

Indonesia Worker Survey Summary

Better Work Impact Assessment

Tufts University

April 2015



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Executive Summary

The Tufts University Better Work Impact Assessment Project undertook baseline data collection in Indonesia starting in September 2011. One hundred Better Work Indonesia factories have completed a baseline worker survey. A second round of data collection began in September 2012. Through March 2015, 34 factories from the baseline assessment had been resurveyed, providing year-over-year changes in worker perceptions of factory life. Survey data were collected from workers using the Audio Computer Assisted Self Interview (ACASI) procedure. A random sample of approximately 30 workers in each participating factory was surveyed. In the course of the data collection, workers were surveyed on topics such as:

- Basic demographics
- Work experience
- Wages
- Hours
- Training
- Occupational Safety and Health
- Health Care
- Verbal and Physical Abuse
- Sexual Harassment
- Common Punishments
- Communication and Problem Solving
- Life and Family
- Debt
- Contracts and
- Factory Facilities

Key findings from the comparison of worker responses between baseline and follow up surveys include:

More workers have longer-term contracts. In a potential sign of increasing contract stability for workers, more are reporting holding an unlimited time contract, up to 28% of workers in follow-up surveys from just 22% at baseline.

Reports of concern among workers regarding pay procedures have stayed largely consistent between surveys. Concern with late payment of wages is reported by 44% of workers at baseline and 43% of workers in follow-up surveys. Concern with excess pay deductions is on the rise slightly, from 35% to 38% concerned at follow-up.

Symptoms of poor occupational health persist among workers. Severe thirst remains the most common symptom of poor occupational safety and health, with 45% of workers saying they experience this condition “often” or “every day,” a 5 percentage point decrease from the baseline. Severe fatigue occurs in approximately 8% of workers often or every day, a slight increase from baseline. Stomach pain

remains relatively rare. Head, back and neck ache are frequently experienced by 15% of workers, up from 11% at baseline.

Workers are increasingly concerned with occupational safety. Workers report that dangerous equipment is a concern in their factories (38% say it is a concern) and injuries (43%). A greater proportion now reports that dusty or polluted air is a concern (from 33% at baseline to 41% in later surveys). Higher proportions of workers are also concerned with bad chemical smells in follow-up surveys (from 21% to 35%).

Concern with abusive treatment persists. Concern with verbal abuse such as yelling or vulgar language rises between surveys from 34% of workers to 41%. Physical abuse such as hitting or shoving elicits concern from 40% of workers, up from 35% at baseline. 30% of workers at baseline and 33% at follow-up report concerns with sexual harassment. In addition, large portions of workers decline to provide an answer to questions regarding abusive treatment.

Survey responses from workers provide evidence of improved worker-supervisor relationships over time. Between surveys, there is a 5 percentage point increase in the proportion of workers (from 50% to 55%) who feel that their supervisor corrects a mistake with fairness and respect either “all” or “most of the time.”

A higher proportion of worker’s children are attending school. Among workers’ sons, there is an over 7 percentage point increase in reported school enrollment, to 85%. Enrollment of daughters reaches 91% in follow-up surveys, a 10 point increase. In addition, the percentage of children not in school for financial reasons has decreased between surveys.

I. Basic Demographic Characteristics

Of the apparel factories surveyed twice, 751 workers were surveyed in the baseline collection, and 709 participated in the follow-up survey. Questions on the survey were organized into two splits in order to include a wide range of questions while limiting the overall survey length. The survey takes the typical worker approximately one hour to complete. Workers were permitted to stop at any time. After an hour, workers were offered help to complete the survey or the opportunity to stop. In each factory, 30 workers and 30 backups were randomly selected from a roster of employees. In cases where the factory was smaller than 600 employees, 5 percent of the workforce was selected.

Garment workers in Better Work Indonesia are overwhelmingly female in both the baseline sample (88%) and at the time of the second survey (over 86%), reflecting the gender composition commonly observed in apparel factories.

Gender	Baseline		Follow-up	
	Count	%	Count	%
Female	661	88	613	86.5
Male	90	12	96	13.5
Total	751	100	709	100

Workers are typically between the ages of 21 and 35. However, 13% are between the ages of 18 and 20 at baseline and 10% are this age at follow-up. The computer program employed to collect data is designed to terminate if the worker records an age of 17 or lower.

How old are you?	Baseline		Follow-up	
	Count	%	Count	%
18-20	101	13.4	69	9.7
21-25	207	27.6	160	22.6
26-30	199	26.5	199	28.1
30-35	179	23.8	199	28.1
36-40	56	7.5	63	8.9
40 or older	9	1.2	19	2.7
Total	751	100	709	100

Most workers (over 80%) live with their family. Few workers live in factory dormitories. 11% live with friends at baseline, decreasing to 9% at the time of the second survey.

Where do you reside now?	Baseline		Follow-up	
<i>Among those who provided an answer:</i>	Count	%	Count	%
In a factory dormitory	24	3.2	8	1.1
With my family	645	86.1	626	88.7
With friends or coworkers outside the factory	79	10.5	62	8.8
Live alone	1	0.1	10	1.4
Total	749		706	

Workers in the sample possess the expected level of educational attainment for workers in an advancing apparel sector. Less than one third has attended high school, and only a small fraction in both surveys (less than 1%) has attended a university.

What is your highest level of education?	Baseline		Follow-up	
<i>Among those who provided an answer:</i>	Count	%	Count	%
Elementary	167	22.3	179	25.5
Junior High	365	48.8	314	44.7
High School	215	28.7	206	29.3
University	1	0.1	4	0.6
Total	748		613	

Work experience at their current place of employment ranges from one year or less up to 9 or more years. Workers are achieving longer tenure: the proportion of workers who have worked at their current factory for only one year or less drops from 35% at baseline to 19% at follow-up.

How many years have you worked full-time?	Baseline		Follow-up	
<i>Among those who provided an answer:</i>	Count	%	Count	%
1 year or less	258	34.7	136	19.3
2 years	130	17.5	139	19.7
3 years	85	11.4	96	13.6
4 years	54	7.3	60	8.5
5 years	42	5.7	61	8.7
5 to 8 years	45	6.1	42	6.0
9 or more years	129	17.4	171	24.3
Total	743		709	

Workers also have considerable prior work experience. Almost half of workers in both baseline and follow-up samples report that they have held at least one other apparel sector job. It remains the case that their current job is the first held for approximately one quarter of the workers surveyed.

Where did you work before starting your job in your factory?	Baseline		Follow-up	
	Count	%	Count	%
<i>Among those who provided an answer:</i>				
Another apparel factory in Indonesia	357	48.8	310	45.3
Another apparel factory outside of Indonesia	8	1.1	5	0.7
Another business in Indonesia	18	2.5	16	2.3
Another business outside Indonesia	-	-	1	0.1
Family farm	6	0.8	17	2.5
Household enterprise not a farm	24	3.3	14	2.0
Doing chores in my home	95	13.0	100	14.6
None, this is my first job	194	26.5	182	26.6
Other	29	4.0	40	5.8
Total	731		709	

II. Factory Organization

At their current employer, over half of workers at both baseline and follow-up are sewers.

What is your job in the factory?	Baseline		Follow-up	
	Count	%	Count	%
Sewer	400	54.4	360	52.5
Cutter	37	5	35	5.1
Spreader	3	0.4	2	0.3
Checker	12	1.6	16	2.3
Mechanic	4	0.5	6	0.9
Packer	30	4.1	22	3.2
Quality Control	61	8.3	55	8
Supervisor	4	0.5	10	1.5
Helper	110	15	98	14.3
Other	74	10.1	82	12
Total	735	100	686	100

Factory structure appears to be quite rigid. At baseline, 92% of workers report that they have never been promoted. This proportion decreases only slightly at the time of the follow-up survey.

