

THE REALITY OF THE
NATIONAL ECONOMIC
BACKBONE

MARCH 2017



The Reality of the National Economic Backbone
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Acknowledgements

This study commenced in September 2016, after the idea and objectives were agreed among key organisers and activist workers and discussed with our partners including Focus on the Global South and WaterAid, who provided technical and financial support to the study.

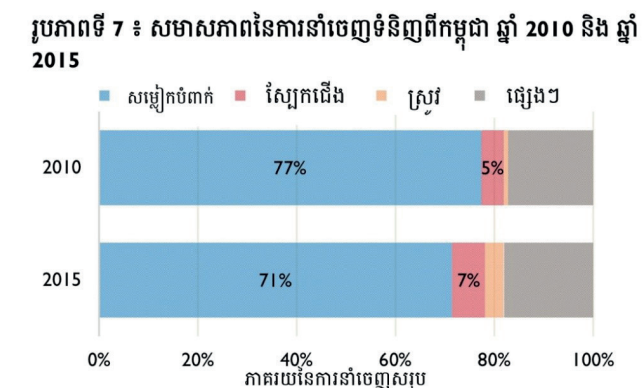
Our thanks go to the women and men workers who patiently answered questions, and explained what life is like in their rental area. We would like to thank them for their willingness to speak openly and frankly about their experience of living in an unsafe and unhealthy environment.

We specifically thank the data team, thirty women and men workers, who actively participated in the study, from design to field work, and analysis to reporting. Even though the data team are all garment workers, who work long hours in the factory from Monday to Saturday, they are very committed to this study because they wanted to learn how to do a study, to own the process and to contribute to making a difference to the lives of their peers and themselves.

We thank also the Worker's Information Center team who worked tirelessly in supporting the data team and workers and facilitating the process of the study and providing technical and capacity-building support where needed. The WIC team approached this process in an attitude of sharing and listening. Without this team, this study would not have been possible, and the voices and experiences of the workers would not have been recorded.

Introduction

Since 1994, when the first garment factories were established in Cambodia, the industry has grown rapidly. It represents the main industrial activity of Cambodia, as well as the main source of merchandise export revenues.



SOURCE: Better Factory Cambodia, Cambodia Garment Bulletin Issue 3 March 2016

The industry continues to be the backbone of the Cambodian economy with a value of US\$6,279 million⁰¹ in exports in 2015 and contributes 10% annually to GDP. There were about 655⁰² factories in Cambodia in 2015 employing around 700,000 workers, the majority of whom (about 90%) are women, mostly migrants from rural areas. Economic conditions cause thousands of rural Cambodian girls to quit school early, flock to the cities, and take jobs in garment factories. Displaced from their homes, the vast majority have been and still are just 18 to 25 years old. They flee the countryside looking for better opportunities for themselves and to support their families. Instead, they find difficulties at work and hardship in life. These women work 10- to 12-hour days, six days a week. Until a few years ago, they earned US\$80 per month.

Since the government set up a tripartite negotiation committee on the minimum wage in 2014, wages have increased annually, from US\$100 in 2014, to US\$128 in 2015, US\$140 in 2016 and

US\$153 this year. In 2015, the government also passed a law on accommodation rent, and a bill on access to public electricity for workers, and in 2016 extended the policy of the National Social Security Fund, focusing on work-related risks and health insurance coverage for workers. However, the living conditions of women workers have not yet improved. The cost of living, including rent and utilities, has significantly increased, and many are living in an unsafe and unhealthy environment.

Rationale of the study

In March 2015, the United Sisterhood Alliance (Us), of which the Worker's Information Center (WIC) is a member, launched a campaign on Women's Right to Greater Access to Basic Social Services to advocate access to shelter and utilities, health care services, and safety and security for garment and sex workers through the development of a People's Policy. Since the start of this campaign, WIC conducted many consultations with garment workers on the ground at the Drop-In Centers. The consultations focused on analysing the living conditions of workers in light of laws and policies, including the law on housing and accommodation rent, the declaration on access to electricity supplies for workers, and commune/village safety policy. The results and analysis of the consultations are documented and have been developed into a People's Policy, where clear demands and recommendations are made for relevant stakeholders.

While consultations are under way, and operational plans are being developed, WIC commenced this study with the following objectives:

- to develop a clear understanding of the living conditions of garment workers, and their access to basic social services;
- to develop a greater understanding of the impact of living conditions on the development and

01. <http://betterfactories.org/cambodia/wp-content/uploads/2016/03/Cambodia-Garment-Bulletin-Issue-3-Mar-2016-KH.pdf>

02. <http://betterfactories.org/cambodia/wp-content/uploads/2015/11/Cambodia-Garment-Bulletin-Issue-2-Oct-2015-KH.pdf>

dignity of life of garment workers;

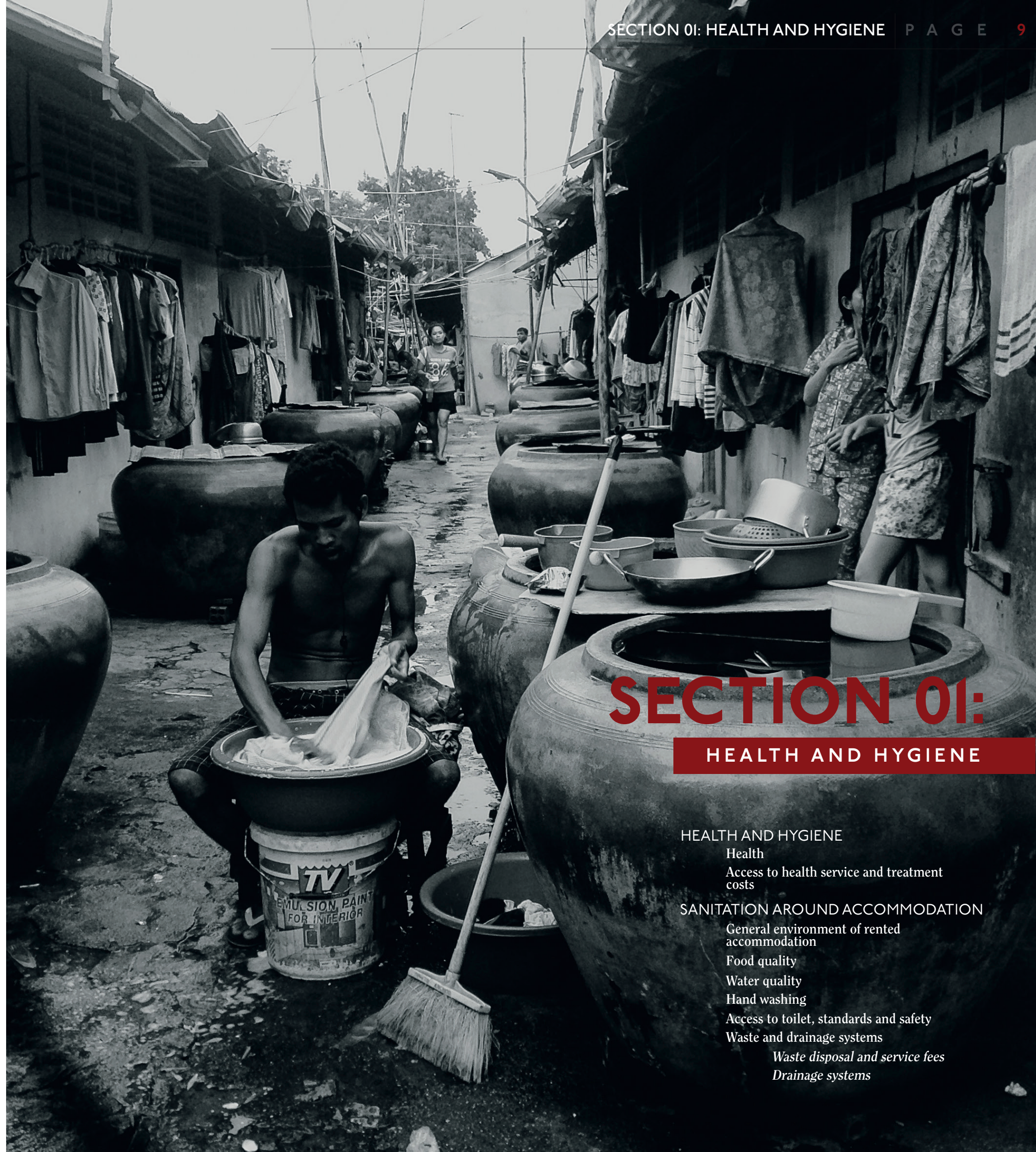
- to publicize the collected data and use it in advocacy to improve workers' rights and living conditions; and
- to identify mechanisms for monitoring improvements in conditions.

Methodology

This is a qualitative study, which incorporates a complementary quantitative survey component. The following research methods are used:

- Active workers and workers from identified Drop-In Centers (DICs) formed a research team (about 30 workers), were trained in data collection and participated in the entire process of the study.
- A qualitative approach used both interviews and focus group discussions, photos, and recorded voices. This approach allowed the research team the opportunity for informal discussions and a deepening relationship with their peers.
- Interviews were conducted with 75 workers, followed by focus group discussions with another 90 workers, to ensure that the research team had time to review the interview results and to explore any gaps in the findings in the focus group discussions. Reflection was also conducted at every step of the process, so the team could learn from the experience and make adjustments for the next step.

Drop-In Centers in three localities were identified for the study: Chak Angre Krom, Posenchey and Teuk Thla. The selected rental buildings had between 50 and 300 rooms each, with a minimum of 1-5 workers per room. 55 workers in each DIC were identified to participate in this study, totaling 165 workers from different buildings and floors in the three target localities.



SECTION 01: HEALTH AND HYGIENE

HEALTH AND HYGIENE

Health
Access to health service and treatment costs

SANITATION AROUND ACCOMMODATION

General environment of rented accommodation
Food quality
Water quality
Hand washing
Access to toilet, standards and safety
Waste and drainage systems
Waste disposal and service fees
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Health and hygiene

HEALTH

Garment workers currently working in factories are facing health problems due to excessive working hours (from 8 to 12 hours per day) in stuffy, hot environments, with the smell and dust from particles. In addition, insufficient nutrition and lack of sanitation also contribute to health problems, such as dizziness, exhaustion, headaches, blurred vision, and stomach and intestinal pain. *“My health gets weaker than before. I feel exhausted. My hands and legs are also weak, and I have leucorrhoea”* said one female worker at Porsenchey.

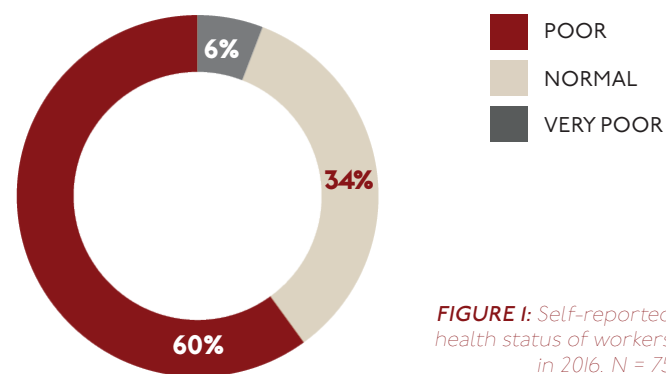


FIGURE 1: Self-reported health status of workers in 2016. N = 75

According to the interviews, some 60 per cent of female workers reported that their health declined in the past year, while 34 per cent claimed to have normal health, and 6 per cent more complained that their health was very weak. *“Generally, [I have] a stomach ache, intestinal pain, and joint pain. Medication was effective for a short while, then the pain came back again,”* said one female worker from Chak Angre Krom. *“I have a stomach ache and intestinal pain and a kidney problem,”* added another female co-worker.

