise on reducing child domestic workers and promote decent work for domestic workers.

Super Emak to promote decent work for domestic workers

An Indonesian performer, presenter and dangdut artist who is also known as Super Emak (Super Mom in English) was taking part in the ILO's campaign on the promotion of decent work for domestic workers.

Workers (PROMOTE) Project. The first of its kinds, the activity was conducted in collaboration with Etnikom, a leading community organization in South Jakarta, in Jagakarsa area on 15 March.

During the talkshow, Super Emak shared her own experience working as a domestic worker. She said that she well-understood the plight of domestic workers as she worked as a domestic worker in Surabaya, East Java, for six years. She deeply understood the heavy burdens that had to be faced by domestic workers as they still depended on the kindness of their employers in terms working hours, wage, working conditions and so forth.



Before at least 100 homemakers from the surroundings of South Jakarta, Super Emak encouraged them to respect the rights of domestic workers working at their homes. She reminded the participating homemakers to no longer use the term maid or pembantu in Indonesia and/or the term household assistant.

Dangdut is Indonesian folk and traditional. Dangdut is also a popular music in the country.

This campaign activity combined an informative talkshow with entertainment and was conducted by the ILO through its Promoting Decent Work for Domestic

"I worked as a domestic worker, mostly for washing clothes, in several houses, from the year of 2002 to 2008. I was a widow with two little children and I had to support my family. And, I worked at people's households washing clothes. So, I know how it really feels to be a domestic worker," she recalled her experience.

Her faith and life were drastically changed when she won the dangdut singer competition organized and aired by one of the national TV stations. Her melodious voice and her lively performance had won her the first place, bringing her fame and fortune. She was then known as a celebrity. In addition to singing, she is now busy being a presenter, entertainer and artist.

"You never know what will happen to your life. Thus, please respect your domestic worker since you never know whether your domestic worker would rise as a star," she reminded, humorously, adding that she thanked the ILO for being involved in this campaign and reminding the participants to continue spreading the messages about decent work for domestic workers to their families and surrounding communities. 🌸

66 *Please remember that domestic workers are not maid or assistant. They are workers just like other workers and they have the same rights just like other workers.*

Super Emak
Singer

Domestic workers voice their aspirations through compilation of stories:

“We will not be silent”

In their own words, domestic workers voice their plight, struggles, fears, hopes and dreams as well as their desires to be recognized as workers.

“I am also a woman worker. Thus, for me, domestic workers are my fellow woman workers. We have to fight for our rights. Do not rely on other people to get our rights,” exclaimed Nia Dinata, a film director/producer, before lending her voice to reading out the story of Yuni Sri Rahayu, a domestic worker who is also active in the citizen journalism.

Yuni’s story, “Writing is the fire for our movement”, is one of the stories compiled in the book titled “We Will not Be Silent: 31 Stories of Domestic Workers behind the Domestic Walls”, launched in August 2017 in Jakarta. The book is jointly developed and produced by the ILO, JALA PRT and the Jakarta’s Independent Journalist Alliance (AJI Jakarta).

In addition to Nia Dinata, five leading Indonesia public figures had lent their voices to the plight of domestic workers who have to work long hours with low wages and without employment contract, day off and leave, social protection and legal protection. Other public figures included by Maruli A. Hasoloan (Director General of Labour Placement and Employment Development of the Ministry of Manpower), Lukman Sardi (actor), Morgan Oey (actor), Sari Nila (presenter), and Giwo Rubianto (Chair of Kowani).

The book consists of 31 stories written by 27 domestic workers who aspire to change the perception and stigma against domestic workers. Through their stories, these

domestic workers strive to break the existing social and political systems, urging that their professions should be recognized as workers, they should be legally protected

under the law, their labour rights should be respected like other workers and the child domestic labour should be eliminated.

In their own words, these women speak about their daily lives, injustice they have to face, mistreatment and abuse they have to endure, family struggles as well as their aspirations and

hopes. They also talk about their desire to be united under the unions, their aspiration to continue improving their skills and capacities and their continuous efforts to advocate policy makers and the public at large about the recognition of domestic workers as workers as well as the elimination of child domestic labour.

