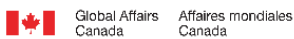




Decent work and intersections with VAW/GBV: A study on Domestic Workers in Bangladesh

Conducted by:



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Conducted by: dnet

Submitted to: Bangladesh Institute of Labour Studies-BILS under
Securing Rights of Women Domestic Workers in Bangladesh project

February 2023

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Contact:

Bangladesh Institute of Labour Studies-BILS

House #20, Road #11 (New), 32 (Old), Dhanmondi R/A, Dhaka-1209

Phone: +880-2-41020280, 41020281, 41020282, 41020283,

Fax: +880-2-58152810, Email: bils@citech.net, Web: www.bilsbd.org

Acknowledgment

This report is the result of collaborative efforts of and cooperation from large number of individuals from diverse backgrounds. We would like to acknowledge their contribution and thank them for their generous cooperation without which, a quality report would not have been possible to develop.

Number of people to whom we are grateful for their support is too large to mention by name. Nevertheless, cannot but acknowledge those individuals who extended unflinching support and contributed in the core elements of the research. Naturally the staff members of BILS and Oxfam, Bangladesh have provided praiseworthy effort from start to end of the study. Even before the study was formally commissioned, Mr. S. M. Kamruzzaman Fahim, Mr. Yusuf-Al-Mamun, Ms. Richa Sharma, Mr. Murad Parvez, Ms. Farhana Ahmed, Mr. Tarek Aziz, patiently introduced the project, explained its various aspects and provided with wealth of information. Throughout the study they continued to extend support in coordination with other stakeholders. Executive Directors, and project staff from partners, not only performed as the knowledge actors of the project, but they also enriched our understanding of the project and underlying concepts and enabled the evaluation to be grounded on appropriate theoretical background.

We are grateful to the member of CSOs, local administration and people's representatives for their kind cooperation and participation in our surveys and discussions.

And finally, our heartfelt gratitude to the domestic workers and employers who are at the center of the study. They not only provided all the crucial information for the study; they supported us by every means possible. Without any complaint, they took out time from their long hours of everyday work and traveled to places to join group discussions.

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Acronym

BILS : Bangladesh Institute of Labour Studies

CSO : Civil Society Organization

DWRN: Domestic Workers Rights Network

DVPP : Domestic Violence Prevention and Protection

DW : Domestic Worker

DWPWP: Domestic Workers Protection and Welfare Policy

FGD : Focus Group Discussion

GBV : Gender Based-Violence

KII : Key Informant Interview

UNDP : United Nations Development Programme

VAWG: Violence Against Women and Girls

WIEGO: Women in Informal Employment: Globalizing and Organizing

PPP : Purchasing Power Parity

MSPVAW: Multi-Sectoral Programme on Violence Against Women

OCC : One-Stop Crisis Cell

MOWCA: Ministry of Women and Children Affairs

WRO : Workers Rights Organization

Executive summary

According to the Bangladesh Labour Force Survey 2017, there were 10.3 million, while a 2022 Oxfam report states there were 10.5 million, domestic workers (DW) in Bangladesh, at least 80% of whom were female. There is a large concentration of women working in low-quality, precarious jobs of employment, with over 90 per cent working in the informal economy. BILS and Oxfam commissioned to explore and capture knowledge and learning the situation of the GBV/VAWG and decent works against women domestic workers at the national and regional levels. The study employed both quantitative and qualitative methods data followed by combining and comparing the findings. Quantitative data were collected from domestic workers (465; live-in-95 and live-out 370) and employers (150), and qualitative data were collected from relevant stakeholders.

There are different motives behind for choosing to work as a domestic help like economic hardship, most convenient occupation to earn money and due to divorce. 72% of live-in DWs have no separate room for sleeping; of them, 58% share room with others (female members of the respective families) for sleeping while 42% sleep at open space like drawing room and kitchen room. 64% of live-in DWs have no separate toilet/washroom and 31.5% of them are in fear of loss of security and dignity and privacy for this system of shared toilet/washroom. 75% of the live-out domestic workers live in slum and most of them (75%) only one room for accommodation.

Average monthly income of the domestic workers was 5,311 BDT. Of them, live-in domestic workers' average income- BDT 5,449, and live-out domestic workers' income-5,275 BDT. Different scenario was found in qualitative data; live-out DWs' wage rate/income is more than the live-in DWs because they work several households continuously. Average HH's monthly income was 6,070 BDT while monthly expenditure was on average BDT 10,801. According to purchasing power parity (PPP) 84% of domestic workers are below extreme poverty line. 96% domestic workers expressed the present wages is not sufficient to meet basic needs and they expect, wages should be from 18,000 to 20,000 BDT. Only 18% households have savings which total average amount 2,564 BDT.

31% of households can ensure proper three meals in a day round the year, 55% HHs can ensure meal thrice but not sufficient round the year. It is highly noted, 13% and 1% HHs able manage two and one meal round the year respectively.

In terms of major common illness, surveyed DWs suffered from different types of diseases in last one year. Most common diseases are asthma, skin diseases, fever, urine infection. In terms of health treatment seeking behavior, they are habituated approach to informal health treatment place; mostly in Pharmacy rather than formal health institution. 23% of domestic workers were hospitalized (24% live-out and 17% of live-in) last one year. Average yearly hospitalized treatment cost is 25,999 BDT and outdoor treatment cost is 8,950 BDT. It is noted, sometimes employers provide a portion of treatment cost which is very minimum.

100% domestic workers reported, they don't have formal agreement or received appointment letter from the employers. They were recruited through verbal agreement. 26% of DWs reported that employers deduct their wages due to their absence at work or delays in the workplace. Live-in domestic workers work from 10 to 14 hours daily while live-out domestic workers have freedom depending on work agreement (verbal) volume. 46% have access to enjoy break or rest time during regular works. Domestic workers in Bangladesh do not enjoy weekly nor festival off days or leave. 87% of live-out domestic workers did not enjoy any

weekly leave. Few percentages enjoy other leaves like earn leave (1.5%), maternity leave with pay (3%), and maternity leave without pay (6%).

Regarding skills development training, 99% of surveyed domestic workers didn't receive any skill development training like occupational skills and soft skill training. 85% employers think that life skill training contributes enhancing rights and recognize domestic workers. 99% domestic workers didn't receive any occupational risk and hazards related equipment. Domestic workers are deprived from access to social security like termination/discharge benefits, provident fund, gratuity, pension, accident compensation, medical support etc.

4% of domestic workers are members of workers association/groups for enhancing participation and representation. DWs have limited bargaining power regarding the salaries/wages and other services with the employers.

6.67% employers have in-depth knowledge on Domestic Workers Protection and Welfare Policy-2015, 27% have basic knowledge and the majority of them (66%) have no knowledge. Similarly, most of the surveyed women domestic workers stated they have no knowledge on labor law (96%), Domestic Workers Protection and Welfare Policy, 2015 (99%), and 27% Domestic Violence (Prevention and Protection) Act, 2010 (100%).

65% employers think that they have awareness on decent and dignified work of domestic workers. 64% employers didn't get awareness message on domestic workers' rights.

At workplace violence there is a notable rise in the incidents of Gender-based violence with the COVID-19 crisis is presented in a number of research, studies and other official documents. Similarly, there was also an extensive occurrence of violence of all sorts such as verbal, physical and sexual by employers against domestic workers reported by WIEGO in the WIEGO Policy Brief No. 19.

Surveyed finding reveal 17% of women domestic workers reported, they feel fear of losing of security, dignity and privacy because of the arrangement of shared toilet and bathing. 26% women domestic workers (20% live-in and 28% live-out) feel uncomfortable on privacy/security/dignity at living in accommodation facilities. Almost 67% of domestic workers face mental violence, 61% verbal abuse, 21% physical abuse and 4% sexual abuse. It is highly noted, considering the qualitative data, violence against live-out DWs is very low compared to the live-in DWs. 91% of women domestic workers are not aware on any hotline/helpline number to ask for help regarding Gender based violence. Different scenario was seen among the DWs who are associated with any union/project; they are aware of hotline. All of them are aware of at least general hotline number -999.

Regarding compensation of GBV survivors there is 'Crime Victim Compensation Act 2007', which grants compensation to the victim. However, the process of compensation is frequently lengthy and expensive. The victim must appear in civil court for the compensation, which necessitates the payment of a court fee as well as other expenditures which becomes a burden for the victim, too heavy to bear sometimes. As comparison in other country like UK the victim can claim compensation for psychological and physical injuries, medical and rehabilitation expenses, financial costs, and any other expense. Similarly, The United State (US) victim are provided include medical care, mental health treatment, funerals, burial services among other. Some programs even offer crime scene cleanup, travel costs for medical treatment etc.

1% of DWs have experienced verbal abuse by the employer for being affected by COVID 19. Moreover, 2% lost job due to COVID pandemic and 2% of DWs have experienced abuse by husband/family members for losing source of income.

75% women domestic workers can take decisions independently to spend own money. The areas of spending own money are: education for the children, health treatment, pay for credit, savings, food purpose, personal and family and send part of it to the parents.

Around 81% women domestic workers had Poor psychological condition, namely social dysfunction (92%), Anxiety and depression (68%) and Loss of confidence (60%) etc.

The Domestic Workers Protection and Welfare Policy (DWPWP) was approved by the Cabinet of the Government of the People's Republic of Bangladesh in December 2015. The DWPWP-2015 policy recognized domestic workers, both male and female, as 'labor,' and recognized the right to access welfare benefits, such as financial support from employers to access health care services when they are not well, and paid maternity leave for four months. Wages of domestic workers should be set by mutual agreement between employers and domestic workers to safeguard the domestic workers from being subjected to oppression, indecent behavior, or physical and mental torture. However, huge gaps are found in implementation of this policy as most of the conditions (clauses) of this policy are not being implemented.

Recommendation: Domestic work should be recognized as “work” in the Bangladesh Labour Act, 2006 (Islam, 2014). Availability of an active system of registration and monitoring of all the individuals involved in domestic work is highly required. To ensure all the benefits of restrained working hours, rest, recreation, home-visits, salary, standard leave of all domestic workers, the legal framework is highly required to be strengthened. Afterall, ILO Declaration on Fundamental Principles and Rights at Work should be established. Adequate number of help centers should be established at the Upazilla and District levels all over the country to seek help for the domestic workers in cases of violence and abuse. A department under the law enforcement agencies should be established that would be geared towards solely focusing on investigating cases of violation of bills of rights for domestic workers, particularly for cruelty and violence against them. This department should make sure that the training of police be more sensitive to cases of domestic workers and engage women police officers in such cases who may be more sensitive to cruelty and violence to domestic workers. In cases of the violation of the bill of rights for domestic workers, their contracts and violence, a domestic workers’ special court should be created. NGOs along with WROs or CSOs should take initiative to lobbying with legislators and administrative body to find out the gap and make a better policy for the women domestic workers. Development organizations, private organizations, and donor agencies can work together to highlight the present issues to the government and get them to work on the existing or create new laws and regulations for the development of domestic workers. People have scope to change their behavior towards the Domestic workers. Media can play an important role by portraying the importance of maintaining workers fundamental rights. Teacher should include studies relating etiquettes toward domestic worker as a subject and make the young student realize and grasp the importance of good behavior toward home worker. Occupational and life skills are needed to increase domestic worker’s productivity.

MAJOR FINDINGS

As per Purchasing power parity (PPP) 84% of domestic workers HHs are below extreme poverty line.

Domestic workers are deprived from access to social security like termination/discharge benefits, provident fund, gratuity, pension, accident compensation, medical support, etc.

100% domestic workers don't have formal agreement/appointment letter from the employers

99% domestic workers didn't receive any skill development training like occupational skills and soft skill training

Live-in domestic workers' working time from 10 to 14 hours

There were 54% had chronic diseases like asthma, heart disease, diabetes, kidney disease, liver problem, etc.

Domestic workers in Bangladesh do not enjoy weekly nor festival off days or leave

31 % households can ensure proper three meals in a day round the year., 55% HHs can ensure thrice meal but not sufficient round the year

81% women domestic workers had Poor psychological condition

67% of domestic workers face mental violence, 61% verbal abuse, 21% physical abuse and 4% sexual abuse

Chapter 1: Introduction and Objective of the Study

1.1 Background & understanding of the assignment

According to the Bangladesh Labour Force Survey 2017, there were 1.3 million domestic workers in Bangladesh, at least 80% of whom were female. However, besides this official information, according to various sources, the real-world estimated number is more than two million domestic workers in Bangladesh (Akther et al., 2020)¹.

There are about 43.6 million women workers in Bangladesh (WIEGO, 2020). From 23.9 per cent in 1999/00 to 36.3 per cent in 2016/17, the female labour force participation rate has increased considerably. There is a large concentration of women working in low-quality, precarious jobs of employment, with over 90 per cent working in the informal economy. Though there is a lack of official data available on domestic workers, in 2011, the Domestic Workers Rights Network (DWRN) estimated availability of 2 million domestic workers in Bangladesh at the time many of them were young girls from poor household (WIEGO, 2020)².

In Bangladesh, the informal sector is a significant part of the economy, contributing significantly to job creation, production, and income generation. In Bangladesh, the agricultural sector employs 48% of the workforce, and when all informal sector activities are taken into account, the informal sector employs nearly 80% of the workforce. As a result, the informal sector is extremely important for the economy of Bangladesh (Raihan, 2010)³.

Informal sector includes day labors in agriculture, urban street sellers, hired domestic workers, and at-home manufacturers of textiles and other manufactured goods are all examples of informal employment. The majority of informal employment is exempt from government labor market regulation. Additionally, informal workers may not enjoy the same legal safeguarding system for working conditions, health and safety, or mandatory benefits that are typically associated with official job possibilities in established, large businesses in the private or public sectors. The informal economy includes the informal sector as well as other informal wage workers and industrial workers, particularly those employed in industries with no fixed contract with employees (Raihan, 2010). Bearing all these characteristics the target working group of this study, the domestic workers share a significant part of informal economy.