The female workers' health has deteriorated by the day due to the working conditions in the factory: increased productivity and work flow systems required them to double their efforts. Most of the food they eat contains chemicals. *“The food, fish, meat and vegetables which are consumed daily are full of chemicals.”*

ACCESS TO HEALTH SERVICE AND TREATMENT COSTS

Most female workers access health care services at private clinics or pharmacies close to their work rather than the state's public medical services. 39.8 per cent of 75 workers interviewed used clinics, 37.3 per cent used pharmacies, 6 per cent used state hospitals and 9.6 per cent used state health centers. On average, around 20,000 riel was spent per treatment at private clinics. Severe cases cost more than 100,000 riel. Half of the female workers (52.2 per cent) acknowledged that health service fees at private clinics are more expensive than at state hospitals or health centers. *“I spent 90,000 riel including ultrasound for screening and 70,000 riel on medicines. I think drugs are expensive and they are quickly effective, but the pains come back quickly too,”* said one female worker.

Workers reported that they preferred private clinics because the service was fast and the physicians staff were friendly. The nearest state hospital and health center are located at some distance and service is slower, costing the worker too much time; staff are not friendly and do not provide a comprehensive treatment. *“In my opinion, going to the state hospital took us more time and some medics did not speak nicely; the medicines prescribed did not effectively kill the pathogens; but if we go to the private clinic it is fast; they talked nicely; but we spent more,”* said a female worker from Chak Angre Krom. *“Some private clinics did not pay attention [to the patient] too, especially those who do not have enough money,”* another worker added. *“The state hospital is far; it wastes time; they do not care [for patients]; unfriendly behavior; insufficient care; spend more on motorbike,”* a female worker from Porsenchey added.

	RESPONSE	
	NUMBER	PERCENTAGE
Private clinic	33	39.8
State health center	08	09.6
State hospital	05	06.0
Pharmacy	31	37.3
Others	83	100

TABLE 1: List of Choice of Health Service

SANITATION AROUND RESIDENCES

General environment of rented accommodation

Most of the female workers live close to their work place in small cubicles with no standards. In the room, two light sources are available: electricity and sunlight. Research found that 65.3 per cent of the rooms had enough light; 34.7 per cent did not. In most rooms electric lights are used to ensure enough light. The rooms are hot and stuffy. Waste is disposed around some rental buildings, causing a bad smell in the rooms. *“Honestly speaking, no air circulation. When entering the room, [I] turn on the electric fan; I cannot sleep without it; it is hot and stuffy; it is not like other residences where a fan is not necessary, but we are poor and have to endure it; in some areas rents are higher and we cannot afford it,”* said a female worker from Teuk Thla. Most landlords maximized the size of their buildings, which made the alleys narrow. Most workers have days off on Sundays and holidays. This is the opportunity for them to wash their clothes because it guarantees that their clothes are not stolen. 60 per cent of female workers reported that they did not have a proper space to dry their clothes. *“I did not have a proper space to dry my clothes; I dry them in front of the room; the room is too narrow and there is no sunlight,”* said a female worker from Porsenchey.

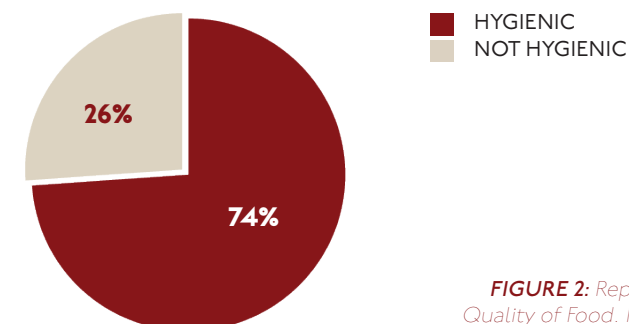


FIGURE 2: Reported Quality of Food. N = 75

Food quality

In addition to rented rooms without standards or safety, the lack of food hygiene is a challenge. *“I witnessed during eating that in the soup there are finger nails and toe nails... I saw a bunch of hairs in the soup. I could not eat it; I vomited.”* Workers bought take-away meals which were cheap and easy to find. Self-cooking takes longer, especially lunch, which costs more than a take-away meal and the workers have only one hour or one hour and a half for lunch. *“No choice because no money; less time; did not spend much energy,”* said a female worker at Porsenchey. Some 74.3 per cent of the female workers interviewed claimed that their food was hygienic.⁰³ This was because they cooked the food by themselves. *“In my opinion, when we maintain hygiene while cooking it is good; I bought the vegetables and cooked them myself; take-away food is not healthy; I put some salt to wash [chemical residues off] vegetables and fish, soaking it for a while and washing it clean,”* said a female worker of Teuk Thla.

Water quality

Water is important to the health of the general population. According to research and interviews conducted with the female workers, those living in rented rooms in Phnom Penh have access to different sources of water for daily consumption, such as the Phnom Penh Water Supply Authority piped network (85.1 per cent), river water (1.5 per cent), and other sources, including tube wells and rainwater (13.4 per cent).

⁰³ Workers defined hygienic food as that which they cook and properly clean themselves.

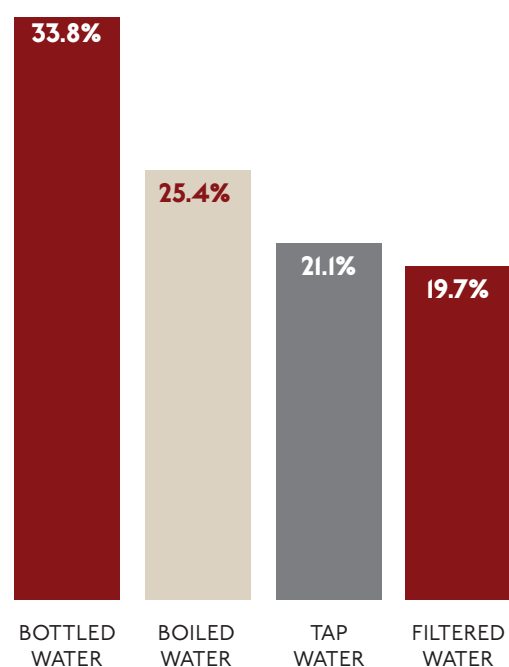


FIGURE 3: Source of daily drinking water. N = 75

we take a bottle of water a day from the factory; it helps us save money,” said another worker.

Hand washing

In a cramped room, it is difficult for workers to separate areas for hand-washing, toilet, bathing, and cooking. For example, the hand-washing area is next to the toilet in 54.4 per cent of cases, close to concrete water containers (14.5 per cent), and close to the cooking area (7.2 per cent). Water is available in 49.5 per cent of hand-washing areas; water and soap are available in some areas too. 61.3 per cent of workers reported that water and soap are made available less than five meters from each other. As a habit, female workers wash their hands after using the toilet (27.6 per cent), before eating (26.3 per cent), and after eating (21.2 per cent), before cooking (14.7 per cent), and after washing the buttock of a child and feeding a child (6.9 per cent).

Since toilets are in many cases located far from rooms, some workers do not wash their hands with soap, especially those using public toilets. In some public toilets, water is insufficient and sometimes soap is not available. *“The landlord did not store water. When they store water it overflows from the roof. They did not remove it; they kept it there; when entering the room mosquitoes flew out of it; there were only mosquitoes and the water was dark and muddy; it smelled really bad because the water did not go anywhere; during heavy rain the drainage was clogged, the water entered the room,”* complained workers from Chak Angre Krom.

“

The water used to bathe is from the well and lime formed in the pot soaked in this water.”

Female workers from Chak Angre Krom

Due to the different size and status of rented rooms constructed by landlords from one region to another, the size of the yard and room was important to workers as they need to store water for daily use to ensure a safe and hygienic supply. Most female workers use water directly from the tap (76.4 per cent); 8.3 per cent store water in a concrete container with a lid; 4.2 per cent in a concrete container with no lid; 2.8 per cent store water in a plastic container; and 8.3 per cent use other methods. Regarding water consumption, 33.8 per cent of workers consume bottled water from 20L bottles; 25.4 per cent boiled water; 21.1 per cent water from tube wells, and 19.7 per cent filtered water. Most female workers at Chak Angre Krom have access to well water, some of which contains lime, *“The water used to bathe is from the well and lime formed in the pot soaked in this water.”*

Some workers boil water with herbs to improve the taste, some take water from the factory which has been purified, and some take water from the tap. *“I boil herbs in the water, I don’t think it is healthy enough; but it does not give any smell; water from the tap has a smell,”* said workers at Teuk Thla. *“For me I never drink from the tap, I take it from the factory, but I am not sure if the water is healthy; we don’t have money to buy bottled water;*

	RESPONSE	
	NUMBER	PERCENTAGE
After using toilet	60	27.6
Before eating	75	26.3
After eating	46	21.2
Before cooking	32	14.7
After washing the buttock of a child	09	04.1
Before feeding a child	06	02.8
Others	07	03.2

TABLE 2: Workers’ washing habits

Access to toilet, standards and safety

According to the survey, almost all workers (95.9 per cent) had access to a toilet, 57 per cent of whom had a toilet located in their room; 43 per cent of workers used public toilets. In each rental block, there were between 4 and 30 toilets, each accessed by between one and 600 users. On average, each toilet served 34 workers. Using the toilet was a challenge and a concern for most female workers since the public toilets were built in an open yard and they were afraid to wash private parts of the body. 48.5 per cent of the public toilets were not properly roofed, and were unclean with flies, bad smells and floating feces.

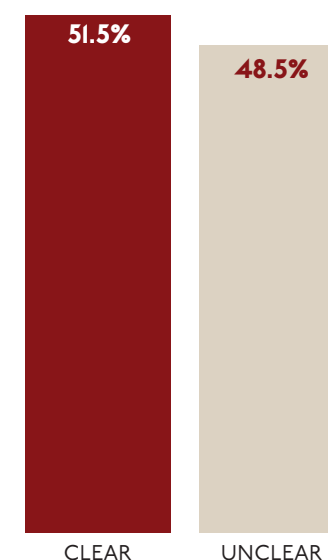


FIGURE 4: Toilets cleanliness. N = 75

Female workers at Chak Angre Krom reported that the public toilet was located far from the room and lighting in the alley was inadequate; the toilet was unsanitary and not properly locked; outsiders could also access the toilet. *“The toilet is not clean. The metal roof is cracked and the nearby vendors also*

use the toilet; sometimes users did not put used sanitary napkins in a plastic bag, and hung them by the door... since they did not put them in a plastic bag, in heavy rain the sanitary napkins dripped and the room was contaminated,” said workers at Chak Angre Krom. The landlord did not keep the toilet clean and there was trash in most of the toilets.