These stories are the results of writing and social media courses conducted by the ILO, in collaboration with JALA PRT and AJI Jakarta, to improve skills and capacity of domestic workers in utilizing technology and in voicing their own aspirations through citizen journalism platform and social media. To date, more than 60 articles and stories written by domestic workers have been published and disseminated widely through blogs, Facebooks and twitters.

Meanwhile, Giwo Rubianto expressed her organization’s strong support to the promotion of decent work for domestic workers. “Kowani is the organization fighting for women’s rights. Kowani will support the fight of domestic workers urging the government to deliberate the domestic worker protection bill,” she stated. ❀



Honestly, this is my first experience engaging with domestic workers. This experience is also a new lesson learnt for me as I also have a domestic worker in my home just like other people in the country.

Lukman Sardi
Actor



Promoting labour rights of domestic workers through movies

An innovative campaign, 'We Have the Same Right', was conducted through a series of short videos. Targeted to employers of domestic workers, these videos encouraged them to uphold the rights of domestic workers in their homes.

Around 700 enthusiastic viewers flocked the XXI cinemas in Lampung, Makassar and Malang, attending the launch of the ILO's 'We Have the Same Right' Campaign and the screening of short films regarding the rights of domestic workers in the third of February 2018. The launch is conducted in conjunction with the commemoration of the National Day for Domestic Workers which falls on 15 February and the Occupational Safety and Health (OSH) Month.

These launches were a follow-up to the national launch held in Jakarta in September last year, attended by at least 200 viewers. In total, the campaign has reached

around 900 viewers representing national and local government agencies, domestic workers organizations, domestic workers, academia, civil society organizations, employers of domestic workers, mass media organizations and public at large.

The 'We Have the Same Right' Campaign consists of seven short videos, showing important roles of domestic workers in people's lives, plights, journeys and hopes of the domestic workers. The Campaign focuses on labour rights of domestic workers that are often forgotten such as, among others, domestic workers' rights to have one-day off/leaves, to have working contract, to be protected by national health system, minimum working age for domestic workers and to have safe and healthy working conditions.

'Good Morning Rida' highlighted the important roles and contributions of domestic workers in the households. The short film depicts a chaotic morning at Rida's home when she learned that her domestic worker does not show up for work due to a family emergency. Rida and her family have to endure the chaotic domestic works while at the same time being pursued by job matters.

I value the important contribution of domestic workers in our households. Without them, we cannot function and we cannot perform our works or be economically active outside our home.

Dr. Syamsu Rizal
Vice Mayor of Makassar

66 *I have had a traumatic experience when my domestic worker had her finger cut. I realized that we have to take certain actions to ensure a safe working environment not only for the domestic worker but also for all members of the household.*

Niami Indah Wati
Employer

Meanwhile, other domestic workers attending relayed their work experiences with the film of 'Susi Needs a Job', portraying a child domestic worker who has to endure heavy burden of domestic works and has to face work hazards. Suriyati, a domestic worker from Lampung, told her experience being electrocuted when ironing because of an exposed wiring and being exposed to chemical substances from cleaning materials.

"As domestic workers we have to face work hazards in our daily work. I was once fell from the second floor and being electrocuted from an exposed wiring. However, when I informed my employer, I did not received any response or action to improve the situation. My employer even cut my salary when I was sick and unable to work for several days after experiencing work injuries," she said.

Niami Indah Wati, an employer of domestic worker in Malang, admitted that some employers have not yet realized work hazards that have to be endured by domestic workers. "I have had a traumatic experience when my domestic worker had her finger cut. I realized that we have to take certain actions to ensure a safe working environment not only for the domestic worker but also for all members of the household," she said.

She was also inspired by one of the screened film titled 'When in Sickness' portraying the importance of health protection for domestic workers and the obligation of the employers to ensure that their domestic workers are protected by the National Health Protection System (BPJS Kesehatan). "The film has enlightened and inspired me to register my domestic worker in BPJS Kesehatan. This will provide protection for both employers and workers," she added.