Have you been promoted since you entered your factory?	Baseline		Follow-up	
<i>Among those who provided an answer:</i>	Count	%	Count	%
Yes, once	46	6.9	58	9.4
Yes, two times	5	0.7	6	1.0
Yes, more than two times	4	0.6	8	1.3
No	612	91.8	548	88.4
Total	667		620	

When workers were asked the reason why they were not promoted, they cited the lack of skills as the single biggest obstacle at baseline and follow-up. Workers also see the lack of opportunity as a barrier to promotion, followed by lack of education. There is little evidence from worker responses that discrimination based on age, gender, religion, ethnicity, union activities or political views are significant causes of failure to advance professionally. A large proportion of workers reported that there were no barriers to promotion.

Obstacles to Promotion	Baseline		Follow-up	
	Count	%	Count	%
<i>Among those who provided an answer:</i>				
No barriers	239	44.0	201	41.8
Skill	151	27.8	134	27.9
No opportunities	70	12.9	62	12.9
Education	42	7.7	42	8.7
Woman	11	2.0	12	2.5
Age	10	1.8	19	4.0
Family	7	1.3	7	1.5
Supervisor Relation	5	0.9	4	0.8
Union Activity	5	0.9	3	0.6
Political Views	3	0.6	2	0.4
Religion	0	0.0	0	0.0
Ethnic Minority	0	0.0	0	0.0
Total	543		481	

It is commonly believed that workers in the apparel sector are principally paid by the piece. However, this does not appear to be the case in Indonesia. When asked whether their pay is determined by piece rate, few workers in baseline or follow-up surveys report that their pay is determined by a piece rate.

Is your pay determined by piece rate?	Baseline		Follow-up	
	Count	%	Count	%
Don't want to answer	81	10.8	89	12.6
Don't know	97	12.9	150	21.2
No, none of my pay is determined by piece rate	540	71.9	439	61.9
Yes, some of my pay is determined by piece rate	12	1.6	13	1.8
Yes, all of my pay is determined by piece rate	21	2.8	18	2.5
Total	751		709	

It is common for factory managers to set a production quota for each worker or line of workers. At the time of the baseline, 84.5% of workers report that they have a target. Just over 81% of workers in follow-up surveys report they have a target. In most cases where a production target exists, the target is set daily.

Does your supervisor set a production target or quota for you or your line?	Baseline		Follow-up	
	Count	%	Count	%
<i>Among those who provided an answer:</i>				
Yes, we have a daily production quota	532	83.9	465	79.2
Yes, we have a weekly production target	4	0.6	11	1.9
No	98	15.5	111	18.9
Total	634		587	

Pay incentives related to work effort are based on whether the worker or production line completes the production target before the end of the work day rather than on piece rate pay. 24% of respondents at baseline and 23% at follow-up report that they always receive a bonus.

Do you receive a pay bonus if you finish your production tariff before end of workday?	Baseline		Follow-up	
	Count	%	Count	%
Don't want to answer	95	12.6	74	10.4
Don't know	77	10.3	89	12.6
Yes, always	179	23.8	162	22.8
Yes, sometimes	141	18.8	112	15.8
No	259	34.5	272	38.4
Total	751		709	

Positive incentives in the form of bonuses and negative incentives in the form of deductions can also be used to incentivize work effort. For negative incentives, factories in the sample focus principally on deductions for absences and, to a lesser degree, union dues and tardiness.

Deductions	Baseline	Follow-up
	(751 respondents)	(709 respondents)
Reason for deduction	Percent “yes”	Percent “yes”
Absent	65.4	65.9
Union Dues	9.2	11.6
Late	6.7	5.6
Sick	5.5	4.1
Work Permit	3.6	2.8
Social Security	2.5	3.0
Other	1.7	1.3
Medicine	1.6	0.3
Food	1.5	0.6
Purchases as the Factory Story	0.7	1.0

Bonuses that reward attendance, productivity and longevity are often instrumental in making factories more productive by raising productivity, lowering turnover and increasing benefits of worker training. The most commonly reported bonuses received by workers include for attendance, transportation and an annual bonus. Approximately 1 in 5 workers report they do not receive bonuses.

Bonuses	Baseline	Follow-up
	(751 respondents)	(709 respondents)
	Percent “yes”	Percent “yes”
Attendance	24.6	26.8
Annual Bonus	22.2	13.3
No bonus	19.4	23.7
Transportation	16.1	13.0
Food	15.0	10.4
Other bonus	12.9	9.3
Own Productivity	12.6	6.5
Skill Bonus	8.5	5.1
Line Productivity	5.5	4.2
Rent	0.7	0.4

Factories that reward output may inadvertently create incentives to reduce work effort directed toward production quality. One strategy to offset perverse incentives is to require workers to correct their own defects. 68% of workers report having this task at baseline, a proportion that decreases to 63% at follow-up.

Do you correct your own errors or defects?	Baseline		Follow-up	
	Count	%	Count	%
Don't want to answer	70	9.3	53	7.5
Don't know	52	6.9	75	10.6
Yes	514	68.4	449	63.3
No	115	15.3	132	18.6
Total	751		709	

For such an incentive scheme to be effective, time spent on repairs must be compensated at a lower rate than regular work. However, 52% of workers report performing this task as part of their regular work day at baseline; this proportion increases to 62% of workers at follow-up. Fewer workers are correcting errors at the end of the workday, down from 19% to 12%.

When do you correct your errors or defects?	Baseline	Follow-up
	(458 responses)	(371 responses)
<i>Among those who provided an answer:</i>	Percent	Percent
Regular workday	52.2	61.5
Lunch dinner or work break	17.7	14.8
End of workday	19.0	12.1
Overtime shift	11.1	11.6

One indicator of a well-run factory is routine equipment maintenance, and worker reports on machine maintenance and repair can provide some indication of the degree to which machines are systematically maintained. In the study factories, we find some evidence that factories engage in routine maintenance. 46% of workers report a mechanic-check every day, but this decreases to just 35% of workers at follow-up.

How often does a mechanic check machinery to ensure proper functioning?	Baseline Collection		Second Collection	
	Count	%	Count	%
<i>Among those who provided an answer:</i>				
Never	5	3.9	19	6.3
Only when they break	55	43.3	141	47.0
Only when I complain	5	3.9	20	6.7
Every year	-	-	1	0.3
Every week	4	3.1	14	4.7
Every day	58	45.7	105	35.0
Total	127		300	

III. Contracts and Induction Procedures

Workers were asked whether they had a contract, whether they understood the contract, and the contract type. At both baseline and follow-up, over 8 in 10 workers reported signing a contract, and virtually all workers reported that the contract was in a language they could understand.

Did you sign a contract before beginning work in your factory?	Baseline		Follow-up	
	Count	%	Count	%
<i>Among those who provided an answer:</i>				
Yes	628	85.9	589	86.4
No	103	14.1	93	13.6
Total	731		682	

Was the contract in a language you can understand?	Baseline		Follow-up	
	Count	%	Count	%
<i>Among those who provided an answer:</i>				
Yes	597	97.9	565	98.9
No	13	2.1	6	1.1
Total	610		571	

At baseline, 22% of workers report having either an unlimited time contract, which increases by approximately 6 percentage points to 28% at follow-up.

What type of work agreement or contract do you have?	Baseline		Follow-up	
	Count	%	Count	%
<i>Among those who provided an answer:</i>				
Fixed time	270	48.0	210	41.7
Unlimited time	124	22.1	142	28.2
Subcontract	56	10.0	49	9.7
Probationary	50	8.9	41	8.1
Training	24	4.3	28	5.6
Bonded	13	2.3	9	1.8
Home work	9	1.6	8	1.6
Temporary	8	1.4	14	2.8
Apprentice	8	1.4	3	0.6
Total	562		504	

Workers should have control over their ID card or KTP. In over 98% of cases at both baseline and follow-up, the worker has the correct identification in her possession.

Do you have an ID or KTP?	Baseline		Follow-up	
	Count	%	Count	%
No	8	1.1	4	0.6
Yes, the factory keeps it	5	0.7	9	1.3
Yes, I keep it	736	98.3	692	98.2
Total	749		705	

A second irregularity in hiring is the procedure for signing the SPL order. This order should be signed by both the supervisor and the worker. However, proper procedure appears to occur only some of the time (16% at baseline and 15% at follow-up).