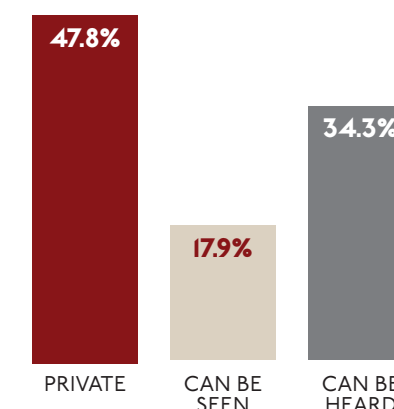


FIGURE 5: Safe use of toilets. N = 75

34.3 per cent of the female workers stated that it was not safe to use the toilet as one could hear somebody talking; and some 17.9 per cent said privacy was impossible as users could be heard and seen. *“The bathing area is not appropriate as it was built in an open field. We are women, when we go to have a bath, men are standing watching us... and some drains were clogged,”* said female workers.

Waste and drainage systems

► Waste disposal and service fees

33.3 per cent of the female workers in the interview reported that they disposed of waste in public areas, while 29.5 per cent put it in the public trash, 28.2 per cent left their own trash outside

the room, and only 8.9 per cent kept trash inside their room. *“They threw the waste in front of my room, it smelled really bad when the wind blew,”* complained female workers of Teuk Thla.

Waste disposal in public areas pollutes the environment, but since waste disposal is not available, tenants throw waste here and there. *“The landlord did not designate a proper place to place waste, but they charged us US\$1 per month; and I looked left and right and threw it there; someone hung a notice that there would be a penalty of US\$1 if caught throwing rubbish; I threw it elsewhere then; I collected the waste in a plastic bag and threw it out at 10 p.m.”* a female worker at Teuk Thla said.

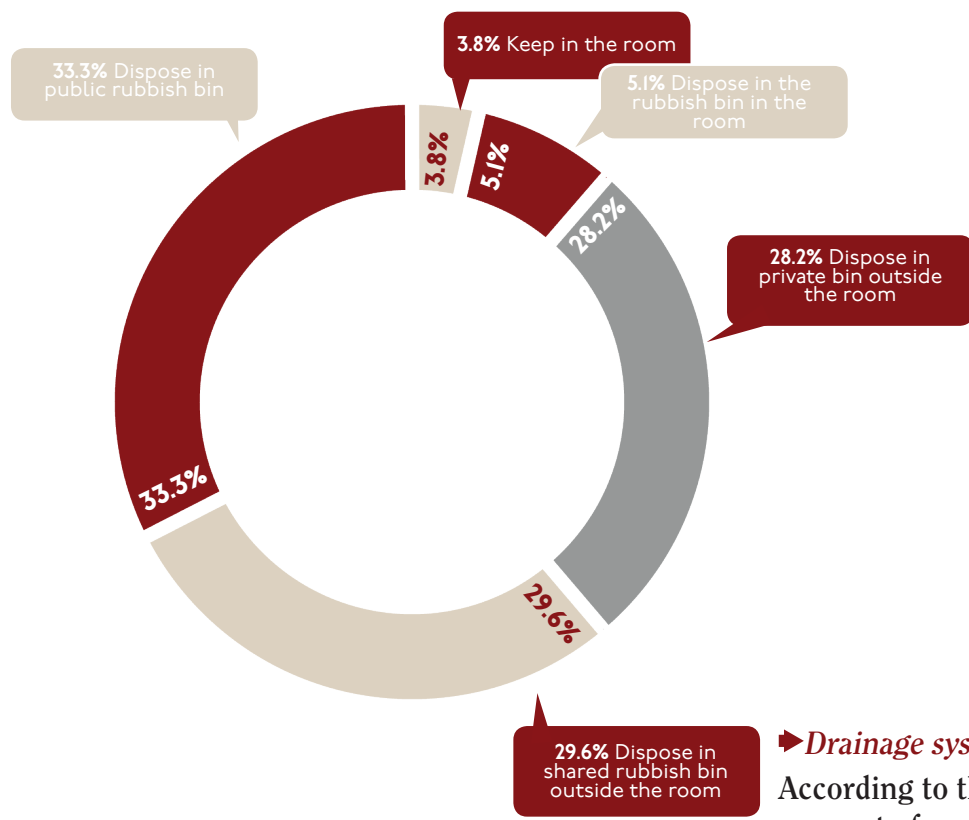


FIGURE 6: Disposal of Rubbish. N = 75

74.3 per cent reported that they did not spend money on waste disposal. 25.7 per cent said they paid US\$1 per month for waste collection. The landlord made them pay because they claimed that they spent a lot on waste collection. Usually, people who live in flats pay US\$1 per month if they do not have any business. Female workers in rented rooms pay more for waste disposal.

► Drainage systems

According to the interviews, 60 per cent of workers reported that the drainage system in their area was clogged. *“There are only two drainpipes, one in the north and the other in the south; the pipes are so small; they are blocked during heavy rain and the water overflows into the room,”* said workers at Chak Angre Krom. Blockage was caused by inadequate sewers and too many residents. It causes an unhealthy environment for workers.



SECTION 02:

SECURITY AND SAFETY

- SECURITY SITUATION
 - Theft from rented rooms
 - Break-ins in rented rooms
 - Reporting
 - Lighting in corridors
- SAFETY SITUATION
 - Gangs
 - Drugs
 - Gambling
 - Sexual harassment
 - Local authority response and intervention
 - Village guards and police posts

Security and Safety

SECURITY SITUATION

Theft from rented rooms

The research shows that female workers living in crowded locations feel unsafe. Among interviewed workers, 50.7 per cent responded that they have had things stolen.

Almost half of thefts were committed in daylight (46%) and half in the evening/night time (49%). This happened because locks were not strong enough. **“I did not see the thief with my own eyes, but when I arrived home I looked for things to cook and could not find any; my room was locked, but things disappeared,”** said one female worker. At some rental buildings, there were no security guards; some did have guards, but these guarded motorcycles parked on the ground floor only. Landlords did not institute patrols when tenants were not in the rooms. They did not know the background of the tenants or have copies of tenants’ ID cards or work permits; thieves had the opportunity to steal when everyone was absent. There was at least one theft a month at one rental building. **“I feel unsafe. I always lost things, even clothes. Clothes got stolen when being dried; if we have money to buy good things and keep them in the room, we have to be watchful,”** said workers at Teuk Thla.



“I did not see the thief with my own eyes, but when I arrived home I looked for things to cook and could not find any[...].”

Workers at Teuk Thla

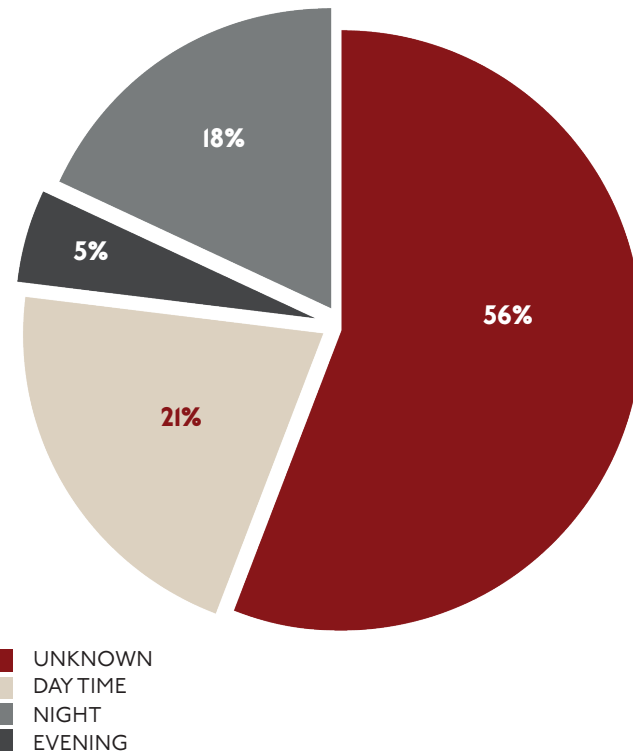


FIGURE 7: Time of thefts from room. N = 75

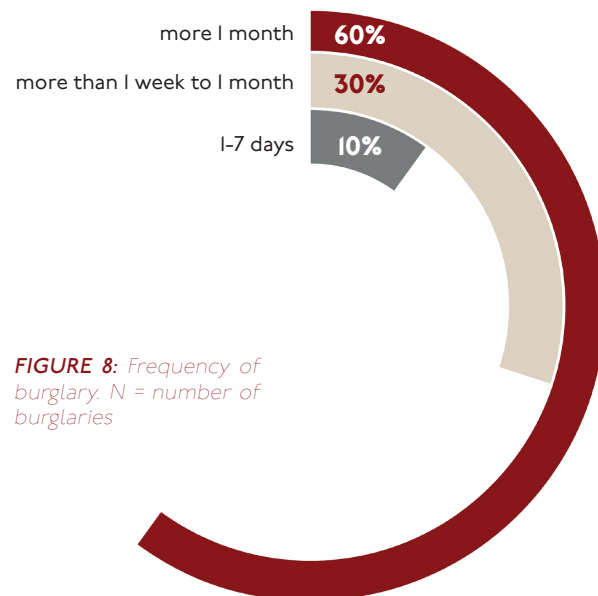


FIGURE 8: Frequency of burglary. N = number of burglaries

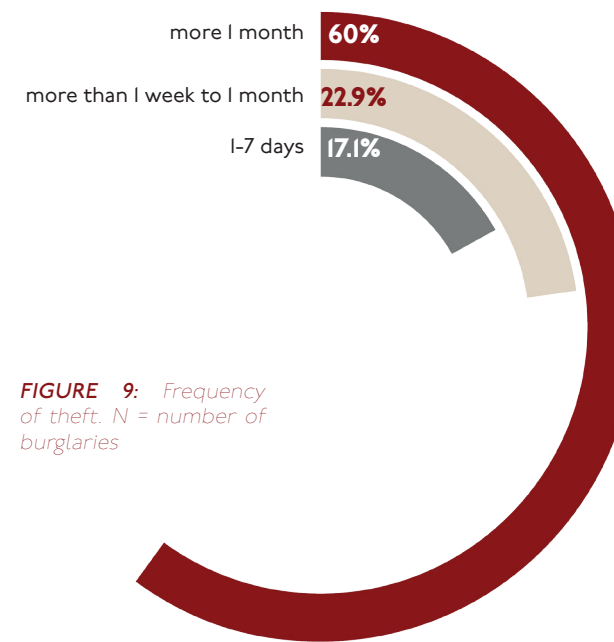


FIGURE 9: Frequency of theft. N = number of burglaries

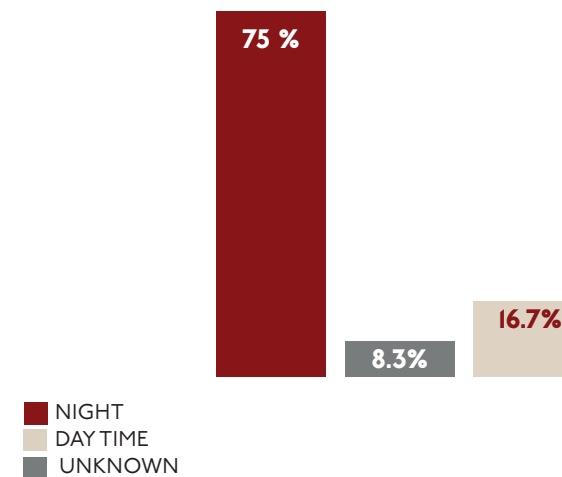


FIGURE 10: Time of Burglary. N = number of burglaries



“I feel unsafe. I always lost things, even clothes. Clothes got stolen when being dried; if we have money to buy good things and keep them in the room, we have to be watchful,”

Workers at Teuk Thla

Break-ins in rented rooms

Some 17.8 per cent of female workers responded that they had experienced a break-in into their room and of these, 75 per cent happened in the day time. **“They broke into my room in the day time while I was at work. I normally locked the door, but when I returned things were gone; they took the telephone. They broke into the room during the day and night.”**

According observations, landlords did not provide full security for tenants. They did not deploy security guards or strictly control access. A number of rental buildings were built of wood and old. Doors and windows were not secure, making it easy for a thief to break in. Tenants were not able to buy strong locks for their rooms. They were able to afford a lock costing 20,000 riel at most.