The concept of the informal sector workforces like domestic worker is a very old practice in Bangladesh. The number of domestic workers is increasing with the increase in needs of domestic supports. A large number of this informal sector is directly contributing to the national economy from their wages. However, it is not taken into high consideration. Domestic workers' sector is one of the largest sectors to be highly exposed to various forms of abuses and lack of state recognition as workers. A BILS research of 2005 shows that around 47 percent of domestic workers experience physical abuse and are scared of losing their jobs. Moreover, around 17% suffer sexual harassment⁴. The International Labor Organization (ILO) estimates approximately 100 million people of the globe work in domestic households. Around 83% of these 100 million are women or girls. Countries need to take necessary steps to consider the improvement

¹ Akther, R. et al. (2020) *Securing Protection for Domestic Workers in Bangladesh*. Publication. Oxford, UK: Oxfam.

² WIEGO (ed.) (2020) WIEGO Policy Brief No. 19, *The Costs of Insecurity: Domestic Workers' Access to Social Protection and Services in Dhaka, Bangladesh*. WIEGO Policy Brief No. 19. issue brief. Women in Informal Employment: Globalizing and Organizing, WIEGO. Available at: <https://www.wiego.org/publications/costs-insecurity-domestic-workers-access-social-protection-and-services-dhaka>.

³ Raihan, S. (2010, January). "Informal Sector in Bangladesh: Implications for Growth and Poverty", Indian Journal of Labour Economics, (dissertation). Indian Journal of Labour Economics. Retrieved August 12, 2022, from https://www.researchgate.net/publication/293209359_Informal_sector_in_Bangladesh_Implications_for_growth_and_poverty.

⁴<https://oxfamlibrary.openrepository.com/bitstream/handle/10546/621102/cs-securing-protection-domestic-workers-171120-en.pdf;sequence=1>

of working conditions for domestic workers due to adaptation of Convention 189 titled “Decent Work for Domestic Workers” and Recommendation No. 201, by ILO in 2011⁵.

In light this, Oxfam in Bangladesh together with its local partners like BILS initiated a project named “Securing Rights of Women Domestic Workers in Bangladesh” with the goal to enable the access to rights on fair income security of women domestic workers in workplace, their social protection, freedom of expression, decision making and so on, to enhance the overall well-being of women domestic workers in Bangladesh.

The project is required to explore and capture knowledge and learning the situation of the GBV/VAWG and decent works against women domestic workers at the national and regional levels. At this stage, BILS and Oxfam commissioned the study to measure the present condition of the female domestic workers in Bangladesh where Dnet has been awarded and accomplished the study.

The audiences of this study are Oxfam, GAC, implementing partners, policy makers and implementers, Local government, and Alliances etc. Mainly the research report will be used for influencing policy advocacy and present future investment in relevant programming of Oxfam and implementing partners.

1.2. Objective of the study:

The overall objective of the study is to explore and capture knowledge on enabling and hindering situation of the GBV/VAWG and decent works against women domestic workers at the national and regional levels and identifying scoping areas for policy advocacy to enhance betterment of the domestic works.

The specific objectives are:

1. To explore the current state of the rights of the women domestic workers in Bangladesh
2. To examine GBV/VAWG against women domestic workers and probable reduction measures of such incidents in Bangladesh
3. Identify the prime issues of domestic workers during and after COVID
4. Enabling & hindering factors of decent works for incoming and existing women domestic workers in Bangladesh.
5. Analyse the scope of the effectiveness of the Government of Bangladesh’s interventions for the advancement of decent work in the informal sector. And describe recommendations for policy advocacy to enhance betterment of the domestic works.

1.3 Definition of Domestic workers:

The definition and a brief on the social profile of domestic workers would shed some light in perceiving the analysis of the findings of this study.

The term "Domestic Worker" is a relatively new trend to recognize them as “worker”. Earlier, they are commonly addressed as ‘domestic help,’ ‘domestic servant’ and ‘helping hand’ in the majority of the studies conducted (Islam, 2014)⁶. The Domestic Workers Convention 2011 (ILO Convention No. 189) for first time acknowledges domestic work as "work" and those who are involved in this act as domestic workers and establishes a set of rights for these workers (Islam, 2014).

⁵ https://papers.ssrn.com/sol3/papers.cfm?abstract_id=2996500

⁶ Islam, M. R. (2014). *In Quest of a Legal Framework for Domestic Workers in Bangladesh*. www.researchgate.net. Retrieved August 12, 2022, from https://www.researchgate.net/publication/283992289_In_Quest_of_a_Legal_Framework_for_Domestic_Workers_in_Bangladesh

The International Labour Organization (ILO) clarify more about the work profile of domestic workers as it is stated as- a domestic worker may work full-time or part-time; may be employed by a single household or by multiple employers. In addition, a domestic worker may work in a country where she or he is not a national then she or he is referred to as a migrant domestic worker (International Labour Organization, 2013)⁷. Generally based on their living or staying pattern domestic workers are widely categorized into two groups- live-in and live-out. The domestic workers reside in their employers' home and are responsible for providing various services including cleaning, cooking, and providing care to children and the elderly 24/7 are the live-in workers and inversely live-out domestic workers are employed on a part time basis in multiple employers' houses (Ashraf et al., 2019)⁸. However, this working group remains a highly feminized sector (Islam, 2014).

⁷ *Who are domestic workers?* International Labour Organization. (2013, April 5). Retrieved August 25, 2022, from https://www.ilo.org/global/topics/domestic-workers/WCMS_209773/lang--en/index.htm

⁸ Ashraf, A. S. M. A., Azad, S. N., Roshid, M. M., & Yasmin, F. (2019). A Study on Decent Work Deficits in Domestic Work in Bangladesh. *A Study on Decent Work Deficits in Domestic Work in Bangladesh ASM Ali Ashraf SN Azad M MoninoorRoshid Fhamida Yasmin Submitted to ILO Country Office for Bangladesh Dhaka, Bangladesh.*

Chapter 2: Methodology

The research design for the study followed Convergent-Parallel Approach or Concurrent Triangulation Design involving simultaneous collection and analysis of quantitative and qualitative data followed by combining and comparing the findings. Data were collected from both primary and secondary sources. Exploratory and inquiry research approaches were considered in this study to investigate learning and adaptation, good practice, enabling and hindering factors and the way forward. The study approach was consisted of three phases. The first phase is developing conceptual frameworks, conducting secondary data analysis by reviewing existing evidence. The findings are being linked to conceptual framework to understand how the body of evidence supports the various causal chains (or not). The second phase involved gathering data and information through primary data collection, testing contribution and further collective sensemaking. The third phase engaged with a wide range of stakeholders including community through presentations and workshops. The finding will be utilized for policy influencing and present and future programming.

Regarding primary sources, Quantitative data were collected from 465 domestic workers (live out and live in) and 150 employers. 10 Focus Group Discussion (FGD), 20 Key Informant Interview (KII), 4 Case study, Meeting, were applied for collecting qualitative information from different stakeholders including domestic workers, employers, academicians, officials from concern ministries or other govt. bodies like Ministry of Labour and Employment (MoLE), The Ministry of Social Welfare (MSW), Local Government and Rural Development (LGRD), Ministry of Women and Children Affairs (MoWCA), Home Ministry, Police, National Skill Development Authority (NSDA), Labour Ministry (Department of Labour), Department of Inspections for Factories and Establishments (DIFE), etc., Local governments (City Corporation, Municipalities, Upazilla Parishad), Domestic Workers Right Network (DWRN), CSOs which are working for domestic workers, ILO, Housing Society and Apartment Committee, Media, Advocates, Lawyers, World Bank, National Human Right Commission, One stop crisis center/Victim support center etc. The cross-sectional (retrospective in nature) method was applied in this study. All data, both qualitative and quantitative, collected through the study were disaggregated by age, and location where applicable.

Regarding sampling strategy, domestic workers exist in every city around the country; a total of 2.18 million domestic workers in Bangladesh (source: Labour Force Survey-2013-BBS). Of them, apex proportion of respondents are in Dhaka and Chittagong city. Data were collected from 4 districts namely Dhaka, Chattogram, Sylhet and Jashore. The targeted respondents were identified using cluster, simple random and stratified random sampling techniques to represent the target population with study coverage. The clusters were selected using the PPS (Probability Proportional to Size) method. It is mentioned, all the targeted cities (Dhaka, Chattogram, Sylhet and Jashore) were clustered considering geographical characteristics. Then, simple random and stratified random sampling techniques were applied to reach the targeted respondents.

Quantitative data were collected from domestic workers and employers. A representative sampling approach was considered at a 95% confidence level, with an accuracy rate or amount of admissible error margin of $\pm 5\%$. Considering proportion of domestic workers' type, targeted respondents considered 20% of live-in and 80% live-out. The following sampling approach and statistical formula was applied for the sample design.

$$n = \frac{z^2 \cdot p \cdot q \cdot N}{z^2 \cdot p \cdot q + (N-1)e^2}$$

Where, n = Sample size, N = Targeted Population size, e = Admissible error in the estimate, p = Proportion of defectiveness or success for the indicator, q = 1-p, z = Standard normal variable at the given level of

significance. N (Total population) is =2180000 in respective 4 districts and n (sample size) are = DW 465 and employer 140.

For data quality assurance, two days' orientation was provided to understand data collection methods, quality parameters, and overall guideline for field data collection, deployed/recruited enumerators having knowledge on local language, cross-checking with questionnaire time to time and 5% of total sample quantitative data were re-interviewed by the supervisors and compared with the enumerators' questionnaires to confirm and re-check the information, data and validity.

Data was collected and computed by online based data collection application using Kobo-tool box. Data editing, cleaning, query was done by using MS-excel. In addition, for analysis, SPSS-20 was used to process the data and produce descriptive table (frequency, average, percentage, classification, cross tabulation), Anova test, Correlation, regression, and other relevant test were followed for data analysis. Qualitative data be analyzed through multiple coders the transcripts and creating a coding book.

In addition, to explore decent work situation and GBV the study considered some analysis like Purchasing power parity (PPP) and Psychological (GHQ) were analyzed. After drafting all the data collection tools and methodologies, a sense making workshop was conducted where Oxfam and BILS colleagues provided technical inputs to have strong methodologies and standard data collection protocols. And after analysis data a sensemaking/data validation workshop organized to validate results from the research study finding, cross-validate emerging findings of the research. Whether the findings are realistic, if yes why, if not why? What is the ground reality? Address remaining evidence gaps or weaknesses of the research, draw main conclusions of the study and recommendations and generate evidence, information so that the consultant can fit into for the enriching the report ([Please see detail methodology in annex-2](#)).

Chapter 3: Study Findings and discussion

3.1: Demographic information

3.1.1: Basic Information of Domestic workers (Survey respondent)

Considering the density of domestic workers, 4 areas (Chattogram, Dhaka, Jashore and Sylhet) were considered for this study and respondents from each area were selected proportionately. Based on the proportion of the domestic workers, maximum respondents (65%) were selected from Dhaka, second highest in Chattogram (20.2%). It is noted, all respondents are women.

Table 3.1.1: District/City Corporation wise respondent distribution		
District/City Corporation	Count	Percentage
Chattogram	94	20.22%
Dhaka	302	64.95%
Jashore	33	7.10%
Sylhet	36	7.74%
Grand Total	465	100.00%

From the below table (3.1.2) it is found that, out of 465 surveyed domestic workers, 20% of surveyed domestic workers are from live-in category while 80% from live-out category. It is noted, at the survey design period, it was expected to cover 30% from live in category but unfortunately, due to have the access problem the survey team had to reduce the number from 30% to 20% from live in category.

Table 3.1.2: Types of domestic worker		
Response	Count	Percentage
Live In	95	20.43%
Live Out	370	79.57%
Grand Total	465	100.00%

Chi-square test analysis the below table (3.1.3) shows that there are no statistically significant differences between the experiences and profiles of live-in workers vs live-out workers.

Table 3.1.3 Chi-square test distribution of live-in and live-out sample size determination and reality				
Category	Hypothesized proportion	Observed	Expected	Calculation
Live In	0.2	95	93	0.043010753
Live Out	0.8	370	372	0.010752688
		465		0.053763441
P-value	0.816639415			
Test statistic	80.61219579			

Average age of the domestic workers is around 37 (Live-in 36 years and Live-out 38 years) years. Most (95%) of the domestic workers are under productive age though there are some older women who are still bound to be engaged with the domestic work (Please see annexure table 1.1). Education level of the domestic workers is very low; only 1% of them have SSC level education. On the other hand, 25% respondents are illiterate and 45% have signing capacity (Please see annexure table 1.2). It is found that most of the domestic workers are married (78%) and there are remarkable percentage (9%) widow.

Following by 4% of domestic workers living separately, 4% of divorced, 3% of single and 2% of abandoned (Please see annexure table 1.3). Moreover, it is revealed that, among the married domestic workers, 92% of women domestic workers have child while 8% don't have. Of them, who have children, 82% of women domestic workers reported their children are living with them while 18% of children don't living with them. However, the behind reasons the children not with them are live in hostel/madrasa, with grandmothers, with grandparents, living separately and with in-laws' house etc. (Please see annexure table 1.4). Regarding religion status, 97% are Muslim and remaining 3% are Hindu. Average family size of the surveyed HHs is 4.03. 50% of surveyed HHs have 3-4 members in their families, 31% have 5-6 members and 15% have 1-2 members. (Please see annexure table 1.5). Most of the domestic workers have been living the present address for the long years. It was also found that at the time of COVID pandemic most of the domestic workers didn't migrate or change their address (Please see annexure table 1.6 and 1.7).

3.1.2 Basic Information of the Employers (Survey respondent)

The below table (3.1.4) shows that maximum employers/respondents (59%) were covered from Dhaka following the ratio. The ratio of other study areas is quite closer.