Irfan Afandi, Advocacy Specialist of the ILO, emphasized that domestic workers have the right to be protected from hazards and unsafe working conditions. To continue



promoting OSH culture in domestic work, the ILO has developed a practical, easy-to-apply checklist to guide domestic workers and their employers in improving working conditions in domestic environment called Work Improvement in Domestic Environment (WIDE).

"The checklist applies a participatory method based on self-help voluntary actions. The method helps both workers and employers carry out immediate improvements using locally available resources," explained Irfan. He also added that domestic workers who understand OSH would work more effectively and would benefit both workers and employers.

In addition to the three films above, the four other films are 'Happy Birthday, Alan' about written employment contract, 'Mona' regarding one-day off/leaves, 'Sukma's Dream' on child domestic labour and 'Domestic Workers in Move to Make a Change' portraying five domestic workers who strive to improve their quality of works and fight to realize their labour rights to be recognized as workers. ❀



Domestic work: Growing skills and recognition

An ILO training programme is expanding in Indonesia: while teaching skills to domestic workers, it promotes decent work in Indonesian households.

In Nuriati's living room, between photos of her late husband and her grown-up son, a wooden-frame stands out. Inside, a white and gold certificate says Nuriati is a competent, skilled, domestic worker.

Nuriati (only one name) has been working as a domestic worker for more than 10 years. Today she is a live-out domestic worker for four different households from Monday to Saturday.

Nuriati – and 90 other domestic workers from Malang District, joined the ILO's pilot skills training programme for domestic workers in 2016. The programme counts 200 mandatory learning hours, covering housekeeping, family cooking, laundry and core competency on self-development. All of the participants took and passed the certification examination.

The high-quality benchmarked training was developed in compliance with the Indonesia's National Work

Competence Standard (SKKNI) for Individual Service Serving Household adopted by the Government of Indonesia in 2015.

The training is part of the ILO's PROMOTE project, funded by the United States Department of Labour (USDOL), dedicated to promote decent work for domestic workers and combat child domestic work.

"The skills development and professional recognition play an important role in promoting decent work for domestic workers. Training and certification based on national competency-standards can help raise the status of domestic worker as a recognized profession. This, in turn, would improve domestic workers' employability and prospects for better employment condition," said Arum Ratnawati, the Chief Technical Adviser of the ILO-PROMOTE Project.



I only graduated from elementary school and to support my family I could only work as a domestic worker. I did not realize that I could do it in a more “professional manner”.

Nuriati

workshop participants

Starting with motivation, pursuing with determination

The trainings were conducted in five local communities in Malang, in collaboration with the Institute for Societal and Development Studies (LPKP), the provincial manpower office of East Java, and the ILO.

Nuriati recalled when she learnt about this pilot skill training programme, she was hesitant to register and doubted herself: “I went to school more than 30 years ago. After graduating from the elementary school at 12 years old, I never attended any course or training. I was so nervous and worried, especially when my employers warned me to be careful of any hidden motives of this activity.”

A few days after the training began, she almost gave up. Class tutorials every Friday evening and practical exercises every Sunday, left her with no time off at all. “At the end of the week I was so exhausted that I just wanted to rest.”

Her motivation increased after she saw the impact of adequate tools and techniques on her productivity. Last but not least, she was taught how to cook well and healthy, and how to make the most out of local ingredients.

“I realized I could clean, wash and cook better. I work faster with better results. I know more about different fabrics, materials and nutritious ingredients. My employers are happy with the way I work now,” she says.

Learning and sharing

In addition to domestic-work techniques, she also learned about her rights and duties as a worker such as the importance of occupational safety and health at the household, contractual matters, working hours, wages and also about work motivation.

With her new skills, she got the confidence to negotiate a higher salary and overtime pay for additional work.

“People tend to perceive our work as unskilled work, low wages and only for uneducated people. I hope – and I am confident- that the skills standardization for domestic workers can change this negative perception.” she says with a smile, adding that her employers are now worried she’d move to other employers.

