

THE PAKISTAN REPORT

Report of survey findings and qualitative study results from a factory in
Lahore

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Improving Workers'
Well-being Study*

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Executive Summary

The Workers' Well-being Survey focuses on five major areas of interest: access to safe and healthy environment; health and well-being; economic empowerment; equality and acceptance; and education and professional development. Workers' aspirations were also included in the survey. The study was conducted in five countries: Haiti, Egypt, Pakistan, Bangladesh and Cambodia. This report refers to the findings of the survey conducted in a factory in Lahore in Pakistan.

The survey used a questionnaire, developed and finalized through a consultative process involving a variety of stakeholders, which explored each of the areas of interest. Standard statistical procedures were followed to calculate the sample size for the study and to randomly select the respondents. The quantitative survey was followed by qualitative studies to further explain why workers, as a group, answered questions the way they did.

Demographics

There were significantly more men than women in this factory; the proportionate sample comprises 95 men and eight women.

Over half of the workers had moved to Lahore from other parts of Pakistan. More than 40 percent had worked in the apparel manufacturing industry for over five years, and about 25 percent had worked in this factory for over five years. Most of the workers had joined the industry because they needed the money; some specified that it was to supplement the family income. If they did not have a job in this factory, most said they would have worked in another factory in the city.

A majority of the workers were never married. Many lived with immediate family in households of five to eight people; just over half owned their homes.

Access to Safe and Healthy Environment

Water: At the factory, nearly all of the workers obtained filtered water from a safe source. At home, most consumed water from a public supply, and very few purified it before consumption; this seems to have resulted in a relatively high incidence of diarrhea among the workers and their families. Though most knew that boiling is the method of choice for water purification, the region's shortage of gas for fuel means this is not feasible.

Sanitation: All of the workers had a toilet in their homes (a majority were pour/flush type). Most workers disposed their household waste by depositing it in the garbage, which was collected by the local governmental systems. Disease vectors (e.g. mosquitoes, flies, and cockroaches) did not seem to be a problem in the region.

Environmental preparedness and resilience: Only a small number of workers felt that they lived in an area at high risk for natural disasters. Most of the workers were aware of what to do in an emergency, both at home and at work, and most had been trained in emergency procedures at the factory, with the result that they felt safe both at the factory and at their homes in an emergency.

Mobility: Most workers commuted via factory-provided bus, though a few walked; the amount of money spent on travel was minimal. The focus group discussions indicated that the workers did have some concerns about the overloading of buses on their way to and from work.

Good Health and Well-being

General health and well-being: Most of the workers had not been absent from work due to illness in the month before the survey; of those who had been sick, fever and respiratory infections were the most common complaints. Of those who had children under age five, about 40 percent said the children had been sick, most often with the common cold..

Hand washing practices: While most workers washed their hands after going to the bathroom and before eating food, fewer washed their hands after coming home from work and before preparing food.

Sexual and reproductive health: Since there were very few female workers in the factory, significant conclusions could not be made about practices regarding their menstrual hygiene or reproductive health.

All 37 of the workers (3 women and (34 men and three women) who had children reported that they or their partners had visited the prenatal clinic during pregnancy. Most workers said deliveries should take place in a hospital, but a relatively large number said the delivery should take place at home.

Of the currently married workers, about one-third were using contraceptives – a decision most often made by both partners. Awareness of sexually transmitted diseases was moderate; knowledge of the methods of transmission and prevention was poor.

Nutrition: Most workers had three meals per day. Wheat is a staple and appears to be well-supplemented with animal proteins and fruit.

Children's health: Three workers reported an infant death in their family due to diarrhea. Vaccination is covered universally through state-sponsored programs.

Economic Empowerment

Standard of living: Almost three-fifths of the workers were the sole breadwinners in their families; they felt that their wages were sufficient to support their families. The top three major expenditures were food, clothing and housing. Of those who said their wages were not sufficient, many said they could not save any money for the future. Most of the workers said their parents decide how their pay is spent. In case of a medical emergency, most workers would use their social security deposits to cover the cost, though some said they would have to borrow money.

Financial education and literacy: Most of the workers understood the contents of their paystubs. About 40 percent saved some money (and 40 percent said family members did); of these, most saved it as cash or sent it home for safekeeping. Only four workers used a banking service.

Access to financial products and services: Almost 90 percent of the workers received their wages as cash. Many workers did not respond to the question on bank accounts. Asked about the financial services they would like to have, workers said they needed a safe way to save, financial advice, direct salary deposits and small loans to start a business or to buy land.

Equality and Acceptance

Harassment and abuse: Many workers said that the supervisor shouting; unwelcome sexual connotations, jokes and body language; and body touching constituted unacceptable forms of behavior.

On the issue of discrimination, a few workers said in the survey that those belonging to the non-dominant religions were treated differently (though the qualitative studies did not elaborate).

Communication and negotiation: Most of the workers were comfortable communicating with their family members and co-workers, and almost two-thirds were comfortable communicating with their supervisors and managers. Workers normally take up grievances with the supervisors, though a small number said they were not comfortable doing so.

Education and Professional Development

Basic education and literacy: Almost 90% of the workers were literate; about 75 percent had attended at least some secondary schooling.

Use of spare time: Most workers spent their free time using their cellphones; a small number watched television.

Children's education: Most workers felt it was important to send their children (regardless of gender) to school. Most of the costs incurred in sending children to school were for books, uniforms, and school fees.

Professional skills and development: Most workers expressed moderate to high levels of satisfaction with their jobs. Nearly two-thirds the workers had never been promoted in the factory. Respondents suggested a number of reasons for this, including their education levels and religions.

Aspirations

Workers felt that the greatest challenges to the community included poverty, lack of electricity, unemployment, drug abuse and health-related issues.

Most workers wanted better futures and lives for themselves or their children, including good marriages and better education. A significant number felt their current situation fell short of their own expectations. Workers said their impending marriages or spending time with their families made them happy. Asked what would make them happier, respondents said they would like more career advancement opportunities inside and outside of the factory, ways to save and invest for the future, and better living conditions.

Among the workers' goals for the next three to five years were: stay at their present positions in the factory, start their own businesses, or be promoted to a supervisory level. A little over 60 percent of

the workers felt that they could make their dreams come true; the majority of those who did not, felt they did not have enough money to do so.

Detailed Pakistan Report

Study Methodology

The workers' well-being study focuses on five major areas of interest: access to a safe and healthy environment; good health and well-being; economic empowerment; equality and acceptance; and education and professional development. The study also included a component about workers' aspirations. Questionnaires were developed with the aim of learning about and understanding workers' perceptions and practices in each of the core areas. Following several rounds of detailed, comprehensive stakeholder feedback, the questionnaires were finalized in February 2012.

The study was conducted in five of the countries where our products are made: Haiti, Egypt, Pakistan, Bangladesh and Cambodia. At each of the locations, the questionnaires were translated into the local language and pilot-tested among workers from another factory manufacturing for the garment industry. Responses from the pilot were analyzed to identify any issues arising from nuances of the area's language and customs. Based on those learnings, the interviewers were re-trained before conducting the study in the selected factories.

The sample size for an infinite population is usually calculated using the formula

$$n = \frac{z^2 pq}{d^2}$$

Where:

z is a constant (at 95% confidence interval) is 1.96

p is the known or assumed prevalence of a particular variable expressed as a part of 1.

q = (1-p)

d is the precision, i.e. the variation that we are willing to accept from the value that we get

Using this formula,

p is taken as 0.5 (meaning 50% of the individuals have the variable that is being studied – e.g. 50% of the individuals have poor access to safe drinking water). This will automatically mean that q will also be 0.5 (1 – 0.5).

