



BETTER WORK *Indonesia*

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Better Work Indonesia



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Better Work Impact Survey Reveals Concerns of Factory Workers on Work and Life Conditions

Better Work conducted an impact survey to study the broader developmental impacts of Better Work services enterprises and workers.

Through a partnership between Better Work and Tufts University in USA, University of Indonesia and University Gadjah Mada, the study assesses workers' lives inside and outside of the factory to reveal important information that clarifies the business case for Better Work's approach to business and development.

Through the Audio Computer Assisted Self Interview (ACASI) methodology, baseline data from 42 factories were collected on topics including occupational safety and health, workplace systems and relations, compensation, and worker health and well-being.

Findings from the baseline data include:

- 53.5 percent of workers reported severe thirst often or every day;
- 47.6 percent of workers were concerned with heat;
- Workers also experienced the following symptoms occasionally, often or every day: severe fatigue (42.1 percent); stomach pain (30.6 percent); dizziness (41.5 percent); head, back, or neck ache (46 percent);
- 59.2 percent of workers reported concerns with dangerous equipment and injuries; 72.7 percent reported concerns with accidents and injuries;
- 71.5 percent of workers exhibited concern in payment of wages (71.5 percent); excess pay deductions (84.1 percent); in-kind compensation (45.6 percent); low wages (83.2 percent); confusion about the piece rate (58.3 percent);
- 65.2 percent of workers reported being a trade union member; 51.0 percent reported being represented by a collective bargaining agreement;
- 85.2 percent, of workers reported concerns with sexual harassment; 79.3 percent were concerned about verbal abuse such as yelling or vulgar language; and 87.4 percent with physical abuse such as hitting or shoving.

Better Work Indonesia's training and advisory services aim to build capacity of factory management and OSH committees to address these concerns, both to mitigate these issues and to prevent similar issues from arising in the future, while promoting sustainable solutions for enterprises and workers.

Subsequent research to evaluate the impact of the program will be assessed on measures related to enterprise performance, economic development and human development. Better Work will use the results to support continued improvements of the programme.

Enterprise Advisors Summit: Bandung, May 2012, Indonesia

Better Work and Better Factories programmes from 7 countries gathered at the second annual EA Summit last month on 8-11 May in Bandung, Indonesia.

55 Enterprise Advisors actively discussed ways to enhance Better Work core services. Topic discussed included a new advisory model and reporting format, linking training to advisory services, excessive overtime and double books, self assessment, and cultural sensitivity.

Many activities and discussions were organised around small groups to encourage interaction and brainstorming. Different country teams also led games activities to explore the kinds of assessment and advisory tools that can be used in assessments at factories. Breakout sessions were also organised to allow participants to choose to attend one of the parallel mini sessions that they were interested in, which included coaching and facilitating skills, sexual harassment, FOA investigation and knowledge sharing.

"I really like the atmosphere of learning and sharing that was amongst all of us. The energy was fantastic!" Nthambeleng Molise, an Enterprise Advisor from Lesotho said.

"Adding to the dynamic, we had an external facilitator Rob Hale who engaged us in thinking more creatively and understanding on how we can influence PICC meeting simply by the way we present ourselves, express our feeling and build on relative energy status," Lyno Vuth, an Enterprise Advisor from Vietnam said.

Overall, the Enterprise advisors agree that they really find the experience as useful and fun. "I am definitely going to use the knowledge from here at the advisory sessions in factory," Andre Florens Daniel, an Enterprise Advisor from Indonesia said. "And the most memorable moments were the Culture Performance from Cambodia Team and the Angklung Show," he added.

See you all next year!



2012 EA Summit. Mohamad Anis Nugroho, an Indonesian Enterprise Advisor engages in a cultural awareness session. The session is part of the 2012 EA Summit Agenda organized in Indonesia.

SMS Programme: The End-line Survey of Information, Education and Communication Mobile Initiative for Factory Workers

Social media tools and mobile phone communication have been seen as one of the most effective ways to expand, and increase awareness to the masses, including garment factory workers.

Supported by H&M, Better Work Indonesia recently conducted a pilot programme with mobile phones in two factories located in the Greater Jakarta Area. Between January and April 2012, Better Work Indonesia under the Information Education and Communication (IEC) mobile initiative successfully communicated with 700 factory workers on a range of issues related to Occupational Safety and Health (OSH), workers' rights and responsibilities as well as best practices in the workplace.