Nuriati has also been appointed by LPKP as an instructor to train and coach other fellow domestic workers and she is now the Chair of the Association of Revolutionary Work Movement of Malang Raya (Anggrek Maya), the first domestic worker organization in East Java province, which counts 300 members.

“I hope that more domestic workers can learn what I have learnt and improve their bargaining position. I also hope that they can voice their aspirations and understand their rights as workers,” she concludes.

Considering the results, these skill training programmes have been continued and expanded to the capital city of Jakarta. In collaboration with JALA PRT, a national NGO, training programmes have been conducted in Jakarta twice a week from June to August 2017. All the instructors are domestic workers themselves who have been certified by the National Authority for Profession Certification (BNSP).

“The project’s partners are now in the process to register as training providers with the Ministry of Manpower and Ministry of National Education so that they can access Government’s grants to continue these skills training programmes at the national and provincial levels,” says Arum Ratnawati. ✿

Towards decent work for domestic workers through skills training and domestic worker organization

Professionalization of domestic workers would enhance their bargaining positions and would better protect their rights as workers.

Malang District is known as one of the three sending cities of domestic workers in East Java to both inside and outside of Indonesia. Domestic works are one of the main sources of employment for women of Malang District. Yet, Malang District has a reputation as a center of higher education and learning in Indonesia. The District Government of Malang is also committed to alleviate poverty and build the local economy through tourism as well as community development initiatives.

As part of its community development, the local Government of Malang has strongly supported the skills development and empowerment of their domestic workers, particularly the implementation of the skills development trainings for domestic workers conducted in 2016 and in mid of 2017 from May to August.

"The professionalization of domestic workers would enhance domestic workers' bargaining positions. Better working skills and better understanding of their labour rights would protect domestic workers from mistreatment and violence," said the Head of Malang Regency, Rendra Kresna, in his speech represented by

The professionalization of domestic workers would enhance domestic workers' bargaining positions. Better working skills and better understanding of their labour rights would protect domestic workers from mistreatment and violence.

Rendra Kresna

Head of Malang Regency

Yoyok Wardoyo, Head of Malang Manpower Office. The speech was delivered during the launch of the second batch of skills training initiative on 6 August at Kukur Village, Malang Raya, East Java.

In his speech, the Head of Malang Regency also emphasized the importance of skills development initiatives as means to improve and standardize job skills of in-country Indonesian domestic workers, particularly in Malang Raya (covering Malang District, Malang City and Batu City areas). The skills enhancement would in turn improve the recognition and work standard of domestic workers and to enhance their employability as well as the living and working conditions.





The ILO is also very pleased with the commitment shown by the local government to continuously improve the status of domestic worker as a recognized profession. This, in turn, would improve domestic workers' employability and prospects for better employment condition.

Michiko Miyamoto

Country Director of the ILO in Indonesia

To ensure the sustainability of this skills training programme for domestic workers, the District Government of Malang is now in the process of developing and finalizing the Regent Regulation on Competency Improvement for Women Domestic Workers in Malang. By having this regulation, the training programme would be continued and replicated to other areas of Malang by the local government using its own budget.

Around 100 domestic workers from four communities in Malang have participated in this second-batch of skills training programme conducted by the ILO and its partners, the Institute for Societal and Development Studies (LPKP), an NGO deals with domestic workers and JARAK, an NGO network for elimination of child labour.

The programme only covers 150 from 200 mandatory learning hours, consisting of housekeeping, family cooking, laundry and core competency on self-development. The programme also combines in-class with practical trainings that are conducted during weekend for 4.5 month.

"We greatly appreciated the commitment shown by the local government. Through its District Manpower Office, the local government has agreed to continue the remaining 50 mandatory learning hours so that the participants could later take the certification examinations at the end of the programme," said Anwar Solihin, Director of LPKP.