Generally we would like the variation to be within 10% of the result that we get, i.e. if we find that 30% of the employees are uneducated we can presume that the actual number is between 27% and 33%.

Taking p as 0.5 will result in the highest sample size; the higher the sample size, the more reliable the results. A variation of 10% is accepted around the result. Therefore, the sample size (n) for any for a given population will be:

$$\frac{(1.96)^2 (0.5 \times 0.5)}{(0.1 \times 0.1)}$$

This will come out to 96 (or approximately 10% of a 1000-worker factory).

For descriptive studies where the number of workers in the factory is known (a finite population), the sample size is re-calculated using the formula:

$$N = \frac{n}{1 + \frac{n}{p}}$$

where n = calculated sample size = 96, p = population = e.g. 1500, N = corrected sample size

So for a 1500-worker factory:

$$N = \frac{96}{1 + \frac{96}{1500}}$$

This will equal approximately 90 workers.

This study sorted the workers into the following categories: married men, unmarried men, married women, and unmarried women. In each factory, the proportion of the study's sample correlates to the proportion of all of its workers in these categories.

To ensure unbiased results, the interviewees were selected randomly (using free online software available at www.random.org) from a list of all factory workers, broken out into the study's categories.

All interviews were conducted privately and confidentially; workers were assured that their responses would not be revealed to management. Completed questionnaires were entered into a Windows Excel database, then imported into EpiInfo and analyzed. A draft report was prepared based on the survey results.

Survey results were followed by qualitative studies using participatory methods, such as focus group discussions with factory workers and key informant interviews with a variety of stakeholders including factory managers, medical officers and line supervisors. The qualitative study results have been incorporated into the final report where appropriate.

This report discusses the findings of the quantitative survey and qualitative study done in a factory in Lahore in Pakistan.

The Demographics

Age and Gender Distribution

Table 1: Age and Gender Distribution

Gender	Age	< 16	16-18	19-24	25-29	30-40	>40	Total
Males		1	0	44	21	22	7	95
Females		1	1	2	2	2	0	8
Total		2	1	46	23	24	7	103

Almost all the workers who were interviewed, i.e. 93 out of 103 (90.29%), were between the ages of 19 and 40. Three workers were younger than 19, two of whom were younger than 16. There were also seven workers above the age of 40. The fact that most of the workers are males in the reproductive age group may have implications on this study.

Migration

Most of the workers (60 – 58.25%) moved to Lahore from other parts of Pakistan. There was no statistically significant pattern to the migration.

- Of these, 51 responded to the question as to how long ago they had migrated; 30 (39.22%) had lived in Lahore for more than three years, and 18 (35.29%) had been there for one to three years.
- Of 49 who responded to the question regarding their families' living situation, 24 (49.98%) had family living elsewhere, 14 (28.57%) had their families living with them, and 11 workers' families (22.45%) had remained in their home towns.

Relationship with the Apparel Industry

Table 2: Experience in the Apparel Industry

	< 1 year	1-5 years	> 5 years	Total
In Apparel Industry	12 (11.88%)	45 (44.55%)	44 (43.56%)	101
In Present Factory	27 (26.21%)	50 (48.54%)	26 (25.24%)	103

A high proportion of workers had been in the garment industry for more than five years, and an equally high proportion had been in the industry for between one and five years. It is likely that a sizeable proportion of these had shifted to this factory from another, given that 50 workers (48.54%) had been in this factory for one to five years; a smaller number (26 – 25.24%) had worked in this factory for more than 5 years.

Of those who had worked in this factory for less than a year, eight had done so for less than three months and 19 had done so for three to 12 months.

Working in the apparel industry

The most common reason for joining this industry was because the workers needed the money (43 – 41.75%); 39 (37.86%) said they had family who prompted them to work in the apparel industry, 24 (23.30%) felt that working in this industry was better than other options, and 11 were sent by their parents to work in this industry. None of the survey's other options received significant mention, but five participants mentioned keeping siblings in school.

Asked what they would do if they did not work in the factory, most participants (59 – 57.28%) responded that they would have been working in another factory in Lahore; 12 (11.65%) said going to school, nine (8.74%) said working in a factory in another city, nine (8.74%) said they would have started their own business, and seven (6.80%) said farming.

Many of the workers (60 – 58.25%) said they had a permanent contract, though 40 (38.83%) said they did not have permanent contracts and three (2.91%) did not know the status of their contracts.

Of the 103 survey participants, 41 (39.81%) were married and 62 (60.19%) were unmarried (never married).

The qualitative studies revealed that only a few workers had more than 10 years' experience in the apparel industry; most had about two to five years. A few workers had experience in related fields, especially working in "tailor shops." New workers typically get training on the required skills for their assigned job, and are provided with continuous encouragement from their supervisors for skills enhancement through on-the-job coaching. A few workers have received promotions through skills enhancement at the individual level. A performance appraisal mechanism is available and regularly conducted by the human resources department of the factory; however, no workers knew what the promotion plan was or how to find opportunities for promotion. Manager interviews confirmed these findings.

Housing

A slight majority of the workers (53 – 51.46%) owned their homes; almost one-third (31 – 30.10%) lived in rented accommodations with rents paid to a landlord. The factory paid for the housing of nine workers (8.74%), but the qualitative studies showed that there were no clear criteria as to who receives factory housing, not were the workers aware of any criteria.

All the workers resided in permanent buildings (brick and concrete houses).

Family Structures

Of the 99 workers who responded to the question on family structure, 17 (17.17%) lived with small families of less than four members; the majority (58 – 58.58%) lived with five to eight family members, and nearly 25 percent lived with nine or more members.

Many of the workers lived with immediate family members: siblings (58), parents or spouse's parents (54), spouses (34) and their own children (22); 18 lived with co-workers.

Of the 41 married employees, 31 (75.61%) said they had children. In most cases (19), the children lived with them, though 10 of the others had left their children with another family member.

Based on some of the data collected on incomes in the family (the valid entries that could be analyzed), per capita income ranged from PKR (Pakistani rupee) 557.5 to PKR 10,500, with an inter-quartile range of PKR 1333.33 and PKR 3875. The qualitative studies did not provide further insights on this issue.

Access to Safe and Healthy Environment

Water

At work, 92 workers (89.32%) consumed filtered water from a safe source. A few consumed unboiled or unfiltered water directly from the tap; one claimed to have boiled the water, and another consumed untreated water from a stream.

At home, most workers (68 – 66.67%) consumed water directly from the public tap; four consumed bottled water, one had a rainwater harvesting system, eight drank filtered water, four had an electric motor, 10 had normal water, and 10 had filtered water.

Only 20 workers said they purified the water before consumption. Of these, 12 boiled the water, seven filtered it and one used chlorine tablets.

The vast majority of the workers (87 – 84.47%) used unpurified water to clean their fruits and vegetables, while the remaining 16 (15.53%) used purified water for this task. Most (60 – 58.25%) used water from the public supply to prepare food; nine (8.74%) purified it by filtration, but others (25 – 24.27%) used unpurified water (which could indicate water directly from the public supply).

A majority of the workers had no concerns about the quality of the water (95 – 92.23%). Of those who did, six (5.83%) were worried about the quality and cleanliness of the water.

Five workers said that they themselves had suffered from diarrhea in the past two weeks; six said other family members had, and two said they and their family members had.

The qualitative studies revealed that the workers understood that impurities in the water were a cause of diarrhea, but did not think that their household water supply could be contaminated. Furthermore, though most of them knew that boiling is the method of choice for purifying the water, this was generally not feasible because of the region's energy crisis and the shortage of gas as a source of fuel. Many felt that they and their family members were regularly exposed to a number of sources of contamination, and that this was inevitable.