Who signed your SPL order?	Baseline		Follow-up	
	Count	%	Count	%
Don't want to answer/Don't know	45	6.0	42	5.9
I did	464	61.8	408	57.5
My supervisor	65	8.7	79	11.1
Other factory manager	26	3.5	41	5.8
I don't know	28	3.7	36	5.1
Supervisor and myself	123	16.4	103	14.5
Total	751		709	

IV. Work Hours

An accurate measure of work hours is one of the more difficult tasks when monitoring working conditions. In surveying workers, there is always a possibility that they will have been primed by their managers or supervisors to provide specific responses. Part of the challenge arises from the fact that the factory may be trying to hide illegal or forced overtime.

In addition, work hours and compensation also appear to be interrelated with the work incentives. As discussed above, most workers in this study are not piece-rate workers. However, they are not strictly hourly workers either. It appears that reward for high productivity occurs when the worker receives a bonus for completing work before the end of the regular day. Punishment for low productivity may occur when pay is deducted for low productivity or a worker is required to remain at work until the production quota is complete. In the latter case, the worker may not be paid overtime for these extra hours. More egregiously, the worker may have been required to punch out at the end of the work day and then return to work to complete the production quota. In this event, the worker is not receiving any pay for the additional work.

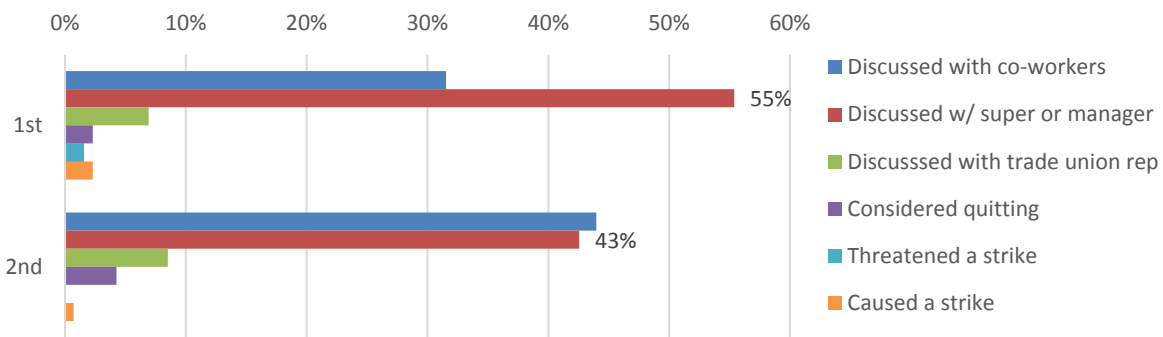
To the extent that both the worker and the factory manager want longer work hours than are legal, the worker and the manager have a disincentive to accurately report work hours. However, other evidence may emerge if workers feel compelled to work more hours than they want or are working overtime without pay. We begin simply by asking workers which days of the week they regularly work. Most workers report working Monday through Friday, and this remains constant over time. 35.2% at baseline and 29.8% at follow up also report working regularly on Saturday. Almost no workers report working on Sunday.

Days Regularly Worked	Baseline	Follow-up
	Percent	Percent
Sunday	0.8	0.6
Monday	96.1	95.2
Tuesday	84.0	85.9
Wednesday	84.2	85.8
Thursday	84.4	85.5
Friday	85.6	87.9
Saturday	35.2	29.8

Workers are asked directly about whether they are concerned with excessive work hours. 62% of workers report that excessive overtime is *not* a concern for workers in their factories; this proportion decreases to 60% at follow up, indicating *more* workers are concerned with too much overtime. Among those who say there is concern, 55% of workers at baseline and 43% at follow-up report taking their concern to a supervisor.

Is too much overtime a concern for workers in this factor?	Baseline		Follow-up	
	Count	%	Count	%
Don't want to answer	75	10	76	10.7
Don't know	92	12.3	82	11.6
Yes	118	15.7	129	18.2
No	466	62.1	422	59.5
Total Respondents	751		709	

Among those answering "yes," the following actions were reported:



V. Pay and Pay Procedures

Gaining an accurate understanding of compensation is similarly challenging. We begin first simply by asking workers how they receive their pay and how often they are paid. The proportion receiving pay in cash decreases from 49% to 26% over time. Workers are increasingly paid via deposit or ATM.

How do you receive your pay?	Baseline	Follow-up
	%	%
Cash	49.1	25.9
Check	0.8	1.0
Deposit or ATM	49.8	72.9
Food	0.1	0.0
Housing	0.0	0.0
In-kind	0.1	0.1

We then move on to whether the factory is communicating with workers about their pay calculation, first by asking whether they receive a pay statement and then asking about the information included on the pay slip. Almost 100% of workers report at both baseline and follow-up that they receive a pay slip.

When you get paid do you receive a pay slip?	Baseline		Follow-up	
<i>Among those who provided an answer:</i>				
Yes	698	98.3	672	99.4
No	12	1.7	4	0.6
Total	710		676	

Information on Pay Statement	Baseline (751 respondents)	Follow-up (709 respondents)
Name	76.6	77.4
Date	68.8	70.5
Overtime Hours	66.8	66.1
Wage Rate	65.5	64.5
Regular Hours	60.3	58.7
ID Number	60.2	58.8
Deductions	28.8	26.7
Union Dues	14.9	17.2
Bonuses	14.0	12.1
Piece Rate	4.0	2.1
Fines	1.5	1.8
Pieces Completed	0.7	0.1

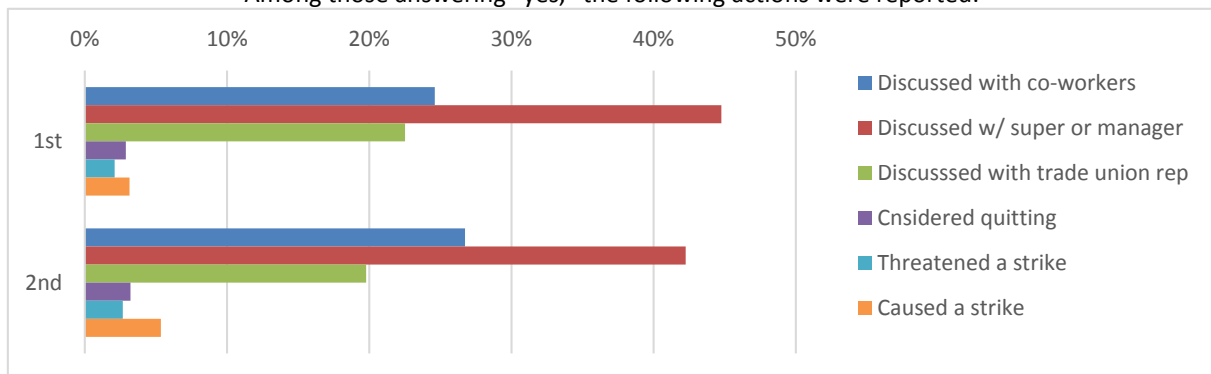
Workers are then asked when they receive overtime pay. 45% of workers at baseline and 47% at follow-up report receiving overtime pay after 8 hours of work. Virtually none reports that the factory does not pay for overtime.

When do you receive overtime pay?	Baseline	Follow-up
	(751 respondents)	(709 respondents)
	Percent	Percent
Overtime pay after 8 hour day	45.1	46.8
No overtime hours	10.5	9.4
Overtime pay after target complete	9.7	7.6
Overtime pay if Saturday/Sunday	6.8	7.8
Overtime pay after 48 hour week	5.2	4.2
No overtime pay	1.6	0.8

Another strategy for eliciting information about pay improprieties is to ask workers about an array of concerns they might have with pay practices. The set of possible responses indicates the intensity of the concern. Workers with a concern are asked what actions they took to address a concern that they might have. The response can range from simply talking to other workers about the concern, raising the concern with a supervisor or trade union representative, or taking a job action such as quitting or striking. Our experience is that this form of the question elicits more information than a direct question about pay practices. As will be seen below, workers report significant pay concerns. First, workers remain concerned with late payment of wages, with over 40% of workers citing it as a concern at follow-up.

