

**ENDLINE SURVEY ON THE PROJECT  
“ENHANCING SOCIAL PROTECTION  
FOR FEMALE TEA GARDEN  
WORKERS AND THEIR FAMILIES IN  
SYLHET DIVISION, BANGLADESH”**

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**SUPPORTED BY**



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The name 'Change Initiative' (CI) represents the goal of embarking on the journey of contriving an alternative research paradigm beyond the orthodox modalities.

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## **ENDLINE SURVEY ON THE PROJECT “ENHANCING SOCIAL PROTECTION FOR FEMALE TEA GARDEN WORKERS AND THEIR FAMILIES IN SYLHET DIVISION, BANGLADESH”**

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# LIST OF ACRONYMS

DC	Deputy Commissioner
DDL	Deputy Director of Labour
FGD	Focus Group Discussion
ILO	International Labour Organization
GBV	Gender-based Violence
KII	Key Informant Interview
LEBs	Local Elected Bodies
NGO	Non-government organization
RHR	Reproductive health and rights
SDGs	Sustainable Development Goals
UNO	Upazila Nirbahi Officer
UP	Union Parishad

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# EXECUTIVE SUMMARY

The tea industry of Bangladesh plays a crucial role in the economy of the country, accounting for the direct livelihoods of over 350,000 people living in tea garden areas (ILO, 2014). Tea is one of the important cash crops and a food commodity for export out of the country. Employers prefer to engage women to harvest tea leaves, as they are more skilled and cheaper labor than. The workers are generally live in poverty and their livelihood solely depends on tea estates for generations and they have no alternative employment opportunity.

SDG target 8.5 calls for equal pay for work of equal value; SDG target 8.8 calls for safe and secure working environments; SDG target 10.4 seeks to achieve greater equality through appropriate wage policies; and SDG target 16.6 is about the establishment of accountable institutions, which are crucial for the improvement of working conditions. Aligning with that SDG targets, to enhance capacity of rights holders or women workers of the selected tea gardens to claim accountability and women's and girls' rights Oxfam in Bangladesh and Breaking the Silence (BTS) jointly implemented a project titled "Enhancing social protection for female tea garden workers and their families in Sylhet Division, Bangladesh" for almost two years including the period during Covid 19 caused restriction. The project activities included different types of capacity enhancement training including but not limited to, transformative leadership skills, the power structure in a garden environment, local government structure and role Gender-based Violence (GBV), service provision in education and health facilities, a social protection scheme as well as global instruments of adolescent and women rights protection which are supposed to enhance their bargaining and negotiation skills with garden and local government authorities. Besides creating opportunities for female workers in the decision-making process of the trade union, this joint initiative will contribute to ensuring a decent work environment, maternal health care.

Initially, they have conducted a baseline study aiming to describe socio-economic, workers' rights situations and identify the ground reality of targeted agreed indicators of the project outputs. The findings showed that the capacity of women workers to claim accountability and women's and girls' rights is very poor. Also, they are lagging behind in so many aspects like about 99% of surveyed households reported working below the poverty line. Though 94% of the workers receive ration from the tea state authority yet those are not sufficient enough and domestic violence are prominent at that area. To measure the final outcome from the two yearlong project an End line study has been conducted to assess the current scenario regarding this objective.

## **Expected Results and Outputs of the Project**

The end line study was carried out among 365 women tea garden workers in the targeted three districts of the Sylhet division. However, in the baseline, the total sample was 400 women tea garden workers. In the following graphs, a comparative analysis was illustrated to observe what were the basic changes occurred since last two years after the project implementations. Under the Result Chain Framework of the project title "Enhancing Social Protection for Female Tea Garden Workers and Their Families in Sylhet Division of Bangladesh" Output 5 was to build "Capacity of rights holders to claim accountability and women's and girls' rights". In this endline study we have identified the impacts of the BTS implemented project actions comparing the findings of both baseline and endline based on earlier specified indicators and sub-indicators.

Though the Covid 19 has adversely affected the project actions regarding capacity building of the targeted women workers of the tea state, however, we have found that significant achievements on each indicator. More specifically, the project has contributed to women workers have participated in the rights related different advocacy and training workshops, that has contributed to enhance leadership capacity. Moreover, the advocacy action has sensitized them significantly to raise voices as well as bargaining their rights at both workplace and home especially independent decision-making and controlling resources.

**Table 1: Attitude and practice regarding rights and entitlement**

Output Indicators	Sub-indicators	Baseline	Endline
<b>Indicator 5.1:</b> Tea garden women workers and adolescents have enhanced life skills for increased leadership capacity and able to apply at all levels.	Women Tea Garden workers received training for increased leadership capacity	5.0%	47.0%
	Women workers have knowledge about tea garden workers law and policies	28.0%	38.0%
	Women workers have idea on women rights and access to services in the tea garden	25.0%	66.0%
<b>Indicator 5.2:</b> Women workers voices are raised in the dialogues organized with Government, Bangladesh Tea Association, and relevant stakeholders to better communicate and negotiate for their rights.	Women workers participated in meeting, dialogue and workshop regarding their right and entitlement	34.0%	83.0%
	Women workers raised voice in the meeting, dialogues and better communicated and negotiate for their rights	23.5%	40.0%
	Women workers reported in the meeting, dialogues, their voice and decision were accepted by Panchayet, Bangladesh tea association, Tea garden authority etc.	15.5%	52.3%
<b>Indicator 5.3:</b> Created spaces for women workers to learn Gender Equality issues and collectively organized for their rights.	Women workers have knowledge on gender equality issues.	18.0%	39.5%
<b>Indicator 5.4:</b> Awareness increased through media advocacy on issues related to the women workers rights at workplace and home.	Awareness related to the tea garden women workers' rights at workplace and home	Negligible media advocacy observed	Advocacy through online platform has remarkable contribution
<b>Indicator 5.5:</b> Tea garden workers, particularly women's capacity enhanced to practice freedom of association, collective bargaining and sound industrial relations	Women workers' platform formed	There was no group or association form by women tea garden workers	"Mothers club" was formed in each tea state; one meeting held every month to aware the women worker about GBV
	Women workers have practiced freedom to raise	23%	40%

Output Indicators	Sub-indicators	Baseline	Endline
	voice and bargaining for their rights		
	Bagan Panchayet accepted Women workers; opinion/decision	15%	52%
<b>Indicator 5.6:</b> Concluded Biennium collective agreement 2018-2019 between Bangladesh Cha Shramik Union and Bangladesh Tea Association with active participation of women workers and gender perspectives by mid of 2020 <sup>1</sup>	Coordination between Bangladesh Cha Shramik Union and Bangladesh Tea Association to ensure active participation of women workers and gender perspectives	Poor coordination	Meaningful coordination has been observed

Under the Indicator 5.5 it was expected that Tea garden workers, particularly women's capacity enhanced to practice freedom of association, collective bargaining and sound industrial relations, while carried out the baseline it was observed that there was no group or association form by women tea garden workers. However, endline survey has identified that 'Mothers club' was formed in each tea state and regular meeting was held every month to make aware the women worker about the risks as well as protection from the Gender-based Violence (GBV).

## Project Outcomes in Terms of Evaluation Criteria

**Relevance, and Appropriateness:** The study findings have properly revealed that tea garden workers during baseline of the study only 6% of the women workers had knowledge about the labour law and 20% were aware of the social safetynet policy and only 16% were aware of the child marriage control related legal restrictions. These findings properly justified that the project was not only relevant to overall goal to occupational rights & entitlements, social protection of tea garden women workers and their capacity claim accountability and rights.

### Effectiveness and impact of the project

*Job status and security:* In the End line study it has been identified that around 89.6% women workers have been working on contractual basis and their job is not secured. The workers are working for generations and due to not having proper monitoring from the labor department and collusion of the leaders with local tea state owners their job status and entitlements were always compromised. Most of the tea garden workers are recruited based on their family traditions and working in the tea garden for 2-20 years, they did not receive an appointment letter but 84% of respondents reported that they submit their national identity card and birth certificate for their appointment to receive rations, accommodations and other associated benefits. Only 10% of the respondents reported that they had a temporary job contract. The number of housings provided by the garden authority increased in the end line by 3% from baseline. However, the quality of the habitation is still below the minimum standard and there is no privacy at the residence.

*Food Intake and Nutrition Status:* The analysis of income and expenditure of the tea garden women workers have justified how vulnerable they are and the project actions are not only relevant to the requirements but also appropriately designed. End line study identified that the

<sup>1</sup> (Note: Direct activities related to Indicators 5.4 and 5.6 are relevant to this CFP however, results of the Activities in this CFP would contribute to progress in these indicators.)



average number of earning members (2 persons) both in base line and end line. End line finding revealed that average monthly deficiency of income of the surveyed HHs is 830 BDT. “Food Consumption Score (FCS)” method of the World Food Program (WFP) measured the surveyed household was expected NOT to eat at least staple and vegetables on a daily basis and therefore considered to have “poor food consumption”. The average food consumption of women tea garden workers and 10% of the respondent’s intake fruits and milk in a weekly basis.

*Job related benefits and adequacy:* The percentage of getting ration facilities (91.0%) were decreasing in the end line. Again, in the end line the fewer people (61.4%) were getting pension facility than base line. Only 3.9% of the respondents were reportedly mentioned that they don’t get accommodation facilities and 6.5% reported that they don’t get rations, discretely. 83.0% of the respondents reported about receiving the festival bonus while 66.7% of the respondents reported about the pension facilities. Similarly, 64.0% of the respondents mentioned they enjoyed pay maternity leave. Though more than 90% of the respondents reported that they received rations whereas only 8% of respondents reported that they didn’t receive any rations, 80% of the respondents reported that the allocated ration was insufficient for them.

*Working environment at the tea garden:* The garden provides a safe working environment for its women. The workplace also has emergency treatment facilities, water, and child care facilities. 74.0% of the respondents reported that their male workers were cooperative with them. The study also depicts that the rate of gender-based violence at their locality is low. However, there were a few cases that are being reported but those were mostly gender-based violence caused by their own family members.

*Knowledge, Attitude and Practices (KAP) in Access to Safe Drinking Water and Sanitation:* Almost every women worker is aware about the rights of fresh drinking water and sanitation while working in the garden sections. However, the percentage of using sanitary toilets and pit latrines increased and the percentage of open defecation was decreased from baseline by 8% due to advocacy and motivations under the project. However, only 7% of the respondents reported that they used sanitary napkins.

*Knowledge, Attitude and Practices (KAP) of Workers in claiming entitlement and rights:* In the end line it was identified that the knowledge regarding social safety net was increased (65%) from the base line (20%); similar, the knowledge of child control marriage law was increased (88%) in the end line from the baseline (16%). Also, 36% of the respondents reported that they were aware about the labor law which was 6% in the baseline.

Knowledge and practice of gender equality rights seem to be very well recognized at the tea garden as results show, about 70% of the respondents reported that they took decisions about child’s schooling and family planning mutually with their husbands. More than 90% of the respondents had the freedom to spend their own earnings independently. About 86% of the respondents reported that they had control over their resources and 76% of them were capable to save on their own.

*Women Leadership and rights at the workplace:* Almost every woman was more aware of their rights and their participation in collective decision-making. And women leadership due to awareness-raising by BTS and other NGOs. About 46% respondents reported that they received training in the end line which was 4% in the baseline, and 43% of the respondents reported that they didn’t have any training. Among the trained women workers around 80% of the respondents reported that they can attend any skill development training on their own. Those who received

training, the most 94.2% of the respondents reported that they received training on women empowerment, 82.9% received training on life skills, 81.0% received training on violence against women and children, 58.5% received on gender equality and labor law, and rights. However, almost 93% of the respondents reported that they couldn't be benefitted from the training due to not getting any scope yet to apply. Previously they used to be so helpless, but after receiving the leadership and skill development training they were more self-sufficient and can raise a collective voice to claim their rights like maternity leave, wage, daily leaves, etc. About 83% of the respondents reported that they participated in different meeting, dialogue and workshops in the end line which was 34% in the baseline. However, 37% of the respondents reported that they raised their voice for equal rights and entitlement in the end line that was 23% in the baseline.

*Coping with the COVID 19 pandemic:* During COVID 19 period tea garden workers suffered a lot. They did not receive wages regularly, due to restrictions in movement they did not able to move out for work easily and if they fell sick, they could not able to go to the hospital. However, they had received masks and hygiene products from the authority for safety purposes. Workers had to attend at the work during this time with safety measures in order to get their daily payment. About 70% of respondents were reported that they got the salary but not on a timely basis. Twenty percent of the respondents were reported that their salary had been reduced.

## Efficiency and Sustainability

Under the Result Chain Framework output indicator 5.5 has outlined that "Tea Garden workers, particularly women's capacity enhanced to practice freedom of association, collective bargaining and sound industrial relations". During the baseline study there was not such a group or association formed by women workers of the intervened tea garden, however, it has been "Mothers club" was formed in each tea state and regular meeting is held every month to aware the women worker about GBV. It has been also observed that *Bagan Panchayet* accepted Women workers' opinion or decision and the process has been internalized. Besides, a meaningful coordination between Bangladesh *Cha Shramik* Union and Bangladesh Tea Association with active participation of women workers and gender perspectives while carried out the End line. There are several instances that knowledge has fundamental impacts on claiming rights as that is also linked to enhance their living standards

## Recommendation

Issue		Recommended steps
<b>Descent</b>	<b>Work Standard and Access to Basic Needs</b>	<ul style="list-style-type: none"> <li>• Aligning with SDG targets the government a comprehensive "Tea Garden Workers' Wellbeing Strategy" should be framed soon engaging garden authorities and trade union/labor association, CSOs to ensure justified and fair wage structure compatible with the ILO descent work standard.</li> <li>• All types of workers (both permanent and contractual) should be paid equal wages and other benefits.</li> <li>• According to the agreement between the owners and the workers, accommodation for all workers should be ensured.</li> <li>• Disaster resilient and habitable houses should be built soon by replacing ramshackle ones.</li> </ul>

Issue	Recommended steps
<b>Knowledge, Attitude and Practice of labour law, regulation and benefits</b>	<ul style="list-style-type: none"> <li>• Reform the existing laws and regulations of the Provident Fund Policy for the welfare of tea workers.</li> <li>• Establish at least one permanent Labor Court for <i>Moulvibazar</i> or Sylhet of Sylhet Division.</li> <li>• Compensation should be provided in compliance with the Labour Law.</li> </ul>
<b>Job security and wages, benefits and Social SafetyNet</b>	<ul style="list-style-type: none"> <li>• Every permanent worker should be provided the appointment letter along with the identity card and service book for all tea garden workers.</li> <li>• The bilateral agreement between workers and garden authorities should be renewed at least one month prior to expiration of the agreement.</li> <li>• Wages pattern should be different considering the health and other risks e.g. workers in tea factories and the workers engaged for spray pesticides and do other risky tasks should be given justified additional wages and risk allowance</li> <li>• Maternal leave with the wages based on average of past three months' wage should be ensured as per the government law.</li> <li>• Ensure compulsory group life insurance with sound retire benefits.</li> <li>• Temporary workers should be made permanent after certain period.</li> <li>• Garden authority should ensure the health safety preventing from contacting leeches and insects.</li> </ul>
<b>Basic needs and services for the tea garden workers</b>	<ul style="list-style-type: none"> <li>• Ensure health facilities for all women workers and their family members with the provision of health insurance, in that case, garden owners will pay the premium.</li> <li>• A separate delivery room in the healthcare center of tea gardens should be created and to motivate female workers for the delivery with recognized health workers.</li> <li>• Safe, standard and sustainable accommodation for all workers should be ensured by replacing the risky houses.</li> <li>• Pure drinking water should be ensured in residences and working sections and as per rules, when a worker retires, the payment of his provident fund must be ensured within three months. According to the agreement, the authority should ensure sanitary latrine for each worker's family with the highest priority.</li> <li>• The authority should ensure solar-based electricity connection for all garden workers' families at the free of costs.</li> </ul>
<b>Overcoming malnutrition among the women tea garden worker</b>	<ul style="list-style-type: none"> <li>• Tea garden workers are key the quality production and tea estate owners should arrange at least healthy dietary practices for the women workers, especially for the adolescent girl who are at their growing stage.</li> </ul>

Issue	Recommended steps
<b>Proper monitoring and implementation of existing worker's facilities and security</b>	<ul style="list-style-type: none"> <li>• ICT-based monitoring e.g. telephone-interview of the workers by authority should be introduced.</li> <li>• Random visit by the officials of the office of the Deputy Inspector General (DIG), Department of Inspection for Factories and Establishments should be increased.</li> <li>• CSOs should be engaged for independent monitoring of the compliance of the labor law and rights and facilities; and also arranging training and campaign among law among members of tea workers' union, panchayat, and general workers.</li> <li>• In every garden, the office of the Deputy Director of Labour (DDL) should establish a dedicated "complaint and redress mechanism" and complaint register will have to be maintained. For this purpose, a complaint redress committee will be formed including Panchayat members and local CSOs, legal experts.</li> </ul>
<b>Measures regarding illegal activities at the tea garden and promoting women leadership</b>	<ul style="list-style-type: none"> <li>• All liquor shops within the garden premises should be shut down gradually through awareness building and arranging cultural events, life skills and games for all types of males and females.</li> <li>• Abusive behavior of authorities with workers like putting on and off shoes by workers, not allowing panchayat members or any workers to sit on chair and wearing caps in front of managers, use of abusive language by staff etc. should be stopped.</li> <li>• Female Sarder (supervisor) should be appointed along with male Sarder (supervisor) in every garden.</li> <li>• "Mothers club" should be formed in each estate and supported by the garden owners to make the garden workers aware, provide training on-demand basis and address the problems raised by concerned female workers.</li> </ul>

# Chapter 1: INTRODUCTION

## 1.1 Background

The tea industry of Bangladesh plays a crucial role in the economy of the country, accounting for the direct livelihoods of over 350,000 people living in tea garden areas (ILO, 2014). Tea is one of important cash crop and a food commodity for export out of the country. Currently, the country has about 163 existing tea gardens (Nasir & Shamsuddoha, 2011; Islam & Al-Amin, 2019) which produce more than 54 million kilograms of tea annually, from about 49,000 hectares of land (Islam et al, 2005; Islam & Al-Amin, 2019) and the total annual production of tea, around 96% is cultivated in three districts of the greater Sylhet region. Moulvibazar alone produces 63%, Sylhet and Habiganj combined contribute 33% of the tea, from 93% of the total plantation area (Islam et al., 2005; Islam & Al-Amin, 2019). The tea estates have around 300,000 workers, of which more than 75% are women. Employers prefer to engage women to harvest tea leaves, as they are more skilled and cheaper labor than men (Bangladesh.com, 2017; Islam & Al-Amin, 2019). The workers are generally live in poverty and their livelihood solely depends on tea estates for generations and they have no alternative employment opportunity (International Labor Office, 2015; Uddin et al, 2020).