The workers also realized that filtered water is an option, but not one that is universally available. Lahore and larger cities got filtered water through the public supply, but in smaller towns, local governments might or might not install small filter plants. The workers were aware of the presence of filtered water within the factory, and consumed this when possible.

Sanitation

All the workers said they have a toilet in their homes. The vast majority (86 – 83.50%) used a pour/flush type; 17 (16.50%) used a pit latrine with slab. The facilities are generally shared by many people; 44 workers (42.72%) shared with four to six people, 26 (25.24%) shared with seven to nine people, and 18 (17.48%) shared with more than 10 others.

A large proportion (95 – 92.23%) said their toilets were connected to a sewage system; seven said it was not.

A wide variety of responses were given to the question on disposal of household waste; common answers included: the sweeper who collected the waste, an open area or disposal area around their homes, and dustbins/drums.

Disease vectors were a relatively minor problem here; 60 workers (58.25%) said they did not face any problems from mosquitoes, flies, cockroaches, etc. at home.

A small number of workers (11 – 10.68%) said there was stagnant water around their home or workplace, and eight (7.77%) said there were piles of waste dumped around their homes.

Qualitative research confirmed that proper drainage systems existed in the areas where the families live, and that their neighborhoods were regularly serviced by garbage collection systems run by local government.

Environmental Preparedness and Resilience

Only a small number of the workers (9 – 8.74%) felt that they lived in areas that are at high risk for natural disasters.

A large majority of the workers (95 – 92.33%) knew what to do in an emergency at work. Most (80 – 77.67%) also knew what to do in an emergency at home.

Over half of the workers (59 – 57.28%) said that their family members knew what to do in an emergency; 39 said they did not know, and five were not sure.

Over 90 percent of the workers (94 – 91.26%) said that they had been trained on emergency procedures; of these, 89 had been trained by the factory, three had been trained by a previous employer, and two had been trained in the community. Most of those who had training (89 – 88.12%) had received instruction on fire safety; three had been trained on earthquake procedures, and the others did not specify.

Twenty-four workers had experienced a natural disaster; six said earthquake, three said floods, and others did not elaborate.

A large majority of the workers (93 – 90.29%) said they would feel safe at their workplace in a disaster. The most common reasons were that the factory had good systems, and that they had trust in the system/management. Others said the safety systems were all clear/satisfactory, while some said the training and procedures were good.

Only slightly fewer respondents (90 – 87.38%) said they would feel safe at home in the event of an emergency. The reasons for feeling safe or unsafe were varied, but many felt that their homes were in a good/safe area, there were aid facilities available, or family members knew what to do in an emergency.

Mobility

Most workers (69 – 66.99%) came to work in a factory-provided bus, and 18 walked to work. Given this distribution, most workers (84) do not spend any money on transportation, while 15 spent less than 10 percent of their salary.

Most workers spent less than an hour on travelling to work; 38 (36.89%) spent less than half an hour, 45 (43.69%) spent up to an hour, and 20 spent more than an hour.

Of the workers who had children and who responded to the question, 16 walked their children to school and four used a rickshaw or taxi. Most workers (24 – 23.53%) did not incur any costs transporting their children to school. Of the others, seven spent less than 10 percent of their wages towards this cost.

Regarding time spent on transporting their children to school, 25 workers responded, of whom 22 spent less than 30 minutes; just one worker said that he was late to work because he had to drop his child off at school.

Twenty-two workers (21.36%) have been late to work in the past month; 20 rode the factory bus, while two used their own bicycle or motorbike.

Most workers (85 – 82.52%) felt safe travelling to and from work. Of the 17 who did not, seven felt the mode of transportation was not safe and seven others had concerns about gang/political violence.

Most workers (70 – 67.96%) would prefer to use the factory-provided bus, while 17 (30.11%) said they would prefer their own bicycle or motorbike, and 13 preferred to walk.

While the quantitative survey did not show transportation to be a significant issue for the workers of this factory, the qualitative study did reveal at least one problem: Workers said that there was an inadequate number of buses; because of this, the buses were often overloaded, which was a safety concern.

Good Health and Family Well-being

Qualitative research found that health messages were displayed at the health facility of the factory. Preventive health-related messages were also displayed at the work stations. Workers said that in the past, though not recently, the management had organized sessions on the hazards of smoking and addictions.

There was a medical clinic on the factory premises, which was open during the day and staffed by one male doctor and a trained pharmacist. Routine care and emergency first-aid services were available here.

All the workers are registered under the government social security plan, in which the hospital provides treatment free of cost and diagnostic services at subsidized rates. "General insurance" is provided only to select workers, but the qualification terms and conditions were not clear.

In general the workers felt secure, and said that they received care promptly when it was needed. It was thought that support mechanisms helped reduce absences, save on lost time, and lessen the financial burden on the workers.

General Health and Hygiene

Illness in self and among children

A majority of the workers (72 – 69.90%) had not been absent in the past month. Of those who had, 27 (26.21%) took between one and two days off due to illness, one took three to four days, and three took more than four days. Though this is not a precise figure, it can be inferred that about 60-65 workdays (approximately 2.35%) were lost due to illness among the 103 interviewed workers.

Most workers did not reveal the cause of illness; of those who did, 14 (13.59%) had fever, 12 (11.65%) had colds, three had diarrhea, and two had a cough. Of the 31 workers who had children, seven said that they took time off due to a child's illness; each took between one and two days of leave.

Twenty-nine workers had children under age five; 18 reported that the child(ren) had not been sick in the past two weeks, seven had a child who had been sick at least once in the past two weeks, and two had children who had been sick twice. The most frequent cause was the common cold (four).

The qualitative surveys did not identify any trends in the illnesses, correlations with the leave patterns, or the reasons for the high number of children's illnesses.

Hand-washing practices

Responses to the question on when the workers believed it was important to wash their hands are presented in the following table.

Table 3: Perceived need to wash hands

When do you believe it is good to wash hands?	No. of respondents
After going to the bathroom	95
Before preparing food	64 ⁽¹⁾
Before eating food	90
After coming home from work	73
After touching an ill person	58
After changing a child's diaper	28
Other	07

Note: Multiple responses given

From the above table it can be concluded that in general, hand washing practices were satisfactory. There was some cause for concern with regard to practices of hand washing before preparing food⁽¹⁾. Since the incidence of diarrhea in this group was negligible there was no association sought between these practices and the incidence of diarrhea.

Almost all the workers (100 – 97.09%) said they used soap and water to wash their hands. One worker used only water, one used sand and water, and another used water and “dust.”

Menstrual hygiene

Since there were only eight women in the study, no significant conclusions can be made about the practices of menstrual hygiene in this group. Of those who answered the question, two women used sanitary pads and four used washed pieces of cloth. The preference of material followed the same pattern; four preferred washed cloth and two preferred sanitary pads.

Only two of the eight women said they would bathe as normal during their cycles. However, it appears that the explanation for this behavior has been misinterpreted.

Sexual and Reproductive Health

Pregnancy and contraception

A total of 37 workers (three women and 34 men) reported that either they or their partners had experienced a pregnancy.

All 37 respondents said that they or their partners had visited the prenatal clinic during the pregnancy; 23 said that they or their partners had visited the clinic at least three times. Eight wives of workers had made insufficient visits (fewer than three) to the clinic; of these, three said there was no need to go to a clinic for prenatal services.

Of the 78 workers who responded to the question on where the delivery should take place, (69.23%) said at a hospital or clinic, and 21 (26.92%) said at home. Twenty-two (70.97%) had delivered their children at a hospital or clinic, and nine (29.03%) had delivered at home. All of those who delivered at home had an attendant present during the delivery.

Of the 41 currently married workers, 14 were using contraceptives, and the rest (27) were not. The only significant common answer as to why workers did not use contraceptives, given by six respondents, was that it was for religious reasons.