Is late payment of wages a concern for workers in this factory?	Baseline		Follow-up	
	Count	Percent	Count	Percent
Don't want to answer	161	21.4	139	19.6
Don't know	121	16.1	159	22.4
Yes	332	44.2	304	42.9
No	137	18.2	107	15.1
Total Respondents	751		709	

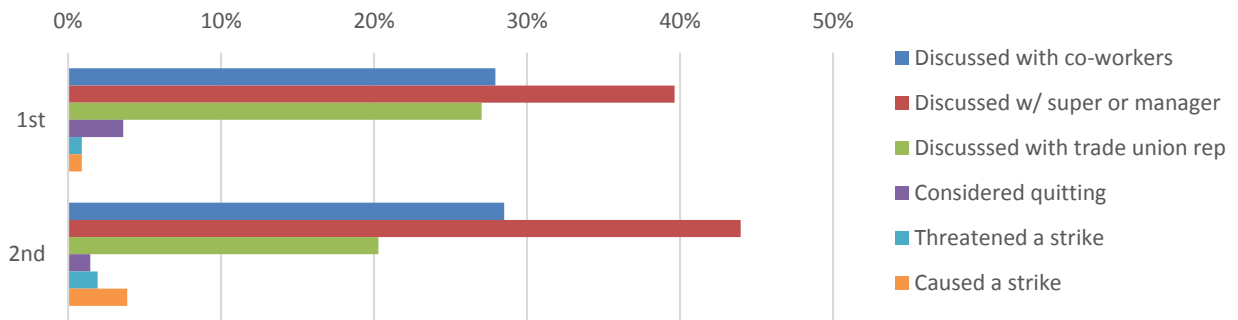
Among those answering "yes," the following actions were reported:



Concern with excess pay deductions is on the rise slightly, from 35% to 38% concerned at follow-up. Furthermore, workers are consistently raising their concerns with management and the trade union representative. Quitting and striking are much less common responses. Concern with in-kind compensation is decreasing, from 15% to 10% of workers citing it as a concern in the factory.

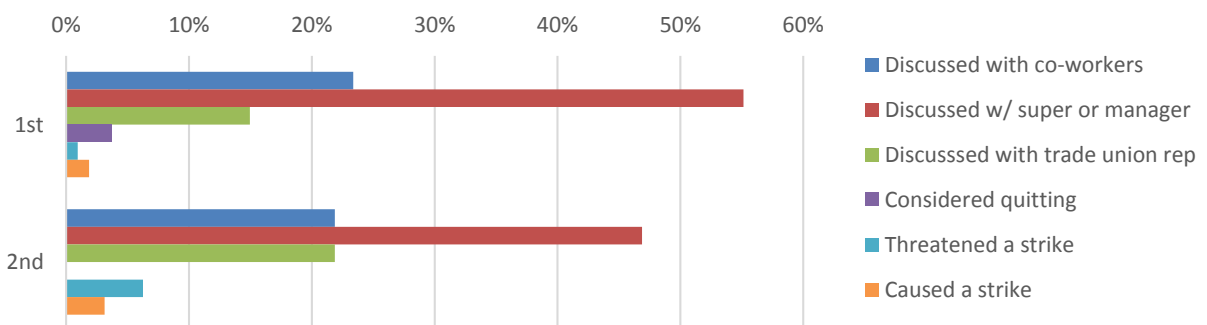
Are excessive deductions a concern for workers in this factory?	Baseline		Follow-up	
	547 not asked		327 not asked	
	Count	Percent	Count	Percent
Don't want to answer	56	27.5	93	24.3
Don't know	51	25.0	106	27.7
Yes	72	35.3	146	38.2
No	25	12.3	37	9.7
Total Respondents	204		382	

Among those answering "yes," the following actions were reported:



Is the amount of in-kind compensation a concern for workers in this factory?	Baseline		Follow-up	
	125 not asked		409 not asked	
	Count	Percent	Count	Percent
Don't want to answer	169	27.0	74	24.7
Don't know	230	36.7	129	43.0
Yes	96	15.3	30	10.0
No	131	20.9	67	22.3
Total Respondents	626		300	

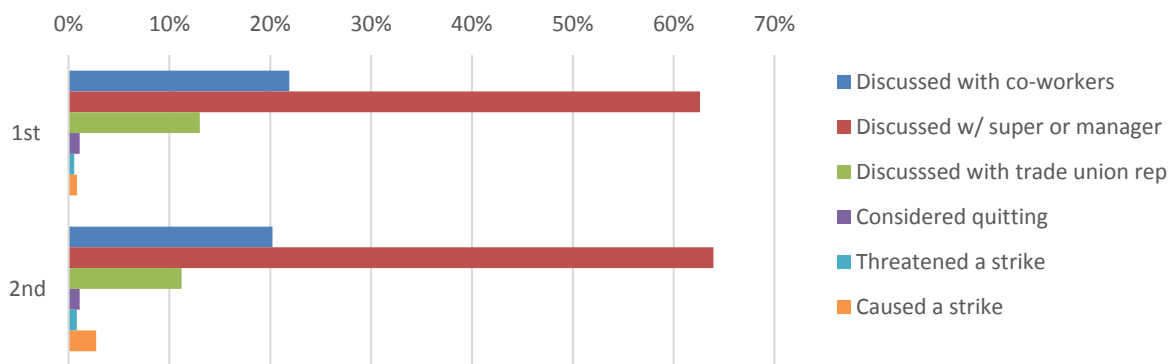
Among those answering "yes," the following actions were reported:



The proportion of workers who cite a broken punch clock as a concern remains fairly consistent over time, as does concern with confusion about the piece rate.

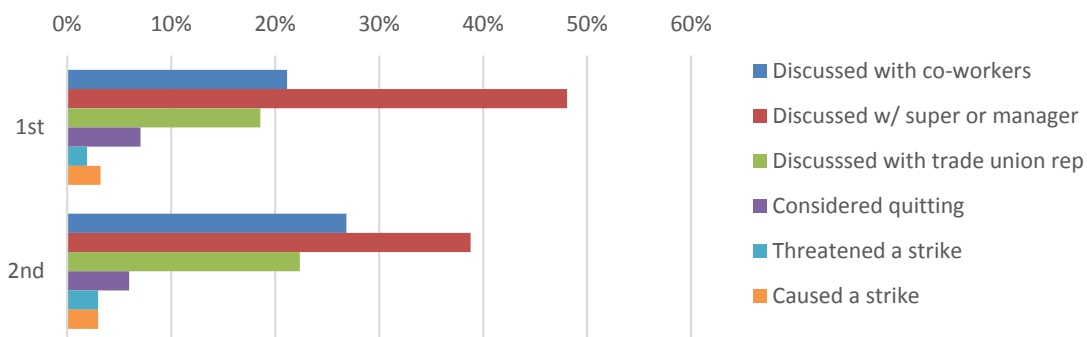
Is a broken or inaccurate punch clock a concern for workers in this factory?	Baseline		Follow-up	
	Count	Percent	Count	Percent
Don't want to answer	163	21.7	115	16.2
Don't know	142	18.9	157	22.1
Yes	337	44.9	330	46.5
No	109	14.5	107	15.1
Total Respondents	751		709	

Among those answering "yes," the following actions were reported:



Is confusion about the piece rate a concern for workers in this factory?	Baseline		Follow-up	
	Count	Percent	Count	Percent
	<i>125 not asked</i>		<i>409 not asked</i>	
Don't want to answer	173	27.6	61	20.3
Don't know	219	35.0	135	45.0
Yes	135	21.6	58	19.3
No	99	15.8	46	15.3
Total Respondents	591		300	