According to the 17th ICLS, “employees are considered to have informal jobs if their employment relationship is not subject to labor legislation, income taxation, social protection, or entitlement to certain employment benefits (advance notice of dismissal, severance pay, paid annual or sick leave, and so on).” Typically, informal economic enterprises are small, often based around households. While their activities are not necessarily illegal, they are not covered by the framework of national laws in the country<sup>2</sup>. These usually do not pay taxes, nor do they enjoy social protection. In developing economies, informal sector plays an important role in the generation of income, employment and absorption of surplus laborer, especially during economic recession or economic transition. Despite its importance, extent of informal sector is rarely get noticed. Accordingly, an important concern in economic development is the measurement of the informal sector and its association with the formal sector - especially in the process of growth<sup>3</sup>. In the labor market, informal employment is a job-based concept that includes jobs that generally lack basic social or legal protections or employment benefits. According to the Labor Force Survey (LFS) 2016-17, out of the total 60.83 million employed labor in the country, 85.1 percent work in the informal sector; females are more involved in informal activities (91.8 percent) relative to 82.1 percent for males. In both rural and urban areas, females and youths (aged 15-29) are more likely to be in informal employment<sup>2</sup>. Additionally, vulnerable informal worker groups like tea garden workers especially women workers also get deprived of their basic needs such as proper accommodation, safe water, sanitation, medical and educational facilities and they are not even considered or prioritized in the implementation of the Labor Act (2013) even often ignored by sectoral reports, policies, and analyses. In Bangladesh, many of them migrated from rural to urban areas to escape poverty and have adopted occupation as a means of subsistence (BILS, 2015).

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<sup>2</sup><https://www.thedailystar.net/supplements/29th-anniversary-supplements/digitisation-and-inclusivity-taking-everyone-along/news/informal-economy-and-economic-inclusion-1869601>

<sup>3</sup><https://www.thefinancialexpress.com.bd/views/insights-into-the-informal-sector-of-bangladesh>

## 1.2 Objectives of the Assignment

The overall objectives of the assignment are-

- ☐ Assess progress of the project against the agreed indicators of the project's expected results and outputs compare to baselines data.
- ☐ Assess the relevance and appropriateness, efficiency, effectiveness, impact, and sustainability of the project interventions against project outcomes and results.
- ☐ Identify evidence-based adjustments and changes relevant to potential future projects.
- ☐ Capture lessons learned and challenges, and provide recommendations to enhance future democratic governance programming regarding tea garden workers

## 1.3 Rationale of the Study

The tea garden worker is one of the most vulnerable communities of Bangladesh (Hossain et al., 2017) and they deserve special attention of the State, not just equal treatment. But unfortunately, they continue to remain socially excluded, low-paid, illiterate, deprived, and disconnected from society especially the women workers at the state they are the worst sufferer of those vulnerabilities. To enhance this tea garden capacity of rights holders to claim accountability and women's and girls' rights Oxfam in Bangladesh and Breaking the Silence (BTS) jointly being implementing a project titled "Enhancing social protection for female tea garden workers and their families in Sylhet Division, Bangladesh". Initially, they have conducted a baseline study aiming to describe socio-economic, workers' rights situations and identify the ground reality of targeted agreed indicators of the project outputs. The baseline study was conducted at 3 districts named Moulvibazar, Sylhet, and Habiganj with some of the targeted population, especially the women tea garden workers. The findings showed that the capacity of women workers to claim accountability and women's and girls' rights is very poor. Also, they are lagging behind in so many aspects like about 99% of surveyed households reported working below the poverty line. Though 94% of the workers receive ration from the tea state authority yet those are not sufficient enough and domestic violence are prominent at that area. To make their situation better and enhance their capacity Oxfam and Breaking the Silence initiated a capacity enhancement project for almost two years. The project activities included different pieces of training including but not limited to, transformative leadership skills, the power structure in a garden environment, local government structure and role Gender-based Violence (GBV), service provision in education and health facilities, a social protection scheme as well as global instruments of adolescent and women rights protection which are supposed to enhance their bargaining and negotiation skills with garden and local government authorities. Project is creating opportunity to claim their rights to the garden management and local government authority with appropriate leadership skills. To measure the final outcome from the two yearlong project an End line study has been conducted to assess the current scenario regarding this objective.

## 1.4 Scope of the Study

The study has following scope of the study;

- ☐ Pool resources in research design tools, sampling plan, survey implementation approach, developing training materials for enumerators as well as supervisors, data security plan and execution and compilation in one brief inception report before start data collection process.
- ☐ Responsible for ensuring that the full sample is collected properly and submitted the clean and credible data to the KoBo Toolbox application, on-time. This will involve detailed

tracking of the progress of the assigned tasks of the enumerators towards meeting the survey targets.

- ☐ Data collection report with key learnings from the field related data collection.

# Chapter 2: METHODOLOGY

## 2.1 Analytical Framework

A set of research questions have been developed to assess the current situation of tea garden workers' rights. These research questions are based on the objectives of the project and will be systematically dissected to create indicators that can be used to further evaluate the effectiveness of the project. The indicators from the baseline assessments have been considered for developing the questionnaire. As instructed by ToR both quantitative and qualitative tools will be used with the reference of indicator matrix. The following table is showing a brief overview of the analytical framework of the study and detailed research methodology is covered in the latter part of this proposal.

**Table 2.1: Indicators and tools for data collection**

SL No	Indicators	Tools to be used
1	Access to Basic Public and Private service (Nutrition, education, WASH, Utilities)	Survey, WFP (9 Indicators), JMP / SDG Indicators
2	Socio-economic Condition of the tea garden women workers	Baseline report Survey
3	Impact of COVID 19 situation on their livelihood	Baseline intervention, Survey, FGD
4	Job Nature and Working Environment of Tea Garden Women Workers	Survey, IDI, FGD
5	Women workers and adolescents have improved life skills for increased leadership capacity and are able to apply at all levels.	Survey, Baseline report, IDI, Case stories
6	Knowledge, Attitude, and Practice (KAP) about Gender Equality Rights and Laws	Survey, FGD, IDI, KII
7	Increased awareness through advocacy on issues related to the women workers rights at the workplace and home	Survey, FGD, case stories
8	Enhanced capacity of women to practice freedom of association, collective bargaining, sound industrial relations, and formation of an association	FGD, IDI, KII, case stories

## 2.2 Study Design

With the objectives of an in-depth exploration into workplace hazards, social protection, and violation of labor rights in tea gardens, the end line research has used both qualitative and quantitative approaches. The goal of the qualitative design is to represent the participants' reality as faithfully as possible from their own point of view. The quantitative approach will help the



researchers in gathering data which is important for accessing and investing the intervention strategies for the wellbeing of workers.

## 2.3 Quantitative Part

### 2.3.1 Questionnaire Survey

For gathering the quantitative information, the study team will drive a questionnaire survey. There are several fundamental elements in organizing a survey like- defining the target group, sample size determination, sampling design, etc. The questionnaire survey will likely include (not limited to) the following topics so that we can have a measurement of every indicator. (a) Family size of the sampled tea workers; (b) Living style of tea workers; (c) Education and professional status of the tea workers; wage and discrimination in respect of employment and occupation (d) Income and expenses of tea workers' families; (e) Working environment, occupational safety, environmental health, and GBV; (f) Maternity protection and child care; (g) Freedom of association, agency role and collective bargaining; (h) Skill development (i) Availability, Access and utilization of safety net and other supports of tea workers. (j) Responses to address COVID 19; (k) Socio-cultural beliefs and ethnic identity.

### 2.3.2 Target group

In this survey, the primary target group is tea workers in selected 15 gardens and the primary focus is the women tea garden workers.

Apart from this primary target group, secondary stakeholders will also be subject to a questionnaire survey as mentioned by the ToR. These groups include BCSU members, Panchayet/ Valley leader, local government (LG) representatives, local administration (LA) representatives, including Upazila Nirbahi Officers (UNOs), Social Welfare Officers (SWOs), Women and Children's Affairs Officers (WCAOs), and Public Health Engineers (PHEs).

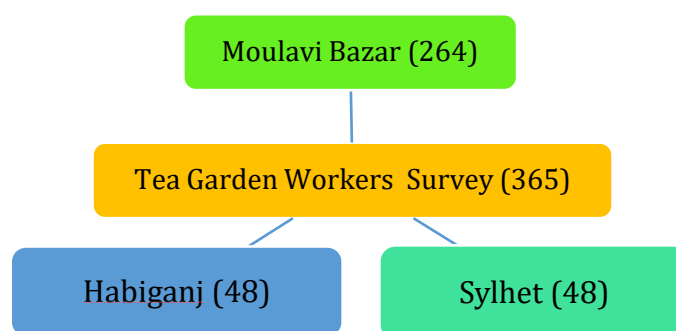
### 2.3.3 Sample Size

In the part of quantitative analysis, a minimum sample size is required for questionnaire survey. A statistical formula prescribed below is used to determine the minimum sample size.

$$\frac{\text{Area wise sample size}}{\text{Total Population}} \times \text{Sample size}$$

In this study, the team will use Probability Proportional Sampling (PPS) to size the method to derive the adjusted target group in each of the areas. This design will provide strong output regarding the target groups.

**Figure 2.1: Quantitative data distribution**



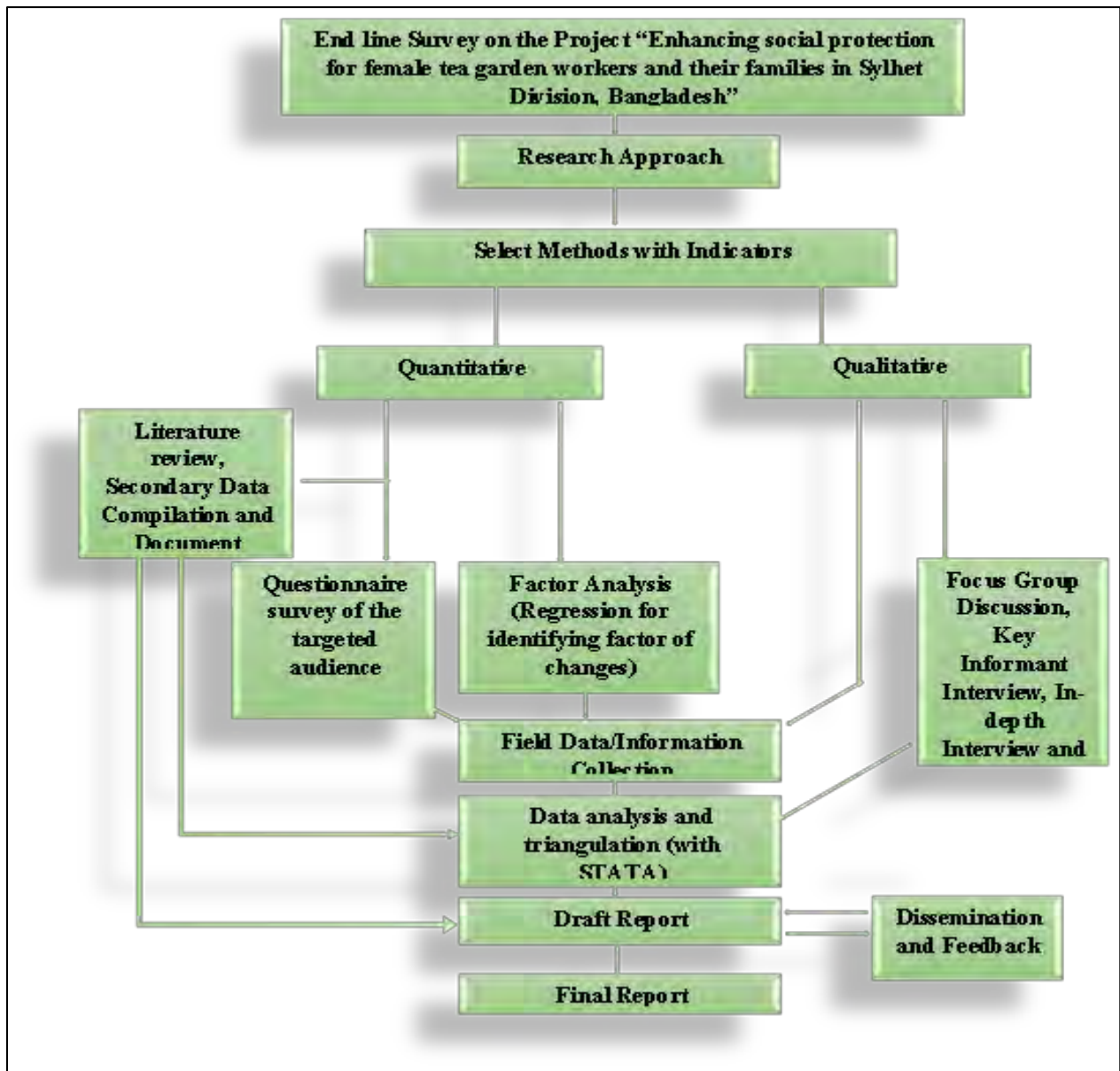
## 2.4 Qualitative Part

This study insists on a participatory approach for the inclusion of all the beneficiaries, stakeholders, and experts. It is quite difficult to find the best practice of information and approach by only quantitative research as there are a number of social and behavioral issues (i.e., Existing practice, the attitude of the staff and beneficiaries, etc.).

**Table 2.2: Data collection and target groups**

Data collection tools	Target groups	Number
<b>FGD</b>	One FGD in each upazilla  Participants: Tea Garden Women worker's group and BCSU member, Cha Sramik Union, Panchayet, Valley leader etc.  Number of Participants: 7-10	6
<b>KII</b>	Bangladesh Employers Federation, National Coordination Committee for Workers' Education, government agencies including the Ministry of Labour, Bangladesh Tea Board, human rights defenders, Panchayet/ Valley leader, ethnic peoples' organizations and ethnic people's representatives.	12
<b>IDI</b>	Tea Workers, Panchayet/ Valley leader, Women worker's group, Community people	10
<b>Case stories</b>	Purposively selected depending on the primary inputs from the survey	6

**Figure 2.2: Assessment framework**



## 2.5 Field Data Collection

### 2.5.1 Recruitment of the field personnel

A group of experienced field personnel were recruited for data collection of this study. Personnel with a minimum education level (graduation 3rd year complete), maturity (to handle the unwanted situation), friendliness, and experience in similar work appointed locally. To ensure data quality, 10 field personnel were present, including 7 female and 3 male enumerators. They were instructed with gathering quantitative and qualitative data via face-to-face interviews. They gathered quantitative information using the kobo collect app and collected qualitative information as well.