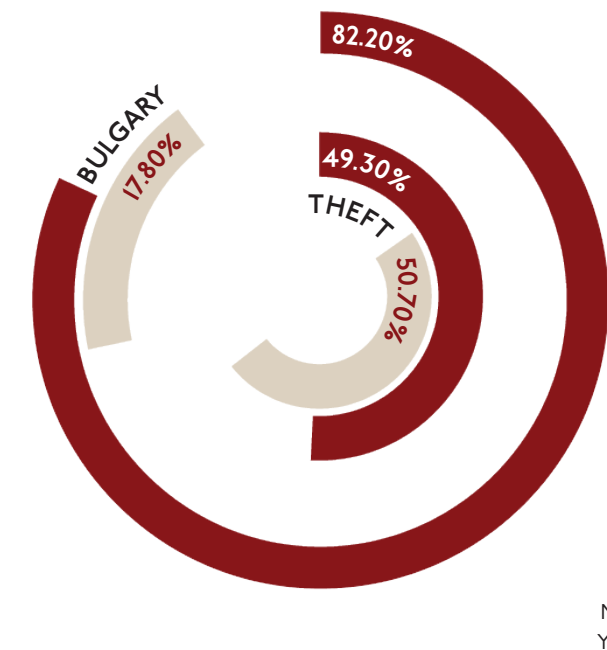


FIGURE 11: Case of burglary and theft in rented rooms.

Reporting

After a theft or a break-in, 64 per cent of workers reported thefts to the landlord and 3 per cent reported to the local authorities, and all break-ins were reported to the landlord.

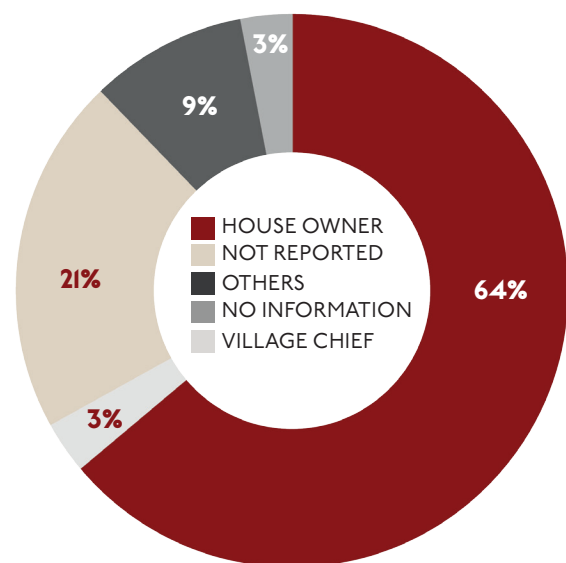


FIGURE 12: Reporting in case of the theft. N = number of thefts

Workers reported cases to the landlord because they lived close by. The workers did not know the local authorities. They did not trust the authorities despite reporting cases to them. Even after they reported thefts or break-ins to the landlord, things remained unchanged. The landlord not only failed to address the issue but also blamed the tenants. “When the landlord was informed about the case, they did not talk nicely to us, but blamed us for being careless, that we stored things carelessly; they were blaming us,” said workers at Porsenchey.

Lighting in corridors

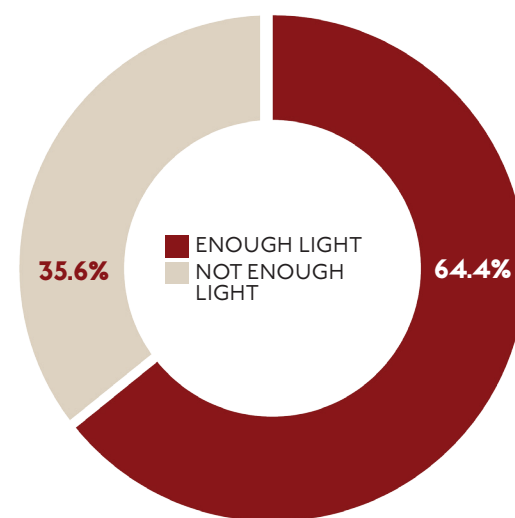


FIGURE 13: Light at the entrance to rental rooms. N = 75

64 workers (85.3 per cent) said that there was lighting in corridors to their rooms installed by the landlord at no cost to the tenant. 64.4 per cent of workers said there was enough light in the corridors. Even with lights, some workers still felt insecure if their rooms were at the far end of a narrow and quiet corridor, exposing them to the risk of assault.

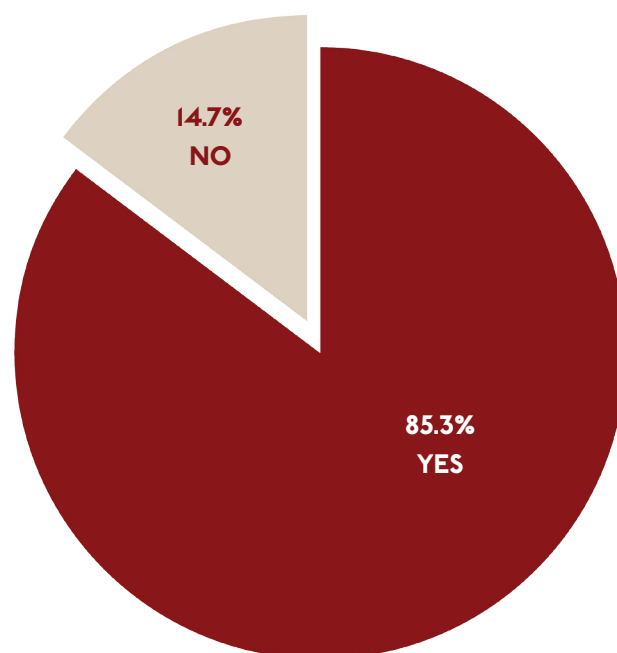


FIGURE 14: Light in corridors. N = 75

SAFETY SITUATION

Gangs

The issue of gangs was present in almost all female workers’ rented accommodation. 57.7 per cent of them said gangs were present in their buildings. The landlords and the local authorities did not take action to address this issue. The landlords did not cooperate with the authorities to intervene and stop gang members when they disobeyed the rules of the building or caused trouble in the neighborhood. Some 89 per cent of workers reported seeing gang members drunk and engaged in fights, causing a public nuisance in the neighborhood. “Last night I went to buy sweets late in the evening; I saw young gang members; I was scared. Honestly speaking, if I could, I would not want to go out at night. Sometimes, there is noise; I could not rest after the exhausting work because of the noise,” said one female worker at Porsenchey. “Some drank until 10 or 11 p.m. and engaged in fights; vomiting,” a colleague at Chak Angre Krom said. Tenants moved to different areas when problems arose. This transience enabled young gang members to change their accommodation easily and disobey internal rules for rented rooms with impunity.

Drugs

17.1 per cent of the female workers reported that there was use or dealing of drugs in their buildings. “There is smoking at night because at midnight I heard people talking to one another; I don’t know who they are, but they know each other; I heard them ask their friends if they’d like to take some,” one female worker said.

The use and dealing of drugs was secret so a number of tenants did not know about this problem. Some workers were afraid to talk about this issue.

Gambling

78.9 per cent of workers reported that there was gambling in their buildings. The most popular form of gambling was cards, which was reported by 45.6 per cent and underground lotteries by 43.7 per

cent. “Such gambling occurs every day, every night including playing cards and underground lottery,” said female workers of Porsenchey.

RESPONSE*		
	NUMBER	PERCENTAGE
Fighting	19	23.2
Drunkenness	33	40.2
Rowdiness	21	25.6
Others	9	11
Total	82	100

*Multiple responses from workers.

TABLE 3: Anti-social behavior at rented rooms

According to the study, gambling has become popular because neither landlords nor the authorities prevented it, so it is conducted publicly.

Sexual harassment

38.9 per cent of respondents claimed that they had experienced sexual harassment. Most of these incidents involved verbal harassment (81.8 per cent). 37 per cent of workers stated that they encountered harassment every week. 31.3 per cent of incidents occurred in the day time and 34.4 per cent in the evening, usually on the way from work. “I experienced one incident after working overtime at 7 p.m. I walked past a group of 3 or 4 who wanted to catch me, but at the time I ran,” said a female worker at Porsenchey.

Most female workers did not characterize incidents of calling someone ‘darling’ or a whistling by a man as sexual harassment. Retaliating would create a problem. “Days ago when I went to buy something to eat at night at around 8 or 8:30, a man was waving at me calling me ‘Darling, what are you coming here for?’ I pretended not to hear because I thought I am a woman; if I resisted the problem would have escalated; since I pretended not to hear, it was O.K.,” said a female worker at Porsenchey. Another problem is that women are too shy to report harassment and ask for intervention from

the local authorities. This would worsen the problem.

Local authority response and intervention

96 per cent of workers said that when they experienced sexual harassment there was no intervention from the local authority, because they did not report it to the authority since they did not know or trust them. Women workers did not want to report sexual details to male officials.

Village guards and police posts

According to the interviews, 94.5 per cent of workers said they did not know the village guards and 91.5 per cent responded that they had never seen a police post in their area. This lack of knowledge of the village guards and police shows that workers, village guards, and police do not cooperate. This is a gap which requires the police and village guards to regularly visit residents and workers living within their jurisdiction to give the location of their post and their contact details so that timely reports can be made when incidents take place.

Female factory workers face insecurity in their lives. This is in contrast to the commune/village safety policy that comprises of five components: no theft or robbery of any kind; no production, distribution or use of illicit drugs; no prostitution, trafficking of women and children, or domestic violence; no gangs; no illegal gambling or weapons.