Similar appreciation was also given by Michiko Miyamoto, Country Director of the ILO in Indonesia. "The ILO is also very pleased with the commitment shown by the local government to continuously improve the status of domestic worker as a recognized profession. This, in turn, would improve domestic workers' employability and prospects for better employment condition," she stated. ❀



Improved skills, benefits gained

Puji Astuti, 33 years old, one of the participants of this ongoing skills training from Kucur Village of Malang Raya, emphasized the benefits that she gained from the training to her daily work as a domestic worker. "My employer was very surprised that I am now able to do my domestic work in a more professional way. I could even work faster and finish all my tasks earlier so that I can go home earlier and spend more time taking care of my family," told Puji who is a part-time domestic worker, adding that she was now able to finish all her works an hour or half-an-hour earlier than she was used to.

Moreover, her employer has started to give bonuses for her excellent work. "The other day, I just finished cleaning up the bathroom and my boss was so astounded with its cleanness. She asked how I could clean the bathroom like that, and she gave me additional money. Any other day, she was surprised seeing how clear all the windows in her house, and she gave me another bonus," said Puji cheerfully.

She admitted that at the beginning most of the participants were not enthusiastic joining the skills training programme. They questioned the benefits of the programme for their daily works, were doubtful with the results of the programme and were not so sure about the time they had to spend to attend the programme.

"But now, it is all changed. They are now looking forward to participate in the trainings every Tuesday and Sunday. We all agree to not have anything else but the training activities on those two days. We really feel the benefits from the training as not only it has improved the way we do our work as domestic workers, but has also improved our self-capacities," she added.

Abdul Karim, Head of Kucur Village, appraised the changes that have happened in his village. He was delighted seeing the improvements shown by the 45 participants from his villages. "It is now the time that domestic workers should be recognized as workers. It is also in line with the development motto of our village that is to build Indonesia from villages," he said. ❀

My employer was very surprised that I am now able to do my domestic work in a more professional way. I could even work faster and finish all my tasks earlier so that I can go home earlier and spend more time taking care of my family.

Puji Astuti

workshop participants

Domestic workers organizing: The story of Anggrek Raya

Hundreds of domestic workers are united in Malang Raya by establishing an organization to gain recognition and rights as workers.

To strengthen the recognition of domestic work as work, three hundred domestic workers in Malang Raya have established the Domestic Workers Organization named the Association of Revolutionary Work Movement of Malang Raya (Asosiasi Gerakan Revolusi Kerja/Anggrek Maya). The association has united 12 domestic workers groups in this area.

"We, the Organization of Domestic workers in Malang Raya, demanded a change to realize decent work for domestic workers," stated Nuriati, the Chair of Anggrek Maya, reading out the declaration statement during the launch ceremony.

The Declaration demanded decent wages for domestic workers, the ratification of the ILO Convention No. 189 on Decent Work for Domestic Workers by the Government of Indonesia, the recognition of domestic workers as workers as well as the elimination of child domestic labour. They also demanded to stop treating them as maids as domestic workers should be recognized as workers.

The first of its kind in East Java Province, the association according to Nuriati will provide domestic workers with venue where they could exchange information, experiences and knowledge regularly every month.

To improve its members' living condition, the association is planning to develop a cooperative and some educational courses like language and computer courses. To learn more about the cooperative

management, Nuriati joined other representatives of domestic worker organizations from Lampung, Jakarta and Makassar going to South Korea in August 2017. With support from the ILO, they visited the National House Manager's Cooperative (NHMC).

"NHMC is a cooperative of domestic workers providing skills training and placement service for its members and at the same time to get domestic workers organize to advocate for their rights. Thus, after the visit, Nuriati can share her experiences and knowledge to other members so that they can develop their cooperative programmes in Malang," said Irfan Afandi, the ILO's project officer in Malang.

When appointed to be the chair of Anggrek Maya, Nuriati hopes that together with all members, they can be united to voice their aspirations and speak up about their demand not to be treated as maids but equally treated as workers just like other workers and professions. "We are not maids, we are workers. Through this organization, together we can strengthen our efforts to be heard and to continue improving skills and bargaining position," she exclaimed.