The gender of the enumerators was very vital because of the mode of this study. As we already know where we want to assess the capacity of tea garden women to practice freedom of association, collective bargaining, sound industrial relations, and formation of an association. Some questions were so sensitive for gender perspective. That's why we have appointed more female enumerators than males.

### **2.5.2 Training and field-testing**

In Dhaka, a two-day comprehensive data collection training program with the Kobo toolbox was organized for field personnel including enumerators and supervisors, were one day for in-house training and another day for field tests and taking feedback. Data collection modules and strategies were taught to field personnel. Training sessions were led by members of the core team. The training would prepare field personnel and enumerators by providing them with the necessary knowledge, skills, and a guideline for safe and ethical data collection.

Prior to conducting the actual study, the respective tools were field-tested. These field tests were carried out by a group of data collectors under the supervision of the study team. The tools were field-tested in a similar context, but with different participants who did not participate in the final study. During field testing, the items of each tool, the appropriateness of the used language, ethical issues, and the relevance of the tools to the study were critically checked and marked. The completed tools were delivered to BTS and Oxfam for approval for use in the field of study. The quantitative and qualitative data were collected in 7 days, with the remaining 3 days devoted to the qualitative data.

### **2.5.3 Planning and execution of data collection process**

We have planned to collect data with the assistance of 10 field enumerators; a research assistant guided them in a proper manner. A field plan was developed to collect the data smoothly which was followed for data collection. It also helped enumerators to work in a group and our research assistant monitored the full data collection process. The enumerators collected data using kobo collect apps and sent all data to the server daily. So, the research assistant checked it properly and also the consultant himself monitored every day's activity which was very effective and helpful to enumerators.

### **2.5.4 Data entry, quality control, analysis, and report writing**

After the fieldwork was completed, an experienced data processing team was hired to process and clean the data. As the data collection process was carried out through Kobo collect android app, there was no need to enter the data separately. An excel file is automatically created after the completion of the fieldwork. To assure the quality of data, we followed up at least 2 percent of the respondent where we cross-checked them with a small set of follow-up questions. We also checked the data carefully to avoid the unexpected outliers of the values. After that, the data set was cleaned and processed to analyze very carefully.

The qualitative data was written in Bengali which was recorded in a recorder also and then translated into English. For scripting and translation, qualified translation staff was used. The scripted and translated qualitative information/ dialogs were shared for analysis with experts. Following computerization, the research team conducted a field test of the tools and contents in a comparable area (not included in the sample area) to ensure consistency and integrity.

The qualitative and quantitative analyses were carried out separately in the analysis section. The methodology section describes the detailed analysis plan. The study's primary unit of analysis

was individuals, with results summarized by area. A comparative analysis of the areas was also carried out.

### **2.5.5 Quantitative data analysis**

Quantitative data analysis techniques included univariate and bi-variate analysis. However, they got the data set in an excel file, the analysis was done with the assistance of STATA which is the most useful statistical software. The measurement levels of the variables were considered while analyzing the data. Basic statistical tools were used for data analysis are as follows: Frequency analysis, multiple response analysis, Cross tabulations, and Hypothesis testing (p-value).

### **2.5.6 Qualitative data analysis**

Outline of approaches to qualitative data analysis:

- a) Documentation of the data and the process of data collection;
- b) Organization/categorization of the data into concepts;
- c) Connection of the data to show how one concept may influence another;
- d) Corroboration/legitimization, by evaluating alternative explanations, disconfirming evidence, and searching for negative cases; and
- e) Reporting the findings.

## **2.6 Report Writing**

The first step towards the report preparation was preparing an outline for the report. The outline was consistent with the expected output and research questions. Triangulation of qualitative and quantitative findings, as mentioned, was made to prepare the report. Draft report will be finalized after incorporating comments and suggestions from BTS and Oxfam within three working days after receiving comments. This paper consists five chapters. The first chapter discussed the background of the study, research questions, existing literature to identify research gaps, the second chapter discussed a conceptual framework for the study and methodology of the study. The third and fourth chapters analyzed the demographic background and the tea garden workers of three districts of Sylhet Division, who participated in the survey. A brief conclusion follows the policy recommendations.

## **2.7 Ethical Considerations**

Since the study team used both interview data and document reviews, the ethical issues were addressed in two ways. First, we showed the questionnaire to the respondents prior to conducting the interviews. We also tried to understand about the entire context and importance of this study. After that, we seek their verbal consent due to their general aversion and negative attitude toward signing any written document. We maintained the transparency and accountability of our study's goal, methods, and findings in this manner. We also ensured that KII, FGD, Case stories and In-Depth interviewees' confidentiality and anonymity were protected. We only used the names of those who explicitly gave us permission to do so. We were aware that interviews about past events could result in some recall bias, so we attempted to triangulate all such information with other interviewees' narratives or documentary sources. Second, for our documentary research, we identified several quality control criteria: authenticity, credibility, representativeness, and meaning.

To begin, the authenticity or dependability of a document was determined by determining its author and verifying its consistency and style through comparison with similar documents. The credibility was then maintained by demonstrating that the documents at hand had not been tampered with in any way. We occasionally review the interview transcripts to ensure the

authenticity and dependability of the primary documents. When we discovered discrepancies between interview data and archival documents, we prioritized the documentary evidence. Third, the issue of representativeness is more relevant to certain types of documents, such as policy speeches delivered by senior ministers or government officials, which typically reveal government policy.

## **2.8 COVID-19 Safety Precaution**

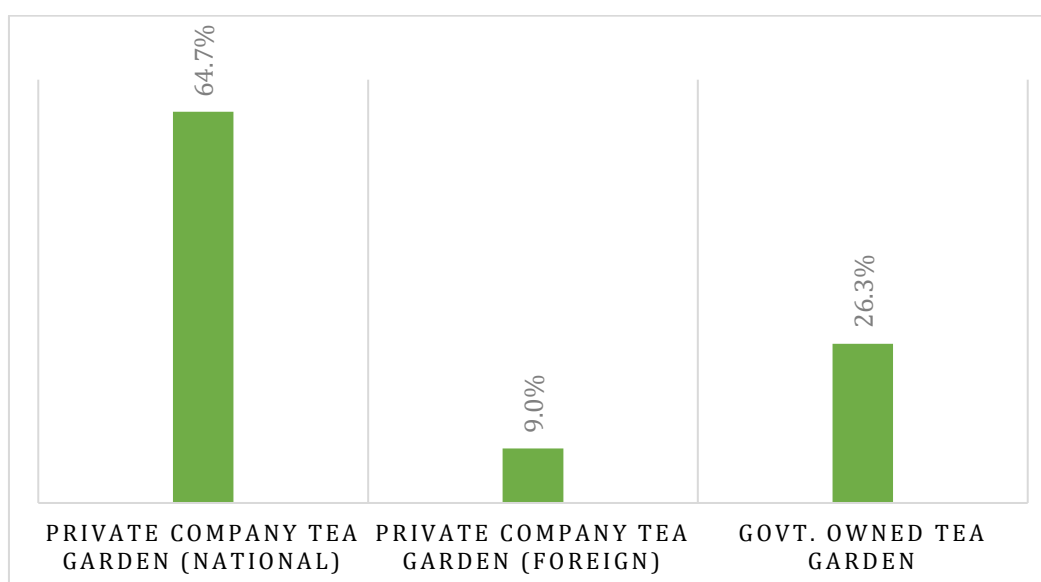
We have developed a clear set of instructions for any face-to-face interaction that is required within the scope of this research, in accordance with WHO guidelines: The use of a facemask during any face-to-face interview, frequent hand sanitization with sanitizers, maintain social distancing (3 feet apart at least), daily checking of body temperature and oxygen saturation before starting any activities, additional safety equipment depending on nature of the interaction including usage of disposable hand gloves, face shield/ goggles, and protective head cap. During the training session, members of the research team and data enumerators were given detailed instructions on how to carry out the procedures. The necessary safety equipment, including facemask, disposable gloves, sanitizers, face shield, and oxygen meters, were provided by the “Change Initiative,” a research platform affiliated with this team.

# Chapter 3: RESULTS

## 3.1 Demographic Composition

The end line study was carried out among the 365 tea garden workers of 15 tea gardens in the targeted three districts of Sylhet Division namely Moulvibazar (73.7%), Sylhet (13.2%), and Habiganj (13.2%). Among all of the respondents, 61.6% were from targeted group and rest 28.4% were from comparison group and all of them were female. Among the respondents, 64.7% respondents were interviewed from the private company tea garden in Bangladesh and 26.3% respondents were interviewed from Government-owned tea garden. However, 9.0% respondents were selected from private company tea garden (Figure 3.1).

**Figure 3.1: Types of tea gardens where respondents work**



Among the households, 53% households were male headed and 47% households were female headed. Most of the respondents were married and 13% were widow. About 2.7% respondents were unmarried and 1.4% were abandoned. About 43% households were headed by the respondents and 50% households were headed by their husbands and only 4.8% households were headed by other members. Most of the respondents were Hindu by religion, followed by 4.9% were Muslim and only 0.5% were Christian. The mean age of the respondents was 36( $\pm$  9.2) years, the minimum age of the respondent was 14 years and maximum age was 60 years. The average household size was 5 ( $\pm$  1.7), with a maximum number of 18 persons.

Regarding education status, about 54% of the respondents were illiterate and didn't attend any classes. Thirty percentage of respondents attended classes from 1 to 5. Only 13.7% attended classes from 6 to 10 and a very smaller number of respondents (1.4%) have enrolled for the intermediate education level but only 0.3% could able to finish their study and got the HSC certificate. About 60% of the respondents reported that their other family members also worked in the tea garden and 27% reported that their other family members were day labor and only 4.5% respondents reported that their family members were employees (Table 3.1).

**Table 3.1: Demographic information of the respondents**

Respondent's type	Percentage
Target Group	61.6
Comparison Group	38.4
<b>District</b>	
Sylhet	13.2
Moulvibazar	73.7
Habiganj	13.2
<b>Family head</b>	
Male	53.1
Female	46.9
<b>Religion</b>	
Muslim	4.9
Hindu	94.5
Christian	0.6
<b>Marital Status</b>	
Married	81.6
Unmarried	2.7
Divorced	0.8
Widow	13.4
Abandoned	1.4
<b>Education Status</b>	
Class 1 to Class 5	30.7
Class 6 to Class 10	13.7
Intermediate	1.4
HSC pass	0.3
Didn't attend school	54
<b>Profession of family members of the respondents</b>	
Tea workers	60.9
Farmer	2.3
Day labor	27.1
Rickshaw/van/CNG puller	0.9
Small business	2.3
Employee	4.5
Large business	0.2
Others	1.9
<b>N = 365</b>	

## 3.2 Access to Basic Services

### 3.2.1 Food intake/nutrition

Baseline and other studies have revealed the poor nutritional status of the tea garden workers and their family members. That's why, to identify the daily nutrition level of the women tea garden workers and their households this study has measured the "Food Consumption Score (FCS)" following method of the World Food Program (WFP)<sup>4</sup>. Food consumption, measured in

<sup>4</sup> <https://www.wfp.org/publications/meta-data-food-consumption-score-fcs-indicator>



kilocalories, is one of the most theoretically grounded indicators for analyzing food security. However, actually measuring kilocalorie consumption requires the collection of detailed food intake data, which can be difficult and resource-demanding. As a result, proxy indicators are increasingly being used for food security analysis. Such indicators generally capture diet diversity, meaning how many different food types or food groups are included within a diet, as well as food frequency meaning how often, (over a given period of time) are the various food types, or food groups, consumed. To analyze the score, we have considered the following indicator. The given *table 3.2* shows the response from the field and demonstrates the average food consumption of women tea garden workers.

**Table 3.2: Nutrition status of the surveyed tea garden workers' families**

Food type	Mean	Weight	Frequency * weight	Status
Starch (Rice/wheat/barley flour)	7	2	14	Poor
Pulses	3	3	9	Poor
Vegetables	5	1	5	Poor
Fruits	1	1	1	Poor
Beef, goat, poultry, eggs, and fish	3	4	12	Poor
Milk	1	4	4	Poor
Sugar and sugar products, honey	2	0.5	1	Poor
Oils, fats, and butter	7	0.5	3.5	Poor
Spices, tea, coffee, salt, fish power, small amounts of milk for tea	7	0	0	Poor

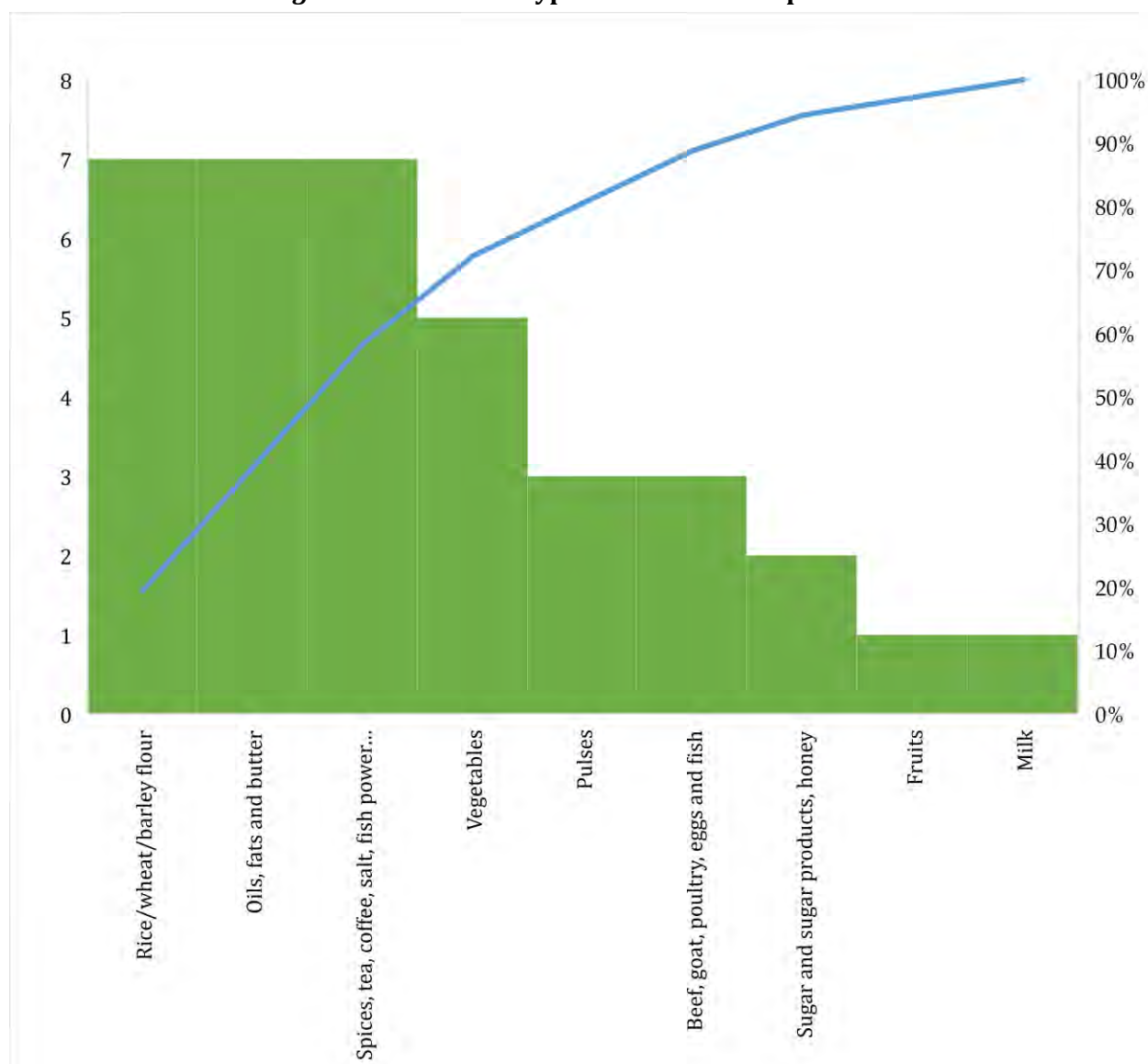
Two standard thresholds have been identified by WFP to distinguish different food consumption levels. A score of twenty-one was set as the minimum food consumption score composed by an expected daily consumption of staples. A score below 21 implies that the household was expected NOT to eat at least staple and vegetables on a daily basis and therefore considered to have “poor food consumption”.