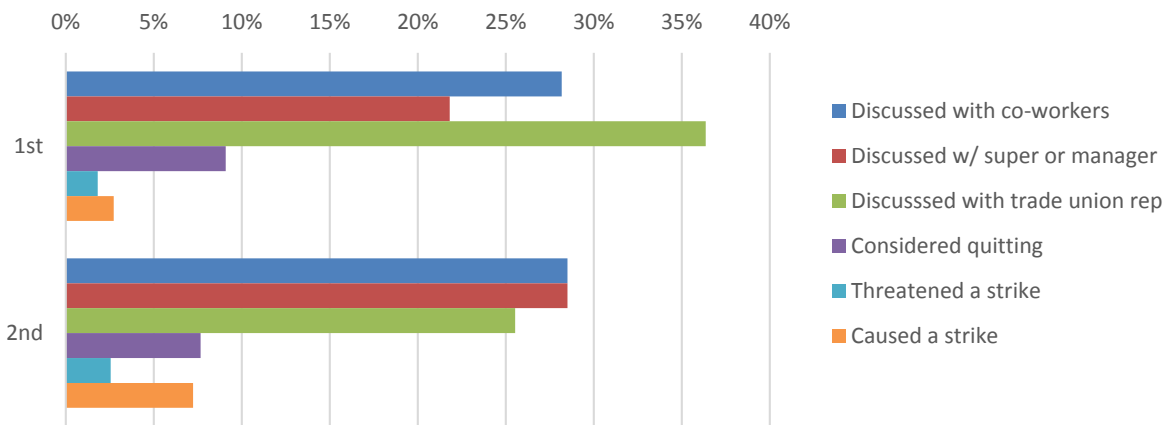
Among those answering "yes," the following actions were reported:



The proportion of workers who cite low wages as a concern in the factory rises about 4 percentage points, from 44% to 48%. Workers show a strong willingness to take concerns about low wages to their trade union representative.

Are low wages a concern for workers in this factory?	Baseline		Follow-up	
	<i>523 not asked</i>		<i>300 not asked</i>	
	Count	Percent	Count	Percent
Don't want to answer	59	25.9	84	20.5
Don't know	47	20.6	95	23.2
Yes	100	43.9	195	47.7
No	22	9.6	35	8.6
Total Respondents	228		409	

Among those answering "yes," the following actions were reported:



VI. Freedom of Association and Collective Bargaining

As seen throughout this report, workers often raise their factory concerns with their trade union representative, which may be evidence of strong union presence. While 49% of workers report being a union member at baseline, this proportion decreases slightly to 45% of workers at follow up. The proportion of those who say they are represented by a collective bargaining agreement decreases from 29% of workers to 24%. A significant proportion of workers say they do not know or do not want to answer whether they are part of a CBA.

Are you a member of a union?	Baseline		Follow-up	
	Count	%	Count	%
Don't want to answer	53	7.1	53	7.5
Don't know	138	18.4	117	16.5
Yes	368	49	319	45
No	192	25.6	220	31
Total	751		709	

Are you a represented by a collective bargaining agreement?	Baseline		Follow-up	
	Count	%	Count	%
Don't want to answer	73	9.7	89	12.6
Don't know	226	30.1	219	30.9
Yes	216	28.8	171	24.1
No	236	31.4	230	32.4
Total	751		709	

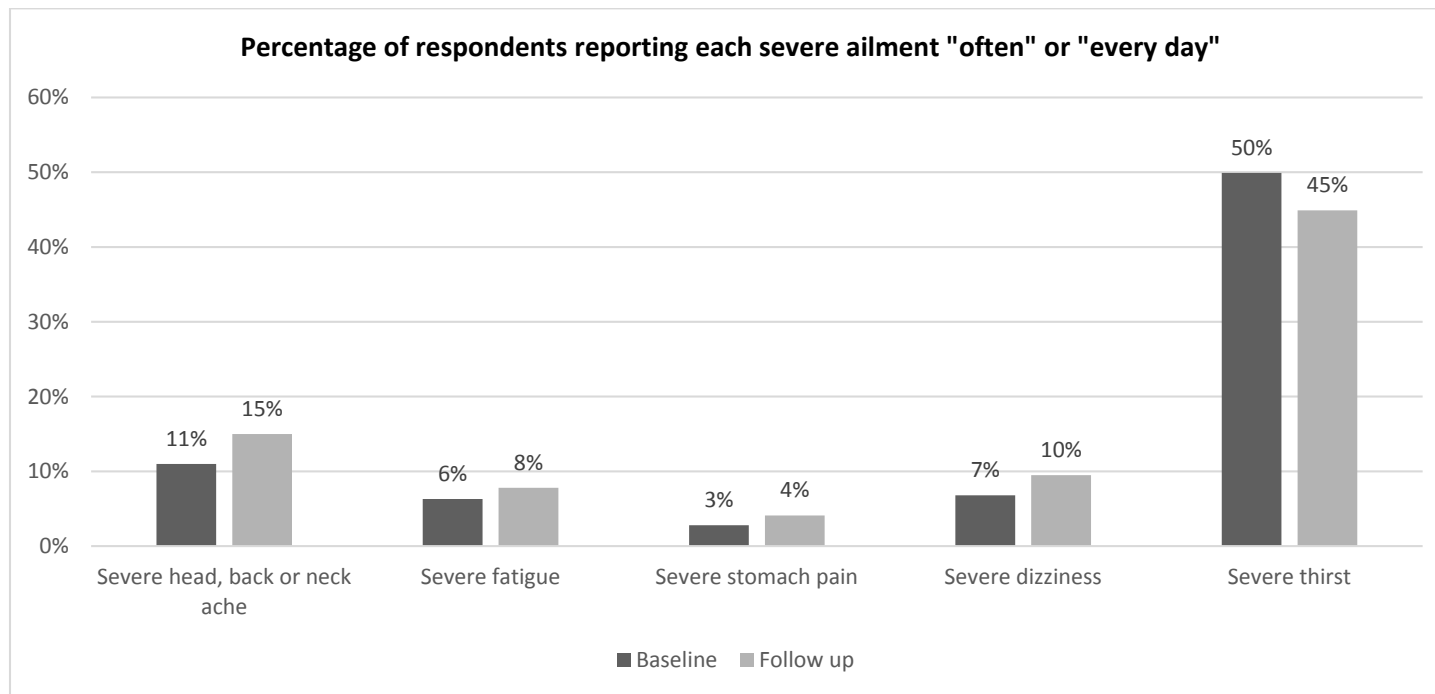
However, the workers who are not members of a union exhibit some concern with the consequence union membership might have on their job tenure. 4% at baseline and 5% at follow up think that it is likely that union membership will cost them their job and another 13% at baseline and 9% at follow-up believe that termination for union membership is possible. Most say they don't know or don't want to answer.

If you joined a union do you think you would lose your job?	Baseline		Follow-up	
	Count	%	Count	%
	<i>368 not asked</i>		<i>319 not asked</i>	
Don't want to answer	48	12.5	73	18.7
Don't know	130	33.9	126	32.3
Yes, probably	15	3.9	19	4.9
Yes, maybe	49	12.8	36	9.2
No	141	36.8	136	34.9
Total	383		390	

VII. Occupational Health

Better Work enterprise assessments are designed to gauge the compliance with factory practices related to occupational safety and health. The severity of the consequences of violations can, in some cases, be gauged by the consequent health symptoms workers experience. Severe fatigue is indicative of excessive work hours; stomach pain may be the consequence of poor food, lack of access to the bathroom, environmental toxins or general illness. Dizziness may be the consequence of toxic smells, hunger, thirst, fatigue or general illness. Head, back and neck ache occur as a consequence of long hours, repetitive tasks and poor workstation design. Severe thirst indicates excessive heat and lack of access to water. Experiencing any of these symptoms “often” or “every day” is indicative of the possibility of a severe OSH issue in the factory. Severe fatigue occurs in approximately 8% of workers often or every day, a slight increase from baseline. Stomach pain remains relatively rare. Head, back and neck ache are common in 15% of workers, up from 11% at baseline. Severe dizziness increases approximately 3 percentage points to 10% of workers reporting it often or every day at the second survey. Severe thirst has decreased slightly, but remains quite common, as 45% of workers report it often or every day.