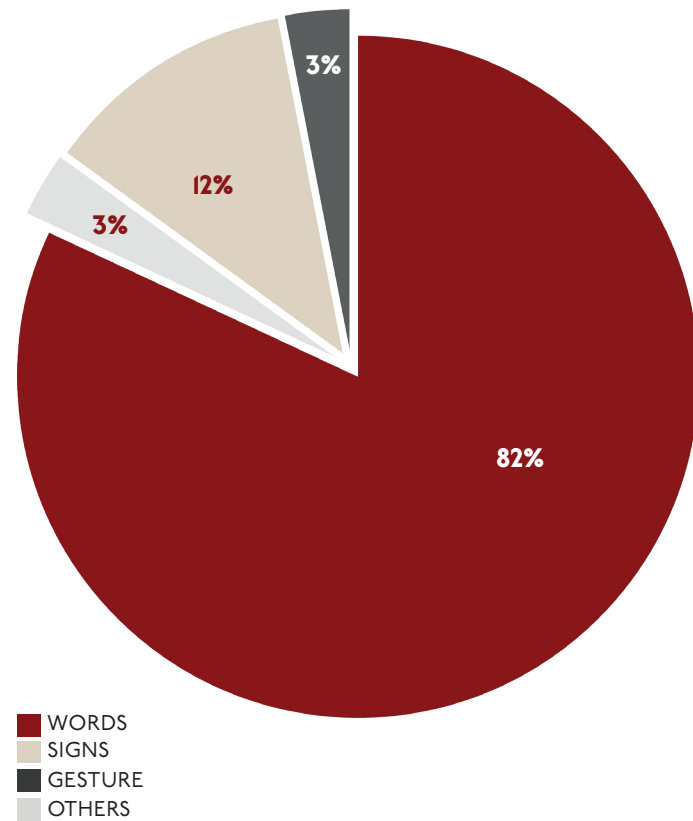
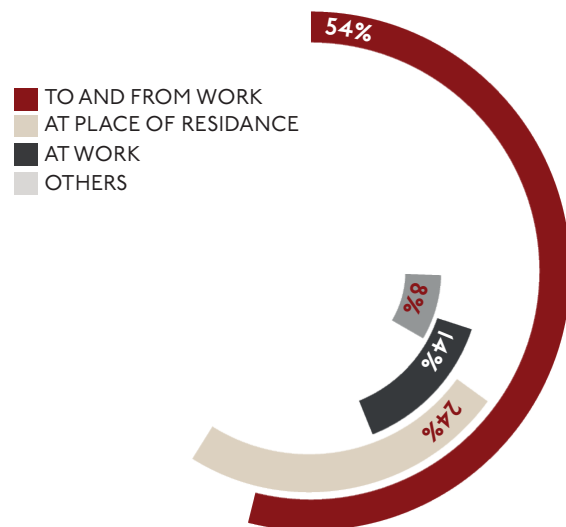


FIGURE 15: Form of sexual harassment. N = number of incidents

FIGURE 16: Where sexual harassment occurs. N = number of incidents



Accommodation status

ACCOMMODATION STANDARDS AND SERVICES

Environment of accommodation

This study covered three areas: Porsenchey, Teuk Thla, and Chak Angre Krom. There are three workers' blocks or compounds in each area with more than 50 rooms in each. According to the research, there are between one and five workers per room. Accommodation is found on all floors up to the fifth. 50.3 per cent live on the ground-floor, 20 per cent on the second floor with smaller numbers on upper floors. Accommodation may be fenced by concrete, metal or wood, or be unfenced.

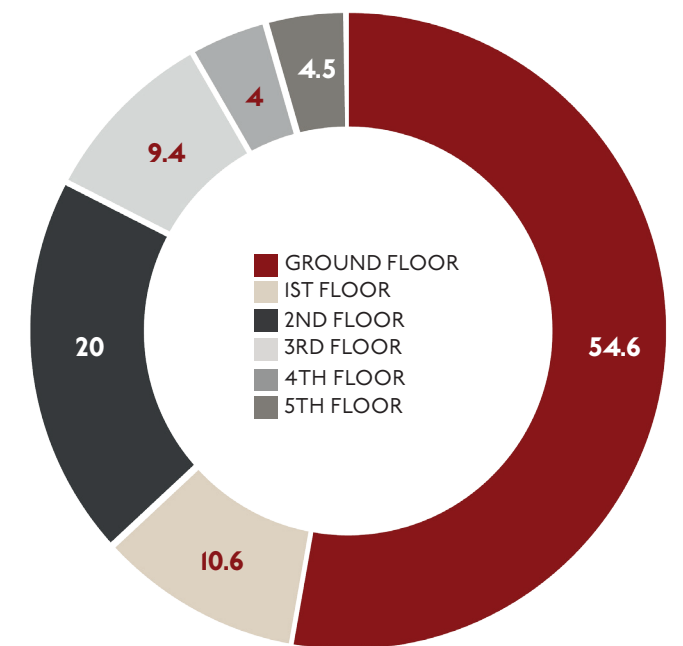


FIGURE 18: Floor of workers' accommodation. N = 75

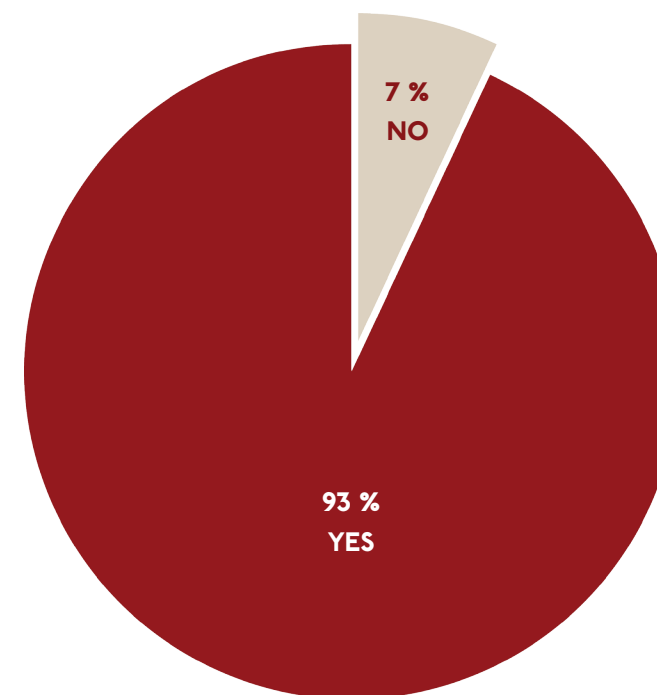


FIGURE 17: Fence around the building/rental compound.

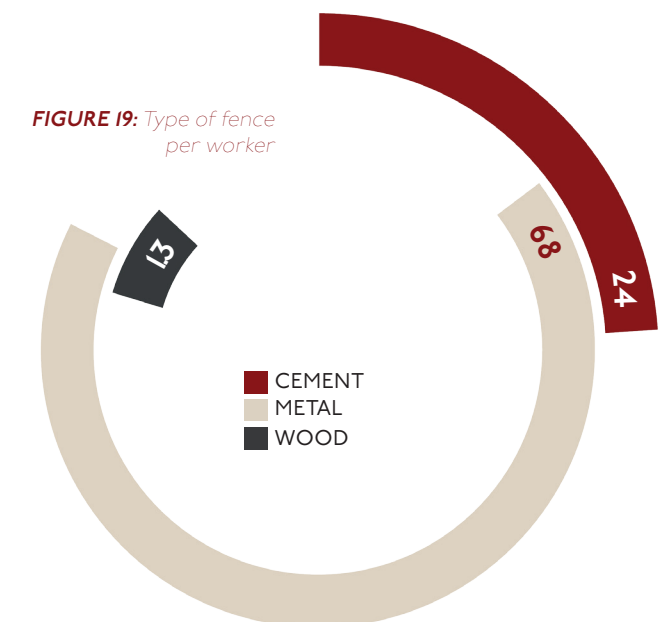


FIGURE 19: Type of fence per worker

SECTION 03: ACCOMMODATION STATUS

ACCOMMODATION STANDARDS AND SERVICES

- Environment of accommodation
- Room size
- Rents
- Accommodation rules
- Rental contracts
- Water supply
- Electricity
- Room facilities and repairs
- Fire extinguishers



Room size

Workers live in rooms of between 2.5 to 16 square meters. The room walls are made of wooden panels. The water can penetrate through the panels and the rooms are stuffy. **“In my opinion, I find something wrong with the panels that divide the rooms. If the divider is made of concrete I feel a lot safer,”** said a female worker at Chak Angre Krom. **“In my building the upper floor is alright, but rooms on the ground-floor are filled with water underneath the bed after heavy rain,”** a female colleague said. Factory workers who migrate to find work in Phnom Penh have to rent accommodation close to their factories. The situation described above is damaging their quality of life. According to the National Policy on Residence, Condition 9, Ensuring accommodation for workers, states: **“the employer should be encouraged to contribute to residential arrangements or proper accommodations with a clean water supply, electricity, sanitation, and good environment for workers. The effective implementation of this policy can be done through implementation of the Labor Law.”**⁰⁴ In practice, the policy has not been fully implemented. In some areas, employers prepare accommodation for their workers, especially in the Phnom Penh Special Economic Zone, and most employers pay US\$7 in lieu of accommodation. This financial support is less than the rent they have to pay. This forces them to rent smaller rooms without standards and share with other workers.

Rents

Rents range from \$20 to US\$45 per month. Some 88.7 per cent of workers reported that rents were fixed.

Since the interviews were carried out in mid-year rent increases could not be known. According to the focus group discussion, the reason the rents did not increase was because they already increased early in the year, when wages increased. A worker at Porsenchey said: **“The room is so small, but it is expensive. The salary is low. The rent went up from US\$50 to US\$60. How can we survive on this low**

salary?” Another female worker added: **“No need to find the reason why the rents go up; it is because wages go up too. That’s it.”**

11.3 per cent of female workers reported that the rents had gone up at the time of the interview. **“My room is small; the rents are going up to US\$20; the wall is made of panels and there are cracks through which you can see from room to room,”** a female worker at Chak Angre Krom complained. **“US\$20 for one person; two persons US\$22; in some rooms even if you stay alone it costs you US\$22; when you add another person you’ll pay US\$23, US\$24 and so on; and the water costs one dollar a person,”** a female colleague said.

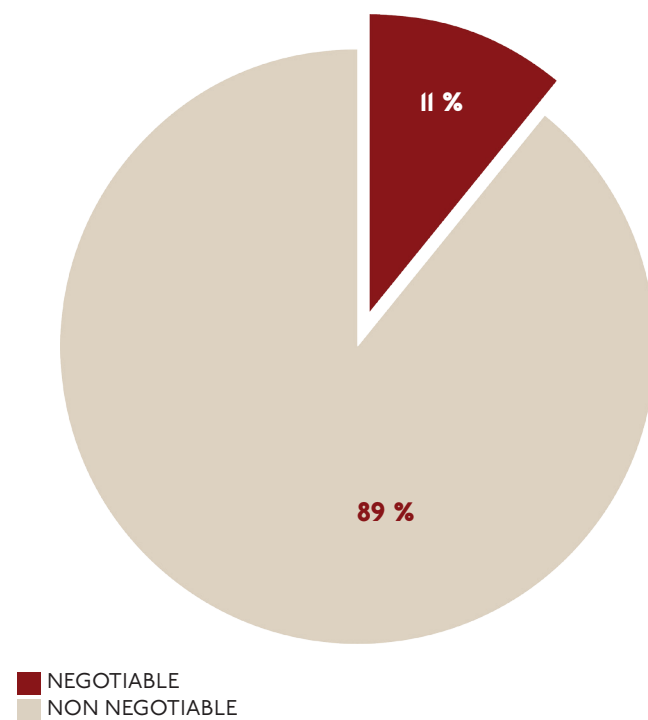


FIGURE 20: Negotiability of rents.