**Table 3.3: Food consumption profile**

Food Consumption Score	Profiles
0-21	Poor
21.5-35	Borderline
> 35	Acceptable

From the figure 3.2, it has been found that 90% of the respondents consume carbohydrates, fats and spices/ coffee/tea as a weekly basis. About 60% of the respondents consume vegetables weekly, 40% of them consume pulses and other protein in weekly basis. But, 10% of the respondent intake fruits and milk in a weekly basis.

**Figure 3.2: Different types of food consumption**

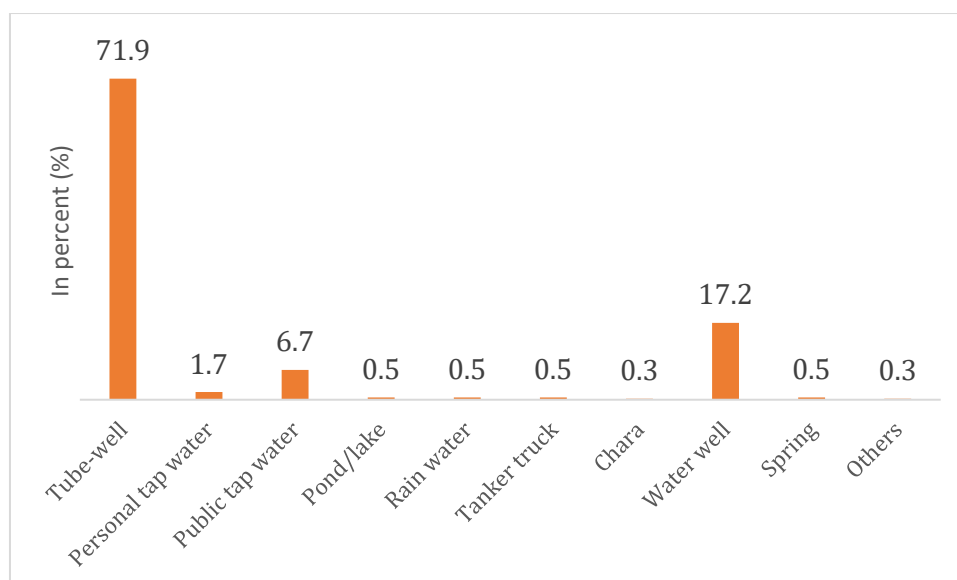


### 3.3 Water, Sanitation and Hygiene (WASH) Facilities

#### 3.3.1 Access to safe drinking water

About 71% respondents reported that they drink water from tube well whereas only 17% of the respondents reported about collecting water from the well (*Figure 3.3*).

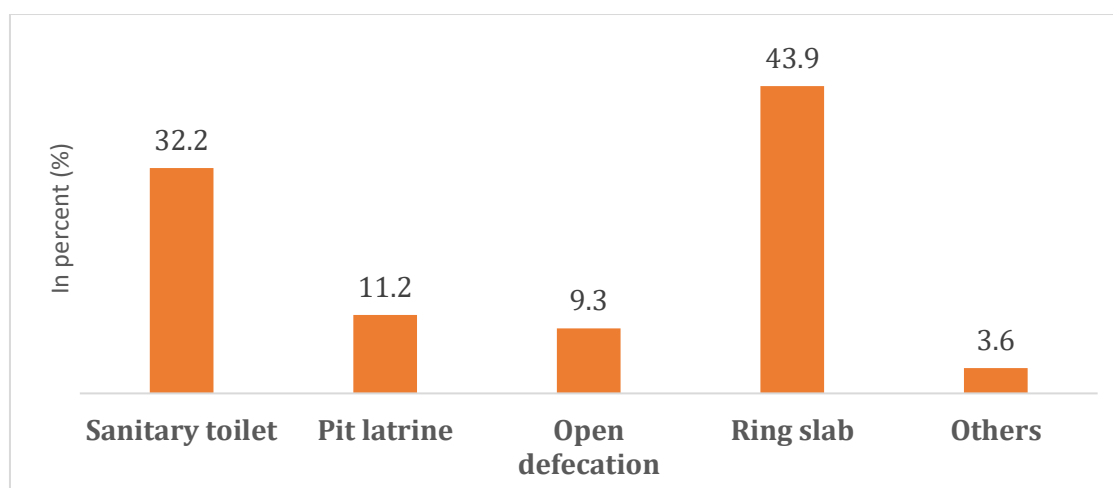
**Figure 3.3: Access to safe drinking water**



### 3.3.2 Access to toilet facilities

Result showed that 43% of the respondents reported that they used ring slab and 32% of the respondents reported that they used sanitary toilets. However, only 11% of the respondents reported that they used pit latrine and only 9% respondents reported that they used open defecation (figure 3.4)

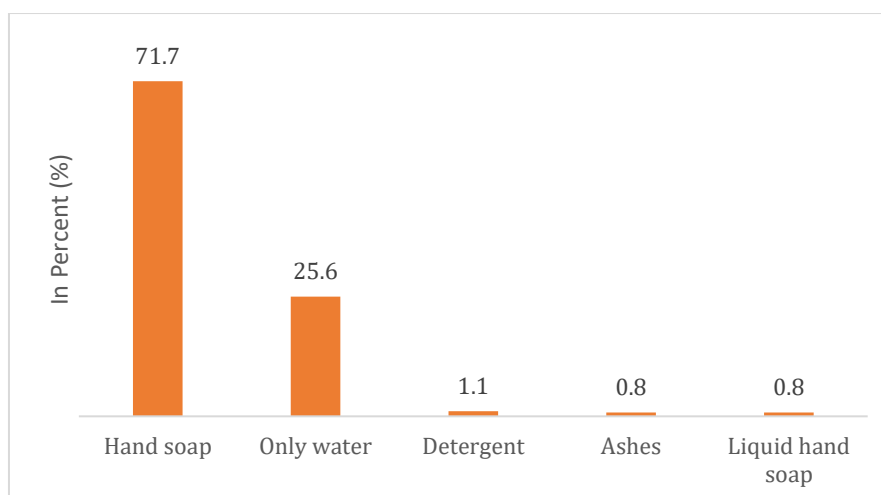
**Figure 3.4: Access to safe drinking water**



### 3.3.3 Hand washing practice

More than 70% of the respondents reported that they use soap for hand washing after defecation. However, 25% of the respondents reported that they washed their hands only with water (Figure.3.5)

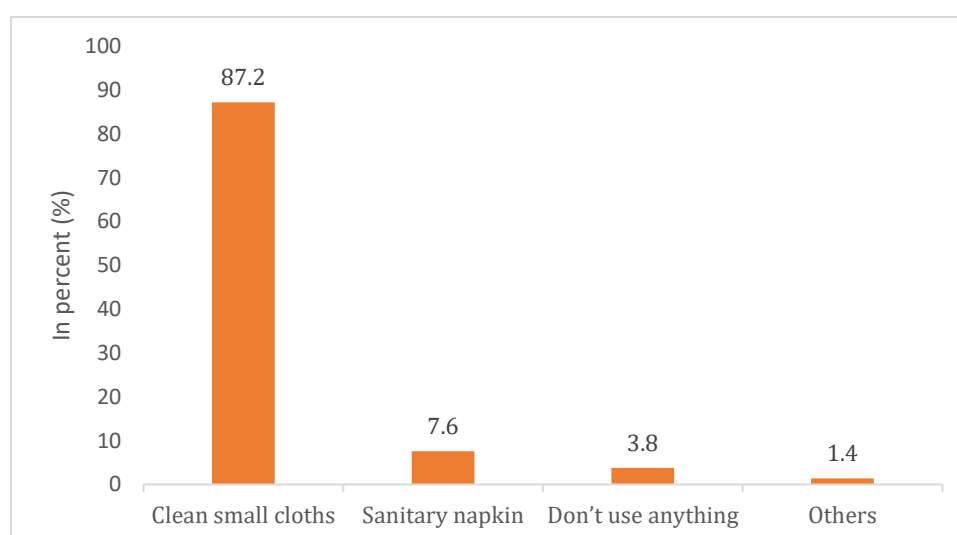
**Figure 3.5: Materials for hand washing practice**



### 3.3.4 Practice of female hygiene

Only, 7% of them reported that they used sanitary napkins. However, about 87% of the respondents claimed that they used clean small cloths during their menstruation. It is alarming that around 5.2% female workers don't avail any safe process.

**Figure 3.6: Hygiene practice during menstruation**



### 3.3.5 Households' income and expenditure

Most of the tea garden workers had an experience of 13 years with a maximum limit of 30 years. The average earning member is 2.2 ( $\pm 0.7$ ) persons. More than 74% household had more than two earning persons and 20% households had more than two earning members and only 4.7% households had 1 earning members. The average monthly income of respondent's household was 8410 BDT ( $\pm 4163$ ). However, the minimum income was 840 BDT and maximum income was 30,000 BDT. The weekly average income of the respondent was 828 BDT ( $\pm 45$ ), with a minimum limit of 480 BDT and maximum limit of 1500 BDT. The monthly expenditure of the households was 7168 BDT ( $\pm 3702$ ) with a maximum limit of 26,000 BDT.

**Table 3.4: Household's earning members, income and expenditure**

Indicators	Mean $\pm$ SD	Min	Max
Experience as tea garden worker (in year)	13.8	1	30
Earning member (in persons)	2.2 $\pm$ 0.7	1	6
HH member (in Persons)	5.0 $\pm$ 1.7	1	18
Weekly average income of tea garden worker (in BDT)	828 $\pm$ 45	480	1500
Monthly income of household (in BDT)	8410 $\pm$ 4163	840	30000
Monthly expenditure of household (in BDT)	7168 $\pm$ 3702	1000	26000
N = 365			

Though we can see from the table that, the average income of a household is slightly higher than the average expenditure of the household, we cannot conclude that all of them have savings. The actual situation is almost half (42.2%) of them have the lower income than expenditure. Even we found the same situation from FGDs. A lot of them were literally cried and begged that the don't even eat some healthy food to work.

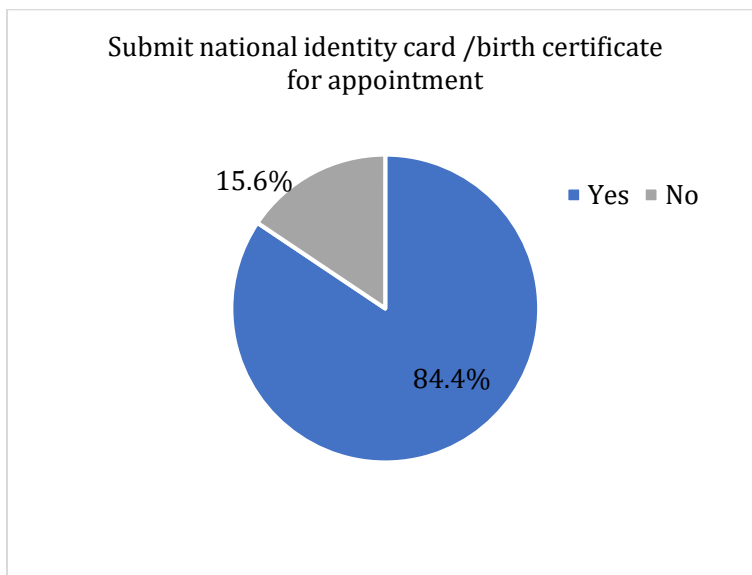
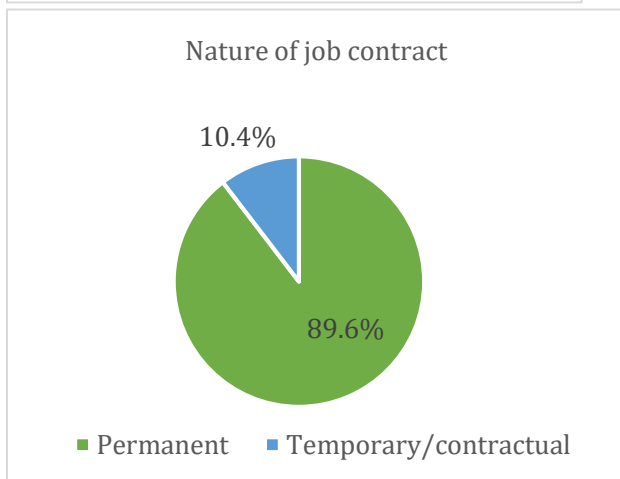
### 3.4 Job Nature and Working Environment

#### 3.4.1 Formal appointments and contracts

The respondent tea garden worker was asked about whether they received any appointment letter before starting the work, about 70% respondents reported that they didn't receive any appointment letter, appointed through verbal commitment. However, 84% respondents reported that they submit their national identity card and birth certificate for their appointment.

Around 89% respondents reported that they had a permanent job contract and only 10% of the respondents reported that they had temporary job contract. Though 89% of respondents have said they are permanent employees of the tea garden only 29.3% have received appointment letters for their job. From the FGD it has been found that most of the tea garden workers are recruited based on their family traditions. They are either the substitution of their parents or in-laws and working in the tea garden for 2-20 years. Some of the respondents from the FGD said their work in the tea garden is traditional so they did not receive an appointment letter but only received an identification card through which they can access facilities like rations, housing, and other associated benefits.

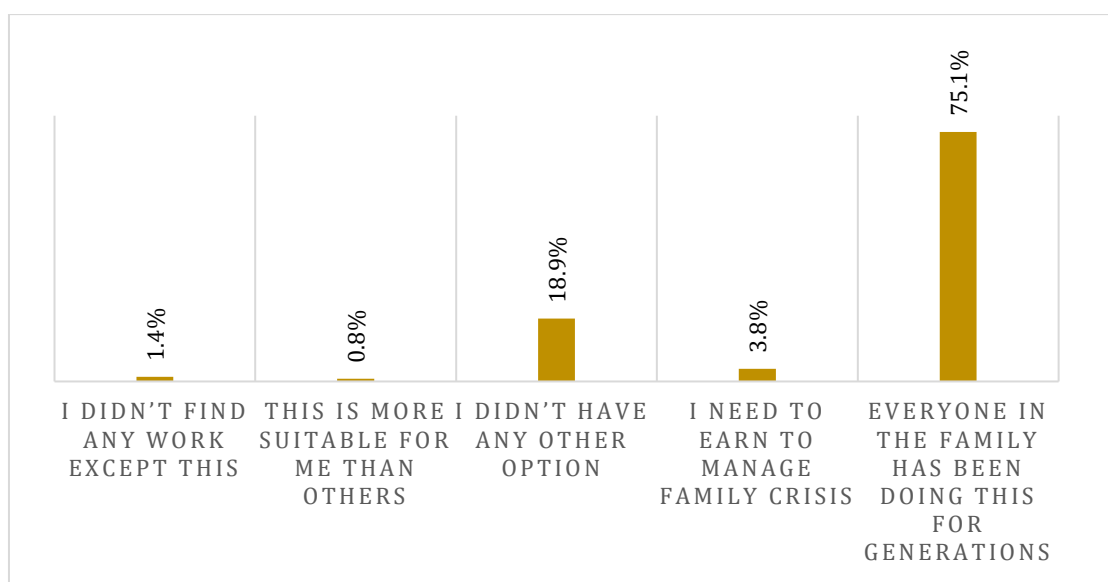
**Figure 3.7: Nature of job in the tea garden**



### 3.4.2 Reasons for choosing to work in tea garden

The respondents were asked about what were the reasons for choosing to work in the tea garden. About 75% respondents reported that they chose to work in the tea garden following their previous generation, 18% of the respondents reported that they didn't have any other option and only 3% of the respondents reported that they earn to manage their family crisis.