In order to measure the effectiveness of the SMS programme, Better Work Indonesia conducted an End-line Survey. The survey was conducted in two ways: 1) survey questionnaires and 2) in-depth interviews with randomly selected workers from each of the participating factories. Based on the results of the end-line survey, workers agreed that the mobile initiative piloted by Better Work Indonesia has been very useful in strengthening their awareness and understanding of basic Occupational Safety and Health (OSH) issues. Workers expressed their appreciation of the mobile initiative programme and stated that they would like it to continue, even after the pilot period. Furthermore, workers felt that the information shared through SMS made them feel appreciated by their companies.

Dyah Larasati, the independent researcher who helped Better Work Indonesia throughout the process of the survey states, "It has been a pleasure to be part of the IEC initiative, as I have been

involved both in the baseline survey– prior to the sending of the messages to workers, and in the end-line survey of the IEC pilot. I have seen the positive progress of the workers awareness on several OSH issues in the workplace after BetterWork Indonesia sent the messages. I think that this initiative is an innovative one and very effective to reach wider audience of factory workers, if similar initiative is to be implemented soon in the near future – with more factories involved".

Ms. Larasati also mentioned that in addition to the IEC initiative increasing the awareness of factory workers about OSH issues; it has also been quite successful in improving the working relationship between the workers and management. Moreover, it has increased workers' and management's awareness of good practices in the factory.

In her report, Ms. Larasati recommends continuing the SMS programme, and also introducing innovative ways of sharing information by using various social media such as Facebook, Twitter and YouTube.

Looking at this opportunity, Simon Field, the Programme Manager for Better Work Indonesia would like to encourage more participation from the global supply chains in Indonesia, in the Better Work IEC programme. Mr. Field says "As the mobile phone plays an important role in the everyday life of garment workers, Better Work is exploring the mobile phone as an alternative way to enable workers to access information to overcome the challenges they face".

Follow up

In response to the End-Line Survey of Information, Education, and Communication (IEC) Mobile Initiative, Better Work Indonesia has established a Facebook page called Better Work Indonesia. The purpose of Better Work Indonesia's Facebook page is to build a constructive platform to cascade the latest information on a range of issues such as Occupational Safety and Health (OSH) and good practices in the workplace, especially for workers.

Better Work Indonesia recently commemorated the day of Occupational Safety and Health in April 2012. To observe the significance of that day, Better Work Indonesia organised a series of competitions to promote awareness of OSH Issues in the workplace, through Facebook, such as photography and on-line quizzes. These competitions have attracted much attention from many people not only garment workers. The winner of the photography competition was given a digital camera, while the winners of the online quizzes were given free mobile phones.

Ms Desi Sapari of PT Citra Abadi Sejati, Cileungsi was selected as the winner of our photography competition. During her visit

to the Better Work Indonesia office, Ms Sapari mentioned, "I am really happy because my photo is selected as the best photo and I could win this competition. From now on I will always visit Better Work Indonesia Facebook and get more information and knowledge to improve myself".

Better Work Indonesia also received many notes of appreciation from the winners of the online quizzes. Nalom Pakpahan stated in his letter to Better Work Indonesia that he would continue to support the Better Work Indonesia programme, and to regularly visit our Facebook page to be regularly updated on OSH issues. Another participant, Evi Arifah, wrote, "Thank you Better Work Team. I have received your present. I wish the very best for Better Work Indonesia.

Today, Better Work Indonesia's Facebook page has more than 20,000 visitors, with more events planned to continue the growth. We hope this online platform will continue to support workers' education development in the garment industry in Indonesia.

Promoting The Right Policies and Programmes on HIV and AIDS in the Workplace

“Did you know that we could live among those with HIV? HIV is not transmitted through shaking hands, hugging, the sharing of eating and drinking utensils, or equipment, mosquito bites, saliva, or sweat?”

This message, along with many others, has been delivered to the mobile phones of 3750 factory workers over the last few months as part of Better Work Indonesia’s social media programme. Through SMS, Facebook and Twitter, the messages include information on HIV, facts to dispel common myths and misconceptions of HIV, and best practices to prevent its spread. The initiative aims to reinforce the messages communicated by trainers of factory workers, who recently underwent HIV and AIDS training sessions, hosted by Better Work Indonesia.