According to Article 6 Chapter 2 of the Special Lease Law passed in 2015, the special lease contracts should be valid for not less than two years. Any special lease contract that does not define the duration or defines a period of less than two years shall be deemed valid for two years. In addition, Article 8 states that while the special lease contract is in effect, the landlord cannot

increase rents. In practice, landlords do not follow this law. They increase rents when hear that the worker’s wages will be increased in the year to come. They inform tenants two or three months before the wage increase. The Special Lease Law allows the rent increases after the contract has run for two years. This means that the landlord cannot increase rents at will during the two-year period. Any increase in rents should be negotiated with the tenant.

Accommodations rules

59.5 per cent of female workers reported that landlords-imposed rules⁰⁵ on tenants; and some 93.2 per cent claimed that the rules are appropriate and acceptable. 40.5 per cent of workers reported that there were no rules at their accommodation. Even where there are rules, enforcement is not effective. Some workers complained that they had been disturbed at midnight. **“At night, they gamble in front of the room until 1 a.m., 2 a.m. or till dawn. I cannot sleep. When I told them not to play, they stopped for one day; they knocked my door at midnight. At the time, I was scared,”** a female worker at Teuk Thla said.

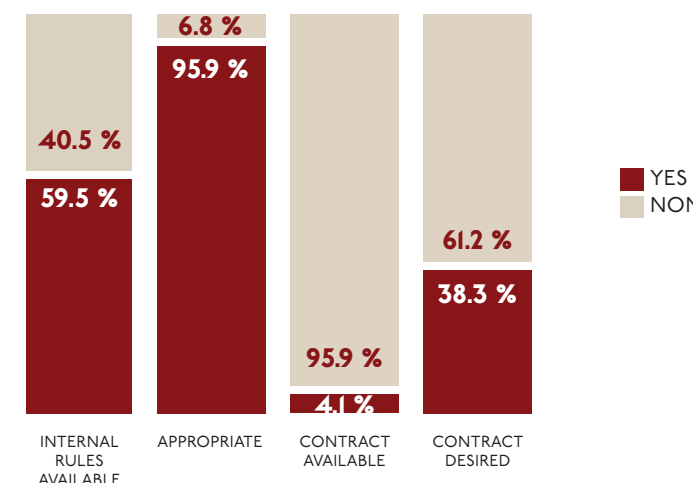


FIGURE 21: Accommodation rules. N = 75

Rental contracts

Only 4.1 per cent of female workers have had a rental contract. Among female workers who have not had a contract, 61.2 per cent did not want one because they thought that the contract would limit their freedom to move out. This is important because most factories provide short-term employment contracts and they have to move elsewhere when they expire. So they believe that with a rent contract they cannot move out before it expires and without a contract it is easy for them to move when necessary.

However, there is another reason of not wanting to have a contract; that is because they did not know what a contract is. **“We do not have a contract because we do not know what it is,”** a female worker at Chak Angre Krom said. **“When we rent a flat there is a contract ... for smaller rooms there is no contract; if the landlord defines how much it would cost per year, for example one year costs US\$700, then there will be a contract,”** said another female worker at Teuk Thla. This means that only when they rent a costly room or house will a contract be made available.

The workers who do not have a contract face a number of challenges, the first being electricity charges. **“We are not allowed to pay for the electricity directly. We have to pay through the landlord. Anyone who does not want to pay through the landlord will get threats to move out; when we pay the electricity bill, the landlord demands additional service fees.”** Second, the landlord can terminate the agreement. **“No contract has been made. The landlord can get the room back any time and I do not know what to do. Some people were evicted and they kept the room for the security guard or their relatives.”** Third, the landlord does not return the deposit the worker paid to have the power connected and the power meter installed when they move out. **“Before they said they would pay back my deposit for electricity and water. They promised to return the deposit when I leave, but when I left they did not. When I went to get my deposit, they said we were on a monthly rent and I did not get it back.”**

According to Article 5 of the Special Lease Law, a special lease contract shall be made in writing and certified by the commune or Sangkat chief.

04: National Policy on Accommodation, Ministry of Land Management, Urban Planning and Construction, 2014, 5.4 Conditions for secure accommodation, Condition 9.

05: The rules vary from block to block. In general, the rules prohibit gambling, consuming alcohol and shouting and the gates are closed at 9 or 10 p.m.

According to the research, almost 100 per cent of the workers who live in rented rooms do not have a contract. This is because this special law was just passed in 2015 and the law has not been widely disseminated locally. But the workers themselves did not see the advantage of contracts; they saw it as a way of preventing them from moving out when they need to.

Water supply

69 workers, or 92 per cent, used PPWSA, which caused them to pay more to the landlord every month. Water prices vary from one block to another. Some landlords charge 1,200 riel per cubic meter; some charge 2,500 riel and 3,000 riel. **“We used 6 to 7 cubic meters per month. It cost 1,200 riel per cubic meter; before the price was 2,500 riel,”** said a female worker at Chak Angre Krom.

Early in 2016 the authority of Chak Angre Krom held a meeting with all landlords to discuss the water charges issue. As a result, the authority demanded that the landlords charge the tenant only 1,200 riel. Although the landlords agreed, some did not follow the agreement fully. In addition, some landlords charged for water services according to the number of tenants, by charging US\$1 per person per month. **“The landlord said before they charged 1,500 riel for electricity and they made a profit from it, so they did not charge for water (water from a well); now electricity cost 600 riel per kWh, they did not earn anything, so they charged US\$1 for water,”** a female worker at Chak Angre Krom said.

The state water supply costs between 550 and 750 riel. A family of three members can spend around 10,000 riels over two months on state-run water. So, 1,200 riel per cubic meter is still high if compared to the state water supply.



“We used 6 to 7 cubic meters per month. It cost 1,200 riel per cubic meter; before the price was 2,500 riel,”

Female worker at Chak Angre Krom

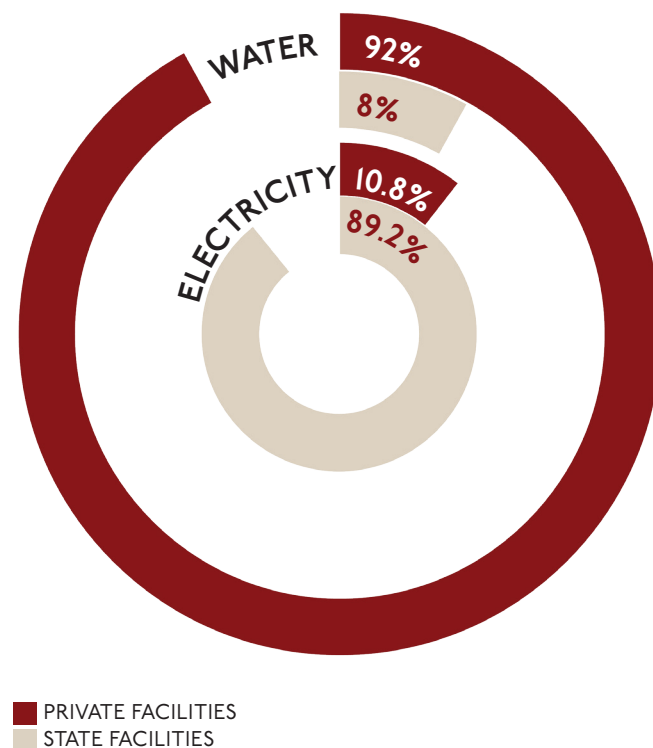


FIGURE 22:
Use of water and electricity. N = 75

Electricity

According to the study, 89.2 per cent of female workers have access to the state-run electricity service and 10.8 per cent to a private electricity service (connection to the landlord’s property).

In early 2015 Electricite Du Cambodge (EDC) issued a directive on the measures for rental property in the Phnom Penh electricity distribution area. According to the research, almost 90 per cent of landlords have followed this directive, allowing the EDC to install direct connections to rented rooms, charging 610 riel per kWh. However, in some blocks with less than 10 rooms, the EDC did not make connections because of the small number of rooms and that fact some landlords did not cooperate or allow EDC officials to install connections.

Room facilities and repairs

According to the study, 42 per cent of the female workers reported that they were provided with a bed. In addition, some landlords supplied tenants with a mat, water container and trash can, while 21 per cent others said they were given an empty room.

79.5 per cent said that the landlord was responsible for repairs when the room suffered damage. Generally, the landlord fixed cracks in the roof, water penetration, broken doors, cracks in the wall and so on. Though it is the responsibility of the landlord to fix any damage, the tenant has to wait for days for a response to examine and agree on the date for repairs.

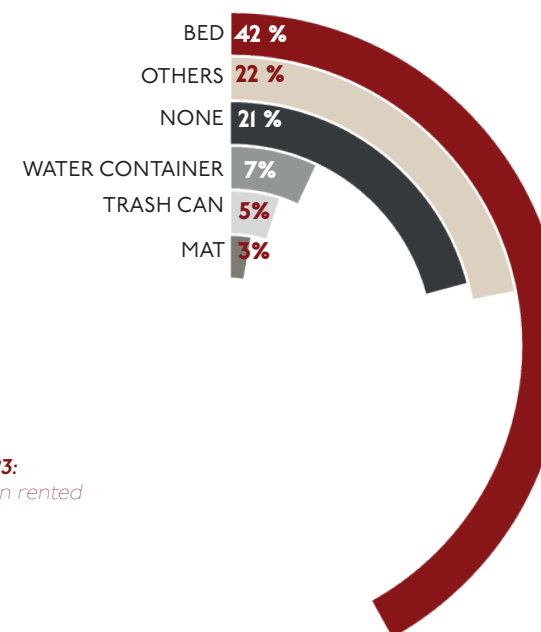


FIGURE 23:
Facilities in rented rooms.

Fire extinguishers

83.8 per cent responded that there were no fire extinguishers in their buildings. In those blocks with fire extinguishers, workers claimed that they were kept at the landlord’s quarters or the office. In each building the number of fire extinguishers ranged from 1 to 4. Many workers have asked landlords to consider their safety and equip each room with a fire extinguisher and teach tenants how to use them.

According to the research, access to basic social services and the living conditions of workers have not been secured or fully protected as prescribed in national policies and laws, even though they contribute significantly to the national and household economies. To improve living conditions and to contribute to promoting the dignity of workers, the research team and the workers participating in this research make the following suggestions and recommendations for key stakeholders.

THE ROYAL GOVERNMENT OF CAMBODIA

- Pay attention to disease prevention and provide quality and professional treatment.
- Control all types of chemical residue on food to ensure that people eat healthily.
- Immediately address any report from a tenant or landlord about problems related to security and safety under local authority responsibility.
- Provide mobile medics or transportation support and contracts with clinics and pharmacies close to the workplaces and residences.
- Build close relations between workers and local authorities through organizing of public forums and other activities in the commune/Sangkat.
- Disseminate widely and implement effectively village/commune safety policies and take strict measures against violations.
- Disseminate and effectively implement the Special Lease Law, making sure that all parties understand contracts, rent increases, accommodation standards and rents.
- Encourage all employers to provide appropriate accommodation to workers in all places, ensuring that accommodation is standard and has drinking water, electricity, hygiene, and a good environment.
- Take action to suppress all types of gambling in areas administered by local authorities.
- Expand electricity connections to all rented accommodation and impose rules on landlords to follow the directive on the continued measures for rented accommodation in the Phnom Penh electricity distribution area.
- Issue a Prakas about connecting rented accommodation to the state-run water supply.