Table 3.1.4: District wise respondent distribution		
Response	Count	Percentage
Chittagong	22	14.67%
Dhaka	88	58.67%
Jessore	23	15.33%
Sylhet	17	11.33%
Grand Total	150	100.00%

The below table 3.1.5 shows that among all the respondents, 54% are from female group and remaining 46% are from male group.

Table 3.1.5: Sex distribution of the respondent		
Response	Count	Percentage
Female	81	54.00%
Male	69	46.00%
Grand Total	150	100.00%

In terms of occupational status it was found that 37% of respondents are job holders (Govt job-14% and Non-govt. job-23 %), 27% are housewives and 12% are engaged with business. In addition, teachers, NGO personnel, and other professionals were covered by this study under Employer part (Please see annexure table 1.10). Regarding ownership of house it was found that 65% respondents (employers) are living in rented house and 35% are living in their own houses. (Please see annexure table 1.11). It is revealed, all the respondents are from adult group. Only 3% are from old age group and all other respondents are from 22-61 years old (Please see annexure table 1.12). Regarding educational status of the respondents, it is found that remarkable portion (68%) have graduation (20%) and post-graduation (48%) degree. 14% of them have HSC and SSC level education respectively (Please see annexure table 1.13). Regarding marital status, it is notably shown that most (89%) of the respondents are married. Following by 7% of unmarried and 5% of widow (Please see annexure table 1.14). Regarding family size it is found that average HHs size of the respondents is 5. It was also found that 67% of respondents' households have 1-4 members and 33% have

5 or more than 5 members in their families (Please see annexure table 1.15). It is revealed that most of the respondents' HHs (90%) have 1-2 earning members and remaining 10% have 3 or more than 3 earning members in their families (Please see annexure table 1.16).

The average monthly income of the surveyed employers was 92,400 BDT. The interesting finding that 76% of HHs' monthly income range is between BDT 60,000 and 109,999, followed by 11% HHs' is from BDT 110,000 to 159,999 and remaining 3% is 160,000 or more than that (Please see annexure table 1.17). In terms of religious status, it is measured that most (92.67%) of the respondents are Muslim and remaining 7.34% are from Hindu and Buddhist religion (Please see annexure table 1.18).

3.2.1: Housing condition of the Live in Domestic workers

The below table (3.2.1.1) shows that the apex proportion (98%) of the live-in domestic workers are live in apartment/bundling as they are working while only 2% live in slum (house owner of slum).

Table 3.2.1.1 Type of your living Place/home		
Response	Count	Percentage
Apartment	94	97.89%
Slum	2	2.11%
Grand Total	95	100.00%

29% of respondents reported they are working at the same employer's house from less than 1 year to 1 year and 48% from 1 to 5 years. Following by 17% between 6 and 10 years and 3% from 11 to 15 years (Please see annexure table 1.19). In addition, 75% of live-in domestic workers reported they only one domestic worker who are working these employers while 25% reported other domestic worker are working along with her (Please see annexure table 1.20).

The below table 3.2.1.2 depicts that 72% of live-in DW reported they have no separate room for sleeping while 28% of DWs have separate room. It was also found that, 58% of DWs reported they have to share room with others (female members of the family) for sleeping while 42% of don't have share room (Please see annexure table 1.21).

Table 3.2.1.2: DW have a separate room for sleeping		
Response	Count	Percentage
No	68	71.58%
Yes	27	28.42%
Grand Total	95	100.00%

Furthermore, below table (3.2.1.3) shows that 64% of live-in DW reported they have access share toilet/washroom with others. In addition, of them 81% of DWs reported the washroom shared by both male and female members. Moreover, 31.5% of DWs reported fear of loss of security and dignity and privacy for this system of shared toilet/washroom.

Table 3.2.1.3: Share the toilet /wash room with others		
Response	Count	Percentage
No	34	35.79%
Yes	61	64.21%
Grand Total	95	100.00%

3.2.2: Housing condition Live-out Domestic workers



Figure 1. Housing condition/pattern of live out DW workers

FGD with domestic workers and observation of their house it was found that, in all four studied locations (Dhaka, Jessore, Sylhet, and Chittagong), the majority of the live-out domestic workers were reported living with their family members in the slum or slum-like areas located in the city. Majority of the live-out DWs were found living in those locations that consist of single rented rooms connected with each other lived by people engaged in a similar type of livelihood opportunities. These rooms are consisted of brick-made walls and roofs made with corrugated tin sheets and the only door is made with wood, plywood, and corrugated tin. In other slum locations, the clustered housing structure was more like bamboo-made shades set up very closely with each other. The below table 3.2.2.1 shows that the apex proportion (75%) of the live-out domestic workers are living in slums followed by 17% are living in individually owned mess like accommodation and 7% in rented apartment. In terms of ownership of the living place almost all domestic worker's living place is rented (Please see annexure table 1.22).

Table 3.2.2.1: Type of your living Place/home		
Response	Count	Percentage
Accommodation Provided by Govt/Private Agency	2	0.54%
Private Mess Housing	62	16.76%
Rented apartment	27	7.30%
Slum	279	75.41%
Grand Total	370	100.00%

In terms of ownership of the living place almost all (97%) of domestic workers are living in rented unit of accommodation and 3% of DW are living owned house, this case mostly found in Jashore district.

Table 3.2.2.2: Ownership status of house/room?		
Response	Count	Percentage
Living Free With Neighbor /Relative	1	0.27%
Owned	10	2.70%
Rented	359	97.03%
Grand Total	370	100.00%

Regarding number of living room, the below table 3.2.2.3 shows that 75% of DW HHs have only one room. Followed by 20% of HHs have two rooms and 5% of HHs have three rooms, 65% DW reported they

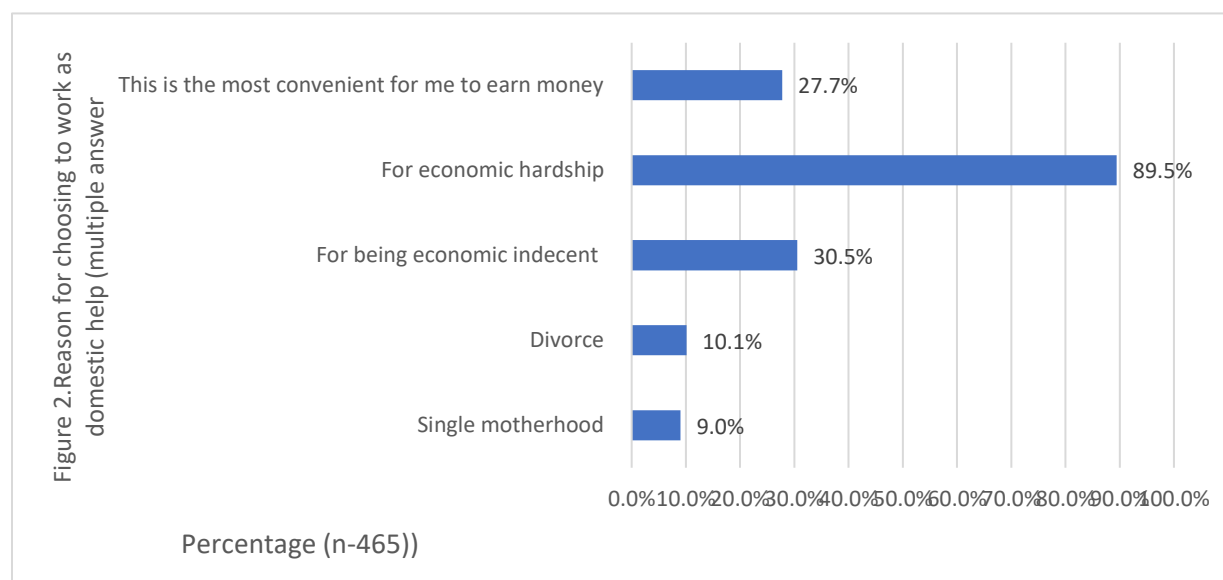
had to share room with others while 35% of HHs don't have. Moreover, it also found that 65% of DWs reported they also share toilet and washroom with others (Please see annexure table 1.23 and 1.24).

Table 3.2.2.3: Number of the bedroom/s of live-out DWs house		
Response	Count	Percentage
1	278	75.14%
2	73	19.73%
3	19	5.14%
Grand Total	370	100.00%

FGD with domestic workers, it was found that domestic workers living at the community with each other are all live in harmony like an extended family with each other and provide support and help to each other in every possible way when it is required. Many of the live-out DWs who have kids leave them at their residence and are taken care of by a reliable neighbor (mostly a woman) till they are back home from work.

3.3: Condition of domestic work

The study found that there are different motives behinds for choosing to work as a domestic help. The below figure-2 depicts, 89% of DWs reported that due to economic hardship they have chosen domestic help occupation. Followed by 31% for being economically empowered, 28% think this is the most convenient occupation to earn money, 10% due to divorced and 9% due to single motherhood.



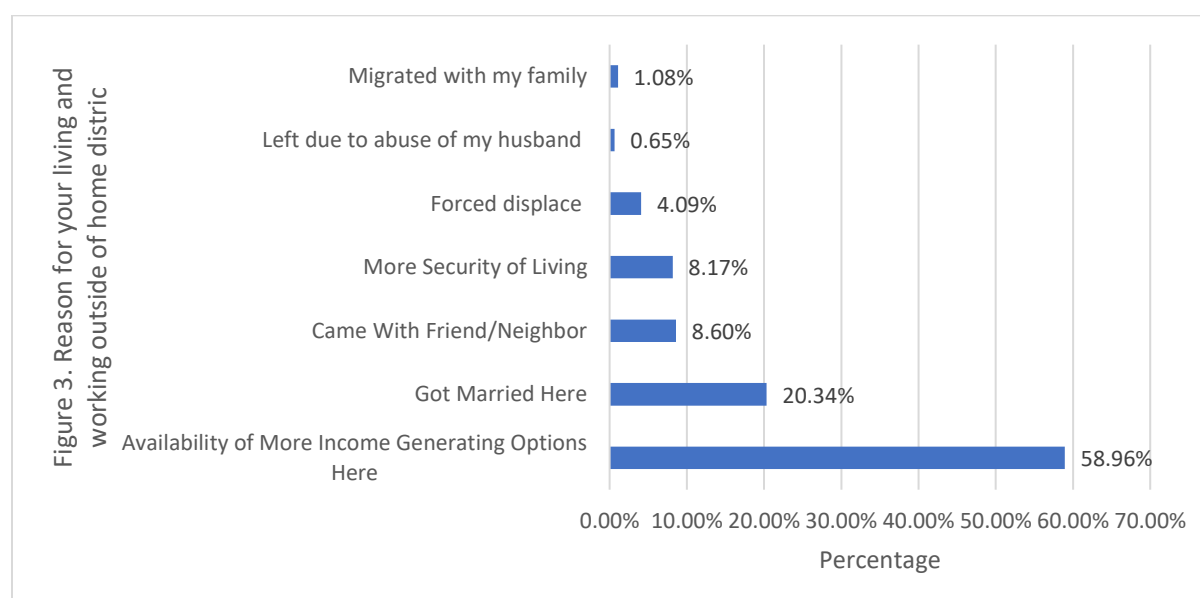
Regards way to manage job, most of the DWs reported they managed jobs through friends or relatives. (Please see annexure table 1.25). The below table 3.1.1 depicts that 59% of respondents reported before involving as domestic workers they engaged different profession like day labor, garment workers, small scale agriculture etc. while 41% reported they didn't any jobs before involved domestic workers.

Table 3.1.1: Type of work DWs engaged in for income before started domestic work?		
Response	Count	Percentage
Always domestic worker	72	15.48%
Day labor	23	4.95%
Domestic workers	118	25.38%
Garment worker	50	10.75%
No work	189	40.65%
Small scale Agri	13	2.80%
Grand Total	465	100.00%

The below table 3.1.2 shows that, the almost 90% of respondents reported the wages set by the employer. The wages fixing depend on volume of work, based on working hours, size of house and family size etc. 91% of domestic workers took work outside of their home district while only 9% reported they work in their home district (Please see annexure table 1.26). FGD with domestic workers, they reported their service charge is offered by the owner of the house or the employers and fixed by both the employer and the DWs based on the number of works to be provided. No organization nor a 3rd party was reported to coordinate between the employer and live-out domestic workers in the studied locations. In all four studied locations, it was reported that based on the locations service charge per service is fixed which is followed by the employers. Most of these live-in DWs are identified from the employers' internal family and friend network located in the village homes.

Table 3.1.2: Set the wage for daily/monthly work rate			
Response	Live In	Live Out	Total
Self	11.58%	10.00%	10.32%
Employer	88.42%	90.00%	89.68%
Grand Total	100.00%	100.00%	100.00%

The below figure-3 shows that the reasons for not working same district are for more income, better wages, got married, came with friend, more security of living, forced displace due to life security, due to absence of husband and migrate with the family.



3.4 Care work

The below table 3.4.1 depicts that only 33% of respondents reported they get support from family members (male) on unpaid care works while 67% of don't get any support from reducing care work burden. The care work supports are food processing, take care of children, washing support, house cleaning support, elderly care, water collection, care for sick person of the HHs, fuel collection for cooking and invest in accessing practical need equipment's e.g., energy for reducing the care work burden (Please see annexure table 1.27).