**Figure 3.8: Reason for choosing to work in the tea garden**



### 3.4.3 Job facilities and benefits

The respondents were asked about what are the benefits they receive from the tea state owner. Only 3.9% of the respondents were reportedly mentioned that they don't get accommodation facilities and 6.5% reported that they don't get rations, discretely. 83.0% of the respondents reported about receiving the festival bonus while 66.7% of the respondents reported about the pension facilities. Similarly, 64.0% of the respondents mentioned they enjoyed with pay maternity leave (table3.5)

**Table 3.5: Job facilities and benefits from the tea state owner**

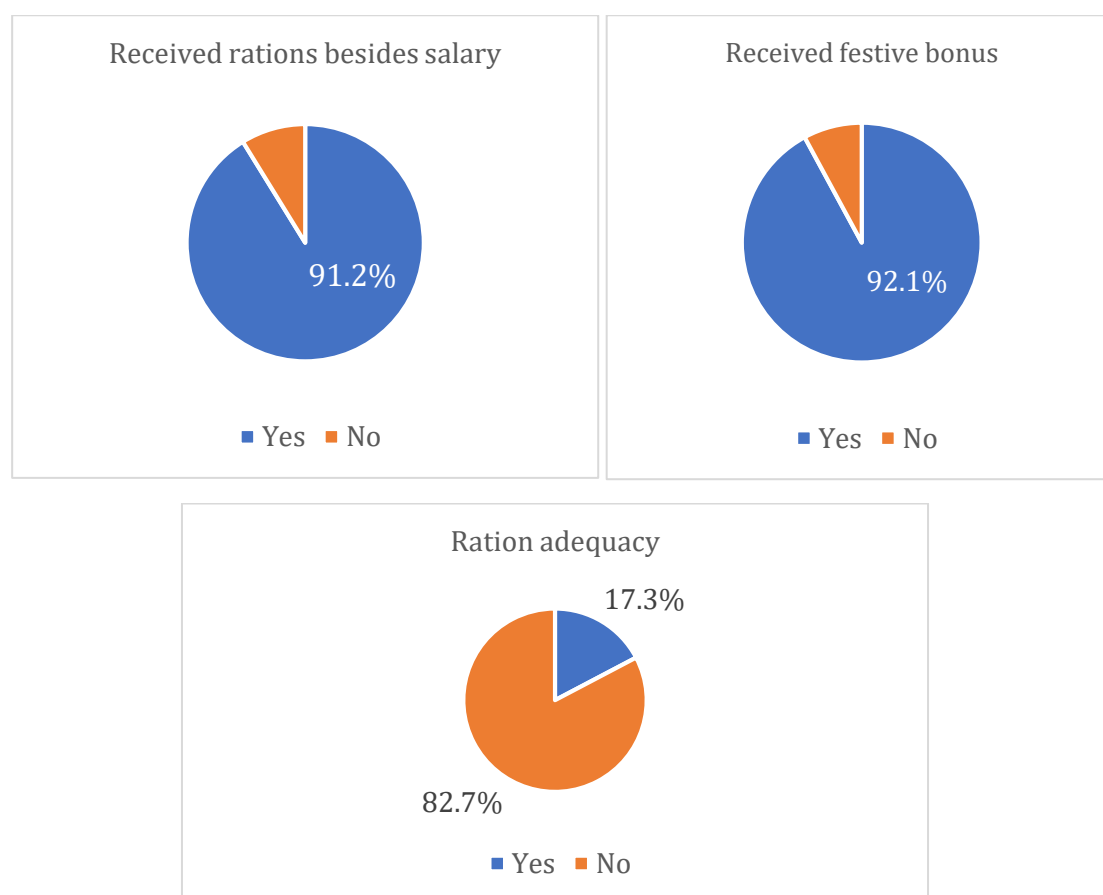
Job facilities and benefits	Percentage
Accommodation facility	96.1
Ration	93.5
Festival bonus	83.0
Pension	66.7
Sickness/maternity leave with pay	64.0
Child care facility	38.7
Casual leave without pays	35.1
Drinking water facility	30.7
Casual leave with pay	26.2
Sickness/maternity leave without pay	25.3
Children's education facility	20.0
Sanitary latrine	15.2
Skill development training	11.9
Electricity bill	3.6

*\*Multiple answered question*

More than 90% of the respondents reported that they received rations whereas only 8% respondents reported that they didn't receive any rations. Similarly, 92% of the tea garden worker mentioned that they received festive bonus. The respondents were also asked about whether ration is adequate for them or not. Only 17% of the respondents were reported that the

received rations were sufficient for them whereas more than 80% of the respondents reported that the allocated ration was insufficient for them (*Figure 3.9*)

**Figure 3.9: Opinion regarding rations and festive bonus**



### 3.4.4 Working environment

Table 3.6 represents the working opportunities reported by the respondents. About 89.3% of the respondents reported that their working place had harassment free environment, 80.6% reported the non-discriminatory working environment, 52.3% reported regarding the emergency treatment facilities, 38.9% of the respondents reported about water and child care facilities discretely. However, only 6.3% respondents reported about the toilet facilities in their working place.

**Table 3.6: Opportunities available in the working place**

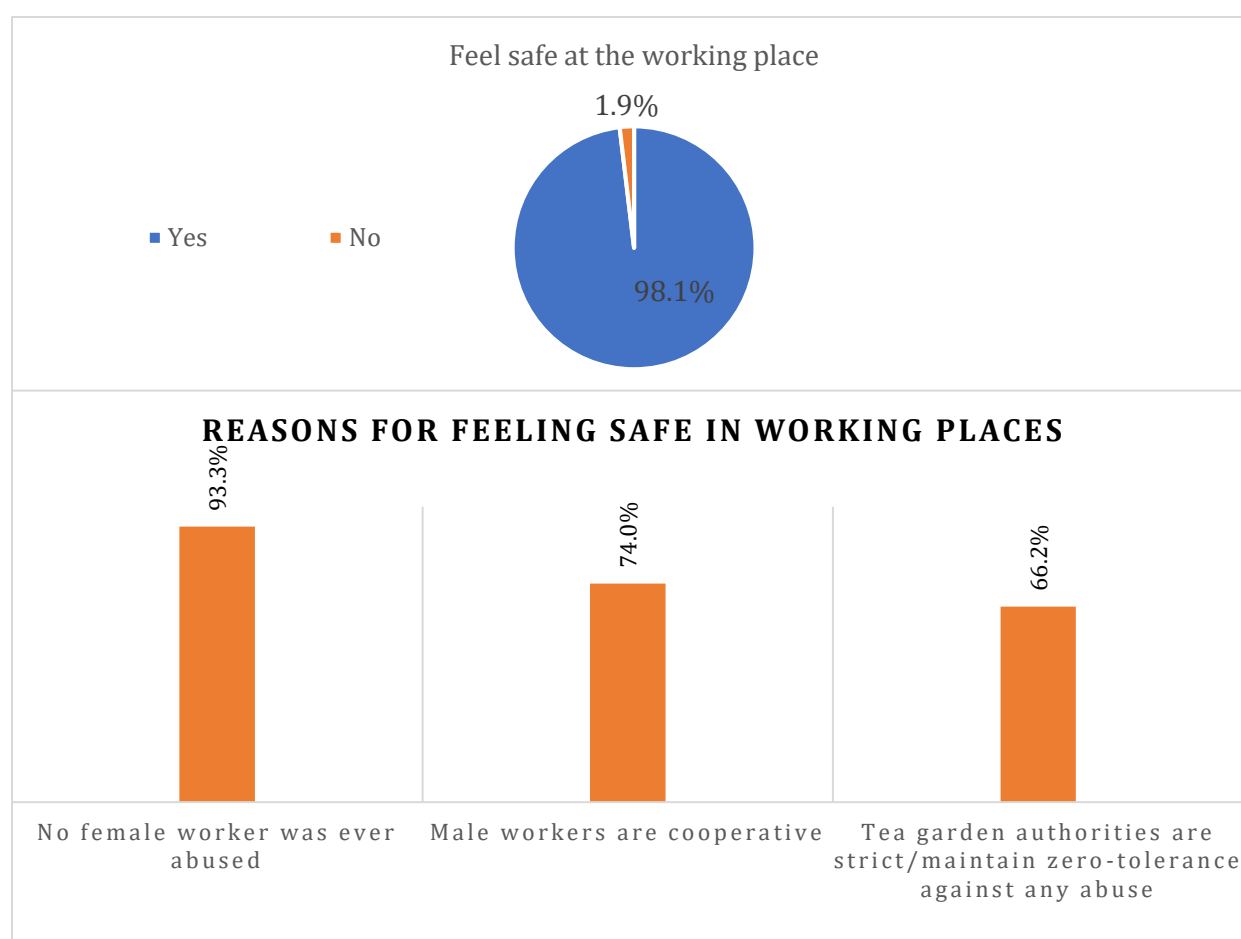
Workplace opportunities	Percentage
Any kind of harassment-free environment	89.3
Non-discriminatory work environment	80.6
Emergency treatment facility	52.3
Child care facility	38.9
Drinking water facility	37.5
Toilet facility	6.3

*\*Multiple answered question*



We can see from the previous table; every one of ten women worker of tea garden feel that their work place is not fully harassment-free. But 98.1% of the respondents reported that they feel safe in their working places. Later, they were asked about why they feel safe in their working places. About 93.3% of the respondents reported that there was no female worker was abused, 66.2% of the respondents reported that the tea garden authorities were strict and didn't tolerate any abuse and 74.0% of the respondents reported that their male workers were cooperative with them (Figure 3.10).

**Figure 3.10: Responses regarding working environment**



Similarly, the qualitative part of the study identified that the rate of gender-based violence at their locality is low. There were few cases which were mostly gender-based violence caused by their own family members. A respondent narrated “a woman from one of the tea states faced gender-based violence by her husband. Her husband beat her after coming home drinking alcohol”. The incident than were reported to the *Panchayat* and they solved the matter. A respondent of the study described an incident that she had witnessed.

### **Case Story**

*Two to three months earlier an unpleasant incident occur in our area. A boy after drinking alcohol misbehaves with a girl and grabbed her hand. When the girl started to shouting her parents came and rescued her and handover the boy to the Pancayat committee. The Panchayat did not take any action in this matter. Among the tea garden worker there were two group were formed one group was supporting the girl and others were supporting the boy. The parents of the girl than with the help of their relatives and UP member called upon the police and hand over the boy to the police but in the next morning the boy got release from the police station. Later, we get to find out that police took bribe from the both sides. Ultimately the incident did not receive any justice.*

From the qualitative parts of the study, it has been identified that though the tea garden workers reported that the environment of the tea state was more or less safe for the women workers but there were still some facilities that were lacking behind. For instance, as the garden were located in the hilly areas, during the rainy season, the tea garden workers had to face enormous difficulties during their work. Even though the tea garden state had their own medical center, the facilities were not good, medical services were not well equipped. It could only provide a primary medication for the sick. If any of the workers get sick, they might not get leave but would not get a salary for that day so that even if they were sick, they had to work for their earnings. But there were facilities available for pregnant women. They got regular checkups facilities from the doctors of the medical center and received 3 months of maternal leave with payment. Though there were some community clinics are at a 2km distance but they only went there when the medical center of tea state failed to give proper medication.

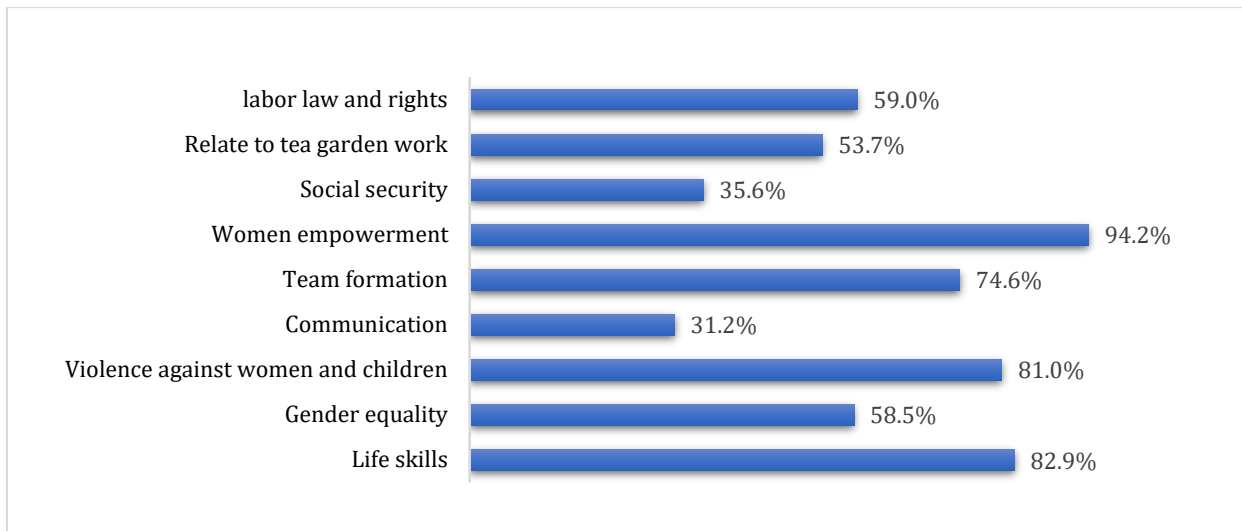
A respondent of the study stated,

*"Once I have cut my finger while cutting the trees. I was immediately sent to the tea garden medical center and attended with primary treatment, but they did not give me enough medicines as the medical center did not have those medicines available. So, I had to buy them from outside a dispensary and gave me leave for 7 days without paying. But authorities give us maternal leave for 6 months where they grant us to leave with pay and other facilities."*

### **3.5 Worker's Capacity, Training and Skill Development**

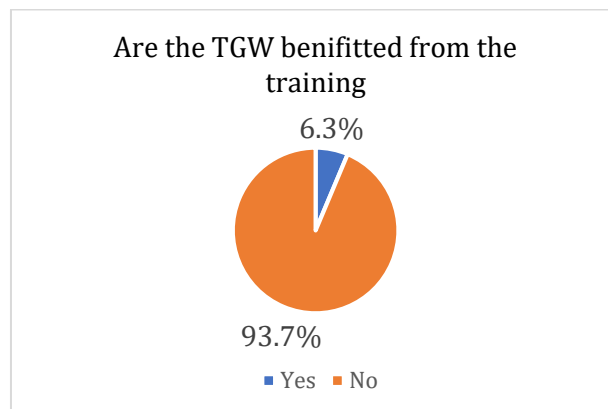
The respondents were asked about whether they have participated any training and what types of training they participated. About 56% of the respondents reported that they received different training whereas 43% of the respondents reported that they didn't have any training. Those who received training, the most 94.2% of the respondents reported that they received training on women empowerment, 82.9% received training on life skills, 81.0% received training on violence against women and children, 58.5% received on gender equality and labor law and rights, 53.7% received tea garden related works training, 35.6% reported about social security related and 31.2% respondents reported regarding communication related trainings. However, 98.0% of those who took training reported that they are not satisfied with the training and almost 93% of the respondents reported that they were not benefited from the training in their life.

**Figure 3.11: Types of training received by the tea garden workers**



Around, 92% of the respondents reported that they received training from Breaking the Silence (BTS), and around 98% are satisfied with the training quality.

**Figure 3.12: Benefits and satisfaction from the training**



## 3.6 Knowledge, Attitude, and Practice (KAP)

### 3.6.1 Gender Equality and Empowerment

The respondents were asked about knowledge, attitude and practice on gender equality and empowerment. About 70% of the respondents reported that they took decisions about child's schooling and family planning mutually with her husbands. More than 61% of the respondents reported that they chose this profession by the mutual choice of their husbands. More than 90% of the respondents had freedom to spend their own earning independently. About 86% of the respondents reported that they had control over their resources and 76% of them were capable to save by their own. Around 80% of the respondents reported that they can attend any skill development training by their own (Table 3.7).