According to the ILO Recommendation 200 and the Ministerial Decree No. 68/2004 on HIV and AIDS Prevention in the Workplace, companies are responsible for providing workers with proper access to HIV and AIDS prevention, care and treatment. Therefore, Better Work Indonesia organised the training sessions with the objective of increasing the company’s capacity, understanding and commitment to designing and implementing the right HIV and AIDS-sensitive policies and programmes in the workplace.

Based on the Better Work Haiti training module, the programme, in collaboration with Yayasan Kusuma Buana, ran a two-part training session in April and May for approximately 40 personnel from seven factories consisting of factory managers and workers.

On 17 April, a half-day session was conducted to promote awareness of key issues on HIV and AIDS in the workplace including effective prevention, care and treatment for workers with HIV; and the importance of developing appropriate regulations and programmes for a more HIV-sensitive and healthy workplace. The participants included factory directors, managers and supervisors.

On 15 and 16 May, a training session was held for factory managers and workers. Topics included efforts to reduce discrimination and stigmatisation against people on the basis of their real or perceived HIV status; promoting a healthy work environment to prevent transmission of HIV; promoting social dialogue and cooperation between employers, workers and government; and increasing the technical capacity of enterprise personnel in addressing HIV-related issues in the workplace. Participants included HR representatives, chiefs of security, clinic doctors, OSH representatives, members of the training department and representatives from worker unions. The participants were trained to design HIV-sensitive policies and implement their own HIV and AIDS training and education programmes. One of the participants of the training recently commented on Facebook, “I’m so happy that my managers sent me to this event. Thanks a lot for Mr. Richard from ILO Bangkok and all the members of Better Work for organising this training.”

Risya Ariyani Kori, the ILO HIV and AIDS Programme Officer, said, “I was impressed by the enthusiasm of the participants, and we received more participants than expected. Each factory discussed innovative, sound and concrete plans and recommendations

for their individual factories. I really hope that the outcomes of the training will be used as a strategy for developing and implementing HIV and AIDS-sensitive programmes and policies at each factory, and I believe the participants of this training will become good agents of change.”

Better Work hopes the training has helped to improve awareness of the issue of HIV and AIDS in the workplace; attached importance to formulating workplace programmes to manage its impact; enhanced recognition between the vital connection between HIV AND AIDS and Occupational Safety and Health; promoted the fundamental rights at work; and reduced discrimination and stigmatisation against people living with HIV.

Facts

Indonesia has one of the fastest growth rates of HIV and AIDS in Asia. Data from the National HIV and AIDS Strategy and Action Plan 2010 – 2014 estimates that the prevalence of people living with HIV (PLHIV) will double from 227,700 in 2008 to 501,400 in 2014. The rapid growth rate and scale of HIV and AIDS infections calls for more attention and concern to the care and treatment of PLHIV and their families, and also the crucial need for effective prevention.

In 2001, the ILO introduced the ILO Code of Practice on HIV and AIDS in the World of Work, which provides a set of guidelines to address the HIV and AIDS epidemic through fair treatment and effective prevention of HIV and AIDS in the workplace. In 2003, the Tripartite Declaration to Combat HIV and AIDS in the World of Work in Indonesia was signed by the Ministry of Manpower and Transmigration, the Indonesian Chamber of Commerce, the Indonesian Employers’ Association (APINDO), and three Trade Union confederations (KSPI, KSPSI and SBSI). The Ministerial Decree No. 68/2004 on HIV and AIDS Prevention in the Workplace was then declared, which has contributed to the initiation of several initiatives and programmes by tripartite constituents, as well as by NGOs and other partners.



HIV/AIDS Prevention in the Workplace Training – participants are engaging in training activities which aim to enhance the awareness of HIV/AIDS in the workplace issues

Highlight: CSR Story of PT Dream Sentosa Indonesia (DSI)

“Dream for all” is not just a theme, but a commitment to its employees that PT Dream Sentosa Indonesia (DSI) engages in to promote good health and the well-being of its workers. As Ms Etty Herawati, the CSR Manager who has been with the company for 9 years, stresses, “The most important value in PT DSI is PEOPLE.”

With more than 9,000 workers manufacturing garments for the export industry, PT DSI is one of the largest factories registered with Better Work Indonesia. Caring for such a large work force comes with challenges, which are met with passion and investment in the needs of its workers.

This past May, factory workers at PT DSI received free dental check-ups from a team of volunteer dentists from Korea. The week of free dental treatment included X-ray examinations, scaling, extractions and fillings. As part of their Corporate Social Responsibility (CSR) programme, PT DSI partnered with Korea University Guro Hospital in providing the service to further demonstrate its commitment to the care of its employees.