Table 3.4.1: Get support from family members (male) on unpaid care works		
Response	Count	Percentage
No	312	67.10%
Yes	153	32.90%
Grand Total	465	100.00%

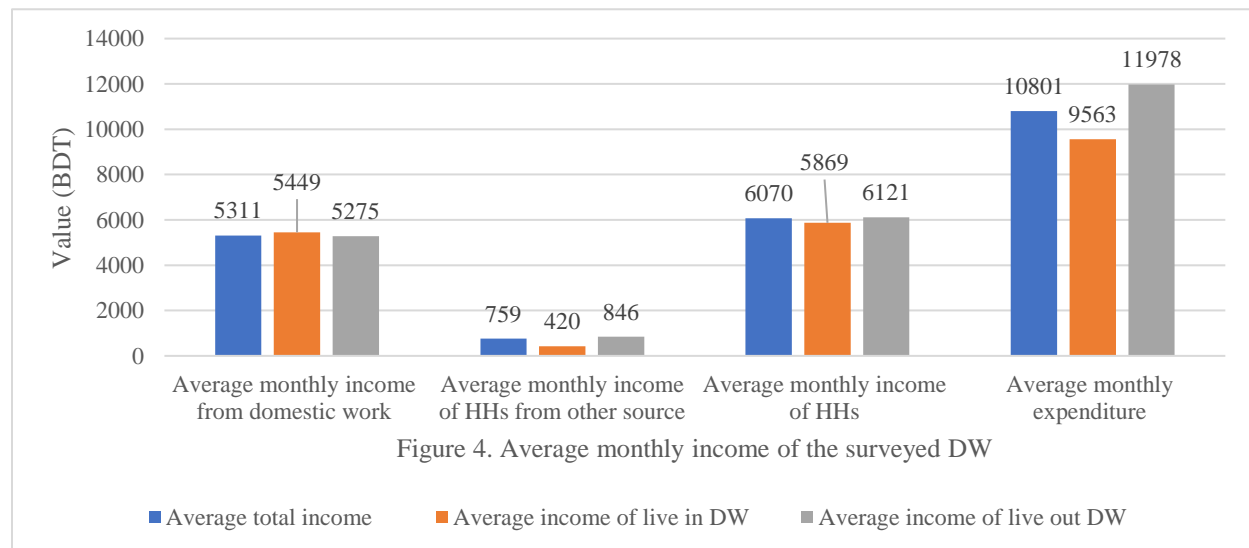
In terms of expression against 3R (Recognition, Redistribution and Reduction) supports regarding care work from male members of the family the below table 3.4.2.1 shows that 64% of DW workers reported the family members don't give recognition, re-distribute the work and reduction of care work burden while 36 % of respondent are satisfied on their family members in care works. Of them 36% of reported the family members recognize their unaccountable work. Followed by 33% of re-distribution and 32% of reduction.

Table 3.4.2: Opinion on the supports regarding care work from male members of the family (multiple answers)		
Response	Count	Percentage
Support provided	168	36.13%
Recognition	168	36.13%
Re-distribution	153	32.90%
Reduction	147	31.61%
No support provided	297	63.875
Grand Total		

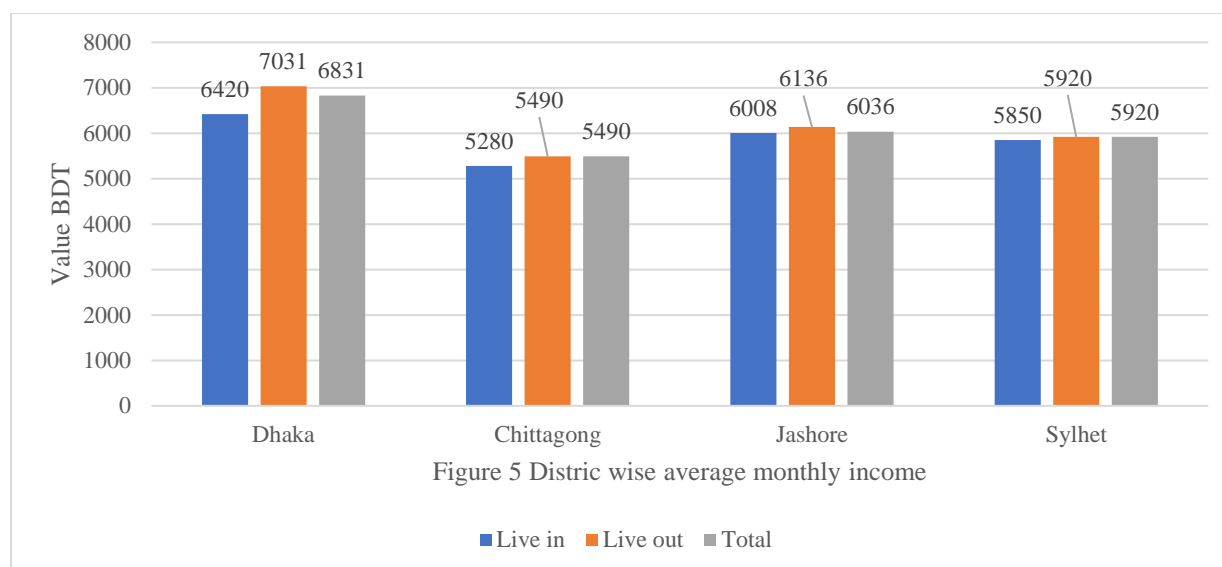
3.5. Livelihood of women domestic workers in Bangladesh.

3.5.1. Income profile

The below figure-4 depicts that the average monthly income of the domestic workers was 5,311BDT. Of them, live-in domestic workers were 5,449 BDT, and live-out domestic workers were 5,275 BDT. Regarding HH's monthly income the below figure shows that the average monthly HHs income was 6,070 BDT while monthly expenditure was on average 10801. It is mentioned, as per the qualitative data, income of live-out DWs is more than the live-in DWs as they have the opportunity to work in several employers' households continuously. The monthly deficiency average value was 4031 BDT. FGD with the domestic workers, it was found that every month they had to resort keep due at grocery, approach to relatives, friends and microfinance institutions for lending money to recover deficiency. Average wages of the informal and formal workers in Bangladesh was 13,258 BDT/Month in 2017 (source: [Bangladesh Bureau of Statistics](#)), but, as per the study finding, domestic workers' average income is 5,275 BDT which means DWs are still in far behind.

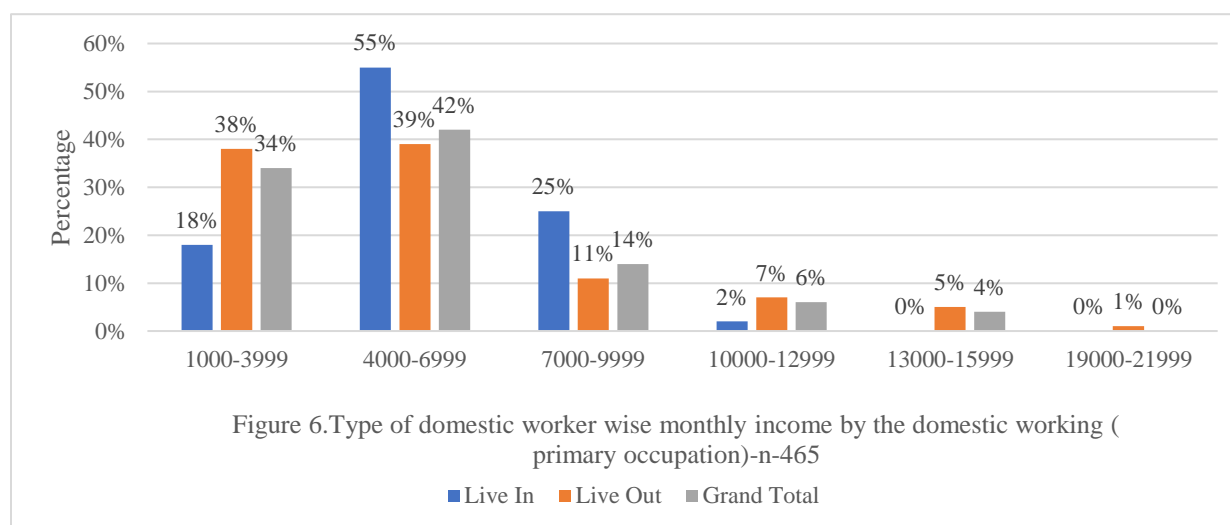


Regarding district wise income distribution, the below figure-5 shows that domestic workers in Dhaka district earn much compared to another district.



The study found that lowest value of monthly income of DW's is 1000 BDT while upper value is 21,999 BDT. In terms of the comparative income range of type of DW it was found that income range of live in DW is from 1000 to 12,999 BDT while income range of live out DW is 1,000 to 21,999 BDT. The below figure-6 depicts that, 42% of DWs' monthly income range is from 4,000 to 6,999 BDT. Followed by 34% of DWs' monthly income is 1,000-3,999 BDT, 14% of DW is 7,000-9,999 BDT, 6% of DW is 10,000-12,999 BDT and less than 1% of DWs' monthly income is 19,000-21,999 BDT. Most of the domestic workers' income range is between 1,000 and 6,999 BDT.

In addition, FGD with live-out domestic workers it was found that, in 2-3 hours they provide 3-4 types of services every day per house and are paid 1500-2000 BDT per month. And, on average one domestic workers able to give services for 3-4 houses resulting they earn monthly on average 5500-6000BDT. In addition, the hard-to-reach live-in DWs in Dhaka were paid 5000-6000 BDT/month excluding her accommodation and regular food.



The study measured purchasing power parity (PPP) of the surveyed respondents' households as per \$1.9 per day per capita to assess percentage of the households is out of extreme poverty line. However, the study

finding shows through below figure-7 that, the percentage of Domestic workers (the surveyed HHs) are in extreme poverty line is 84%. (Please see annexure 1 figure-q district wise household wise monthly PPP)

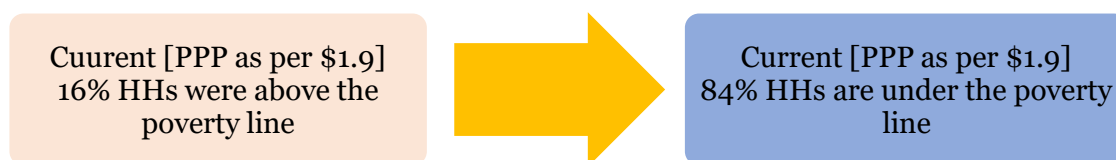


Figure 7. Poverty measurement based on purchasing power parity (PPP)

The below table 3.5.1.1 shows that 96% of domestic workers expressed the present wages is not sufficient to meet basic needs the family while only 4% of DWs think the present wages is sufficient.

Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	95%	97%	448	96%
Yes	5%	3%	17	4%
Grand Total	100%	100%	465	100%

Regarding wages expectation, the below figure shows most (93%) of the domestic workers including live-in and live-out reported salary should be from 18000 to 20000 BDT per month.

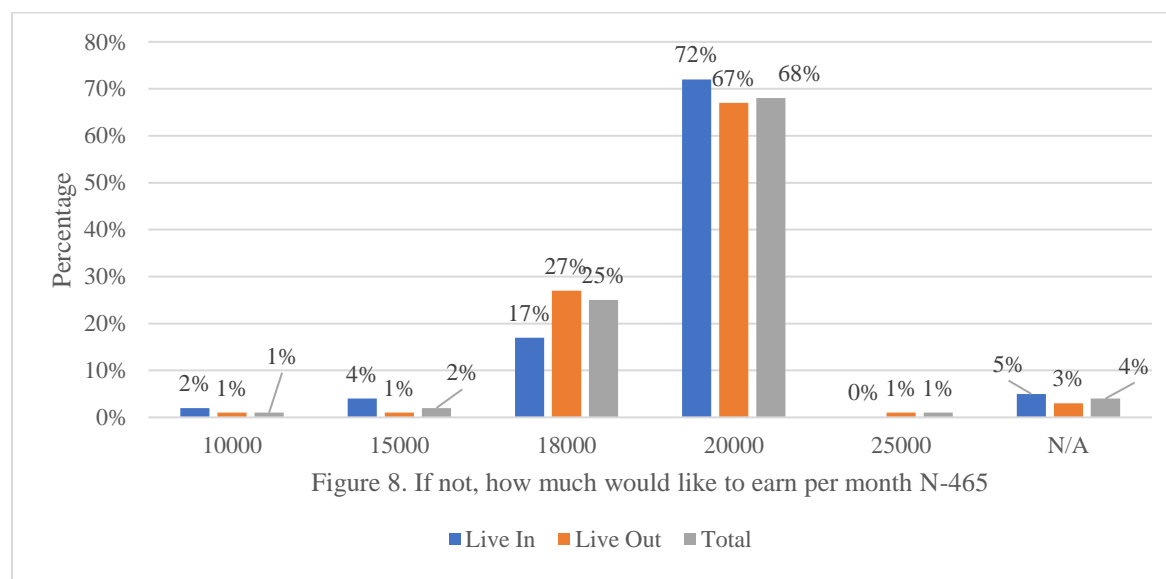


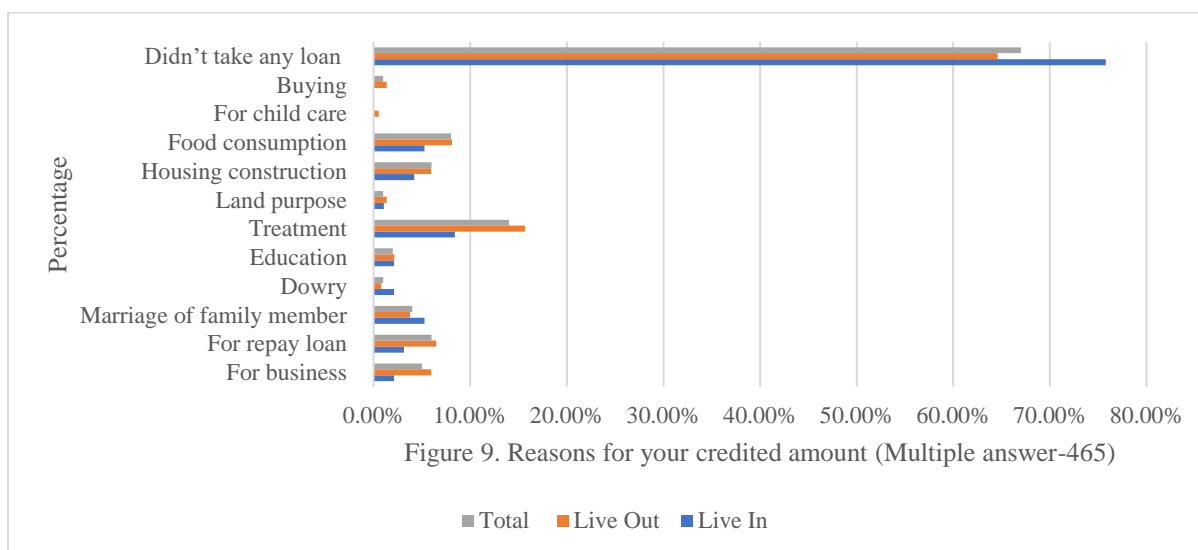
Figure 8. If not, how much would like to earn per month N-465

3.5.3: (Individual) Loan and Savings status

The below table 3.5.3.1 shows 33% of households took loan in the last one-year from NGO's microfinance. Average loan is BDT 19,070 BDT.

Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	75.79%	64.59%	311	67%
Yes	24.21%	35.41%	154	33%
Grand Total	100%	100%	465	100%

Of them (33%) the below figure-9 shows that the purposes of loan were for repay loan, for business, child education, treatment, dowry, purchase homestead land, housing construction, food consumption and marriage ceremony etc.



Regarding saving status of the surveyed DWs, the below table 3.5.3.2 shows that only 18% of households have savings which total average amount BDT 25,64. However, in terms of saving place most of the HHs have saving in the bank. A little proportion of the respondents saving money in microfinance institutions, cash in hand and cooperative. The average total saving is 13,252 BDT.

Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	75.79%	83.24%	380	82%
Yes	24.21%	16.76%	85	18%
Grand Total	100%	100%	465	100%

3.5.4 Spend own income money independently

The below table 3.5.4.1 shows that 75% of women domestic workers reported they can take decisions independently to spend own money while 25% of DWs reported have no freedom to spend own money .

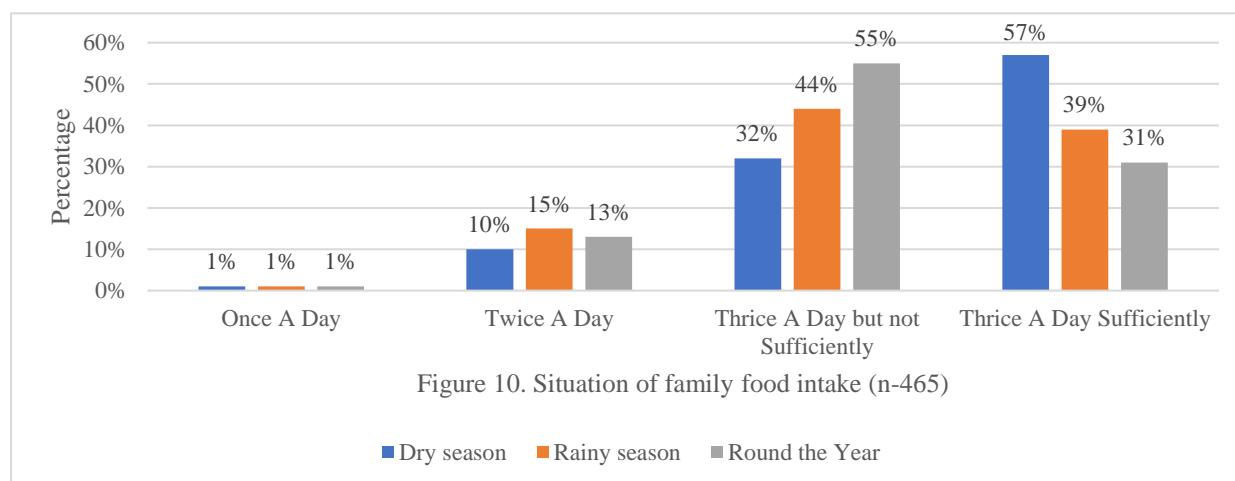
Table 3.5.4.1: Can spend own income money independently				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	26.32%	24.86%	117	25%
Yes	73.68%	75.14%	348	75%
Grand Total	100%	100%	465	100%

The below table 3.5.4.2 also shows that the areas of spend own money independently like education for the children, health treatment, pay for credit, saving, food purpose, personal and family and send part of it to the parents.

Table 3.5.4.2: Area to spend own income				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
Send part of it to the parents	50.53%	8.65%	80	17%
Education for the children	45.26%	53.78%	242	52%
Health treatment	77.89%	68.92%	329	71%
Pay for credit	14.74%	21.62%	94	20%
Saving	12.63%	5.95%	34	7%
Food purpose	6.32%	2.43%	15	3%
Personal and family	2.11%	5.68%	23	5%
Child care	2.11%	0.54%	4	1%
Grand Total	100%	100%	465	100%

3.5.5: Access to food security (situation of family food intake)

The study found that surveyed HHs of domestic workers are suffering food insecurity. The below figure-10 depicts that 31 % of households can ensure proper three meals in a day round the year. However, in comparison with dry and rainy season the below figure shows food security condition in dry season is better compared to rainy season. Followed by 55% of HHs can ensure thrice meal but not sufficient round the year. Interestingly 13% and 1% of HHs able manage two and one meal round the year.

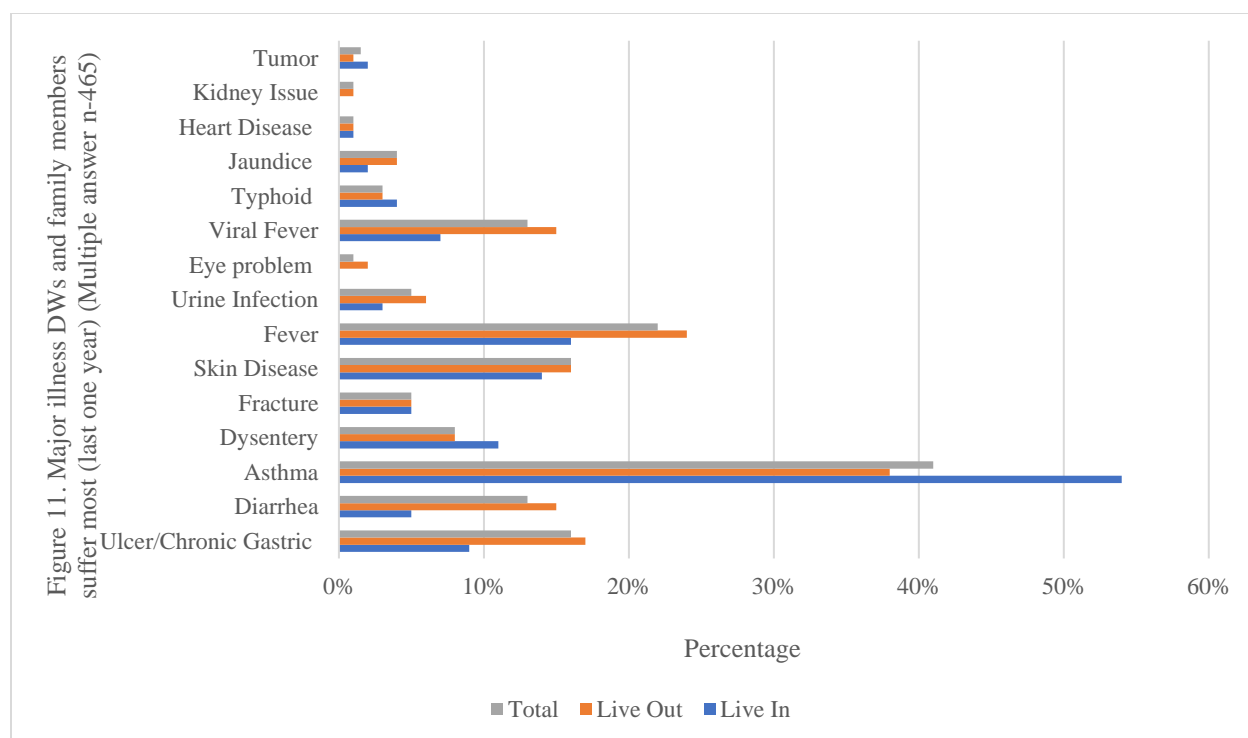


3.5.6: Access to health

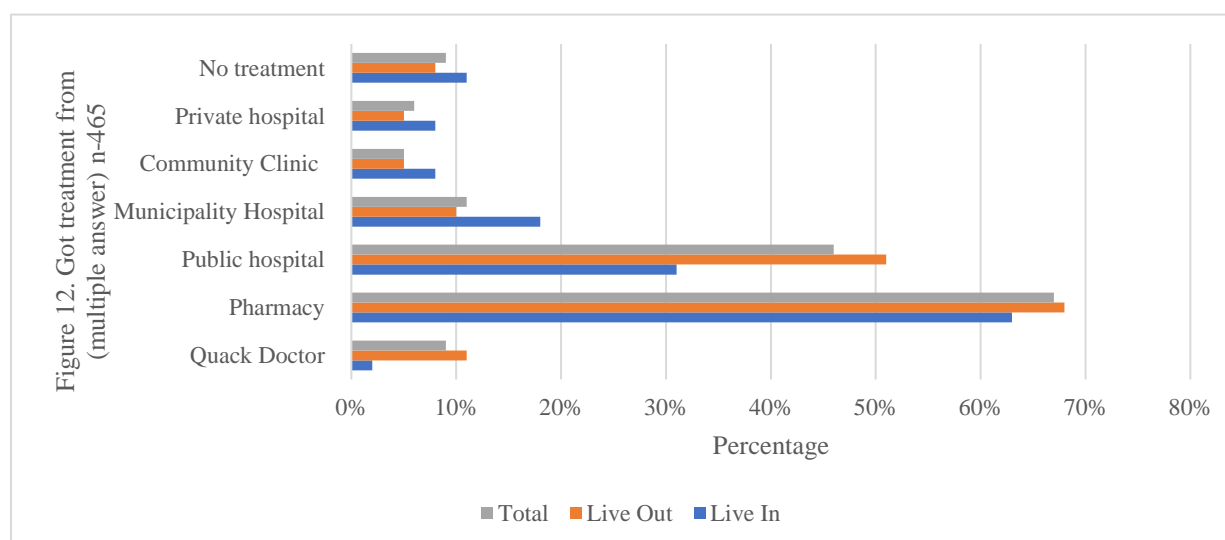
Despite extreme poverty, Bangladesh has made significant progress in improving women's and children's health. One of such notable progresses include maternal mortality has been reduced by one-third since the mid-1980s, and child mortality has been reduced by half in the last decade (IDRC, 2018). Bangladesh's goal of enabling access to all necessary health services for the people at an affordable cost by 2032 remains a long way off (IDRC, 2018)⁹.

In terms of major common illness, the below figure-11 depicts targeted surveyed households suffered from different types of diseases last one year. Of them, 54% of live-in domestic workers and 51% live-out workers suffered asthma, 16% skin diseases, 22% fever, 6% urine infection etc.

⁹ “Making healthcare accessible in Bangladesh” (2018) *reliefweb* [Preprint]. IDRC. Available at: <https://reliefweb.int/report/bangladesh/making-healthcare-accessible-bangladesh> (Accessed: November 23, 2022).



In terms of health treatment seeking behavior the study found that usually surveyed HHs are habituated approach to informal health treatment place (Pharmacy and village doctor) rather than formal health institution. The below figure shows highest 67% of households approach to medicine shop. On the one hand, tendency to go to public hospital has seen significantly almost 46%. Followed by propensity to community clinic, private clinic and traditional healers accordingly.



The below table 3.5.6.1 shows that in last one year, 23% of domestic workers were hospitalized (24% live-out and 17% of live-in) while 77% of DWs didn't hospitalize.

Table 3.5.6.1: Family members hospitalize in last year				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	83%	76%	359	77%
Yes	17%	24%	106	23%
Grand Total	100%	100%	465	100%

The below table 3.5.6.2, it was also found that on average yearly hospitalized treatment cost is 25999BDT and outdoor treatment cost is 8950 BDT.

Table 3.5.6.2 Yearly treatment cost	BDT
Average Outdoor treatment cost in a year	8950
Average Yearly expenditure in hospital admitted in a year (out of 24%)	25999

3.6: Decent work conditions of women domestic workers

3.6.1 Recruitment through formal agreement

The study found that the below table 3.6.1.1 shows 100% of domestic workers reported they don't have formal agreement or received appointment letter from the employers, only they recruited through verbal agreement.

Table 3.6.1.1: Type of contact/agreement paper from the employer		
Response	Count	Percentage
Receive the appointment letter /agreement paper from the employer	0	00.00%
Verbal agreement	465	100.00%
Grand Total	465	100.00%

Surveyed with employers it is revealed that, the below table 3.6.1.2 shows that at the time of domestic worker recruitment, 88% of employers (respondents) collect contact number, 30% collect photocopy of NID and 11.33% collect photograph for the security purpose.

Table 4.3: Received relevant documents from domestic workers during recruitment (Multiple answer)		
Response	Count	Percentage
Photograph	17	11.33%
Copy of the NID	45	30.00%
Contact Number	132	88.00%
Grand Total	150	100.00%

3.6.2 Wages modalities

Majority of the secondary documents from various sources indicate irregular payment of monthly wage to the domestic workers (live-out). One of such studies by Bangladesh Institute for Labour Studies (BILS) in 2014 indicated irregular payment of monthly wages to more than 50 percent of domestic workers and irregular combined monthly payments to 29 per cent of domestic workers (WIEGO, 2020). Through the quantitative finding, the below table 3.6.2.1 depicts that almost all (99%) domestic workers reported the wages payment system is monthly basis.

Table 3.6.2.1: Type of payment system and working agreement do you have with your employer			
Response	Live In (n-95)	Live Out (n-370)	Total
Daily	0%	1.08%	0.73%
Monthly	100.0%	99.92%	99.27%
Grand Total	100.00%	100.00%	100.00%

Regarding modality of receiving wages, the below table 3.6.2.2 shows that 99% of domestic workers receive wages through cash in hand while only 1% receive through bank transfer.