The most frequently used contraceptives were condoms (11), oral pills (six), rhythm method (four) and injectable contraceptives (two).

The qualitative study revealed that all married workers knew birth spacing methods. The workers were reluctant to reveal whether they were using any methods, but agreed that a two- to three-year spacing between pregnancies was good for maternal health. Many workers knew of some side effects of contraceptives for women’s health; very few were aware of the fact that Islam does not encourage the use of contraceptives.

Decisions on contraceptive use were most often made by both partners (20 – 48.78%).

Sexually transmitted diseases

Awareness about infections that can be spread by sexual contact was moderate: 50 (48.54%) of the respondents knew about sexually transmitted diseases, while 26 did not and 28 were unsure.

Table 4: Sexually transmitted diseases known among the workers

Sexually Transmitted Disease	No. who knew
HIV/AIDS	52
Hepatitis B	38
Syphilis	6
Gonorrhea	6
Herpes	5

About half of the respondents had heard of HIV/AIDS, and a smaller number had heard of Hepatitis B; knowledge of other STDs was poor.

Knowledge of the modes of HIV/AIDS transmission and protection was less than average (as shown in the following tables).

Table 5: Methods of Transmission of HIV

Mode of transmission	No. who knew
Unprotected sex with an HIV+ person	47
Infected needles	43
Contact with blood of infected person	30
Mother to child	22
Circumcised men less likely to get HIV	9
Witchcraft or curses or spells	6
Did not know	29

The level of knowledge of STDs is not as high as expected for individuals who are in the reproductive age group. Less than half the respondents knew about transmission through blood and blood products and about mother-to-child transmission. Some participants had misconceptions about the modes of transmission (e.g. witchcraft being a method of transmission), and very few were aware of effective prevention methods. The qualitative research revealed that none of the workers had faced any issues with sexually transmitted diseases; their main sources of information were newspapers and television.

Table 6: Protection against HIV

Method of protection	No. of responses
Having only one sex partner	26
Being faithful to your partner	24
Avoiding sex with a sex worker/prostitute	13
Abstaining from sex	12
Always using condoms	8
Limiting or reducing number of sex partners	7
Prevention of mother to child transmission	6
Non-penetrative sex	2
Not having concurrent or overlapping partners	1
Do not know	43
By being protected by witchcraft	4
By avoiding mosquito bites	5
Not sharing utensils	21

The relative lack of knowledge about the ways in which transmission can be avoided may indicate that there is an opportunity for intervention in this area.

A majority of the workers (81 – 78.6423%) said they had not been tested for HIV. Only 30 (29.13%) have spoken about HIV/AIDS to others; most had discussed the illness with their friends (16), and 12 had discussed the topic with their doctors.

Nutrition

Most of the workers had three meals a day (81 – 78.64%), though 18 (17.48%) had two and three had only one. Most of the 102 workers who responded to the question said they rarely felt hungry during the day (75 – 73.53%); 14 (13.73%) said they felt hungry occasionally and 10 (9.80%) did often or very often.

Thirty-five workers responded to the question on the number of meals consumed by their children every day, 34 of whom said three or more.

Table 7: Variety of food eaten and food that cannot be afforded

Name of food item	No. who consumed	No. who could not afford
Bread	86	7
Rice/noodles	60	11
Fruit	47	49
Vegetables	72	10
Animal protein	36	64
Legume protein	18	1
Milk and milk products	43	27
Sugar/Sweets	27	2
Fried, salty food	16	11

The above table indirectly suggests that many workers had did have a variety of food to eat; bread (roti/chapati) is a staple and supplemented by rice and vegetables. A number of the workers ate meat, but many said they could not afford it. In addition, fruit and dairy products were common items that the workers felt they could not afford.

The qualitative study focused on the food within the factory: Low-cost meal services (at subsidized rates) were provided at the cafeteria. Most of the workers were satisfied with the cost, quality, and quantity of food at this facility. On examination, the menu was found to have a good balance and variety of nutritious items.

Children's health

Three workers reported an infant death in the family due to diarrhea. Twenty-nine workers had breastfed their children; their reasons given for breastfeeding indicated good knowledge of the issues of infant care and nutrition.

Of the 31 workers who had children, all had vaccinated their children against at least some diseases.

Table 8: Vaccines received by the child (n = 45)

Name of vaccine	No. of responses
BCG (against tuberculosis)	31
Diphtheria	14
Hepatitis A	15
Hepatitis B	16
Measles	10
Meningitis	8
Poliomyelitis	31
Tetanus	17
Whooping cough	9

It is possible that the workers are not aware of all the names of vaccines, but the common vaccines such as BCG and Poliomyelitis appear to have high coverage rates.

The qualitative study revealed that many of the workers had received the Hepatitis B vaccine through the factory; management did not currently offer this service, but workers stated their willingness to get the vaccine if it were provided at work again. All of the married men said that their children had been vaccinated by the government health services under the Extended Program of Immunization.

Economic Empowerment

The qualitative studies revealed that salaries varied according to the level of the job, the cadre, and the assignments that were given to the individual worker. For “general labor workers,” the minimum monthly wage is PKR 9,000 (USD 92) per month. Most workers were not satisfied with this wage, given inflation. Annual raises, which range between 10 and 20 percent, were given based on a performance appraisal conducted by the factory’s human resources department. The workers recognized that there was a wide gap between their wages and those of management. Almost all of the workers said that they had other members contributing to the total income of the family.

The workers said that several financial plans were offered by the factory. All workers were covered under the Employees Old Age Benefit plan of the government of Pakistan. They could also receive salary advances, and there were need-based interest-free loans or grants available.

Standard of Living

In the quantitative survey, 60 workers (58.25%) identified themselves as the sole breadwinners of their family (though in the qualitative studies, as mentioned above, almost all the respondents said there was at least one other person contributing financially to their household). Of these 60 workers, 16 supported one or two people, 20 supported three or four, and 23 supported five or more; one answer was not valid.

Of the 43 (41.75%) respondents who had others in the family who also earned a wage, 25 had one or two persons supporting the family; 11 had three or four co-breadwinners and two had five or more.

The following table shows how employees spent their money. The top four major areas of expenditure cited by workers were: food (82 – 79.61%), clothing/cosmetics (48 – 46.60%), housing/rent (36 – 34.95%), and sending money home (33 – 32.04%).

Table 9: Major expenses incurred by the employees

Expenditure head	No. of responses
Housing/rent	36
Food	82
Clothing/cosmetics	48
Sending money to family	33
Saving for later	10
Medicine/doctor visits	25
Child care	23
Education	26
Transportation	13
Recreation	1

Of the 60 sole breadwinners, 16 (26.67%) said their salary was sufficient to support the family. Among the 43 who had others contributing to the family income, 12 (27.91%) said their salary was sufficient to support the family. Respondents who stated that their wages were not enough to

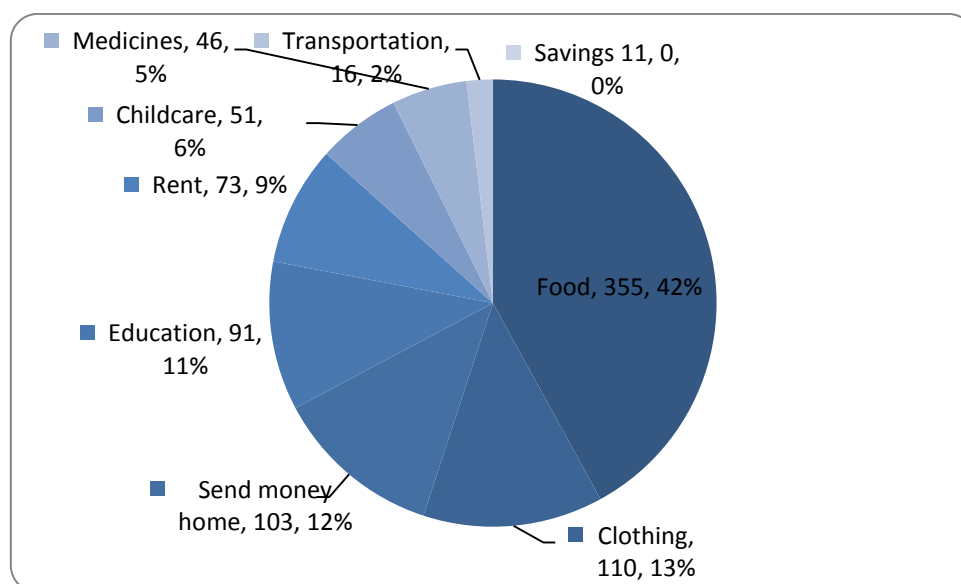
support the family mainly felt that they did not have enough funds for savings, clothing and food (as shown in the table below).