SUGGESTIONS AND RECOMMENDATIONS

LANDLORDS

- Provide adequate toilets and drainage in proportion to the number of tenants and maintain sanitation and safety of public toilets with proper walls and roofs to ensure privacy.
- Provide appropriate space to dry clothes and ensure adequate ventilation and lighting.
- Provide 24-hour security and strictly enforce accommodation rules.
- Cooperate with the local authority in cases of theft, break-ins, or disturbances.
- Screen documents (ID, family book, work permit, etc.) of tenants.
- Understand and implement the Special Lease Law, the directive on continued measures for rented accommodation in the Phnom Penh electricity distribution area.

WORKERS

- Gather as comprehensive information as possible on room environment, water and electricity supply and safety before making a decision on renting a room.
- Take care of their health and food safety and improve sanitation.
- Create close relationships with the local authorities and learn how to make reports on issues of security and safety, in particular sexual harassment.
- Report and cooperate in preventing gambling and drug use in rented accommodation.
- Understand policies relating to safety.
- Cooperate with other workers in the building to maintain hygiene (of food and accommodation), properly dispose of waste and keep the surroundings clean.

EMPLOYERS AND BUYERS

- Provide comfort and safety of the workers by ensuring that they have proper accommodation, nutritious and safe food and sanitation.

Cracks in the wall

Along Veng Sreng Boulevard, big buildings and garment factories line the street. Where there are factories, there are rented rooms.

Along this same street in Phum Trapaign Thleung Village, an accommodation block was built close to the factory wall. From the outside one cannot see it as the landlord built a 3-meter concrete wall in front with a metal gate.

Beyond this gate on the right side we can see many lines of rooms and on the left side around 10 food stalls facing them. Nearby the food stalls, is a pile of decaying bad-smelling waste close to the toilet.

The rented rooms in this block are built in six lines. Three old lines are made of wood and roofed with metal. Another three lines are made of brick and cement. In total, there are around 300 rooms in this block.

The concrete rooms are 2 meters by 3 meters and can accommodate one bed. The floor is cement and the rent is US\$20 per month. The wooden rooms are larger than the concrete ones and can accommodate two beds. The floor is cement and the rent is US\$25 per month. In each room live two to four persons. Tenants cannot be even a day late with the rent; the landlord will come to demand payment and use offensive language.

In front of each room lies an open drain. Some tenants throw garbage into the drain.





When the rain comes, the garbage blocks the water and the rooms are filled with water and garbage. In some rooms, tenants used bricks as shelves for their belongings. During the hot season, it is too hot to stay inside the room in the day time.

Since the building is close to the factory, residents are disturbed by noise of the machinery. Particles from the factory fly in the air and contaminate water containers that have no cover.

The electricity has not yet been connected to this block by the EDC, it is connected to the landlord's home; the price is 2,500 riel per kWh. Some residents have a connection from the next door and spend between 20,000 and 30,000 riel per month.

In front of the rooms, containers store water for cooking, washing clothes, and bathing. Tenants have to purchase water at 1,500 riel per container. Two residents in one room use up to 7 to 8 containers per month. In the rainy season, they use around 4 to 5 containers. The water sold to tenants is pumped from a large rusty tank that has likely been used for years. Some parts of the pipe are mossy.

In this block, the rooms have no private bathrooms. The tenants bathe using water from the container in front of their rooms. Bathing in the open makes it difficult for women to get properly clean.

There are 16 toilets for more than 300 rooms. Toilets are around 1 meter square and very old. Of 16 toilets three to four toilets are out of order because of blockage. The toilets have cement floors and are covered by cracked metal roofs. Rainwater drips through the cracks. Inside the toilets are small basins 0.4 meters high; very often there are dead rats inside the basin. In some toilets, feces and sanitary napkins are disposed of improperly since there is no trash can inside. There is no soap. The toilet is cleaned once every 1 or 2 weeks. The smell is very bad and there are flies.



The doors of the rooms are made of wood and break-ins are easy. Tenants are afraid to keep valuables in the room because of burglaries. The tenants dry their clothes in the alleys in front of their rooms since the rooms are too small. Very often, they lose clothes and shoes to theft.

Gambling occurred in almost all blocks. Most tenants played dice and cards daily in the evening after work until 1 or 2 a.m. despite an accommodation rule by the landlord banning gambling activities.

The workers report that drugs are traded in this block and used in the toilets at 3 or 4 a.m.



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សេចក្តីប្រកាសព័ត៌មានលេខ០៤៩២ អកលខ ស្តីពីវិធានការបន្តសម្រាប់ផ្ទះជួល ឬ បន្ទប់ជួលក្នុងតំបន់ចែកចាយផ្ទាល់របស់អគ្គិសនីកម្ពុជានៅរាជធានីភ្នំពេញ ចុះថ្ងៃទី២០ ខែមករា ឆ្នាំ២០១៥។

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ផែនការណែនាំលេខ០២០ ជក របស់ក្រសួងមហាផ្ទៃ ស្តីពីការចាត់តាំងអនុវត្តគោលនយោបាយ “ភូមិ ឃុំមានសុវត្ថិភាព” ចុះថ្ងៃទី១៦ ខែសីហា ឆ្នាំ២០១០។

3. National policy on Housing which agreed and passed by council ministers in the meeting of 09 May 2014.

គោលនយោបាយជាតិស្តីពីលំនៅឋានដែលបានទទួលការឯកភាពពី គណៈរដ្ឋមន្ត្រីក្នុងសម័យប្រជុំពេញអង្គ នាថ្ងៃទី០៩ ខែឧសភា ឆ្នាំ២០១៤។

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5. Special Lease Law: passed by the Kingdome of Cambodia National Assembly in 2015 at the meeting of the 5th mandate of National Assembly.

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Annexes

QUESTIONNAIRES: UNDERSTANDING THE LIVING SITUATION OF WORKERS IN GARMENT AND TEXTILE INDUSTRY

Interviewer: contact number:.....
 Note taker:.....contact number:.....
 Date:.....
 Starting time:..... ending time:..... total hours:.....

I. General information: Situation at rental room compound areas

Areas/block:..... Number of floors:.....
 Number of rooms:..... Total:.....
 Number of people sharing in a room:.....
 Address
 Fencing (yes/no).....the building is constructed in.....Height.....
 Manager of the rent building is:..... nationality.....

II. Living situation of garment workers

1. Standard of rented rooms and facilities

A. STANDARD OF RENTED ROOMS

1. What is the size of your rented room?..... what is the rental price?.....
2. Does the rented room owner have internal rule?
 - a. yes
 - b. no (if no, please go to question #4)
3. Is that rule acceptable?
 - a. yes
 - b. no (why?.....)
4. Do you have contract for this rental?
 - a. yes (if yes, please go to question # 7)
 - b. no
5. If no, do you want to have a contract?
 - a. Yes, I do
 - b. No, I don't.
 - c. I don't know.

6. Why do/don't you want it?.....

7. Is there any increase in rental price recently?
 a. yes b. no (if no, please go to question #9)

8. If yes, how much was it increased?..... why?.....

9. Do you use state water services or private water service?.....
 a. state
 b. private

10. What is the price?.....

11. Do you use state electricity service or private electricity service?
 a. state
 b. private

12. What is the price?.....

B. RENTED ROOM FACILITIES

13. What facilities are provided in your rented room?

- a. bed
- b. closet
- c. Water container
- d. mat
- e. pillow
- f. Rubbish bin
- g. nothing
- h. others

14. When your rented room gets damaged/broken (ex: floor wrecked, sewage blocked, electricity cut, and water leaking.... Due to the ages of the building) who is responsible?

- a. landlord
- b. tenant
- c. contribution (landlord and tenant)

15. Does the owner put portable fire extinguisher in the building?

- a. yes
- b. no (if no, please go to question # 17)

16. If yes, how many are there?..... where are they placed?.....

2. Security and safety

A. BURGLARY/STEALING

17. Were there any cases of stealing in your rented room?

- a.yes
- b.No (if no, please go to question # 22)

18. When did that stealing case happen?
 a. day time
 b. evening time
 c. night time
 d. others (please specify.....)

19. How often does stealing case happen?
 a. 1-7 days
 b. 1 week to one month
 c. more than one month

20. When there were stealing cases happened, who did you report to?
 a. landlord
 b. village chief
 c. police chief
 d. do not report (*if so, please go to question # 22*)
 e. others (please specify.....)

21. What did they do in response to the case?.....

22. Were there any burglary cases happened on you?
 a. yes.
 b. No. (*if no, please go to question # 27*)

23. When did burglary happen?
 a. day time
 b. Night time
 c. Evening time
 d. Others.....

24. How often does burglary happen?
 a. 1-7 days
 b. more than 1 week-1 month
 c. more than one month

25. When the burglary happened, who did you report to?
 a. landlord
 b. village chief
 c. police chief
 d. do not report (*if no, please go to question # 27*)
 e. others (please specify.....)

26. What did they do in response to the case?.....

B. STREET LIGHT

27. Is there light along the street/way entering to your rented room?
 a. yes
 b. no (*if no, please go to question # 31*)

28. If yes, is it enough?
 a. enough
 b. not enough

What time is it switched on and switched off?.....

29. Who install the walk way light?
 a. landlord
 b. tenant
 c. others (please specify))

30. If the landlords install the walk way light, do they charge money from you?
 a. yes (How much?.....))
 b. no

C. SAFETY SITUATION

31. Are there gangsters in your living areas?
 a. yes
 b. no (*if no, please go to question # 33*)

32. If yes, is there any issues arise from gangster?
 a. gang fight
 b. drunk and make noise
 c. cause disturbance
 d. others (please specify.....))

33. Is there any drug use or trafficking in your area?
 a. yes
 b. no (*if no, please go to question # 36*)

34. If yes, in what picture was drug being trafficked?.....

35. Where is drug being trafficked?.....

36. Is there gambling happen in this rented room compound area?
 a. yes
 b. no (*if no, please go to question # 39*)

37. If yes, what types of gambling?
 a. lottery
 b. play card
 c. cock wrestling/fight
 d. Apong (អាប៉ាង)
 e. others (please specify.....))

38. Where is the gambling located?.....)

39. Have you ever been harassed?

- a. yes
- b. no (if no, please go to question # 47)

40. If yes, how does it happen?

- a. verbal harass
- b. physical touch
- c. gesture
- d. others (please specify.....)

41. When did it happen?

- a. night time
- b. day time
- c. evening time
- d. others (please specify.....)

42. Where did it happen?

- a. along the way to/from work
- b. at work place
- c. at living place
- d. others (please specify.....)

43. How often does harassment happen?

- a. 1-7days
- b. more than one week-one month
- c. more than one month
- d. others (please specify.....)