Table 3.6.2.2: How do DW receive wages from employers				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
Both Way	1%	1%	3	1%
Through Cash in Hand	99%	99%	460	99%
Through Transfer to Your Bank Account	0%	1%	2	0%
Grand Total	100%	100%	465	100%

The below table 3.6.2.3 shows that 96% of surveyed said that they get wages regularly while only 4% get wages irregularly.

Table 3.6.2.3: DWs get wage regularly				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	2%	5%	19	4%
Yes	98%	95%	446	96%
Grand Total	100%	100%	465	100%

In addition, the below table 3.6.2.4 shows that 26% of respondents reported their wages deduct due to their absence at work or delays in the workplace. In comparison, 28% live-out and 16% live-in.

Table 3.6.2.4: Experienced deduction of wages due to your absence at work or delays in the workplace				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	84%	72%	346	74%
Yes	16%	28%	119	26%
Grand Total	100%	100%	465	100%

The below table 3.6.2.5 shows that 68% of domestic workers reported they get other support from the employers alongside wages. In comparison, 91% of live-in DW receive other support compared to live-out is 62%. Others supports are bonus, cloths and foods. FGD with domestic workers it was found that many of the live-out DWs receive additional festival gifts (mostly clothes) and some also receive additional cash gifts during festivals. However, commonly they do not have the option to enjoy off days during festivals unless they have asked for it. During their critical adversities e.g. childbirth, marriage, and access to medical care, etc they do receive immediate cash support from their employers. The amount of the received cash

support got eliminated from their earned income slowly and gradually as reported by some live-out DWs. The deduction of money from their earned income against any wrongdoings or for their unnoticed long off days was not reported by the respondents. Domestic workers do not receive overtime benefits or payment as reported in the WIEGO Policy Brief No 19 68 per cent of live-out domestic workers did not receive overtime benefits (WIEGO, 2020).

Table 3.6.2.5: Received other support from employers alongside wages				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	9%	38%	149	32%
Yes	91%	62%	316	68%
Grand Total	100%	100%	465	100%

3.6.3 Ability to bargain and negotiate

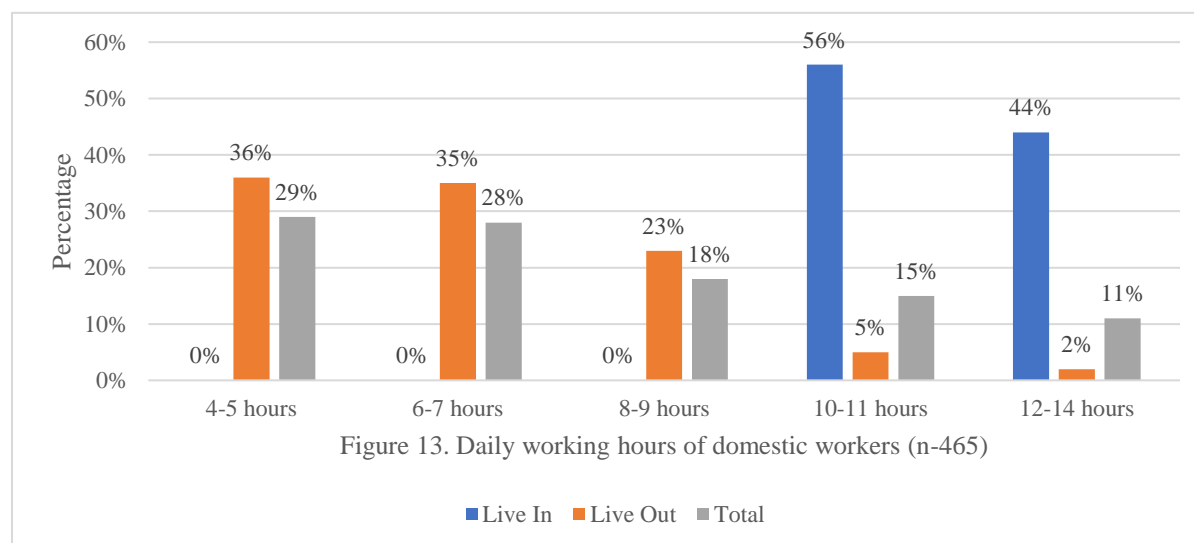
The below table 3.6.3.1 shows that only 4% of domestic workers reported they are members of any trade union /association for enhancing participation and representation while 48% are not aware about access to form /members in association. Following by 48% of surveyed respondent are ware but they have no access to be member in any worker association.

Table 3.6.3.1: Access to form/have any trade union /association for enhancing participation and representation				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
Don't Know	53.68%	47.03%	225	48%
No	41.05%	49.19%	221	48%
Yes	5.26%	3.78%	19	4%
Grand Total	100%	100%	465	100%

The from the field study equally represents the facts about the limited bargaining power of the live-out domestic workers regarding the salaries with the employers as it is reported by various scholars and institutions (WIEGO, 2020). From the ground, it was reported that the service charge is offered by the owner of the house or the employer and fixed by both the employer and the DWs based on the number of works to be provided. No organization nor a 3rd party was reported to coordinate between the employer and live-out domestic workers in the studied locations. Usually, in 2-3 hours they provide 3-4 types of services every day per house and are paid 1500-2000 BDT/ month (approx.). In all four studied locations, it was reported that based on the locations service charge per service is fixed which is followed by the employers.

3.6.4 Working hours

Regarding working time, the study found mixed reflection from the respondents. The below figure-13 shows that live-in domestic workers' works from 10 to 14 hours while live-out domestic workers have freedomity, depending on work agreement volume. However, 64% of live -out DW works between 6 hours and 14 hours.



FGD with domestic workers it was found that, the live-out DWs work in several shifts per day in several houses located nearby from their residence that are convenient enough to reach on foot regularly. Usually from 9.00 am till 4.30 – 5.00 pm they work in several shifts regularly. Coming back home they cook their food for the family including for them. Many of them cook some additional food to carry and take it the next day during their shift breaks.

However, the below table 3.6.4.1 shows that 46% of surveyed DWs reported that they enjoy break or rest time during regular works while 54% of DWs don't have. Of them, live-in higher compared to live out.

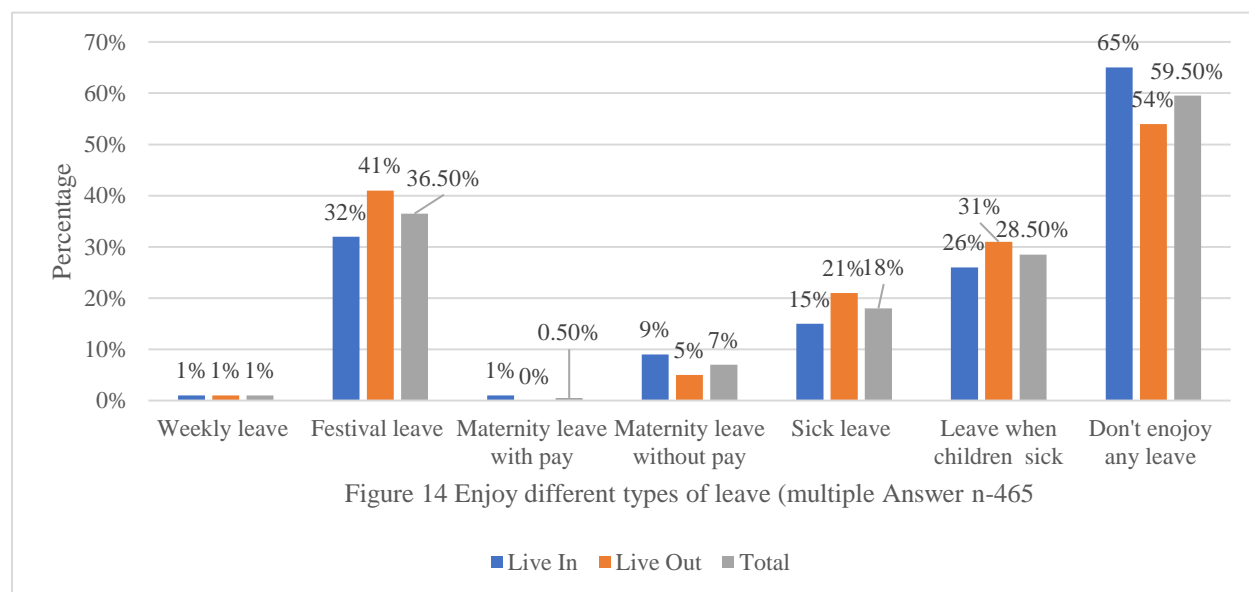
Resting opportunity	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	9%	66%	252	54%
Yes	91%	34%	213	46%
Grand Total	100%	100%	465	100%

3.6.5: Facility to enjoy leaves

Through literature review it was found that the domestic workers in Bangladesh do not enjoy weekly nor festival off days or leave as reported by various sources (WIEGO, 2020). The labor law enables rights of the workers to enjoy leaves. However, as informal workers domestic workers are depriving from enjoy leave. The below figure-14 shows that 60% of domestic workers (65% of live-in and 54% of live-out domestic workers) don't enjoy any type while 40% enjoy leaves. Of them, 37% of the domestic workers enjoy festival leaves and 18% enjoy sick leave. On the other hands, only few percentages reported they

enjoy others leaves like weekly leave (1 %), maternity leave with pay (0.5%) and Maternity leave without pay.

It was reported that, that the DWs do rarely enjoy the yearly festival leaves (during Eid, Pooja). In some occasions when the employers remain out of home for several days during the festivals then they get the opportunity to enjoy festival leaves. It was also reported that, regarding enjoying festival leaves they are offered to choose between the options of additional workdays equal of the enjoyed festival leave days or hours or deduction of wage per day amount equal to the enjoyed leave days from their monthly salary.



3.6.6 Skills to increase productivity

Skill development training contribute to increase productivity, however, the study found that the women domestic workers are deprive from skills development training. Regarding skills development training the below table 3.6.6.1 shows that 99% of domestic workers reported they didn't receive any skill development training while only 1% of DWs including live-in and live-out in Dhaka city received occupational skills and soft skill training. Moreover, in the FGD domestic workers reported they think skill development training is associated with increase their income that they are depriving.

Table 3.6.6.1: Receive any skills development training in the last 1 year as a domestic worker				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	99%	99%	461	99%
Yes	1%	1%	4	1%
Grand Total	100%	100%	465	100%

The below table 3.6.6.2 shows, 93% of employers think that occupational training can increase the productivity of domestic workers.

Table 3.6.6.2: Opinion of DWs think occupational training can increase productivity of domestic workers		
Response	Count	Percentage
No	10	6.67%
Yes	140	93.33%
Grand Total	150	100.00%

The below table 3.6.6.3 narrated, 85% of employers think that life skill training contributes enhancing rights and recognize domestic workers.

Table 3.6.6.3: DWs think life skill training can contribute enhancing rights and recognize domestic workers		
Response	Count	Percentage
No	22	14.67%
Yes	128	85.33%
Grand Total	150	100.00%

Regarding institutions can take initiative to develop skill of domestic workers, the below table 3.6.6.4 shows that 69% of employers think that both the government and non-government agencies can take the initiative to provide life skill training to the domestic workers, 22% think, only government can take this initiative and 7% of expressed that NGO should take the responsibility and 1.5% think private sector can take responsibility.

Table 3.6.6.4: Who should take initiative for developing DW's skills		
Response	Count	Percentage
Government + NGO Both	89	69.53%
Government	28	21.87%
NGO	9	7.03%
Private Sector	2	1.56%
Grand Total	150	100.00%

3.6.7 Occupational safety and protection:

Regarding to reduce occupational risk and hazards (fatal and non-fatal), the below table 3.6.7.1 shows that 99% of domestic workers reported they didn't receive any occupational risk and hazards related equipment.

Table 3.6.7.1: Ever been received services to reduce occupational risk and hazards (fatal and non-fatal)				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
Didn't Receive Any Support	98%	99%	460	99%
Training	0%	1%	2	0%
Work Safety Guards Equipment	2%	0%	3	1%

Grand Total	100%	100%	465	100%
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Regarding action against hazards, the below table 3.6.7.3 shows that major proportion (86%) of the domestic workers are not aware about government initiative if any hazards/accident occurs on domestic workers. Regarding district wise distribution, among the DWs in Chittagong and Dhaka districts' DWs are aware compared to other survey districts (Please district see wise distribution annexure table 1.28).

Table 3.6.7.3: Any hazards occur/accident (fatal and non-fatal) have done inspection from the government as per labor law				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
Don't Know	68%	61%	289	62%
No	12%	14%	63	14%
Yes	20%	25%	113	24%
Grand Total	100%	100%	465	100%

In addition, the below table 3.6.7.4 shows that 15% of surveyed domestic workers (29% live in and 12% live in) faced accident at work place.

Table 3.6.7.4: Domestic/working life have faced any accident/injury				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
Couldn't recall	4%	7%	30	6%
No	66%	81%	364	78%
Yes	29%	12%	71	15%
Grand Total	100%	100%	465	100%

Regarding district wise distribution, the below table 3.6.7.5 shows that 33% of survey respondents from Sylhet district faced accident. Followed by 16% in Dhaka, 11% in Chattogram and 3% in Jashore.