Workers who benefited from the free dental service expressed their hopes that the program would continue. Mr Suyanto, a worker in the finishing section, said, “Joining free dental service has helped me a lot. Wish the program will continue for long.” Ms Pujiyati, who works in the ironing section, further added that she was glad to have been able to participate in the CSR activities, and felt that such programme showed how much the company values its workers.

In addition to the free dental service, the factory operates an on-site Occupational Health Clinic which encompasses a wide range of medical facilities such as a midwife room, medical check-up room, ambulance, and observation room for both male and female workers. The facility not only provides workers easy access to free medical treatment, but more importantly ease of mind that their

medical needs can be managed on-site. The clinic is organized and managed by Fikri Medika Hospital, a medical provider.

These CSR activities have also drawn attention from stakeholders as the factory has won an award for one of the best companies in West Java for Female Workers Development, by the Governor of West Java. Also, in 2011, PT DSI received a CSR Award of Excellence by the Embassy of the Republic of Korea in Indonesia.

According to Mr Tae hyun Yun, President Director of PT DSI, the value of CSR can be realised when all employees are aware of the importance of CSR and its benefits. Thus, PT DSI provides medical and educational programmes to the local community as a top priority.

Since joining Better Work Indonesia in 2011, PT DSI continues showing significant improvements. One of the key achievements is empowering workers which allows both workers and management to jointly address better working conditions. Better Work Indonesia expects that the Bipartite Cooperation Institution (LKS Bipartit) in this factory can strengthen and continue to realise all the above-mentioned CSR activities.

“All the CSR activities of PT DSI could be considered as best practices of CSR initiatives at the factory level. Their cooperation with the Better Work Indonesia programme has been inspiring.” “After one year of working with BWI, I am excited to see their improvement achieved through the LKSB,”-Mr Sutrisna, Enterprise Advisor, Better Work Indonesia.

As Ms Etty states, “Finding compliance issues and reporting them to buyers is not the ultimate goal in our company anymore, but rather to exceed the labour laws and buyers’ standards.” Companies must also look at redefining their goals to include meeting the needs of its employees.



CSR story courtesy of PT Dream Sentosa – A worker at PT. Dream Sentosa received a free dental checkup and care performed by Korean’ volunteer team of dentists

Photo Bank



2012 EA Summit - Many activities and discussions were organised around small groups to encourage interaction and brainstorming.



2012 EA Summit. The participants enjoy various games led by the team from other countries. The aims are to explore various tools which may assist the process of Better Work Indonesia services



2012 EA Summit. This is not the latest model of fashion sunglasses. During this session, the Enterprise Advisors learn to eliminate the prejudice and stereotype of certain race.



HIV/AIDS Prevention in the Workplace Training – The training was organized on May 15-16, 2012 attended by factory managers as well as workers. Participants were enthusiastic in following every session of this training.



HIV/AIDS Prevention in the Workplace training – Mohamad Aris Nugroho, Better Work Indonesia's Enterprise Advisor took part in this training.



CSR story courtesy of PT Dream Sentosa – Workers of PT. Dream Sentosa Indonesia feel very much supported with the presence of free dental checkup.



CSR story courtesy of PT Dream Sentosa - PT DSI in collaboration with Korean University Guro Hospital in providing dental checkup services in conjunction with the company's commitment toward its workers.



APINDO and API meeting with factories registered in Better Work Indonesia services – Ms Nina Tursinah (APINDO), Mr Djamanto (APINDO), Mr Ismy (API) are giving explanations with regard to the roles of APINDO in industrial relations.



Meeting between APINDO and API with factories registered under Better Work Indonesia services. Participants of the meeting are engaged in discussions regarding the benefit and challenges encountered by Better Work Indonesia services.



APINDO and API meeting with factories registered under Better Work Indonesia services – Teuku Rahmatsyah is giving explanations with regard to the latest website containing guidance on Indonesian manpower laws and regulations. The website is one of Better Work Indonesia's creative and innovative services. The website is useful in facilitating the information access to Indonesian manpower regulations.



APINDO and API meeting with factories registered under Better Work Indonesia services – A female participant is providing a feedback toward the assessment and advisory services provided by Better Work Indonesia. Results of the meeting will be compiled by APINDO, API, and Better Work Indonesia which will then be presented by APINDO during the meeting with Buyers in Jakarta on June 28, 2012.