How often do you experience...	Severe headache, backache or neck ache		Severe fatigue		Severe stomach pain		Severe dizziness		Severe thirst	
	Baseline (751) %	Follow-up (709) %	Baseline (751) %	Follow-up (709) %	Baseline (751) %	Follow-up (709) %	Baseline (751) %	Follow-up (709) %	Baseline (751) %	Follow-up (709) %
Don't know/ want to answer	2.3	2.5	2.1	2.6	1.8	2.8	1.4	2.1	3.2	2.7
Never	13.7	14.1	20.4	18.5	27.6	22.3	13.2	11.4	14.9	19
Rarely	38.2	32.2	35.7	38.9	39.3	41.7	42.1	44	13.8	15.1
Occasionally	34.6	36.1	35.6	32.3	28.6	29.1	36.5	32.9	18.1	18.2
Often	8.8	13	4.8	5.1	2.7	3.8	6.7	8.7	26.6	22.8
Every Day	2.4	2.1	1.5	2.7	0.1	0.3	0.1	0.8	23.3	22.1



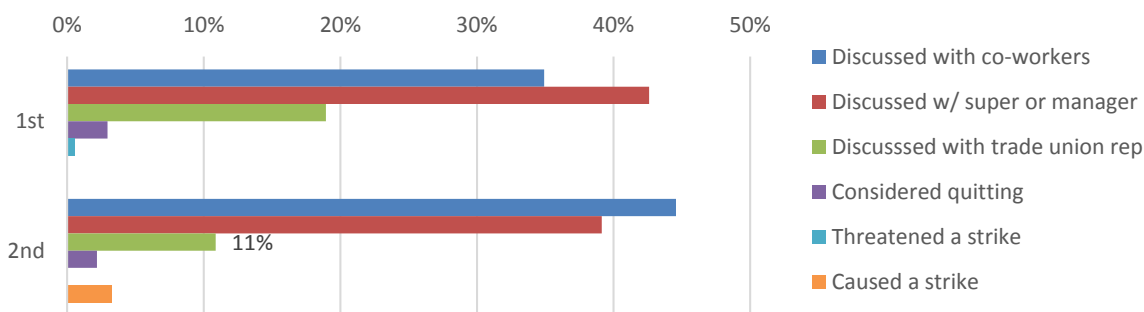
In order to isolate the cause of excessive thirst, workers are asked about the quality and availability of drinking water and factory temperature. Based on the responses received, the quality and availability of drinking water may be part of the source of excessive thirst. 16% of respondents report some degree of dissatisfaction, which increases to 22% in the follow up survey.

How satisfied are you with quality/availability of drinking water in factory?	Baseline		Follow-up	
	Count	%	Count	%
	<i>350 not asked</i>		<i>499 not asked</i>	
Don't want to answer	15	3.7	1	0.5
Don't know	3	0.7	4	1.9
Very satisfied	86	21.4	39	18.6
Satisfied	233	58.1	120	57.1
Somewhat dissatisfied	57	14.2	41	19.5
Very dissatisfied	2	0.5	2	1.0
Not satisfied at all	5	1.2	3	1.4
Total	401		210	

In addition, it is likely that heat is a significant contributor to thirst. Respondents are asked whether workers are concerned that the factory is too hot or too cold. 23% of respondents report that temperature is a concern at baseline; 25% report it is a concern at follow up. Concerns remain intense enough at the time of the second survey that nearly half of those who identified heat or cold as a concern at baseline complained to their supervisor or manager and 11% raised the concern with the trade union representative at follow-up.

Are workers concerned that your factory is too hot or too cold?	Baseline		Follow-up	
	Count	%	Count	%
	<i>125 not asked</i>		<i>409 not asked</i>	
Don't want to answer	233	37.2	67	22.3
Don't know	76	12.1	63	21.0
Yes	143	22.8	76	25.3
No	174	27.8	94	31.3
Total Respondents	626		300	

Among those answering "yes," the following actions were reported:

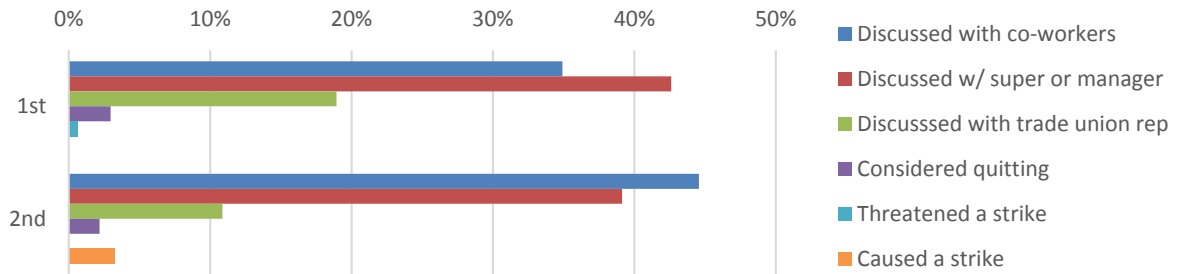


VIII. Occupational Safety

While symptoms associated with poor occupational health are somewhat in evidence in Indonesian factories, concerns with occupational safety are quite pronounced. A significant and growing percent of workers report concerns with dangerous equipment (up from 28% at baseline to 38%) and injuries (up from 36% at baseline to 43%). A greater proportion now reports that dusty or polluted air is a concern (from 33% to 41%). Higher proportions of workers are also concerned with bad chemical smells – from 21% to 35%. Workers are most likely to discuss dangerous equipment and concern with injuries with management. Generally speaking, concerns with safety are not so high that workers considered striking or quitting.

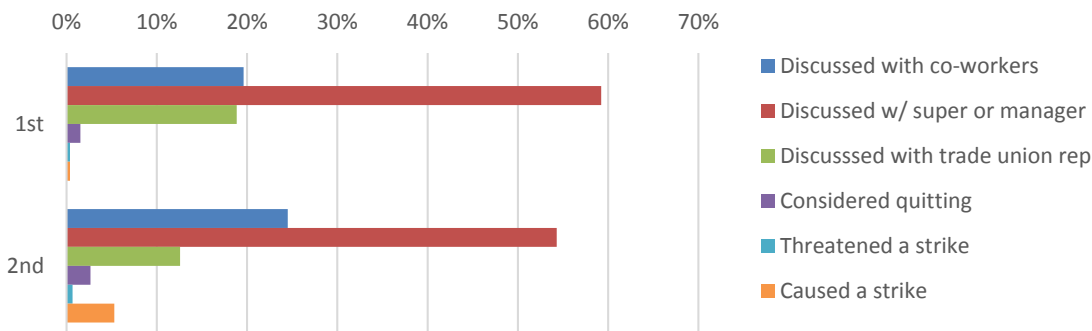
Is dangerous equipment a concern for workers in this factory?	Baseline		Follow-up	
	523 not asked		300 not asked	
	Count	Percent	Count	Percent
Don't want to answer	69	30.3	87	21.3
Don't know	53	23.2	104	25.4
Yes	64	28.1	154	37.7
No	42	18.4	64	15.6
Total Respondents	228		409	

Among those answering “yes,” the following actions were reported:



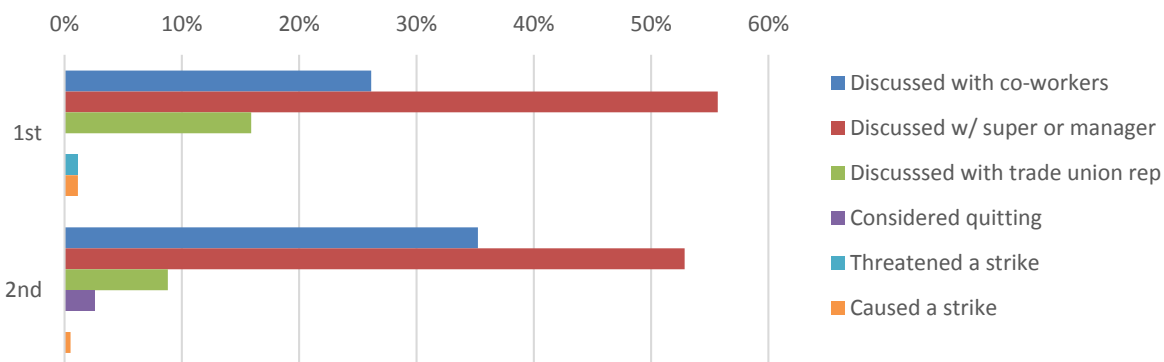
Are workers concerned with accidents or injuries in your factory?	Baseline		Follow-up	
	125 not asked		409 not asked	
	Count	Percent	Count	Percent
Don't want to answer	228	36.4	67	22.3
Don't know	90	14.4	69	23.0
Yes	226	36.1	123	41.0
No	82	13.1	41	13.7
Total Respondents	626		300	