Table 10: Major expenses that could not be met with

Expenditure head	No. of responses
Savings	16
Clothing/cosmetics	12
Medical	3
Education	7
Food	11

Respondents were asked to rank their top five expenses from the above list; the graph below shows the weighted list of “priority expenses” from that ranking.

Figure 1: Major expenses (weighted) incurred by the workers



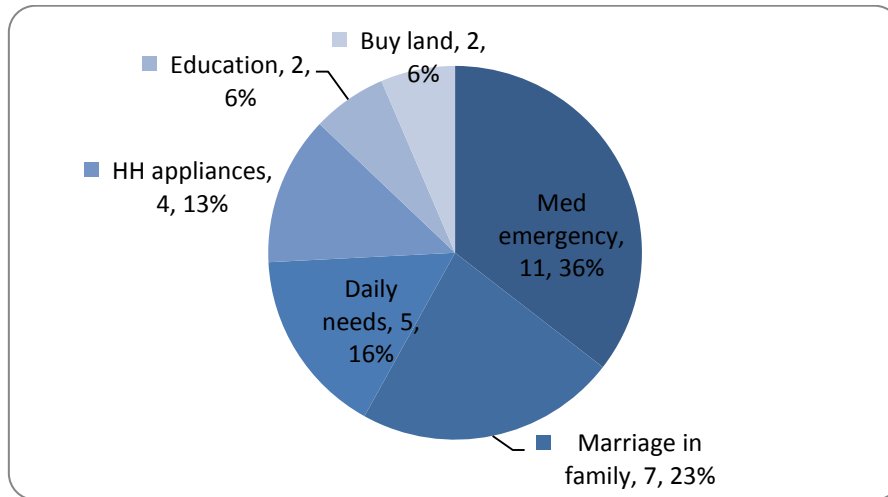
Asked how much of their salary was sent or given to their family, 60 of the 102 who responded (58.82%) said they gave more than half, 11 said half, nine said less than half, and nine said they did not send any money home.

Most of the workers (64 – 62.14%) said their parents decided how their earnings are spent; 16 said their spouse decided (15 of these were men who said their wife decided), and 12 said they decide for themselves.

A relatively small number of workers – 28 (27.18%) – had debts, and 24 (23.30%) said that other members of the family had debts. Of the 31 who could quantify how much of their wages were spent on repaying debts, most (23 – 24.21%) said it was less than half their wages, three said it was half, and one said more than half.

Reasons for the loans are shown in the chart below.

Figure 2: Reasons for loans (of all valid responses)



Of the 37 who revealed the source of their (or their family's) loans, most said they borrowed from friends (15 – 40.54%) or relatives (14 – 37.84%). Four borrowed from a bank or micro-lending institution and one each from a peer lending plan, moneylender or the employer.

Asked where they would get money in case of an illness at home, 40 (41.24%) of those who answered said they would use their social security deposits, 32 (32.99%) said they would have to borrow money, and 16 (16.49%) said they would have to take money out of their savings.

Financial Education and Literacy

Asked about their understanding of their paystubs, 93 workers (90.29%) said that they understood the contents; nine said they did not. Of these, seven said they did not know math, and two said they did not get a paystub.

About 40 percent of the workers (43 – 41.75%) said they save some money from their wages. Of those who did not, 45 said there was not enough money at the end of the month, 13 said there were too many personal expenses and 12 said there were too many family expenses.

Of the 43 who said they saved, 13 were saving for personal expenses, nine were saving for their future education, eight for household expenses, seven for children's education and four for future medical expenses.

Of the 42 who responded to the question of how they saved, 24 said they saved in cash, nine sent the money home for safekeeping, and four used a banking service.

About two-thirds of the workers (66 – 64.08%) said they tried to save every month, and 28 (27.18%) managed to save some money last month. Only some of these workers responded to the question regarding how much they had saved; 11 had saved less than 10 percent of their wages, six had saved between 10 and 25 percent, and five had saved half or more than half.

In response to the question on how much they had saved in the previous month, 45 workers said that their family members did save money. Sixty-six participants did not know how much they saved, and 12 did not save anything at all. Fifteen workers has saved less than 1/10 of their wages and six had saved between / 10 and / 4 of their wages and two had saved half or more of their wages.

Access to financial products and services

Of the 101 workers who responded to questions in this section, 92 said that they received their wages as cash; nine used direct deposit.

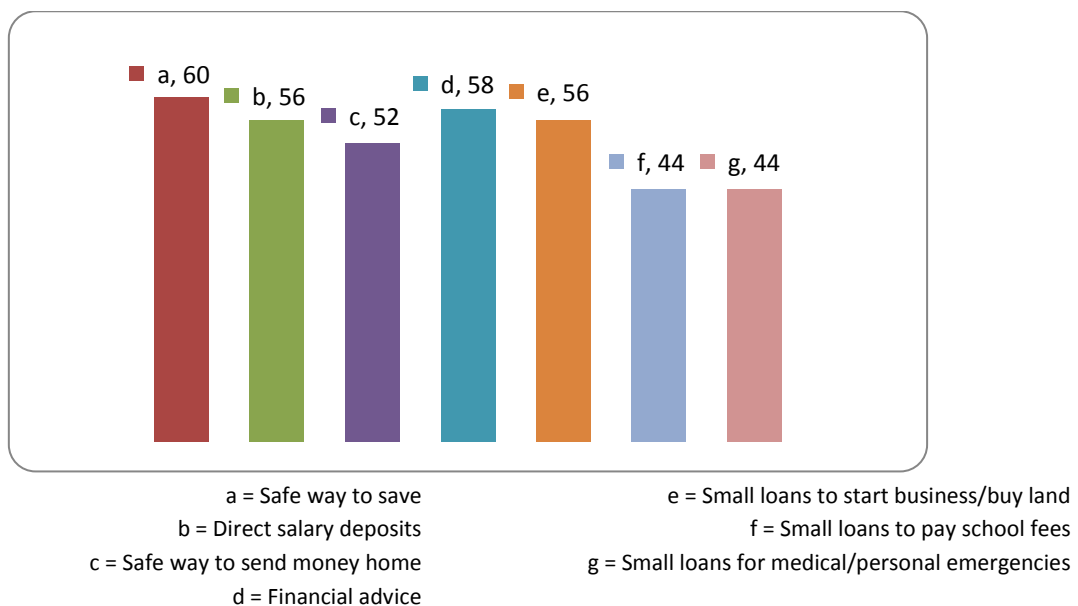
Fewer than than 25 percent (23 – 22.55%) of the 102 workers who replied to the question said they had bank accounts. Of these, 21 used their account for deposits and withdrawals, four used the bank to save money, and two used the bank for both purposes.