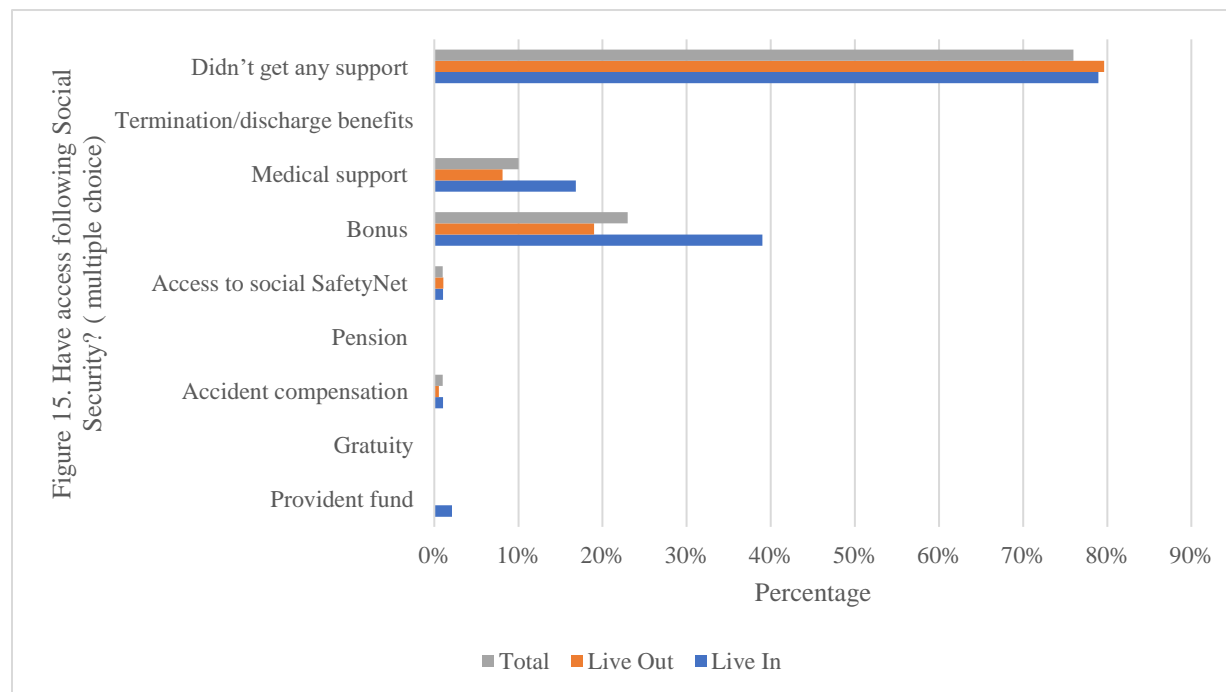
Table 3.6.7.5: District wise distribution in domestic/working life have faced any accident/injury						
Response	District				Total Count	Total %
	Chattogram (n-94)	Dhaka(n-302)	Jashore(n-33)	Sylhet(n-36)		
Don't Know	3.19%	8.94%	0.00%	0.00%	30	6%
No	86.17%	75.17%	96.97%	66.67%	364	78%
Yes	10.64%	15.89%	3.03%	33.33%	71	15%
Grand Total	100.00%	100.00%	100.00%	100.00%	465	100%

The below table 3.6.7.6 shows that of them, who injured, 62% of injured DWs received any compensation from the employers while 38% reported they didn't receive any compensation that are kinds and money.

Table 3.6.7.6: If yes, did DWs receive any compensation from employers or others		
Response	Total Count	Total %
No	27	38%
Yes	44	62%
Grand Total	71	100%

3.6.8 Access to social security

The study found that the below figure-15 shows that 76% of domestic workers (80% live-in and 79% live-out) reported they deprived from access to social security like termination/discharge benefits, provident fund, gratuity, pension, accident compensation, medical support etc.



Domestic workers in Bangladesh usually rely on their personal savings in old age because there is no pension provision. However, there is no assurance that they would have such savings even after a lifetime of employment. Though the Old Age Allowance (OAA) scheme is open to women domestic workers over the age of 62, due to the low means-test threshold, they do not qualify (WIEGO, 2020). In this study only 1% domestic workers had access to the government old age scheme.

The National Social Security Strategy approved in 2015 was developed with the goal to make the nation free from hunger and poverty and with the vision to enable access to the social safety measures by deserving people especially the poor and vulnerable (including the domestic workers). Specific focus on youth and vulnerable women – the elderly, and persons with disabilities. The strategy focus specifically on youth and vulnerable women – the elderly, and persons with disabilities and inclusion of socially excluded people (Planning Commission, 2015)¹⁰. The Measures of the strategy include allowances for the elderly, widows and people with disabilities, financial support for people with serious diseases, and a maternity allowance and lactation support for poor working mothers. However, it was reported that coverage of these social protection initiatives are notably limited in numbers (WIEGO, 2020).

¹⁰ Planning Commission of the Ministry of Planning and Planning Commission (2015) *National Social Security Strategy (NSSS) of Bangladesh*. General Economics Division (GED). Available at: https://socialprotection.org/discover/legal_policy_frameworks/national-social-security-strategy-nsss-bangladesh (Accessed: October 14, 2022).

3. 7: Current state of the rights of the domestic workers

3.7.1 Policy related for Domestic workers rights in Bangladesh:

The Domestic Workers Protection and Welfare Policy (DWPWP) was approved by the Cabinet of the Government of the People's Republic of Bangladesh in December 2015. The DWPWP-2015 includes key provisions for the registration of workers and legal aid. In addition, it includes 16 provisions that outline the responsibilities of employers, employees, and the government (Khan et al., 2021).

The DWPWP-2015 policy recognized domestic workers, both male and female, as 'labor,' and for the first time recognized the right to access welfare benefits, such as financial support from employers to access health care services when they are not well, and paid maternity leave for four months. In addition, DWPWP-2015 recognized their rights to a decent wage and rights for rest and leisure time (Akther et al., 2020)¹¹.

The DWPWP-2015 policy stated that the salary of domestic workers should be set by mutual agreement between employers and domestic workers to safeguard the domestic workers from being subjected to oppression, indecent behavior, or physical and mental torture. Regarding the incidents of physical and mental torture, the DWPWP-2015 policy refers application of the provisions of punishment under existing laws, such as the penal code and the Women and Child Repression Prevention Act (2022).

In addition, The DWPWP-2015 policy states the role of the government in ensuring access of domestic workers to the Bangladesh Labour Welfare Foundation Fund established under the Bangladesh Labour Welfare Foundation Act, 2006. This fund provides financial support to disabled and diseased workers, a survivor benefit, a contribution to life insurance and education scholarships for children of eligible workers (WIEGO, 2020).

The Bangladesh Labour Act, 2006 do not yet recognized domestic workers (WIEGO, 2020)¹². Nor the domestic workers are provided any right by the Labour Act of 2006. Section 1(4)(o) of the Labour Act of 2006 states that the law is not applicable to domestic workers, and they have no access to the labour courts that is entirely established for labour issues and concerns (Islam, 2014).

As a result, the goal of ensuring domestic workers' access to the Bangladesh Labour Welfare Foundation Fund remains a long way off. Moreover, Bangladesh has yet to ratify the International Labor Organization's Convention 189¹³ on Decent Work for Domestic Workers and to implement Recommendation 201 on Decent Work for Domestic Workers (Ashraf et al., 2019). Regarding ensuring rights of the domestic workers the Domestic Servants' Registration Ordinance of 1961 is

¹² WIEGO (ed.) (2020) WIEGO Policy Brief No. 19, *The Costs of Insecurity: Domestic Workers' Access to Social Protection and Services in Dhaka, Bangladesh*. WIEGO Policy Brief No. 19. issue brief. Women in Informal Employment: Globalizing and Organizing. WIEGO. Available at: <https://www.wiego.org/publications/costs-insecurity-domestic-workers-access-social-protection-and-services-dhaka>.

¹³ More about this is available in https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C189

the only specific law in Bangladesh that addresses domestic workers (Islam, 2014). Similarly, even the Penal Code 1860 has provisions of application of criminal law against some specific acts pertaining to violence and abuse¹⁴ broadly for the citizens, unfortunately lacks regulation that specifically deals with domestic workers (Islam, 2014). In addition, domestic workers are not included in the scope of the recently passed Domestic Violence (Prevention & Protection) Act 2010 (Islam, 2014).

3.7.2 Rights of the Domestic workers in Asia and the Pacific region:

Over 70% of domestic employees in this region still work hours that are not regulated by law and three out of every five are not covered by labor laws. The main reason for the lack of employment and social protection is that women make up the large majority of domestic workers. Women have traditionally performed home chores and caregiving duties without receiving compensation or acknowledgement. Today, the majority of women employed as domestic workers are migrants from inside and outside of the country. The patriarchal and hierarchical institutions that undervalue women's labor and view houses as private areas that shouldn't be controlled as places of employment are the main causes of obstacles to strengthening their rights. For people who adhere to such traditions, removing these barriers can be difficult (Hong Kong Free Press, 2022)¹⁵.

Ratification of the Violence and Harassment Convention of 2019 (No. 190) and the Domestic Workers Convention of 2011 (No. 189) of the International Labor Organization (ILO) would go a long way toward establishing new norms where care and domestic work are respected and women workers are valued and safe. Only the Philippines in this region has ratified the Domestic Workers Convention, despite the fact that it was approved eleven years ago today and that 52% of domestic workers worldwide are in Asia and the Pacific. Only Fiji has ratified the Convention against Violence and Harassment (Hong Kong Free Press, 2022)¹⁶.

The Covid-19 pandemic brought attention to preexisting disparities. The fact that low-valued and underpaid individuals like garbage collectors, caregivers, domestic helpers, and transport workers—who risked their lives to keep our societies running during lockdowns—are in fact "important workers"—came to light as a result of this (Hong Kong Free Press, 2022)¹⁷.

¹⁴ Culpable homicide, murder, hurt, grievous hurt, wrongful restraint, wrongful confinement, assault, kidnapping, abduction, rape, and theft.

¹⁵ Hong Kong Free Press. (2022, June 16). Give domestic workers across Asia and the Pacific the rights they deserve. *Hongkongfp.com*. Retrieved December 12, 2022, from <https://hongkongfp.com/2022/06/16/give-domestic-workers-across-asia-and-the-pacific-the-rights-they-deserve/>.

¹⁶ Hong Kong Free Press. (2022, June 16). Give domestic workers across Asia and the Pacific the rights they deserve. *Hongkongfp.com*. Retrieved December 12, 2022, from <https://hongkongfp.com/2022/06/16/give-domestic-workers-across-asia-and-the-pacific-the-rights-they-deserve/>.

¹⁷ Hong Kong Free Press. (2022, June 16). Give domestic workers across Asia and the Pacific the rights they deserve. *Hongkongfp.com*. Retrieved December 12, 2022, from <https://hongkongfp.com/2022/06/16/give-domestic-workers-across-asia-and-the-pacific-the-rights-they-deserve/>.

3.7.3 Rights of the Domestic workers in South- Asia:

Domestic work remains one of the largest industries in South Asian countries that is highly female dominated. In addition, high female domination is not only prevalence in the within the domestic setup but also to overseas wealthier regions of the world such as in Middle East, Singapore, Hong Kong, Malaysia, and even some pockets in the US, Canada, and Europe. (Maya John, 2021) 18.

Similarly, like Bangladesh, as it is mentioned in the section above, both the live-in and live-out category of domestic work are available. Likewise, the mechanism of hiring the domestic workers either as live-in or live-out is mostly through personal contacts. Unlike Bangladesh, hiring through recruitment agencies is trending in South Asian countries (Maya John, 2021) 19.

Correspondingly none of the South Asian countries namely Bangladesh, India, Nepal, Sri Lanka, Pakistan, Afghanistan, Bhutan, or the Maldives have ratified the ILO Convention 189. Likewise, in all these South Asian countries there is a lack of availability of authentic and updated data or information on domestic workers that also reflects attitude of non-recognition of this workforce by state agencies (Maya John, 2021).

3.7.4 Ground reality regarding rights of domestic workers in Bangladesh

The below table 3.7.5.1 depicts the knowledge level of the domestic workers on women workers favorable different laws, policies, act. It was found that all most all surveyed women domestic workers no knowledge on labor law, Domestic Workers Protection and Welfare Policy, 2015, and 27% Domestic Violence (Prevention and Protection) Act, 2010.

Table 3.7.5.1: Have any idea on the below law/act (n-465)				
Response	Basic knowledge	In-depth knowledge	No knowledge	Total
Labor law	4%	0%	96%	100%
Domestic Workers Protection and Welfare Policy, 2015	1%	0%	99%	100%
Domestic Violence (Prevention and Protection) Act, 2010	0%	0%	100%	100%

18 “The Persistent Precarity of Domestic Workers in South Asia” (2021) [www.rosalux.de](https://www.rosalux.de/en/news/id/44474/the-persistent-precarity-of-domestic-workers-in-south-asia) [Preprint]. [www.rosalux.de](https://www.rosalux.de/en/news/id/44474/the-persistent-precarity-of-domestic-workers-in-south-asia). Available at: <https://www.rosalux.de/en/news/id/44474/the-persistent-precarity-of-domestic-workers-in-south-asia> (Accessed: November 12, 2022).

19 “The Persistent Precarity of Domestic Workers in South Asia” (2021) [www.rosalux.de](https://www.rosalux.de/en/news/id/44474/the-persistent-precarity-of-domestic-workers-in-south-asia) [Preprint]. [www.rosalux.de](https://www.rosalux.de/en/news/id/44474/the-persistent-precarity-of-domestic-workers-in-south-asia). Available at: <https://www.rosalux.de/en/news/id/44474/the-persistent-precarity-of-domestic-workers-in-south-asia> (Accessed: November 12, 2022).

The below table 3.7.5.1 depicts the knowledge of the employers on different laws and policies. Only 6.67% of employers have in-depth knowledge on Domestic Workers Protection and Welfare Policy, 2015, 27% of DWs have basic knowledge and the majority of them (66%) have no knowledge. More or less similar scenario is found regarding knowledge on labour law and Domestic Violence (Prevention and Protection) Act, 2010.

Table 3.7.5.1: DWS have any idea on the below law/act (n-150)				
Response	Basic knowledge	In-depth knowledge	No knowledge	Total
Labor law	44.00%	7.33%	48.67%	100%
Domestic Workers Protection and Welfare Policy, 2015	27.33%	6.67%	66.00%	100%
Domestic Violence (Prevention and Protection) Act, 2010	31.33%	6.00%	62.67%	100%

The below table 3.7.5.2 shows that 65% of employers think that they have awareness on decent and dignified work of domestic workers while 35% don't have.