Among those answering "yes," the following actions were reported:



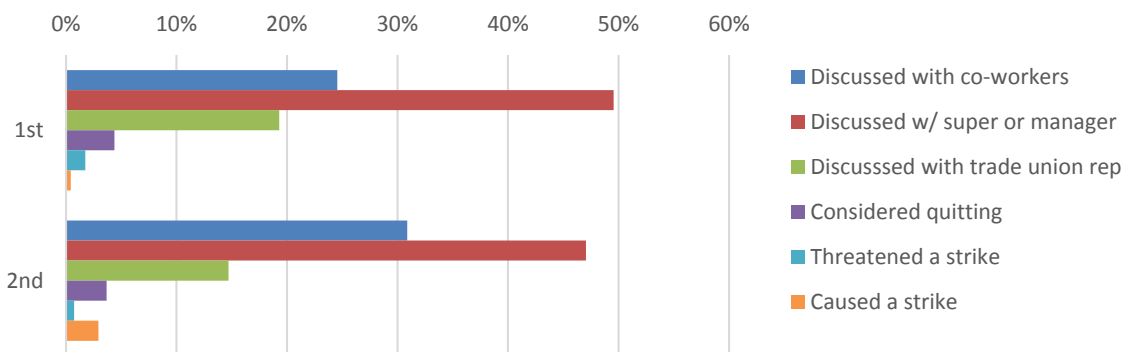
Are workers concerned with dusty or polluted air in your factory?	Baseline		Follow-up	
	523 not asked		300 not asked	
	Count	Percent	Count	Percent
Don't want to answer	69	30.3	81	19.8
Don't know	34	14.9	82	20.0
Yes	74	32.5	167	40.8
No	51	22.4	79	19.3
Total Respondents	228		409	

Among those answering "yes," the following actions were reported:



Are workers concerned about bad chemical smells in your factory?	Baseline		Follow-up	
	125 not asked		409 not asked	
	Count	Percent	Count	Percent
Don't want to answer	237	37.9	64	21.3
Don't know	110	17.6	74	24.7
Yes	191	30.5	105	35.0
No	88	14.1	57	19.0
Total Respondents	626		300	

Among those answering "yes," the following actions were reported:



Workplace hazards lead to injury for a significant number of workers. 15% say they have injured occasionally or often at baseline, increasing to 18% of workers at follow-up.

Have you been injured working in this factory?	Baseline		Follow-up	
<i>Among those who provided an answer:</i>	Count	%	Count	%
Never	558	75.4	494	70.7
Rarely	74	10.0	76	10.9
Occasionally	103	13.9	126	18.0
Often	5	0.7	3	0.4
Total	740		699	

Workers also voice some concern with workplace noise. By the time of the second survey 42% of workers are bothered by noise at work "sometimes" or "a lot."

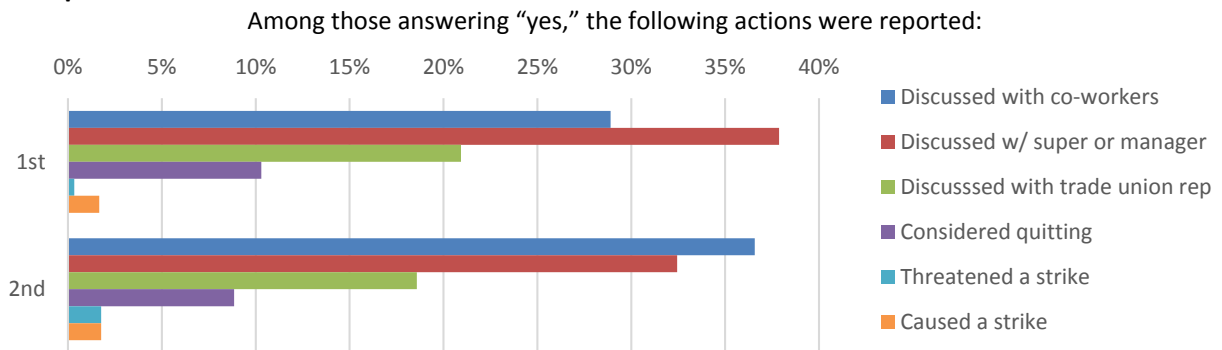
Are you bothered by noise at work?	Baseline		Follow-up	
	569 not asked		300 not asked	
	Count	%	Count	%
Don't want to answer	30	16.5	41	10.0
Don't know	15	8.2	29	7.1
Yes, a lot	8	4.4	54	13.2
Sometimes	47	25.8	117	28.6
No, not at all	82	45.1	168	41.1
Total	182		409	

Is the noise so loud that you have to shout to talk with someone nearby?	Baseline		Follow-up	
	Count	%	Count	%
	<i>569 not asked</i>		<i>300 not asked</i>	
Don't want to answer	30	16.5	42	10.3
Don't know	11	6.0	29	7.1
Yes, often	2	1.1	14	3.4
Yes, sometimes	24	13.2	95	23.2
No	115	63.2	229	56.0
Total	182		409	

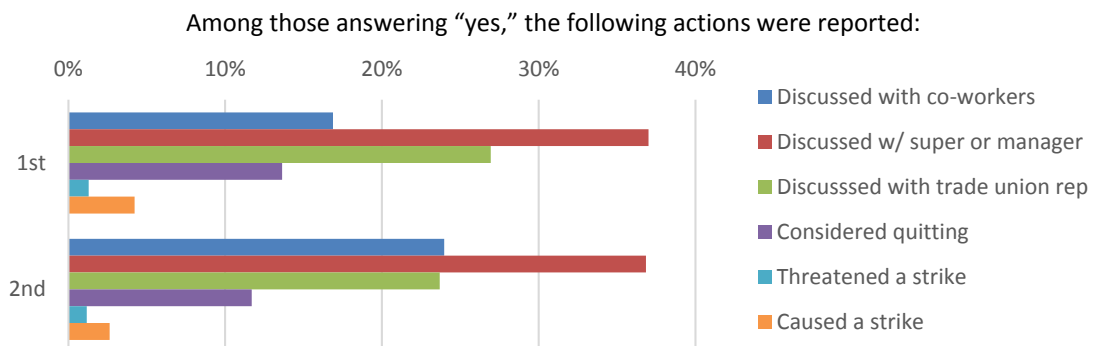
IX. Verbal and Physical Abuse, Sexual Harassment, and Punishments

The interaction among workers, supervisors and managers is a concern to workers. Concern with verbal abuse such as yelling or vulgar language rises between surveys from 34% of workers to 41%. Physical abuse such as hitting or shoving elicits concern from 40% of workers, up from 35% at baseline. 30% of workers at baseline and 33% at follow-up report concerns with sexual harassment. For each question large portions of workers do not want to answer; however, over time this proportion decreases, suggesting workers are more willing to voice concerns on sensitive topics.