Of those who did not have a bank account, 51 said there was not enough money to put into a bank, 22 said that it was not necessary, two said they did not have enough time, and one said his family would not allow him to open an account.

In response to the question regarding their use of financial products, nine said they had direct deposit for their wages, two had a safe way to save, two said they had a safe way to send money home, two took financial advice, two took loans for starting a small business, two took small loans for medical emergencies and insurance for health costs. One person had taken loans for paying school fees and one for other emergencies.

The chart below describes what workers felt they would benefit most from.

Figure 3: What workers felt would be most useful



Although the demand for financial services does not appear to be very high, there is evidence to suggest that workers would benefit from some financial services, such as safe ways to save, insurance for health costs or other emergencies, and small loans for starting small businesses, paying school fees and medical and personal emergencies. Direct salary deposits and financial advice were also mentioned.

In response to the question on how they sent money home, 75 workers said they carried cash home or sent cash through friends or relatives, three used the bank transfer system and one used a private transfer service.

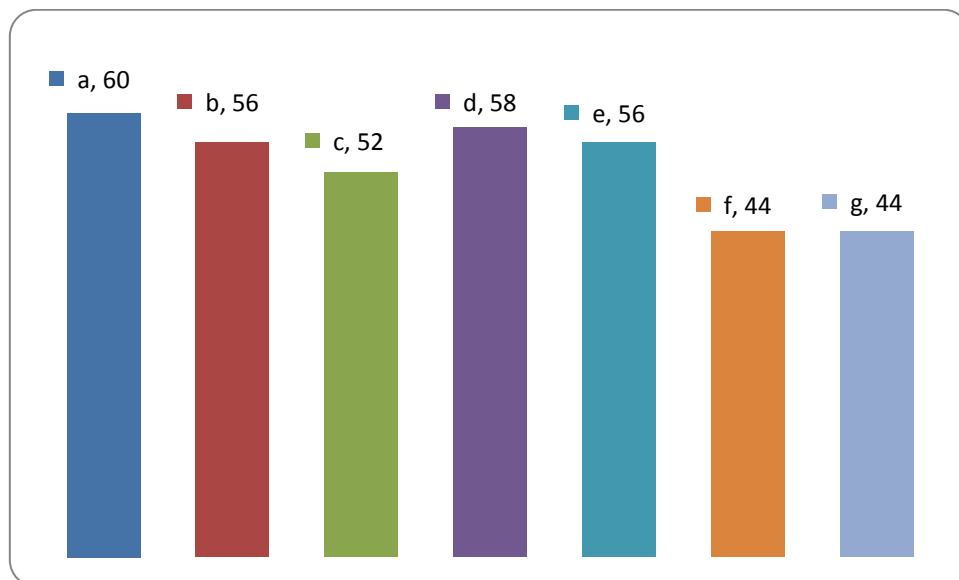
Equality and Acceptance

The qualitative study revealed that all the workers were satisfied with the working conditions at this factory and were willing to continue the job. A help line was available to workers to resolve issues, and workers' committees helped to convey employees' problems to the human resources department or to the appropriate manager. Senior managerial staff were easily accessible, which provided the workers an opportunity for discussing and resolving concerns. Complaint boxes were installed at different working stations; HR personnel were responsible for ensuring that the process worked smoothly.

Harassment and discrimination

The chart below indicates what workers consider unacceptable forms of treatment.

Figure 4: Workers' opinion of unacceptable forms of treatment (n = 103)



a = Supervisor shouts and acts rude to workers
 b = Husband shouts and turns violent whenever he needs
 c = Cursing a person

d = Unwelcome sexual connotations, jokes and body language
 e = Body touching (waist, buttocks, etc)
 f = Humiliation
 g = Forced sex, rape

Behaviors such as the supervisor shouting and acting rude to workers, husbands shouting and acting violent, and unwelcome sexual connotations and jokes are regarded as unacceptable forms of behavior by most workers (95 of whom were male); a little less than half (48 – 46.60%) said they knew what the penalty for harassment and abuse was.

Incidence of unacceptable forms of behavior from peers

The number of workers who have experienced various forms of unacceptable behavior (unwelcome treatment or attention) from a peer was low, as shown in the table below.

Table 11: Report of unacceptable forms of treatment from peers (n = 103)

Category	No. reporting “Yes”
Verbal abuse	14
Physical abuse	5
Unwelcome sexual/gender comments	0
Sexual touching	0
Forced sex/rape	0

Of the 98 workers who responded to the question on the frequency of these incidents, nine said the behavior occurred once a month, four said once a week, and two said at least once a day; 75 workers said these kinds of behavior never happened.

Incidence of unacceptable forms of behavior from supervisors and managers

The table below shows the number of workers who have experienced various forms of unacceptable behavior (unwelcome treatment or attention) from a supervisor or manager.

Table 12: Report of unacceptable forms of treatment from supervisors/managers (n = 103)

Category	No. of reporting “Yes”
Verbal abuse	16
Physical abuse	4
Unwelcome sexual/ gender comments	1
Sexual touching	1
Forced sex/rape	0

Nine workers reported that these behaviors occur at least once a month, six said once a week, and two said every day; 74 said that such incidents never happen, and 12 said almost never.

Asked how they responded to these issues, 48 workers said they would talk to their supervisor, 35 said they kept silent and 11 said they would use the anonymous hotline. Smaller numbers said they would tell family members (six) or friends (five).

Incidence of unacceptable forms of behavior on the street or at home

The number of workers who have experienced various forms of unacceptable behavior (unwelcome treatment or attention) in the street or at home was higher than at work, as seen in the table below.

Table 13: Report of unacceptable forms of treatment from peers (n = 103)

Category	No. reporting "Yes"
Verbal abuse	36
Physical abuse	28
Unwelcome sexual/gender comments	9
Sexual touching	0
Forced sex/rape	2

Twenty-nine workers reported that these forms of behavior occur at least once a month, seven said once a week, and four said every day; 56 said these kinds of behavior never happen, and seven said almost never.

In the case of abuse on the streets or at home, 50 respondents said they would keep silent, 27 would tell their friends and six would tell their family members.

Discrimination

Though most workers felt that they were all treated equally, and none had anything negative to say about the way in which the supervisors treated them, a few people did feel that certain groups were treated differently in the workplace: seven said people of different religions, three said women, two said men, two said foreign workers, and one said disabled people. Similarly, when asked if supervisors treated different groups of people differently, a small number of workers answered yes: those from other religions (three), and women, men, foreign workers, and disabled people (one response each).

Communication and negotiation

The level of comfort that the workers had in communicating with family members, co-workers, and supervisors and managers is shown in the table below.