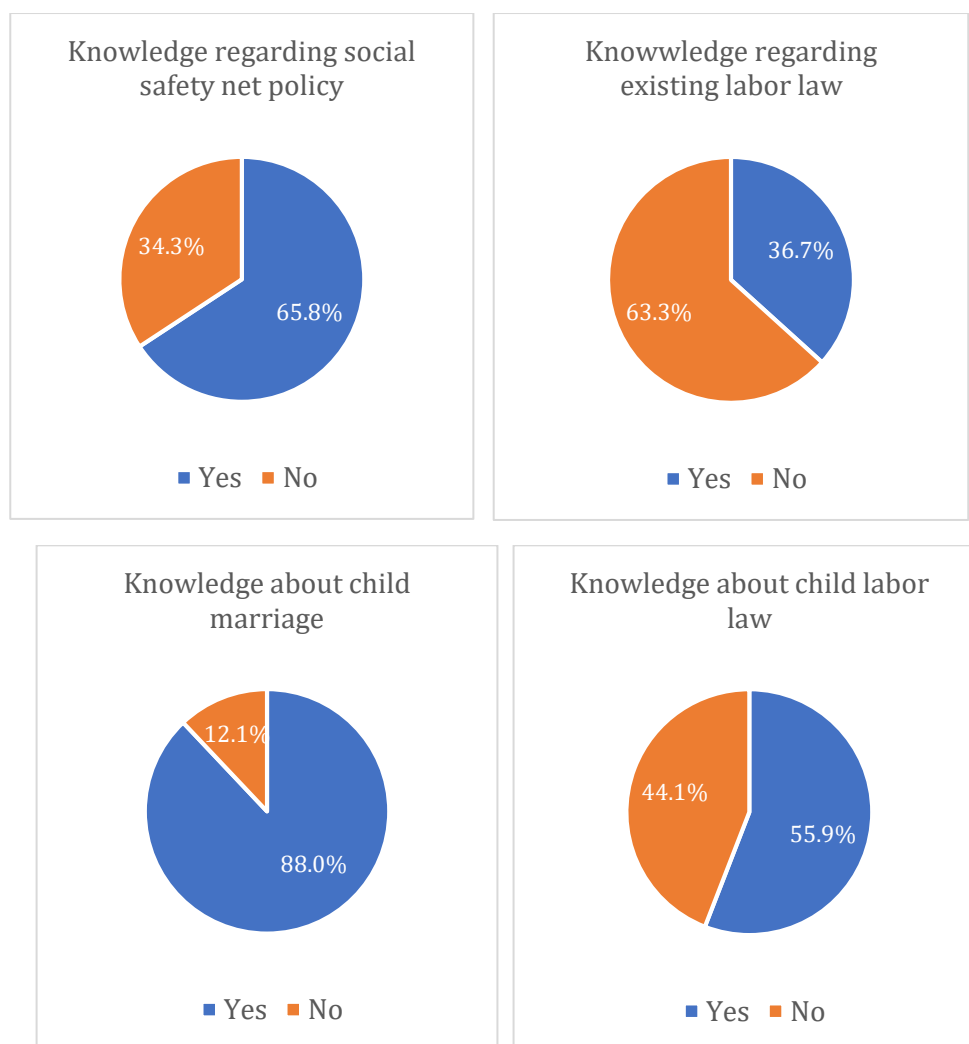
**Table 3.7: Responses regarding KAP of gender equality and empowerment**

<b>Indicators for gender equality, empowerment and control over resources</b>		<b>Percentage</b>
Decision regarding their child's schooling		
Respondent herself		25.8
Her husband/guardian		2.2
Both respondent and her husband		72.1
Decisions regarding family planning		
Respondent herself		24.4
Her husband/guardian		2.5
Both respondent and her husband		73.1
Decisions regarding choice of profession		
Respondent herself		35.6
Her husband/guardian		2.7
Both respondent and her husband		61.6
Usually go to the market for shopping/buying food		
Yes		60.8
No		39.2
Right to spend your own earnings		
Yes		93.4
No		6.6
Spend own earning independently		
Yes		90.4
No		9.6
Have control over household assets or resources		
Yes		86.6
No		13.4
Can save own earning		
Yes		76.2
No		23.8
Can participate in any skill development training		
Yes		83.3
No		16.7

### 3.6.2 Entitlement and Rights

Table represents the knowledge of the respondents regarding safety net policy, labor law policy, child labor law and child marriage. Result showed that more than 60% of the respondents were aware about the safety net and labor law policy. More than 88% of the respondents were aware about the child marriage and 55% of the respondents were aware about child labor law.

**Figure 3.13: Knowledge regarding different laws and policy**



### 3.7 Responses Regarding Child Marriage

Result showed that there were very few incidences of child marriage in their locality (62%). Only 12% of the respondents reported that girls were being forced to get married at an early age and more than 82% of the respondents reported that girls can protest their early marriage. Unfortunately, 90% of the respondents reported that if the girls raised their voice, then there was no action taken.

**Table 3.8: Responses regarding child marriage**

	Percentage
Prevalence of child labor in your area	
So many	7.7
Few	29.9
Very few	62.5
Girls are being forced to get married at an early age in locality	
Yes	12.3
No	87.7
Girls can raise their voices against forced child marriage	
Yes	82.7
No	17.3

If girls raised their voices, then what are the actions taken (N = 63)	
<b>Marriage was stopped</b>	3.2
<b>No action</b>	93.7
<b>Others</b>	3.2

From the qualitative data, it was found that residents of tea state were much more aware of child marriage. They were fully against early child marriage and if they found any case like that, they had taken immediate action regarding the matter. A respondent from tea garden narrates-

*“Once a girl was forced to get married. When the girl communicates with other tea state worker, they immediately took action against it. They talked with the parents of that girl and made them understand about the consequences of child marriage. The name of the girl was Minaraj Gouri and she was studied for class 9. The women worker then stated that, they have attended awareness training and get to know about the laws and regulation of early child/ forced marriage. They then able to make the parents of the girl understand and stop the marriage”.*

Perception of early marriage or marriage before 18 years old improved among the tea state residents. Previously the rate of child marriage was high but now it had reduced and they understood that it was wrong to marry your girl child at an early age. Respondents from the qualitative data collection had acknowledged that early marriage of girl child can lead to different health hazards like malnutrition, iron deficiency for the adolescent girl and can lead to death while giving birth to a child at that age. They had also mentioned that they knew about the law and punishment regarding child marriage which is five months’ jail and BDT 50,000 penalty for the offender. They have also said that there is no child labor exist in their state as no matter how poor the tea garden workers they always try to educate their children so that they could have a better future. Sometimes the merit students get support from the tea state authorities from the existing fund of tea state. On the other hand, some cases were found where students work in the tea garden to bear their own education expenses.

### 3.8 Awareness of Women Workers Rights at the Workplace and Home

About 46% of the respondents reported that they received training on enhancing the leadership capacity, only 12% of them were aware about the government policy implemented for tea garden workers, 51% respondents were aware about the organizations working on the rights of tea garden workers, 16% of them seek help from those organization if they were facing any problems. About 22% of the respondents were engaged in leadership for any association or any team managements and 41% of them knew female workers who were involved in different leadership position. More than 90% of the respondents reported that female leadership is acceptable in their society and 11% of them reported that they raised voice when they faced any problems.

**Table 3.9: Responses regarding leadership and rights**

Indicators	Percentage
Receive any training for increased leadership capacity	
<b>Yes</b>	46.9
<b>No</b>	53.2
Aware about any policy of the government of Bangladesh that has been implemented for tea garden workers	

<b>Yes</b>	12.3
<b>No</b>	87.7
Aware about organizations in Bangladesh work on the rights of tea garden workers (N = 189)	
<b>Yes</b>	51.8
<b>No</b>	48.2
If yes, seek help from any organization	
<b>Yes</b>	16.9
<b>No</b>	83.1
Lead any association or any team that works for tea garden worker's right	
<b>Yes</b>	22.2
<b>No</b>	77.8
If not, do you know any women co-worker of yours who is involved in leadership (N = 284)	
<b>Yes</b>	41.9
<b>No</b>	58.1
Do you or the person you know have faced any challenges while raising your voice for the worker's right?	
<b>Yes</b>	11.0
<b>No</b>	41.1
<b>I never protested</b>	48.0
Is women's leadership in any decision-making process acceptable in your society?	
<b>Yes</b>	94.5
<b>No</b>	5.5

Findings from the qualitative data shows that almost every respondent stated that they appreciated participation women in decision making process and women leadership due to awareness raising by BTS and other NGOs. Previously they used to be so helpless, but after receiving the leadership and skill development training they were more self-sufficient and can raise collective voice to claim their rights like maternity leave, wage, daily leaves etc. Currently, in tea state there was practice of women leadership.

One of the key informant respondents said;

*There is an existing club is operated in the tea state named "Mothers Club" where every week meeting is being held with the tea garden women worker to develop their self-esteem. Now women in our tea state are more aware and stronger that they can raise their voice against any injustice. In our tea state, we do not discriminate among the male and female workers, we treat them all in the same way, and everyone's voice is being heard equally."*

The findings show respondents believe women's leadership is very much important, they believe the participation of women in the important decision-making process and in different development work is now a demand of time. It can be seen that awareness among the tea garden women worker about leadership and claiming their rights has increased over the past two years. Different awareness activities, training and campaign were run by implementing partner Breaking the Silence during the past two years that has enhanced the capacity of women tea garden workers which clearly depicts the contribution of BTS in awareness rising.

### 3.9 Enhanced Capacity of Women to Practice Freedom of Association, Collective Bargaining, and Formation of Association

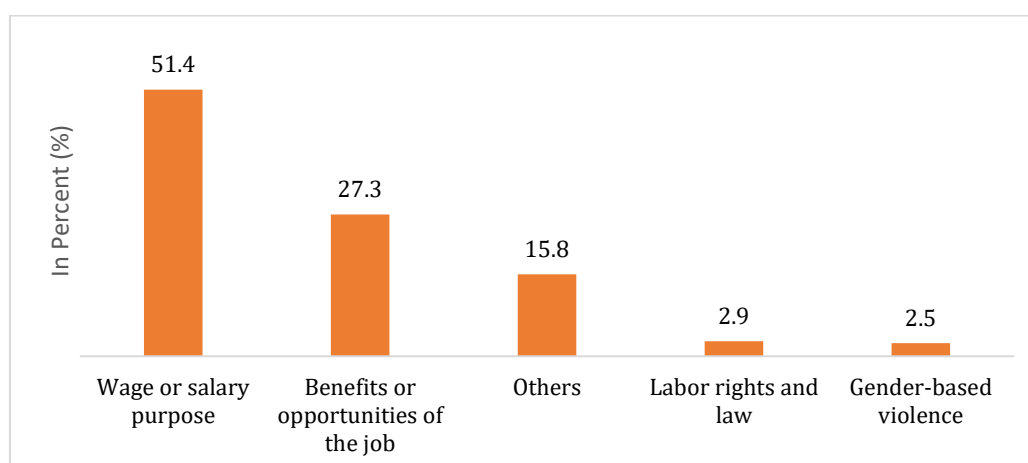
The respondents were also asked about their practice on freedom of association, collective bargaining and sound industrial relations. Only 39% of the respondents reported that they had knowledge about gender equality laws, however, 81% of the respondents reported that there was no discrimination among male and female in their working places. Eighty-three percent of the respondents reported that they can participate in meetings, dialogue, and workshops in the tea garden on human and workers right and entitlement. About 39% of the respondents reported that they raised their voice for equal rights and if they raised their voice, 52% of them reported that their voices had been counted by the authority (*Table 3.10*).

**Table 3.10: Attitude and practice regarding rights and entitlement**

Indicators to practice on freedom of association, collective bargaining and sound industrial relations					
Responses (in%)	Have knowledge on gender equality laws for workers	Discriminate among male and female workers in the workplaces	Have access to participate in meetings, dialogue, and workshops in the tea garden on human and workers right and entitlement?	Raised voice for your equal rights	If you have raised your voice, your voice been heard
<b>Yes</b>	39.5	18.6	83.0	39.7	52.3
<b>No</b>	60.6	81.4	17.0	60.3	47.7
<b>N=365</b>					

The respondents were also asked about the reason why they had to raise their voice. About 51% of the respondents reported that they had to raise their voice due to wages and salary purposes, 27% of them reported regarding benefits and opportunities of the job, 2.9% raised voice labor rights and law and only 2.5% raised voice for gender-based violence. About 15% of the respondents raised their voice voices for other reasons (*figure 3.14*).

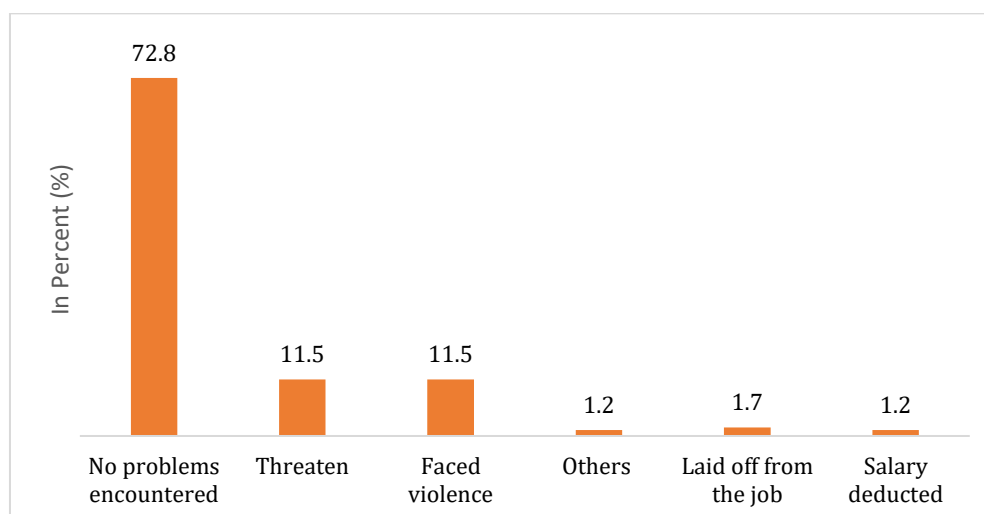
**Figure 3.14: Reasons to raise voice (in %)**





While raising their voices, about 70% of the respondents reported that they didn't face any problem, 11% of the respondents reported that they were being threaten, 11% of them reported that they faced violence. Only, 1.2% of the reported that their salary was deducted and 1.7% reported that they were laid off from their job (*figure 3.15*).

**Figure 3.15: Challenged faced while raised voice (in%)**

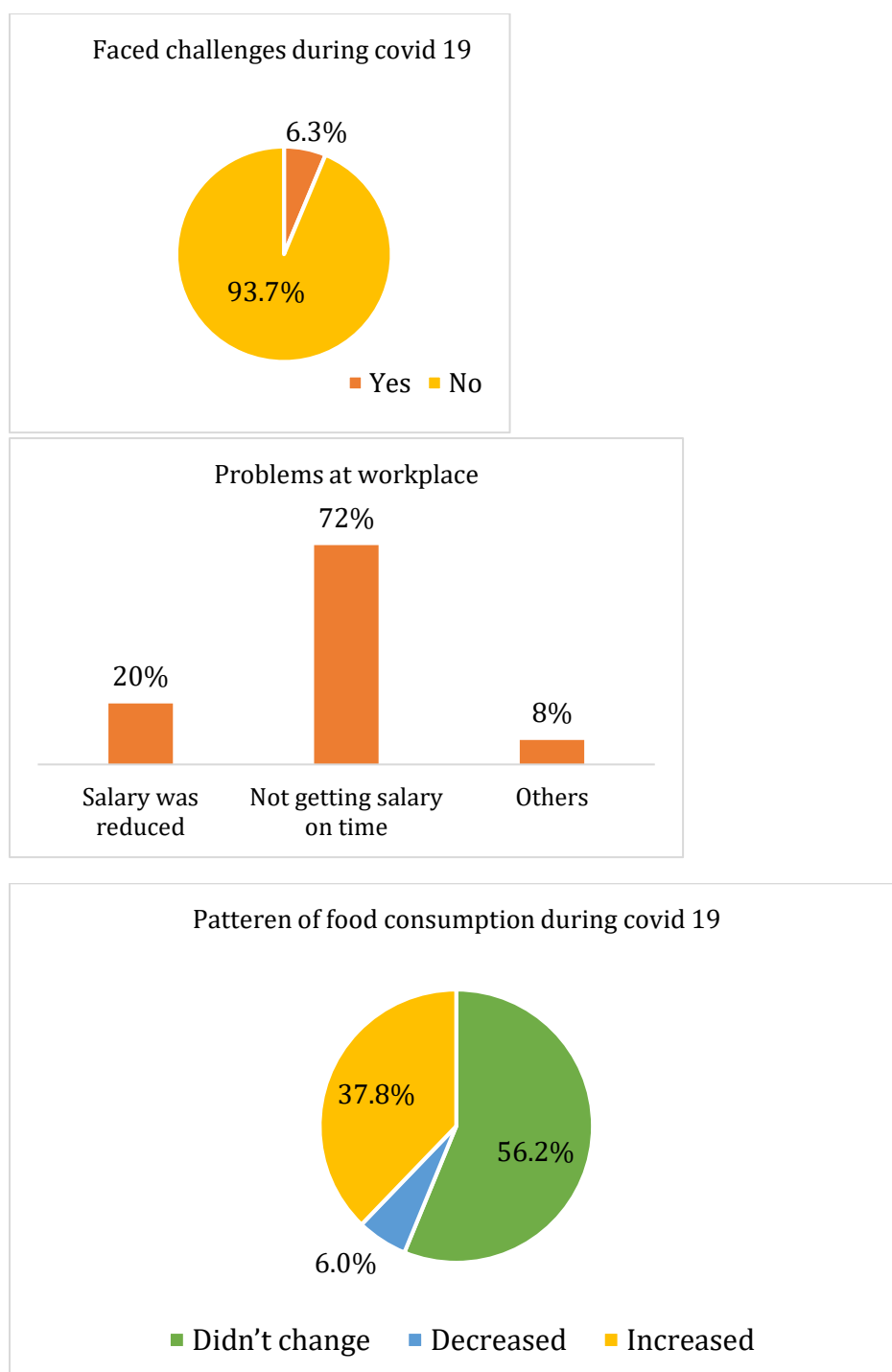


From the qualitative findings it was identified that women from tea gardens were more aware of their rights and their participation in collective decision-making. Qualitative analysis indicates, women were more active in participating in dialogue regarding their wage increase, health safety, the decision about their children's education, right of their leaves. They collectively raised their voice to claim their rights. Whenever any women worker faced any kind of problem in terms of violence or not getting their salary in time or not getting enough salary, they get untied and raised their voice against it. They have learnt how to barge and claim their basic legal rights.