Welcoming the establishment of this association, Yoyok Wardoyo, Head of District Manpower Office of Malang, said that the establishment of this association was in line with the local government's priority programme. He also added that with the establishment of Anggrek Maya, living and working conditions of domestic workers in Malang Raya would be improved.

"With improved bargaining positions, perhaps domestic workers can have written employment contracts and collective bargaining agreements that will benefit both workers and employers," he concluded. 🌸



Victory and justice

for Indonesian domestic workers



Domestic workers have the same legal rights at the workplace, just like other workers and profession. They have the rights to be legally protected and have better access to justice.

For more than seven years, Siti Sri Marni, 22 years old, was kept as prisoner in the home of her employer who regularly violently abused and deprived her of food, sleep and payment for long hours of grueling work. She finally managed to flee. With bruises and swelling all over her body, she went to the police and reported her abusive employers last February 2016. The police arrested her employer a few days later.

Her case was taken to the court and she bravely fought in court for more than eight months. In November 2016,

6 *I just ran and ran with people watching me in disbelief. People were afraid of helping me due to my condition. I ran to the police station. I told the police that I was afraid that I would be put in jail, and the police said that I had nothing to worry about as it should be my employers who be put in jail.*

Marni

her employer was found guilty and sentenced for nine years in prison. However, her employer has filed an appeal and the case is still ongoing at the higher court.

Her case was considered important in the fight for justice for domestic workers in the country as most of the legal cases involving domestic workers rarely go to the court. Most cases were settled through mediation. To date,



only three cases involving domestic workers went on trial, including Marni's.

Marni's case is one of the legal cases involving Indonesian domestic workers and child domestic workers documented in the latest publication titled "Compilation of Legal Cases of Indonesian Domestic Workers and Child Domestic Workers", produced by the JALA PRT, an NGO deals with rights of domestic workers, with support from the International Labour Organization (ILO).

Launched on 16 June 2017 in conjunction with the commemoration of the International Domestic Workers Day, the Compilation documents and analyzes 24 major domestic workers' cases divided into three major cases: Employment (15 cases), criminalization (4 cases) and criminal (5 cases). The cases involved both adult domestic workers as well as child domestic workers.

The employment cases involve unfair dismissal due to, among others, sickness, pregnancy, lack of working contract, social security as well as dismissal without severance payment and benefits. Criminalization cases include false accusation and mistreatment; while criminal cases comprise domestic workers as victims of trafficking and of domestic violence.

All the cases had been handled by the Jakarta Legal Aid Institute (LBH Jakarta) and the Legal Aid Institute of the Indonesian Women's Association for Justice (LBH APIK), members of JALA PRT, with support from the ILO through its Promoting Decent Work for Domestic Workers (PROMOTE) Project. Funded by the United States Department of Labour (USDOL), The ILO's PROMOTE Project aims at promoting decent work for domestic workers and reducing child domestic workers significantly.

The first of its kinds, the publication reveals mistreatments and violence against the rights of domestic workers as workers. Some cases, like Marni, could be inhuman and

shocking. For Marni, the physical abuse started at her second year when she was accused of having an affair with one of the family members.

It began with punches, then progressed to beatings with belts, brooms and slippers. Hot water was poured on Marni's chest, her stomach was ironed and she was forced to eat cat's excrement. She even attempted to commit suicide three times but failed. Although she won the case, she is now still in recovery process from severe mental and physical pain because of her employer's abuse.

Marni started to work in her employer's home in 2007 when she was only 12 years old. She left her family and her seven siblings in Bogor, West Java, and went to Jakarta assuming that she was invited for a vacation. "My uncle came to my house with my employer inviting me to go to Jakarta for a vacation," she recalled.

Upon Marni's arrival in Jakarta, her employer promised her that she would treat Marni like her own daughter and she would be sent to school. "She even asked me to call her Mama and I should consider her four children like my own brothers and sisters. She also said that her house was also my house," she continued.