Table 14: Workers' comfort levels in communicating

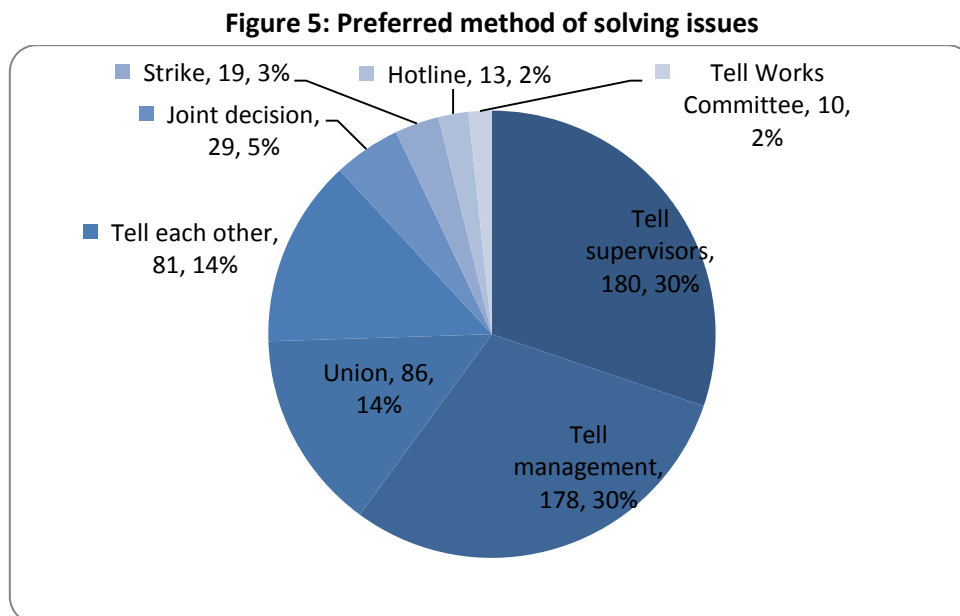
	With family (103)	With co-workers and friends (102)	With supervisors and managers (103)
Very comfortable	92 (89.32%)	83 (81.37%)	67 (65.05%)
Moderately comfortable	2 (1.94%)	4 (3.92%)	10 (9.71%)
Not very comfortable	1 (0.97%)	2 (1.96%)	12 (11.65%)
Not at all comfortable	8 (7.77%)	13 (12.75%)	14 (13.59%)

Most workers (44 – 42.72%) said that problems in the home were solved by talking together, though 34 said that a male member of the household made the decision, and 21 said they never disagree.

Most workers (72 – 69.90%) are very comfortable making complaints with their supervisors or factory management, but 14 (13.59%) said that they were not at all comfortable doing so. A large number of workers (42 – 40.78%) had given suggestions in the factory in the past six months: 23 had spoken to the supervisor, 17 to the management, five through the suggestion box/hotline, and four to other workers.

With regard to how issues and grievances are addressed in the factory, about half of the workers (51) said they would approach their supervisors, 21 would approach the management, 20 would tell each other, three would resort to a strike, three said that they would approach the works committee, and one worker would use the hotline or suggestion box.

The (weighted) chart below shows workers' preferred ways of having issues solved in the factory.



Ninety-three workers (90.29%) have never raised any issues with the union; seven have raised issues once; one raised issues regularly. None of the workers used the hotline. Six workers have used the works committee to raise issues with the management.

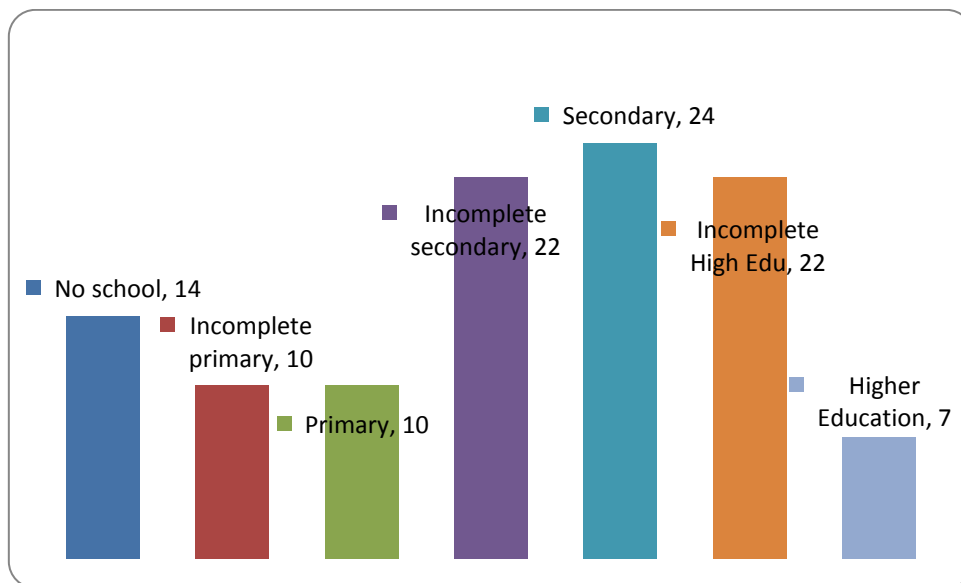
Education and Professional Development

Basic Education and Literacy

The vast majority of the workers were literate; 90 could read, 86 could write, and 97 said they could understand numbers and do simple arithmetic.

The highest level of schooling attained by the interviewed workers is shown in the chart below:

Figure 6: Education level attained by the workers



Of the 103 workers, 80 had no vocational training, 13 had pursued a short-term technical or vocational training, and 10 had attended a long-term technical/vocational training.

The use of spare time

The table below shows how the workers spent their spare time.

Table 15: Activities outside the factory (n = 103)

	Never	1/week	2-6 times/week	Daily
Listen to radio	11	5	--	2
Watch television	1	4	3	11
Read newspaper/magazines	4	5	--	6
Read a book	9	5	--	2
Used Internet	12	1	1	2
Use email	14	--	--	1
Use cell phone	2	--	--	89

A number of the responses to each category were marked as "Not Applicable."

Educating children

The workers were asked how important it was for their children to go to school, and how important it was for girls to go to school.

Table 16: Perceived need to send children to school

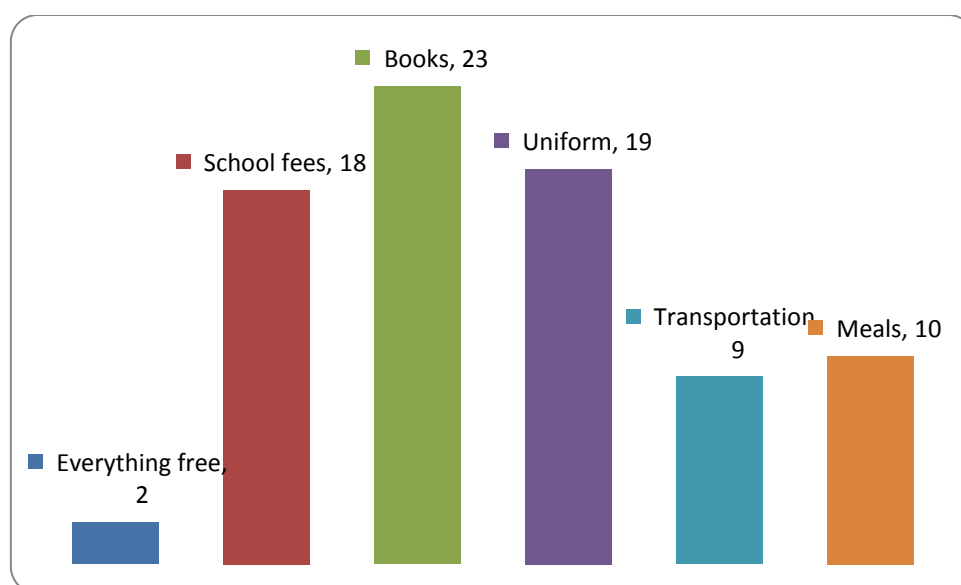
	Children of either gender	Girl Child
Essential	94	86
Very Important	7	11
Somewhat Important	2	3
Not Important	--	1

Workers with children younger than five years were asked how often they spent time reading with them; of the 31 who responded, 11 said never, two said at least two to six times a week, four said once a week, and four said every day. Five said they could not read.

Of the 31 workers who had children older than five years and gave valid responses to the question, three said they helped their children with homework every day, one said two to six times a week, and four said once a week; 12 said they never help their children with homework, and six said that they cannot do so.

The responses of the 36 workers who answered the question on costs associated with sending children to school are shown in the following chart.

Figure 7: Costs associated with sending children to school



Of the 22 workers who responded to the question on how much of their wages were spent on sending their children to school, 20 said they spent less than half, and two spent half.