### 3.10 Challenges During the COVID 19

The respondents were asked about the challenges during the covid 19 situation. More than 90% respondents reported that they didn't face any problem during covid. About 70% respondents were reported that they got the salary but not on timely basis. Twenty percentage of the respondents were reported that their salary had been reduced. About 56% respondents reported that their food pattern didn't change whereas 37% reported that their food consumption increased during covid (Table 3.16).

**Figure 3.16: Challenges faced by the respondents during Covid 19**



From the qualitative parts of the study, it was identified that during COVID 19 period tea garden workers suffered a lot. They did not receive wages regularly, due to restrictions in movement they did not able to move out for work easily and if they fell sick, they could not able to go to the hospital. They had received masks and hygiene products from the authority for safety purposes. Workers had to attend at the work during this time with safety measures in order to get their daily payment.

# Chapter 4: DISCUSSION AND LESSONS LEARNED

## 4.1 Assess Expected Results and Outputs of the Project

The end line study was carried out among 365 women tea garden workers in the targeted three districts of the Sylhet division. However, in the baseline, the total sample was 400 women tea garden workers. In the following graphs, a comparative analysis was illustrated to observe what were the basic changes occurred since last two years after the project implementations. Under the Result Chain Framework of the project title “Enhancing Social Protection for Female Tea Garden Workers and Their Families in Sylhet Division of Bangladesh” Output 5 was to build “Capacity of rights holders to claim accountability and women’s and girls’ rights”. In this endline study we have identified the impacts of the BTS implemented project actions comparing the findings of both baseline and endline based on earlier specified indicators and sub-indicators.

Though the Covid 19 has adversely affected the project actions regarding capacity building of the targeted women workers of the tea state, however, we have found that significant achievements on each indicator. More specifically, the project has contributed to women workers have participated in the rights related different advocacy and training workshops, that has contributed to enhance leadership capacity. Moreover, the advocacy action has sensitized them significantly to raise voices as well as bargaining their rights at both workplace and home especially independent decision-making and controlling resources.

**Table 4.1: Attitude and practice regarding rights and entitlement**

Output Indicators	Sub-indicators	Baseline	Endline
<b>Indicator 5.1:</b> Tea garden women workers and adolescents have enhanced life skills for increased leadership capacity and able to apply at all levels.	Women Tea Garden workers received training for increased leadership capacity	5.0%	47.0%
	Women workers have knowledge about tea garden workers law and policies	28.0%	38.0%
	Women workers have idea on women rights and access to services in the tea garden	25.0%	66.0%
<b>Indicator 5.2:</b> Women workers voices are raised in the dialogues organized with Government, Bangladesh Tea Association, and relevant stakeholders to better communicate and negotiate for their rights.	Women workers participated in meeting, dialogue and workshop regarding their right and entitlement	34.0%	83.0%
	Women workers raised voice in the meeting, dialogues and better communicated and negotiate for their rights	23.5%	40.0%
	Women workers reported in the meeting, dialogues, their voice and decision were accepted by Panchayet, Bangladesh tea association, Tea garden authority etc.	15.5%	52.3%
<b>Indicator 5.3:</b> Created spaces for women workers to learn	Women workers have knowledge on gender equality issues.	18.0%	39.5%

Output Indicators	Sub-indicators	Baseline	Endline
Gender Equality issues and collectively organized for their rights.			
<b>Indicator 5.4:</b> Awareness increased through media advocacy on issues related to the women workers rights at workplace and home.	Awareness related to the tea garden women workers' rights at workplace and home	Negligible media advocacy observed	Advocacy through online platform has remarkable contribution
<b>Indicator 5.5:</b> Tea garden workers, particularly women's capacity enhanced to practice freedom of association, collective bargaining and sound industrial relations	Women workers' platform formed	There was no group or association form by women tea garden workers	"Mothers club" was formed in each tea state; one meeting held every month to aware the women worker about GBV
	Women workers have practiced freedom to raise voice and bargaining for their rights	23%	40%
	Bagan Panchayet accepted Women workers; opinion/decision	15%	52%
<b>Indicator 5.6:</b> Concluded Biennium collective agreement 2018-2019 between Bangladesh Cha Shramik Union and Bangladesh Tea Association with active participation of women workers and gender perspectives by mid of 2020 <sup>5</sup>	Coordination between Bangladesh Cha Shramik Union and Bangladesh Tea Association to ensure active participation of women workers and gender perspectives	Poor coordination	Meaningful coordination has been observed

Under the Indicator 5.5 it was expected that Tea garden workers, particularly women's capacity enhanced to practice freedom of association, collective bargaining and sound industrial relations, while carried out the baseline it was observed that there was no group or association form by women tea garden workers. However, endline survey has identified that 'Mothers club' was

<sup>5</sup> (Note: Direct activities related to Indicators 5.4 and 5.6 are relevant to this CFP however, results of the Activities in this CFP would contribute to progress in these indicators.)

formed in each tea state and regular meeting was held every month to make aware the women worker about the risks as well as protection from the Gender-based Violence (GBV).

## 4.2 Assessment of Project Outcomes in Terms of Evaluation Criteria

### 4.2.1 Relevance, and appropriateness

SDG target 8.5 calls for equal pay for work of equal value; SDG target 8.8 calls for safe and secure working environments; SDG target 10.4 seeks to achieve greater equality through appropriate wage policies; and SDG target 16.6 is about the establishment of accountable institutions, which are crucial for the improvement of working conditions. Aligning with that SDG targets this project in Sylhet division have set the targets that female tea garden workers, their family members will be more empowered to claim their rights to avail the social procreation services. Besides creating opportunities for female workers in the decision-making process of the trade union, this joint initiative will contribute to ensuring a decent work environment, maternal health care.

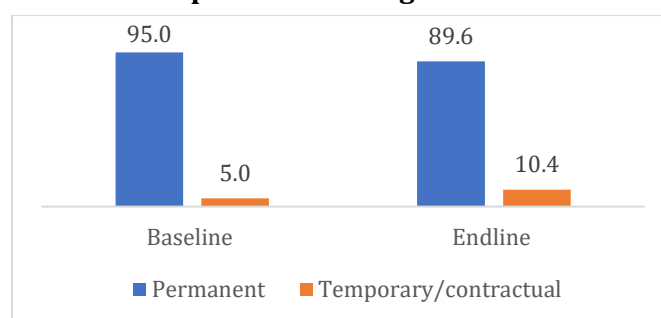
The study findings have properly revealed that tea garden workers during baseline of the study only 6% of the women workers had knowledge about the labour law and 20% were aware of the social safetynet policy and only 16% were aware of the child marriage control related legal restrictions. Moreover, though about 46% respondents of the endline reported that they received training but it was only 4% while the project was initiated. These findings properly justified that the project was not only relevant to overall goal to occupational rights & entitlements, social protection of tea garden women workers and their capacity claim accountability and rights.

### 4.2.2 Effectiveness and impact of the project

#### Job Status

In the endline study it has been identified that around 89.6% women workers have been working on contractual basis and their job is not secured. The workers are working for generations and due to not having proper monitoring from the labor department and collusion of the leaders with local tea state owners their job status and entitlements were always compromised.

**Figure 4.1: Challenges faced by the respondents during Covid 19**



The analysis of income and expenditure of the tea garden women workers have justified how vulnerable they are and the project actions are not only relevant to the requirements but also appropriately designed. Endline study identified that the average number of earning members (2 persons) both in base line and end line. In the end line, the average monthly income was BDT 8410 which was BDT 5565 in the baseline. Similarly, the expenditure was BDT 5620 in the baseline which was also increased as 7168 BDT in the end line.

**Table 4.2: Earning member and average monthly income**

	Baseline	End line
	Mean $\pm$ SD	
Average earning member	2.0 $\pm$ 0.7	2.2 $\pm$ 0.7

<b>Average monthly income of earning member</b>	5565 ± 6778	8410 ± 4163
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### Purchasing Power Parity (PPP)

In 2018, extreme poverty mainly refers to an income below the international poverty line of \$1.90 per day (in 2011 prices, equivalent to \$2.19 in 2020), set by the World Bank. In October 2017, the World Bank updated the international poverty line, a global absolute minimum, to \$1.90 a day. The Purchasing power parity is used worldwide to compare the income levels in different countries. The Purchasing power parities (PPP) conversion factor, private consumption, is the number of units of a country's currency required to buy the same amount of goods and services in the domestic market as a US dollar would buy in the United States. This conversion factor is applicable to private consumption. The Purchasing Power Parity (PPP) defined as-

$$\text{Real Exchange Rate} = \text{Nominal Exchange Rate} \times \frac{\text{Cost of good in US currency}}{\text{Cost of goods in home currency}}$$

The PPP rate per capita per day in Bangladesh is around 32.4 (PPP conversion rate 2020) Taka against \$1 and against \$1.90 the PPP rate is 61.6 Taka per capita per day. The calculation of monthly PPP for each household is = 61.6 Taka × household size × 30 days.

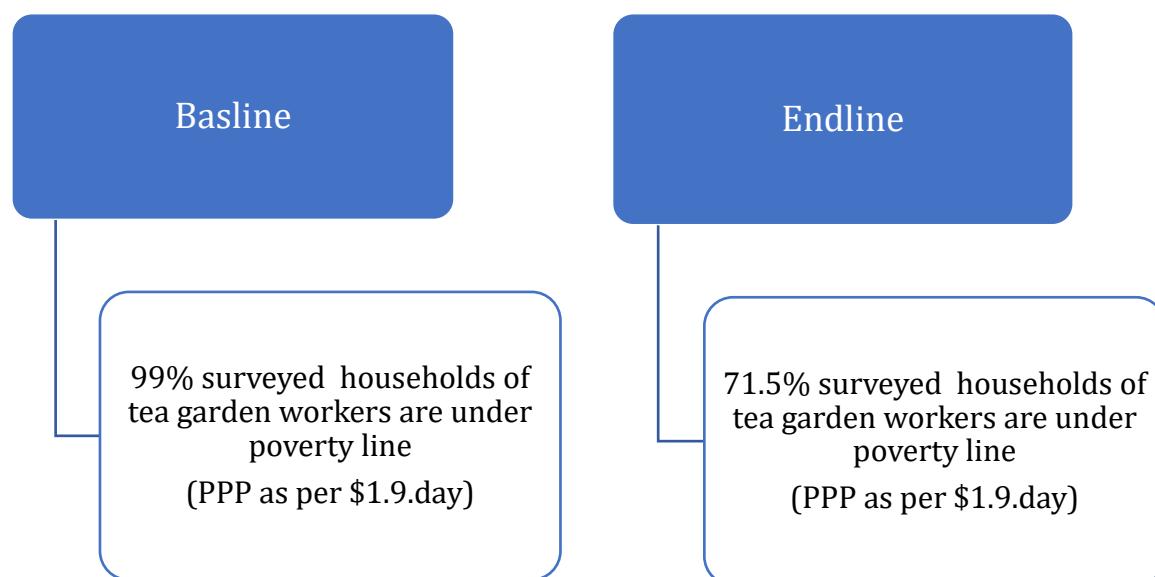
This study measured purchasing power parity (PPP) of the surveyed respondents' households as per \$1.9 per day per capita. This study found that the surveyed HHs needed average monthly Purchasing power parity (PPP) is 9240 BDT while they earn average 8410 BDT. The average monthly deficiency of income is 830 BDT.

**Table 4.3: Comparison of household level earning between baseline and endline period**

	<b>Average HH level Income of Tea Garden workers</b>	<b>Average requirement for per HH of Tea Garden workers as per the Purchasing Power Parity (PPP) of Tea Garden workers</b>	<b>Average gap (BDT)</b>
<b>Endline survey (N = 365)</b>	8410 BDT	9240 BDT	830 BDT
<b>Baseline survey (n=400)</b>	5565 BDT	9152 BDT	3587 BDT

A comparative analysis of both baseline and endline findings show that in compare to the baseline situation the poverty rate of the surveyed tea garden families has been reduced by 27.5% of the surveyed households of tea garden workers are under poverty line.

**Figure 4.2: Comparison of poverty rate (%)**

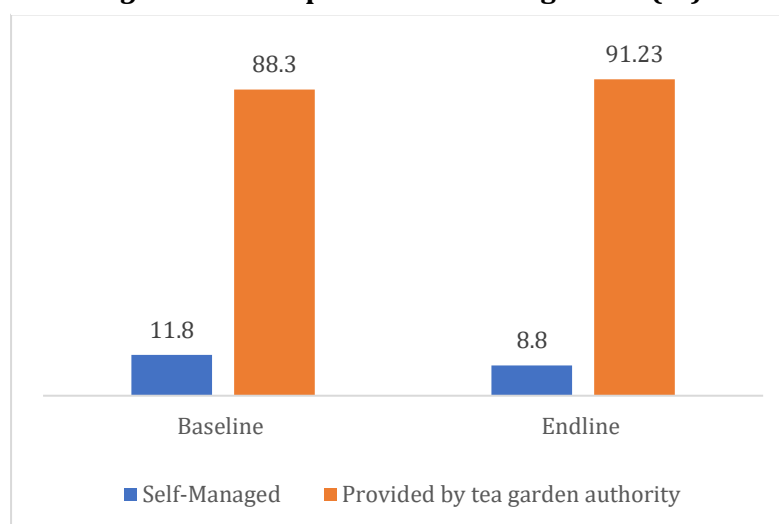


Project interventions might have not direct contribution on the reduction of the poverty level but the women workers have been sensitized to claim their entitlements and due to reduction of the gender discrimination in paying wages and benefits has enhanced disposable income. Besides, tea garden workers have been given some extra rations during the Covid 19.

### Housing status

Regarding housing status, the below graph shows, the number of housings provided by the garden authority increased in the end line by 3% from baseline. However, the percentage of self-managed households were decreased. However, the qualitative findings show that the quality of the habitation is still below the minimum standard and there is no privacy at the residence. During the rainy season workers and their family members suffer the most, rain showers the living stuffs and sometimes they compel to stay awake throughout the whole night.

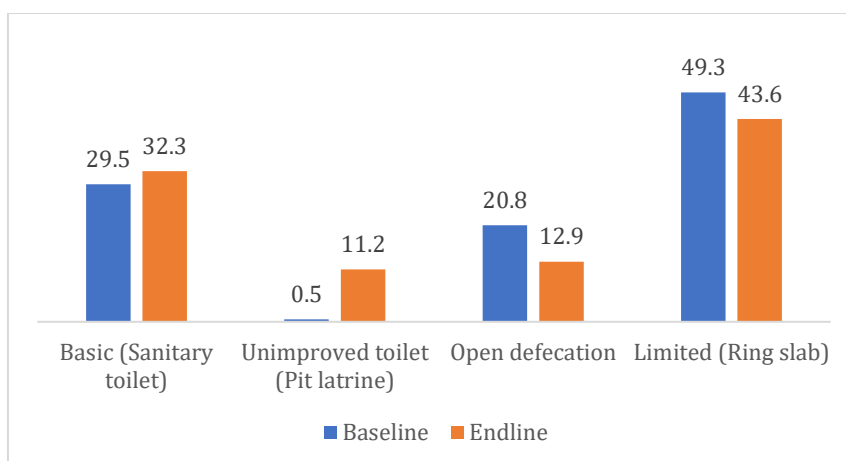
**Figure 4.3: Comparison of housing status (%)**



### Access to Safe Drinking Water and Sanitation Facilities

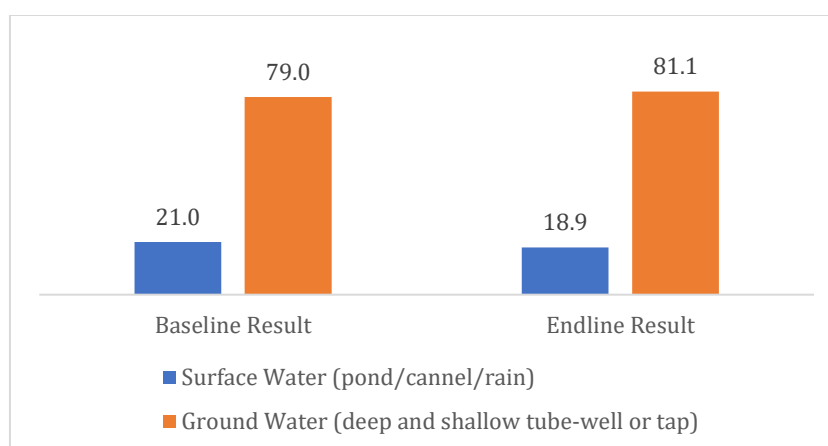
The percentage of using sanitary toilets (3%) and pit latrines (6%) were increased in the end line. However, the percentage of open defecation was decreased from baseline by 8%. Almost every women worker is aware about the rights of fresh drinking water and sanitation while working in the garden sections.