44. What did you do when you got harassed?.....)

45. Were there any interventions from local authorities on these cases?

- a. yes
- b. no (if no, please go to question #47)

46. If yes, how did they intervene?

D. SECURITY

47. Do you know village guard?

- a. yes
- b. no (if no, please go to question # 49)

48. If you know, what role do the village guard have?.....)

49. Are there any police stations in your living area?

- a. yes (how many.....)
- b. no (if no, please go to question # 51)

50. If yes, are there any police officers at the police station?

- a. yes
- b. no

3. Health and hygiene

A. TOILET AND BATH ROOM

51. Are there toilets in your rented room compound area?

- a. yes
- b. no (if no, please go to question # 59)

52. If yes, how many toilets are there?

53. If yes, is it in your own rented room or shared with others?

- a. personal toilet in my rented room
- b. shared with other tenants
- c. shared with all other tenants

54. How many people use the toilet?

55. Is the toilet hygienic? (suggest interviewer go seeing the toilet and then draw text in the box bellow)

- a. hygiene: no smell, no flies, no feces
- b. not hygiene: bad smell, see some feces, there are flies
- c. dirty: smell so bad, see much feces, there are many flies

56. When you use toilet, are there any privacy to prevent other people seeing or hearing you?

- a. there is privacy (there are roof, wall, and door)
- b. no privacy: can be seen
- c. no privacy: can be heard
- d. no privacy: be seen and be heard

57. Is toilet far from your room?

- a. yes
- b. no

58. Are there lights along the way to toilet?

- a. yes
- b. no

59. Do your roommates use the toilet or public areas for urinate and defecate?

- a. every one uses toilet
- b. some people use the public area
- c. no one use toilet
- d. others (please specify.....)

60. Do you have small kids living with you?

- a. yes
- b. no (if no, please go to question # 62)

61. If yes, where do you leave your kid's feces?

- a. into toilet
- b. with trash
- c. at public area
- d. in the canal
- e. under the ground
- f. leave at other places (please specify.....)

62. Is it safe when you share bathroom?
 a. yes (if yes, please go to question # 64)
 b. no

63. If not safe, why?.....

B. ENVIRONMENT AND ATMOSPHERE IN RENTED ROOM

64. How is the environment surrounding your rented room? Both inside and out side (Ex: narrow space, big space, air.....).....

65. Is there enough light in your rented room?
 a. enough b. not enough (if not, please go to question # 67)

66. If enough, what is the source of the light?
 a. electrical light b. sun light

67. If not enough, are there any lamps?
 a. yes b. no

68. Are there any proper spaces for drying your clothes?
 a. proper space (please describe.....)
 b. not proper (why.....)

C. FOOD AND WATER

69. Is your food hygienic?
 a. yes (please specify.....)
 b. no (why?.....)

70. What is the source of water that you use for cooking?
 a. from the river
 b. from well
 c. from the tap
 d. others (please specify.....)

71. How do you store the water?
 a. in the jar without cover and unclean
 b. in the jar with cover and clean
 c. from the jar, and keep it in the container and well cover
 d. directly from the tap water
 e. others (please specify.....)

72. What type of water do you drink everyday?
 a. purified water
 b. boiled water
 c. not boiled water
 d. water filter

D. HYGIENE

73. Where is your hand washing place located?
 a. next to the cooker
 b. next to water jar
 c. next to toilet
 d. no specific place
 e. Other places (please specify.....)

74. Is there soap and water at your hand washing place?
 a. has water
 b. has soap
 c. no

75. Is the water and soap at a distance of 5 meters from your hand washing place?
 a. yes
 b. no

76. When do you wash your hand?
 a. after using the toilet
 b. before meal
 c. after meal
 d. before cooking
 e. after clean child's buttock
 f. before giving food to children
 g. Others.....

E. WASTE

77. Where do you put the trash?
 a. in the room
 b. in the trash bin inside the room
 c. in the trash bin outside the room
 d. in the shared trash bin
 e. in public space (please specify.....)

78. Do you pay for trash collection service?
 a. pay (how much?.....)
 b. do not pay

F. HEALTH SITUATION

79. How is your health conditions in this last year?
 a. good (please describe.....)
 b. normal (please describe.....)
 c. weak (please describe.....)
 d. very weak (please describe.....)

80. When you are sick, where do you go to get treatment?
 a. private clinic
 b. health center
 c. hospital
 d. pharmacy
 e. others.....

81. If you use services at health center or hospital, are you satisfied with their services?
 a. yes, satisfied (please describe)
 b. no, not satisfied. (why?.....)

82. How much in average do you pay per each treatment?

- a. 0 – 20,000 Riel
 b. 20,100 – 50,000 Riel
 c. 50,100 – 100,000 Riel
 d. 100,100 – 200,000 Riel
 e. over 200,000 Riel

83. Do you think this cost is reasonable?

- a. reasonable (please describe.....)
 b. not reasonable (please describe.....)

G. SEWAGE SYSTEM

84. Is there sewage system in your rented room compound area?.....
 Where is it located?.....

85. Is there sewage-stuck happen in your living area?

- a. yes, there is
 b. no, there is not

86. If sewage got stuck, when did it happen?.....why?.....

BROCHURE OF PEOPLE POLICY

HEALTH SERVICE

- Set low fees; display and follow pricing list
- Pay attention to treatment, examination, and health care
- Increase consultation service
- Organize mobile medical team across the country
- Increase specialist doctors of all levels
- Control the sales and distribution of state and private medications; control quality and price
- Promote research and medicine production in the country with low cost
- Increase medicine purchase and supplies to meet with the need
- Respect a non-discrimination principle
- Enhance and tighten medical professional code of conducts at all health training establishments
- Strengthen the control mechanism and staff management of state and private hospitals/clinics
- Effectively enforce fine and sanction
- Create a redress mechanism that will address the case fairly for victims for free of charge
- Provide an equity card in a transparent and effective way for women in all sectors (garment workers and sex workers)
- Treat the poor attentively and provide them with quality service
- Increase health equity fund program available in all hospitals and all levels
- Incorporate health education in the national and private education curriculums, starting from primary education
- Increase education program in the media
- The state and NGOs must collaborate to provide health education to local people
- Routinely inspect and monitor private medical service in a transparent way
- Impose disciplines and sanctions on private establishment that violates the law
- Increase the national budget for health sector and set it as a priority (salary and service)
- Conduct a transparent and effective research on health officers' and people's livelihood and health status
- Use the research findings as the basis for preparing the policy to respond to the real needs of the people; set it as a priority (budget for salary & services)

Quality service

Medicines, materials supplies

Disciplines and professional code of conducts

Outreach and education

Payment exemption for the poor

Manage the private clinic operation

Increase salary of health personnel

Health policy responds to needs

Special Lease Law

Special lease contract refers to the one in which one party called the landlord and the other party who might be workers, students called tenant who agrees to use the accommodation with pay.

Positive Aspects:

- The contract must be made for at least two years
- The landlord cannot increase rental fees while the contract is still valid
- The contract must be made in writing and certified by the commune or sangkat chief
- This law is applicable to students and workers (informal and formal)
- The tenant has the right to dissolve the contract at any time

Shortcomings:

- The contract failed to set out clear aspects
- The law does not widely cover women in informal economy and their living hardship, especially the entertainment workers, sex workers, domestic workers, and street vendors
- The construction minimum standard has not been set, quality and safety standard of the drainage system, security and surrounding environment



Rental Room Standard

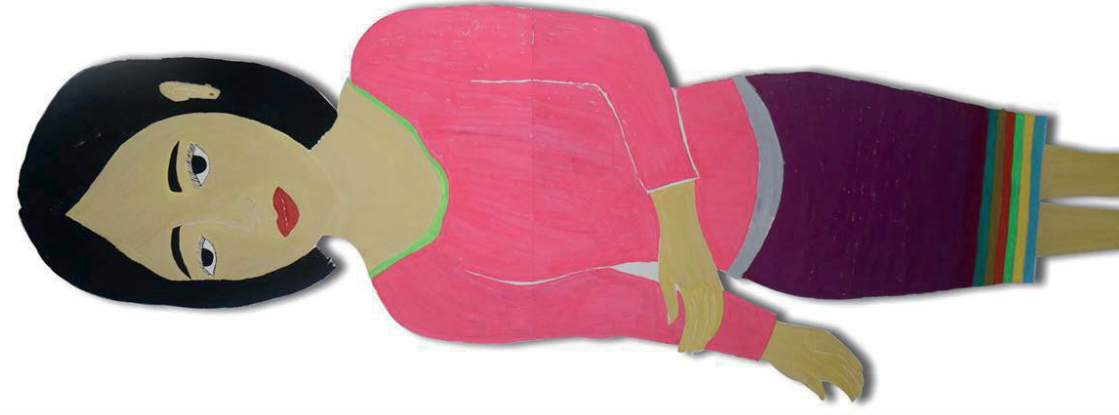
Right to proper shelter and housing

Supplies and responsibilities

Set price and increased rate

Solution to contract dispute

The state guarantee to provide water, electricity service, drainage system, waste, and security



- Study the situation and needs of tenants and of landlords (evidence)
- Set a construction minimum standard and price (size, environment, room condition)
- Build and rent rooms or houses for the poor with low price or free of charge in urban area
- Provide loan with low interest in order to build a small and medium size buildings and rooms
- Written set price in the contract
- The smallest room costs only \$15 (3 x 5 m) per room per month
- Increase the rental fees between \$1-\$5 after a 2-year contract with grounds
- There should be a daily or a monthly rent (one month up to 2 years)
- Disseminate the special lease law (rental room law)
- Address the dispute without discrimination and provide a temporary accommodation to those who are unable to rent a room
- Set out sanctions, monitoring mechanism and fine in the law in case of contract violation
- Facilitate adequate trashes and separate dry and set wastes
- Authority and relevant stakeholders should expand their service coverage to the rental blocks effectively
- Set up a mechanism and a monitoring team and oversee the effective implementation

Village/Commune Safety Policy

Positive Aspects:

- Contains 5 village/commune safety criteria ⁽¹⁾
- Must put in place adequate police administrative post in all places and in accordance with the number of the population and organize forces for making a shift
- Commune/sangkat administration must coordinate and organize at least one public forum in 3 months on village/commune safety to address the requests and proposals made by the people

Shortcomings:

- The policy has not been widely disseminated and the public forum has not yet been organized for the local people.
- No adequate lighting in the street and in the rental block that can ensure safety
- Female sex workers are subjected to arrest by the police and public security guards
- Limited complaint resolution and intervention by the authority who lack the capacity

⁽¹⁾ 5 village/commune safety criteria:

1. No acts of thefts, robberies, snatches
2. No illicit drug production, distribution and use
3. No indecency, trafficking of women and children and domestic violence
4. No gangs
5. No illicit gambling, illegal use of guns and all types of offences

Health Financing Policy

Positive Aspects:

- Public administrative establishment gives the authorization to the hospital to set the treatment fees, manage and decide on the staff salary, materials, supplies, and medicines
- Make a treatment contract payable by the NGO available by project
- Help those who cannot afford to pay the medical bill access to community health insurance provided for by the NGO through an advance payment and later settlement scheme
- Help the poor who seek medical treatment access to health equity fund for free of charge and to other support

Shortcomings:

- Public health which is a fundamental rights has been lost as people began to fall in debt and poverty due to high treatment cost
- NGOs' limited services and scope
- While making a low earning, the people have been pushed to buy the health insurance
- The health equity fund relies on foreign assistance which is not sustainable and the state have allocated little budget



THE REALITY OF THE NATIONAL ECONOMIC **BACKBONE**

MARCH 2017