The qualitative study revealed that all the workers are educated to some extent, and all recognized the significance of education. Most of the workers' children attended government-run schools, but the parents were not satisfied with the quality of the education. Workers said that they did not

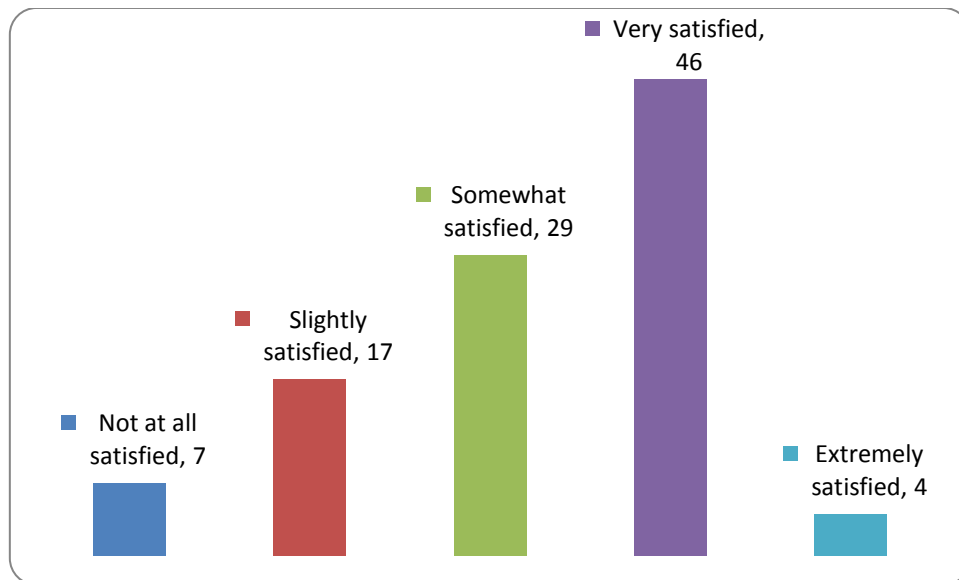
receive any support from the factory for educating their children, but the management said there was an education support payment of PKR 300 per month for each child going to school; they suggested that perhaps workers did not know that this is part of their monthly wage, since most workers are not aware of the breakdown of specific components of their pay. However, the amount provided is not significant considering the high cost of quality education in private schools. Based on these findings, a scholarship fund established by the factory might be a viable benefit to the workers.

Professional skills and development

Of the 103 workers surveyed, 53 (51.46%) had worked in their current position for more than two years, 22 (21.36%) had done so for one to two years, and 28 had done so for less than one year.

Survey participants were asked whether they liked their jobs. Their satisfaction levels are shown in the chart below.

Figure 8: Satisfaction levels of the workers (n = 103)



Of those who specified reasons for being dissatisfied, 26 were unhappy with their wages, two with their own education levels (affecting the job), one with the supervisor’s treatment of workers, one with relationships with other workers and one with training opportunities.

Participation in skills training and education programs

The table on the next page shows the participation of the workers in various training programs.

Table 17: Participation in training programs

Training Program	No. of responses
Technical training (n = 103)	
Training on how to do my current job	28 (27.18%)
How to use other equipment in the factory	12 (11.65%)
Quality control	8 (7.77%)
Other	1 (0.97%)
OSHA/Compliance Training (n = 103)	
First aid	25 (24.27%)
Fire prevention	60 (58.25%)
Safety precautions	20 (19.42%)
Information on Code of Conduct	12 (11.65%)
Labor laws	7 (6.80%)
Personal Development and Life Skills (n = 103)	
Formal education courses	9 (8.74%)
Computer skills	9 (8.74%)
Language skills	3 (2.91%)
Communication and negotiation skills	3 (2.91%)
Supervisory skills	3 (2.91%)
Others	--

Asked which of these trainings was most useful, 30 of the 71 respondents said the technical training, 31 said the OSHA/Compliance training, and nine said the personal development and life skills training.

All 103 participants responded to the question regarding whether they had shared the training with other members of their family. Of the 28 who did not share, 12 said they did not have the time, five said they do not understand the information well enough to share it with family members, three said the material was not useful to the family, and three said the family was not interested.

Asked what kind of training they would like to receive, 50 said they would prefer technical training, 23 would like training on personal development, and 21 would like training on OSHA.

Most workers (82) had not worked in any other units within the factory. Many workers said they would prefer working in other departments within the factory, specifically: quality control (14), sewing (11), cutting (eight), washing (seven), finishing (seven), packing (six), design (four), embroidery (three), sample-making (three), printing (two), marketing (two), weaving (two), marker-making (two), training (two), fabric store (one), labeling (one) and computer-aided design (one).

Sixty-five of the 103 workers had never been promoted, 16 had been promoted once, seven twice, and 15 more than twice. Asked what were the barriers to their being promoted, if any, 26 workers said their religion, 16 said their nationality, five said their relationships with their supervisors, three said there were no opportunities for promotion, and one said education level.

Regarding their skills, 75 (72.82%) of the workers felt they were skilled, 14 felt they were semi-skilled, seven felt they were multi-skilled, and six felt they were unskilled.

Aspirations

Several general themes were identified from the answers to questions in this section; the data has been aggregated and categorized into these themes. It is expected that deeper issues and more context will be discovered through the qualitative studies and participatory methods that are being planned at the end of this study.

Most workers (79 – 76.70%) said that they did have dreams about the future.

Among those those who specified what their dreams were (multiple answers accepted), 14 wanted a better future, seven had hopes for their children (or their education), four wanted a promotion, three wanted to go abroad, and three hoped to complete their education. Of those who did not say they had dreams for the future, three trusted in God to take care of their futures, two said they had no hopes/desires for the future, and two said they did not have time to think of the future.

In response to the question on what dreams they had as children, answers in order of popularity included:

- to have a good education.
- to have a good profession (e.g. doctor, engineer, lawyer, driver)
- to become a cricket player/football player/athlete
- to get a good job/government job
- to join the police/army

Of 102 respondents to the question, 47 felt that their current situation fell short of their expectations, and 22 felt that their current situations fell significantly short; 23 said their current situation met their expectations, and four said they never had any expectations.

Asked what currently made them happy, workers replied:

- their family, the time spent with the family
- their impending marriage/engagement
- their children
- work in the factory
- the calm/peaceful atmosphere at home
- their salary

The workers were asked what would make them happier; the top responses in weighted order of priority were:

- more career advancement opportunities at work or beyond the factory
- ways to save and invest for the future
- better living conditions
- getting their children to school/to secure a better future for children
- to be closer to the family
- for self or their children to be less sick
- to have less conflict/abuse at the factory

The workers were asked what they would like to be doing three to five years from now. The top five responses in weighted order of priority were:

- stay at the present position in the factory
- own/start own business
- be promoted to supervisor
- work in a different unit in the factory
- get married

Of the 102 workers who answered the question, 65 (63.73%) felt that they could make their dreams come true, but 36 (35.29%) said their dreams would not be realized. Of those who said they would not be able to achieve their dreams, 20 felt they did not have enough money, three felt their education level was not sufficient, two said that they had no family support, two said that they had no guidance/orientation, and one said there was no time to make their dreams come true.

After work and caring for their families, most workers (51 – 49.51%) had between one and three hours for themselves; 16 said that they had less than an hour, seven said that they had four to six hours, eight said they had more than six hours, and 21 said that they had no time.

The most common ways workers would like to spend their free time were:

- with family and friends (32)
- watching television (25)
- sleeping (22)
- shopping for oneself (five)

In the order, the greatest challenges to the community as reported by the workers include:

- Poverty
- Electricity
- Unemployment
- Drug abuse
- Medical concerns/Hunger/Environment

The three most significant hopes that the workers had for their children or siblings were:

- A better education
- A better future
- Marriage