**Figure 4.4: Comparison of sanitation facilities (in%)**



The percentage of using ground water for drinking water was increased from baseline. In contrast, using of surface water for drinking purpose was decreased.

**Figure 4.5: Access to safe drinking water (in%)**



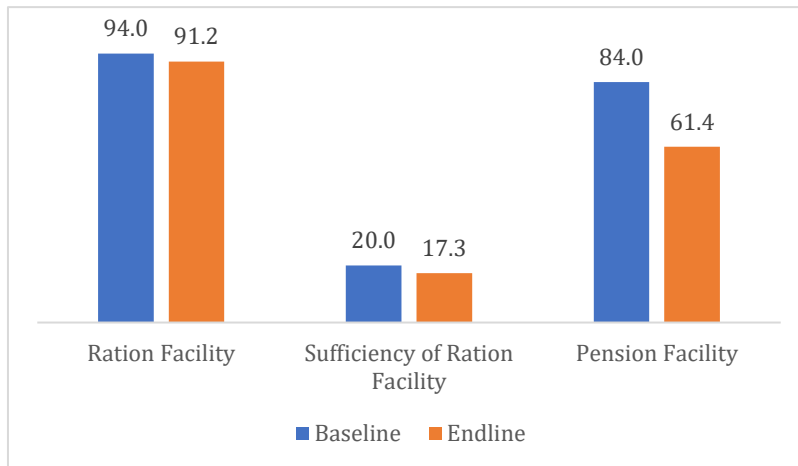
A Key Informant notified that “After getting the training from BTS and other NGOs women workers came to know about the obligation that tea estate shall ensure the sanitary latrine and arrangement of fresh drinking waters in the section. Following their demand before the Panchayet (local council), Panchayet bargained with the owners and they responded. The garden authority arranged fresh drinking water and also assured of arranging sanitary latrine soon in several tea gardens’ sections. Situation is changing day-by-day.

#### **Access to different facilities provided by tea-estate owners**

About 94.0% workers reported that they had access to weekly ration facility, however, of them only 20.0% reported that was sufficient. In terms of pension 84.0% workers, they had access to pension facility. However, the qualitative study found though the workers entitle pension but, in some cases, they deprived from the pension after retried.



**Figure 4.6: Comparison of facilities (in %)**

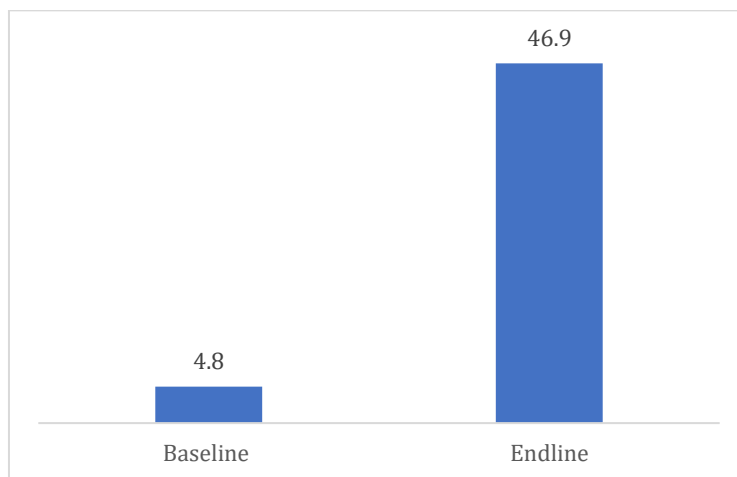


The percentage of getting ration facilities (91.0%) were decreasing in the end line. Again, in the end line the fewer people (61.4%) were getting pension facility than base line.

**Received Training and Knowledge regarding government laws and policy**

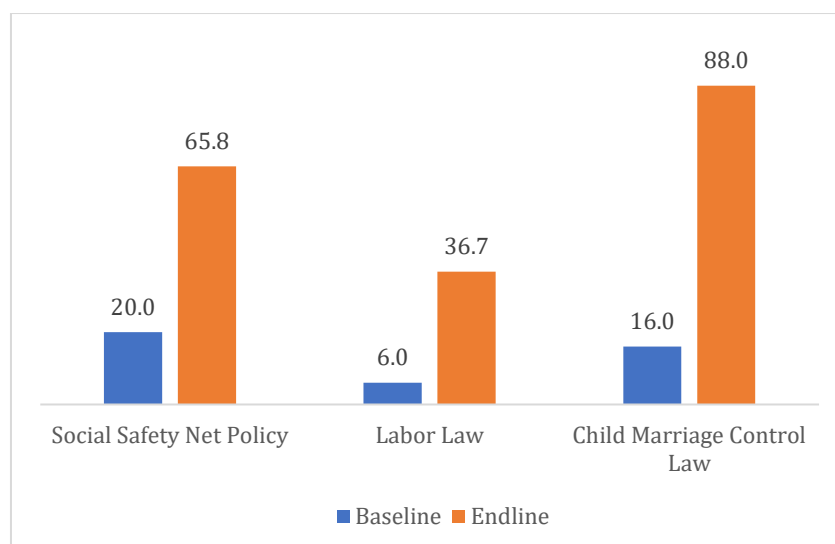
About 46% respondents reported that they received training in the end line which was 4% in the baseline.

**Figure 4.7: Received training (in %)**



In the end line it was identified that the knowledge regarding social safety net was increased (65%) from the base line (20%); similar, the knowledge of child control marriage law was increased (88%) in the end line from the baseline (16%). Also, 36% of the respondents reported that they were aware about the labor law which was 6% in the baseline.

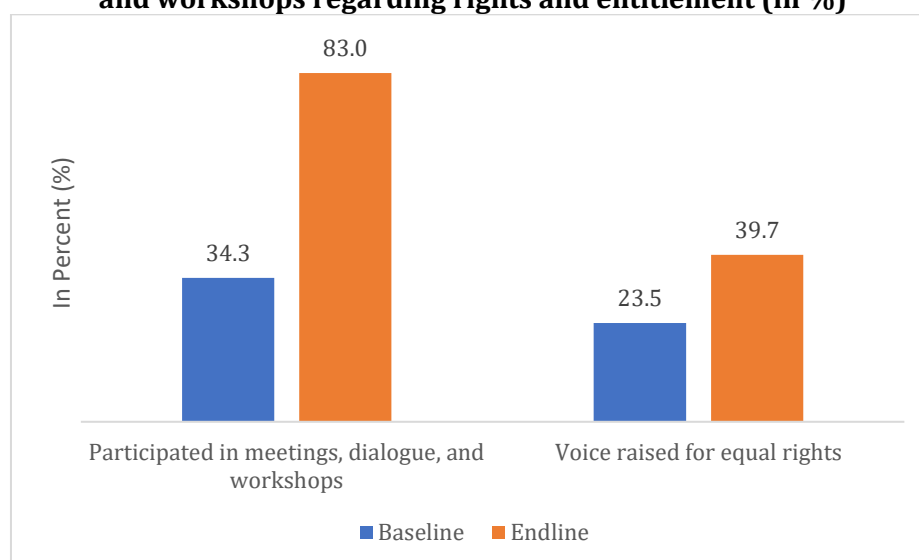
**Figure 4.8: Knowledge regarding government laws and policy (%)**



### Participation and Voice Raise Regarding Rights and Entitlement

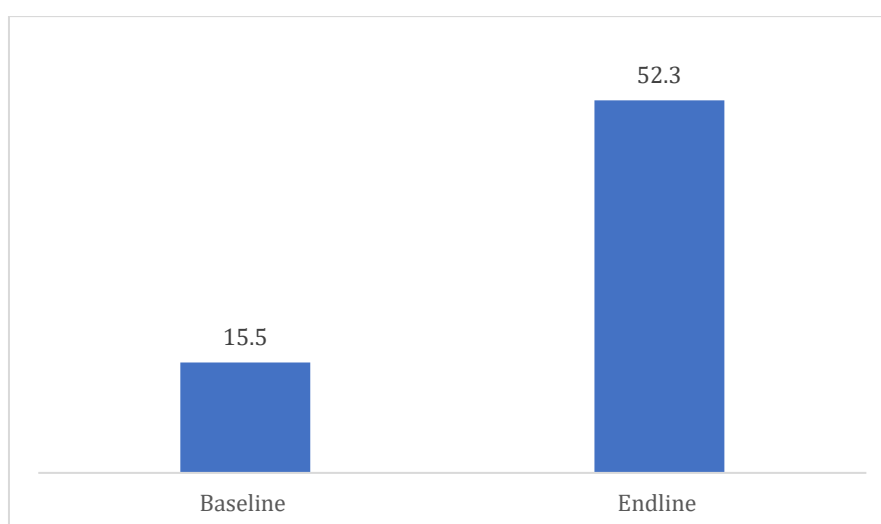
In the end line, the percentage of women participation and voice raising in meeting, dialogues and workshops regarding rights and entitlement was increased. About 83% of the respondents reported that they participated in different meeting, dialogue and workshops in the end line which was 34% in the baseline. However, 37% of the respondents reported that they raised their voice for equal rights and entitlement in the end line that was 23% in the baseline.

**Figure 4.9: Participation and voice raise in meeting, dialogues and workshops regarding rights and entitlement (in %)**



In the end line, 52% of the tea garden workers stated that they had acceptance of raising voice in meeting, dialogues and workshops, however, in the base line only 15% of the respondents reported alike.

**Figure 4.10: Accepted in meetings, dialogue, and workshops (in %)**



One of the respondents claimed that “Previously we were not aware of the women leadership but after getting training we have understood the importance of women leadership and now we have a women leader in our community who stand for our basic rights of rightful wage, leaves and facilities. If we women worker face any problem related to health, injustice, or violence we consult with her and she solve the problem for us, talk with the authority and panchayat and present our problems in front of them for us”. However, it takes time and a dedicated effort of the Panchayet to ensure the availability of each facility which are within their rights. The Panchayet’s willingness is also important in some aspect.

#### **4.2.3 Efficiency and sustainability**

Under the Result Chain Framework output indicator 5.5 has outlined that “Tea Garden workers, particularly women’s capacity enhanced to practice freedom of association, collective bargaining and sound industrial relations”. During the baseline study there was not such a group or association formed by women workers of the intervened tea garden, however, it has been “Mothers club” was formed in each tea state and regular meeting is held every month to aware the women worker about GBV. It has been also observed that Bagan Panchayet accepted Women workers’ opinion/decision and the process has been internalized. Besides, a meaningful coordination between Bangladesh Cha Shramik Union and Bangladesh Tea Association with active participation of women workers and gender perspectives while carried out the endline. There are several instances that knowledge has fundamental impacts on claiming rights as that is also linked to enhance their living standards.

## Chapter 5: RECOMMENDATION

Issue	Recommended steps
<b>Descent Work Standard and Access to Basic Needs</b>	<ul style="list-style-type: none"> <li>• Aligning with SDG targets the government a comprehensive “Tea Garden Workers’ Wellbeing Strategy” should be framed soon engaging garden authorities and trade union/labor association, CSOs to ensure justified and fair wage structure compatible with the ILO descent work standard.</li> <li>• All types of workers (both permanent and contractual) should be paid equal wages and other benefits.</li> <li>• According to the agreement between the owners and the workers, accommodation for all workers should be ensured.</li> <li>• Disaster resilient and habitable houses should be built soon by replacing ramshackle ones.</li> </ul>
<b>Knowledge, Attitude and Practice of labour law, regulation and benefits</b>	<ul style="list-style-type: none"> <li>• Reform the existing laws and regulations of the Provident Fund Policy for the welfare of tea workers.</li> <li>• Establish at least one permanent Labor Court for Moulvibazar or Sylhet of Sylhet Division.</li> <li>• Compensation should be provided in compliance with the Labour Law.</li> </ul>
<b>Job security and wages, benefits and Social Safetynet</b>	<ul style="list-style-type: none"> <li>• Every permanent worker should be provided the appointment letter along with the identity card and service book for all tea garden workers.</li> <li>• The bilateral agreement between workers and garden authorities should be renewed at least one month prior to expiration of the agreement.</li> <li>• Wages pattern should be different considering the health and other risks e.g. workers in tea factories and the workers engaged for spray pesticides and do other risky tasks should be given justified additional wages and risk allowance</li> <li>• Maternal leave with the wages based on average of past three months’ wage should be ensured as per the government law.</li> <li>• Ensure compulsory group life insurance with sound retire benefits.</li> <li>• Temporary workers should be made permanent after certain period.</li> <li>• Garden authority should ensure the health safety preventing from contacting leeches and insects.</li> </ul>
<b>Basic needs and services for the tea garden workers</b>	<ul style="list-style-type: none"> <li>• Ensure health facilities for all women workers and their family members with the provision of health insurance, in that case, garden owners will pay the premium.</li> <li>• A separate delivery room in the healthcare center of tea gardens should be created and to motivate female workers for the delivery with recognized health workers.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Safe, standard and sustainable accommodation for all workers should be ensured by replacing the risky houses.</li> <li>• Pure drinking water should be ensured in residences and working sections and as per rules, when a worker retires, the payment of his provident fund must be ensured within three months. According to the agreement, the authority should ensure sanitary latrine for each worker's family with the highest priority.</li> <li>• The authority should ensure solar-based electricity connection for all garden workers' families at the free of costs.</li> </ul>
<b>Overcoming malnutrition among the women tea garden worker</b>	<ul style="list-style-type: none"> <li>• Tea garden workers are key the quality production and tea estate owners should arrange at least healthy dietary practices for the women workers, especially for the adolescent girl who are at their growing stage.</li> </ul>
<b>Proper monitoring and implementation of existing worker's facilities and security</b>	<ul style="list-style-type: none"> <li>• ICT-based monitoring e.g. telephone-interview of the workers by authority should be introduced.</li> <li>• Random visit by the officials of the office of the Deputy Inspector General (DIG), Department of Inspection for Factories and Establishments should be increased.</li> <li>• CSOs should be engaged for independent monitoring of the compliance of the labor law and rights and facilities; and also arranging training and campaign among law among members of tea workers' union, panchayat, and general workers.</li> <li>• In every garden, the office of the Deputy Director of Labour (DDL) should establish a dedicated "complaint and redress mechanism" and complaint register will have to be maintained. For this purpose, a complaint redress committee will be formed including Panchayat members and local CSOs, legal experts.</li> </ul>
<b>Measures regarding illegal activities at the tea garden and promoting women leadership</b>	<ul style="list-style-type: none"> <li>• All liquor shops within the garden premises should be shut down gradually through awareness building and arranging cultural events, life skills and games for all types of males and females.</li> <li>• Abusive behavior of authorities with workers like putting on and off shoes by workers, not allowing panchayat members or any workers to sit on chair and wearing caps in front of managers, use of abusive language by staff etc. should be stopped.</li> <li>• Female Sarder (supervisor) should be appointed along with male Sarder (supervisor) in every garden.</li> <li>• "Mothers club" should be formed in each estate and supported by the garden owners to make the garden workers aware, provide training on-demand basis and address the problems raised by concerned female workers.</li> </ul>

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<b>Role of trade Tea garden workers unions</b>	<ul style="list-style-type: none"> <li>• To ensure the rights of workers to be involved in labor unions, initiatives should be taken by the government, the workers' union and Bangladesh Tea Association. Government should take proper initiative for timely election of workers' union.</li> <li>• Implementation of the programme titled, "The Roadmap for Development of Tea Industry in Bangladesh" should be expedited through dialogue and discussion among relevant stakeholders including the Bangladesh Tea Association.</li> </ul>