However, after a few months, instead of going to school, she ended up doing the house works. When she insisted to go back home, she was threatened to be taken to the police station. "She threatened me that the police would arrest me and I would be imprisoned if I went home. I was scared and I stayed," Marni said.

Finally, on Tuesday, 13 February 2016, after being beaten and abused for hours, she decided to flee from the house. She jumped from the third floor using the cable of the antenna and climbed over the 2-metre front gate despite painful bruises and swelling on her body.

"I just ran and ran with people watching me in disbelief. People were afraid of helping me due to my condition. I ran to the police station. I told the police that I was afraid that I would be put in jail, and the police said that I had nothing to worry about as it should be my employers who be put in jail," she said.

Marni is now actively involved in advocacy and campaign activities in promoting the rights of domestic worker as workers together with JALA PRT and the ILO. She is now preparing herself to continue her study, taking educational package.

"I was actually worried that I might lose the case. The road to justice was very heavy. The abuse left me with injuries and trauma but I just want to continue my life and reach my dreams," she said. 🌸

Promoting OSH culture in domestic work

Domestic workers face a variety of workplace hazards when performing domestic works. The ILO has developed a practical, easy-to-apply checklist to improve domestic working conditions.

Most people may think that home is the safest place, but in fact there are many hazards and risks posed by domestic environment. These hazards and risks include, among others, case of fire, food poisoning, chemical substances, accidents and so forth.

As part of the efforts to widely promote decent work for domestic workers, the ILO has developed a practical, easy-to-apply checklist to guide domestic workers and their employers in improving working conditions in domestic environment called Work Improvement in Domestic Environment (WIDE). The checklist applies a participatory method based on self-help voluntary actions. The method helps both workers and employers carry out immediate improvements using locally available resources.

The WIDE checklist consists of eight areas that are relevant to the improvement of work conditions in domestic environment: 1. Material handling and storage; 2. Design work station; 3. Machine/tool safety; 4. Physical environment; 5. Social welfare and work organization; 6. Wages and benefits; 7. Communication and rights for success; and 8. Situation of child domestic worker.

The first of its kind, the WIDE checklist was jointly developed by the ILO's OSH experts, labour inspectors of the Ministry of Manpower, domestic workers' organizations, recruitment agencies, employers of domestic workers and domestic workers themselves in 2015.

To ensure the application, the checklist was piloted in Malang and Surabaya, East Java Province. In these pilot areas, the participating domestic workers were trained on how to use the checklist using a participatory action oriented training (PAOT), combining a classroom training with a practical exercise at home facilitated by an OSH facilitator.

They were then assigned to identify three good working conditions and three points for improvement. At the



end of the training, each participant, supported by the employers, was given two months to improve their workplaces by submitting before and after photos.

"Domestic workers who understand OSH will also work more effectively and this will benefit both workers and employers. They will understand that messy electricity cables will be dangerous and they will be responsive, for example when they see puddle that can be a medium to spread disease," said Arum Ratnawati, Chief Technical Adviser of the ILO's Project on Domestic Workers.

"We touch chemical substances almost every day and I do not know the details of the danger. I clean up the bathroom using chemical substances. I also deal with electricity almost every day. Thus, it is important for us to learn about safety and health related to our work," said Santy, a domestic worker who joined the workshop in 2015. 🌸

Domestic Workers Activities



Editorial

Editor-in-Chief: Michiko Miyamoto

Executive Editor: Gita Lingga

Circulation: Budi Setiawati

Contributors: Gita Lingga, Irfan Afandi

Design & Production: Balegraph

ILO Jakarta Office
Menara Thamrin Building, Level 22
Jl. M. H. Thamrin Kav 3,
Jakarta 10250, Indonesia
Ph. (62-21) 391-3112,
Fax (62-21) 310-0766
Email: jakarta@ilo.org,
Website: www.ilo.org/jakarta

The ILO Jakarta Special Edition is a bilingual newsletter aimed at dealing with the very substance of the ILO Jakarta's work in Indonesia. The opinions expressed herein do not necessarily reflect the views of the ILO.