Is verbal abuse a concern for workers in this factory?	Baseline		Follow-up	
	Count	Percent	Count	Percent
Don't want to answer	274	36.5	180	25.4
Don't know	139	18.5	161	22.7
Yes	260	34.6	289	40.8
No	78	10.4	79	11.1
Total Respondents	751		709	

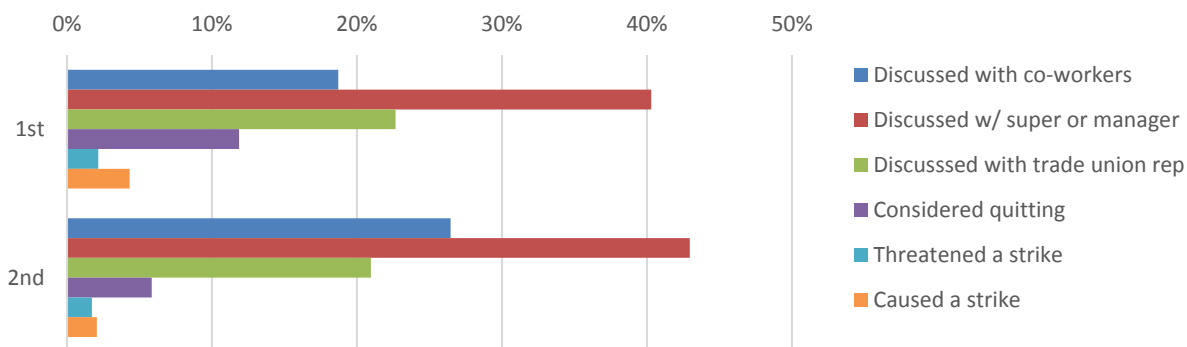


Is physical abuse a concern for workers in this factory?	Baseline		Follow-up	
	Count	Percent	Count	Percent
Don't want to answer	285	37.9	176	24.8
Don't know	164	21.8	208	29.3
Yes	262	34.9	280	39.5
No	40	5.3	45	6.3
Total Respondents	751		709	



Is sexual harassment a concern for workers in this factory? ¹	Baseline		Follow-up	
	Count	Percent	Count	Percent
Don't want to answer	290	38.6	196	27.6
Don't know	192	25.6	228	32.2
Yes	228	30.4	231	32.6
No	41	5.5	54	7.6
Total Respondents	751		709	

Among those answering "yes," the following actions were reported:



The most common reasons for being punished reported include making a mistake and missing work. The most common punishments reported include yelling, use of insulting language, and vulgar language.

What punishments are common in your factory?	Baseline	Follow-up
	(751 respondents)	(709 respondents)
	Percent	Percent
Yelling	16.5	19.5
Insulting Language	8.5	11.6
Other	3.5	4.2
Vulgar Language	3.7	4.4
Extra hours	1.1	0.8
Losing wages	0.4	1.1
Work lunch	0.1	0.1
Slapping	0.0	0.0
Hitting stick belt whip	0.0	0.0
Hitting material	0.2	0.1
Work dinner	0.0	0.0

¹ Previous versions of impact assessment survey reports from Better Work Indonesia calculated worker responses on multiple response questions by excluding the proportion of workers who answer "do not know" or "do not want to answer," which constitutes a large number of workers on sensitive questions such as those covered in section IX. Starting in November 2014, reporting from impact assessment surveys includes these answers on multi-response questions, which has the effect of lowering the overall proportion of workers answering affirmatively that these concerns exist in the factory.

There is a 5 percentage point increase in the proportion of workers feel that their supervisor corrects a mistake with fairness and respect either “all” or “most of the time.” Workers also increasingly believe their supervisors are able to follow the rules of the factory.

Does your supervisor correct a worker who has made a mistake with fairness and respect?	Baseline		Follow-up	
	<i>523 not asked</i>		<i>300 not asked</i>	
	Count	%	Count	%
Don't want to answer	50	21.9	43	10.5
Don't know	13	5.7	32	7.8
All of the time	60	26.3	100	24.4
Most of the time	54	23.7	125	30.6
Sometimes	39	17.1	86	21.0
Rarely	8	3.5	16	3.9
Never	4	1.8	7	1.7
Total	228		409	

How would you rate your supervisor's ability to follow the rules of the factory?	Baseline		Follow-up	
	<i>125 not asked</i>		<i>409 not asked</i>	
	Count	%	Count	%
Don't want to answer	159	25.4	32	10.7
Don't know	25	4.0	22	7.3
Excellent	67	10.7	40	13.3
Very good	68	10.9	34	11.3
Good	182	29.1	93	31.0
Fair	119	19.0	77	25.7
Poor	6	1.0	2	0.7
Total	626		300	

X. Workers and their Lives

Ultimately, Better Work seeks to improve the lives of workers. Important concerns are whether work is helping families pay down debt, keep children in school or realize other life aspirations. Most workers send money to parents or family members. Top reported uses for the money sent home to parents or family members included for food and for the education of workers' children.

Do you send or give money to your parents or other family members?	Baseline		Follow-up	
	<i>243 not asked</i>		<i>306 not asked</i>	
<i>Among those who provided an answer:</i>	Count	%	Count	%
Yes, regularly	124	45.8	132	47.1
Yes, occasionally	97	35.8	91	32.5
Yes, rarely	23	8.5	32	11.4
Yes, very rarely	5	1.8	5	1.8
No	22	8.1	20	7.1
Total	271		280	

If you send money home to your family, what do they usually spend it on?	Baseline (250 responses)	Follow-up (244 responses)
<i>Top answers provided:</i>	%	%
Food	26.8	30.7
Education for children	10.4	13.1
Utensils	12.0	8.2
Clothes	9.6	7.8
Pay their debt	9.2	9.0
Health care	8.0	9.0
Pay my debt	6.0	4.1
Education for siblings	5.2	7.8

However, it remains the case that over one quarter of workers at both baseline and follow-up also need financial help from family members.

Do you need financial support from your parents or other people in your family?	Baseline		Follow-up	
<i>Among those who provided an answer:</i>	Count	%	Count	%
Yes, regularly	20	4.0	18	3.2
Yes, occasionally	135	27.3	142	25.6
Yes, rarely	73	14.8	65	11.7
Yes, very rarely	23	4.7	23	4.2
No	243	49.2	306	55.2
Total	494		554	

Given the rigors of factory work, it is possible that workers may develop mental health concerns. Problems can be indicated by feelings of restlessness or sadness, more intense symptoms such as crying easily or feeling fearful, and depression characterized by feeling hopeless about the future. Remarkably, at baseline, few workers exhibit symptoms of depression “most of the time,” though many workers report symptoms of depression “some of the time” such as feeling restless, fearful, sad, crying easily and feeling hopeless about the future. Within most of these categories, there are slight increases over time of the prevalence of these symptoms.

During past month, how much have you been bothered by...	Feeling restless		Feeling fearful		Feeling sad		Crying easily		Feeling hopeless about the future	
	Baseline (n=109)	Follow-up (n=266)	Baseline (n=115)	Follow-up (n=305)	Baseline (n=116)	Follow-up (n=305)	Baseline (n=118)	Follow-up (n=313)	Baseline (n=109)	Follow-up (n=299)
Not at all	57.8%	53.8%	67.8%	69.8%	56.9%	63.0%	78.0%	75.1%	64.2%	69.6%
A little of the time	8.3	10.2	10.4	7.9	8.6	12.8	3.4	7.3	6.4	4.0
Some of the time	33.0	32.7	21.7	21.6	30.2	23.0	16.9	15.7	25.7	22.1
Most of the time	-	3.4	-	0.7	3.4	0.7	0.8	1.3	3.7	2.7
All of the time	0.9	-	-	-	0.9	0.7	0.8	0.6	-	1.7

Many workers are also parents, and the percentage of workers with children increases over time.

Do you have children?	Sons		Daughters	
	Baseline (751 responses)	Follow-up (709 responses)	Baseline (751 responses)	Follow-up (709 responses)
% Yes	38.4	45.5	38.9	45.1

One final indicator of a human development case for Better Work concerns the impact on school attendance of workers' children. Among workers' sons, there is an over 7 percentage point increase in reported school enrollment, to 85%. Enrollment of daughters reaches 91% in follow-up surveys, a 10 point increase. In addition, the small percentage of both sons and daughters not in school for financial reasons has decreased between surveys, from 3.3% to 1.8% for sons and from 5.5% to 2.0% for daughters.

School-aged Children in School	Sons				Daughters			
	Baseline		Second		Baseline		Second	
	Count	%	Count	%	Count	%	Count	%
My school age children are in school	214	78.1	238	85.3	102	80.3	134	90.5
I cannot afford to send all of my children to school	9	3.3	5	1.8	7	5.5	3	2.0
There are other reasons why my children are not in school	51	18.6	36	12.9	18	14.2	11	7.4
Total	274		279		127		148	