Table 3.7.5.2: Awareness on decent and dignified work of domestic workers		
Response	Count	Percentage
No	52	34.67%
Yes	98	65.33%
Grand Total	150	100.00%

This table 3.7.5.3 shows that remarkable portion of employers are in favour of social recognition of DW as workers (11%), timely payment (9%), treat DW with respect (8%), safe and secure workplace (5%), etc.

Table 3.7.5.3: If yes what about those		
Response	Count	Percentage (%)
Access to leave	1	2.04
Access to social benefits	2	2.04
Decent working time	2	2.04
Ensuring fundamental rights	4	4.08
Ensuring work place dignity	3	3.06
Following government policy	1	1.02
Hygiene in the workplace	2	2.04
Need policy for salary	1	1.02
Need specific law in this regard	1	1.02
Need training and law by government	1	1.02
Proper policy implementation	1	1.02
Protection from abuse	5	5.10
Providing employee benefits	1	1.02
Providing occupational training	1	1.02
Recognition as worker	2	2.04
Salary according to working hour	1	1.02
Secure and safe work environment	1	1.02
Social recognition as workers	17	17.35
Standard work	2	2.04

Table 3.7.5.3: If yes what about those		
Response	Count	Percentage (%)
Timely payment	13	13.27
Treat dws as a family member; ensuring right recruitment system to protect from security concern from dws	1	1.02
Treat DWs humanely	1	1.02
Treat dws with respect	12	12.24
Workplace dignity	7	7.14
Safe and secure workplace	8	8.16
Adequate earnings and productive work	3	3.06
Access to leisure and rest, timely payment time	3	3.06
Grand Total	150	100.00

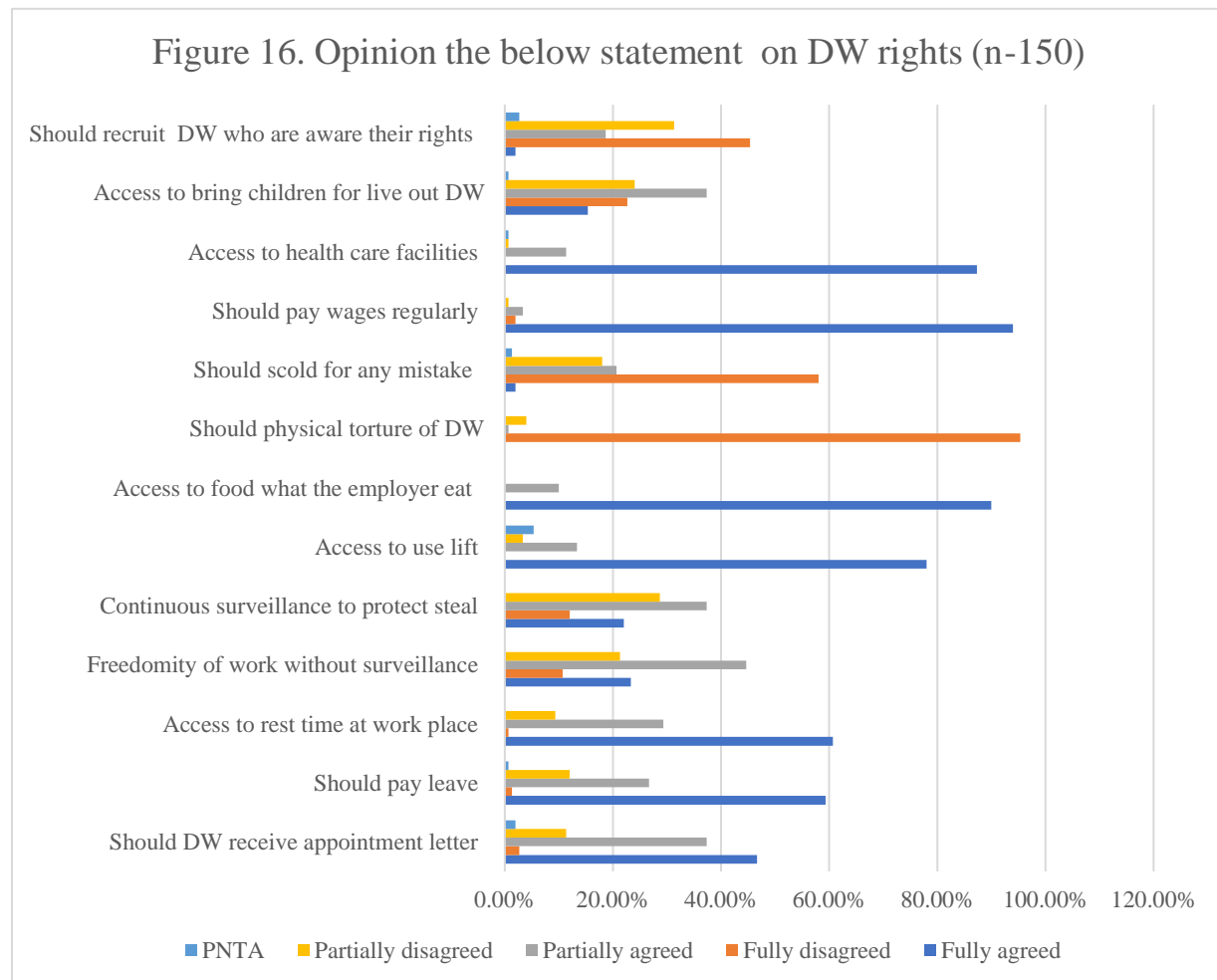
From the below table 3.7.5.4, it can be narrated that 64% of employers didn't get awareness message on domestic workers' rights. On the other hand, 20% have been aware from social media post, 17% from print media, 16% from TV and 15% from online media.

Table 3.7.5.4: For where DW got awareness related information about domestic workers rights		
Response	Count	Percentage
Social media post	30	20.00%
TV	24	16.00%
Online media	23	15.33%
Print media	25	16.67%
Stakeholder meeting	3	2.00%
No message received	96	64.00%
Grand Total	150	100.00%

The below table 3.7.5.5 reveals that very negligible portion of the employers got/enjoyed the series/drama regarding DW issues. So, most of them can't be aware of DW issues.

Table 3.7.5.5: Last one year did DWs get any web series/drama regarding domestic workers issues		
Response	Count	Percentage
No	149	99.33%
Yes	1	0.67%
Grand Total	150	100.00%

The reaction of employers regarding domestic workers rights, the Likert scale parameter depicts in figure-16 that most of employers have positive thinking on domestic workers rights and entailment.



3.8 : GBV against women domestic workers in Bangladesh at the workplace and at home

3.8.1 Recent scenario of the incidents of GBV in Bangladesh

There is an increasing trend in the number of reported GBV incidents in Bangladesh since May 2018 that further advanced with the onset of the COVID-19 pandemic in March 2020 as reported by UNDP. Among the incidents of GBV sexual assault is the most reported source of violence over time, making up to at least 3 in 5 reported incidents. Domestic violence ranked second seemed facilitated up by the pandemic. Similarly, reported downward trend of dowry-related incidents in the recent years also showed a rise with the pandemic (UNDP, 2022)²⁰. Similarly, there was also an extensive occurrence of violence of all sorts such as verbal, physical and sexual by employers against domestic workers reported by WIEGO in the WIEGO Policy Brief No. 19.

Women and girls are the major targets of the GBV. In 2020-21 alone girls, including children, had experienced 60% of sexual assaults (UNDP, 2022)²¹. There were 15 reported cases of violence against domestic workers in the first six months of 2019, eight of which were rapes (UNDP, 2022)²². Reported by BILS In Bangladesh in 2020, 44 domestic workers were subjected to various forms of torture (BILS, 2020)²³. Another report by BILS also stated that in 2020 sixteen of them were killed, including 12 unidentified deaths, twelve people were raped, twelve were severely tortured as a result of physical injuries, and four committed suicide (BILS, 2020)²⁴.

3.8.2 Available safeguarding mechanism

Gender-based violence perpetrators are rarely held accountable in Bangladesh. Given that the vast majority of women and girls in Bangladesh who experience or survive gender-based violence never disclose this incident to anyone. The Nari-o-Shishu Nirjatan Daman Ain, 2000 and the 10-year anniversary of the Domestic Violence (Prevention and Protection) Act (DVPP Act), it is clear that implementation of these plans and laws is falling drastically short (Human Rights Watch, 2020)²⁵.

The Multi-Sectoral Programme on Violence Against Women (MSPVAW) was established in 2000 by the governments of Bangladesh and Denmark under the Ministry of Women and Children Affairs with the goal of creating "a society free of violence against women and children by 2025." The program created the National Action Plan to Prevent Violence Against Women and Children (2013-2025), which focuses on

²⁰ UNDP (2022) "Gender-based violence: taking stock of Bangladesh's shadow pandemic." Available at: <https://www.undp.org/bangladesh/blog/gender-based-violence-taking-stock-bangladesh%E2%80%99s-shadow-pandemic> (Accessed: November 12, 2022).

²¹ UNDP (2022) "Gender-based violence: taking stock of Bangladesh's shadow pandemic." Available at: <https://www.undp.org/bangladesh/blog/gender-based-violence-taking-stock-bangladesh%E2%80%99s-shadow-pandemic> (Accessed: November 12, 2022).

²² "Gender-based violence: taking stock of Bangladesh's shadow pandemic" (2022). Available at: <https://www.undp.org/bangladesh/blog/gender-based-violence-taking-stock-bangladesh%E2%80%99s-shadow-pandemic> (Accessed: November 12, 2022).

²³ Bangladesh Institute of Labour Studies-BILS. (2020). (rep.). *BILS report on domestic workers situation: 44 domestic workers tortured in 2020*. Retrieved August 14, 2022, from <https://bilsbd.org/news/bils-report-on-domestic-workers-situation-44-domestic-workers-tortured-in-2020/>.

²⁴ Bangladesh Institute of Labour Studies-BILS. (2020). (rep.). *BILS report on domestic workers situation: 44 domestic workers tortured in 2020*. Retrieved August 14, 2022, from <https://bilsbd.org/news/bils-report-on-domestic-workers-situation-44-domestic-workers-tortured-in-2020/>.

²⁵ Human Rights Watch. (2020). (rep.). *"I Sleep in My Own Deathbed" Violence against Women and Girls in Bangladesh: Barriers to Legal Recourse and Support*.

legal protections, social awareness, women's socioeconomic advancement, protection services, rehabilitation services, inter-sectoral cooperation, and community involvement. The program includes a number of significant measures and interventions, including the establishment of nine One-Stop Crisis Centers in major hospitals; the establishment of a One-Stop Crisis Cell in each of the district of Bangladesh which is responsible for coordinating access to the Crisis Centers, connecting victims with services, and monitoring and following up on cases; a National Trauma Counseling Center in Dhaka; a 24-hour national helpline for violence against women and children; and a data collection system. The fact that the hotline receives millions of calls from distressed women while only a small number of women and girls are referred to available services (Human Rights Watch, 2020)²⁶.

3.8.3 GBV survivor Compensation situation (A comparative analysis with other country)

3.8.3.1 Compensation available for SGBV in Other Countries

The United Kingdom (UK) established the Criminal Injury Compensation Act (CICA) in 1964²⁷, which accommodated the provision for compensations for rape victim. The scheme was funded with tax money and viewed as an expression of public sympathy. The victim can claim compensation for psychological and physical injuries, medical and rehabilitation expenses, financial costs, and any other expenses that occurred as a result of the rape. The act treats rape cases as ‘unique’, and the amount of compensation depends on the severity of each individual case.

The United State (US) congress established a federal victims-compensation fund through ‘the Victims of Crime Act 1984 (VOCA)’²⁸ to provide federal assistance to local and state programs that helps victims of crimes. The services provided by these programs varies from state to state, but they usually include medical care, mental health treatment, funerals, burial services among other. Some programs even offer crime scene cleanup, travel costs for medical treatment etc.

In India, the right of the victim of a crime to receive compensation was recognized, in section 357 of the Code of Criminal Procedure (CrPC), 1973²⁹. In 2008, this section was amended, and now imposes liabilities on the state to compensate the victim, focuses on the rehabilitation of victim even if the accuse is not tried and facilitates scope for meeting the immediate needs of the victim for first aid, medical benefits, as well as any other interim relief based on the needs of the victim. The section requires the central government, along with every state government to establish a Victim Compensation Scheme (VCS) which by now has been accomplished by most states. VCS is applicable in cases where the compensation paid by the accused is inadequate, the accused is acquitted or discharged, and under circumstances where the offender cannot be traced or identified.

3.8.3.2 Analyzing legal framework in Bangladesh

In 2000, The Women and Children Repression act introduced the provision for compensation for sexual and gender-based violence, (including all six types of rape) for the first time in Bangladesh, but its effective implementation is yet to be seen. According to the Women and Children Repression act 2000³⁰, the perpetrator can only be fined between 10 thousand to 1 lakh taka and not more than that. This amount is

²⁶ Human Rights Watch. (2020). (rep.). *“I Sleep in My Own Deathbed” Violence against Women and Girls in Bangladesh: Barriers to Legal Recourse and Support*.

²⁷ <https://www.gov.uk/guidance/criminal-injuries-compensation-a-guide>

²⁸ <https://dss.mo.gov/dfas/victims-of-crime-act/files/34-USC-Chapter-201.pdf>

²⁹ <https://legislative.gov.in/sites/default/files/A1974-02.pdf>

³⁰ <http://bdlaws.minlaw.gov.bd/act-835.html>

grossly inadequate, and this amount usually goes to the state and if the judges want, they can direct this amount to be given as compensation to rape victims and their families.

Bangladesh Law Commission has drafted ‘Crime Victim Compensation Act 2007’³¹ to address the abovementioned issues, but the act has been in drafting stage for 14 years.

The Domestic Violence (Prevention and Protection) Act, 2010³², defines domestic violence, regulates the duties and responsibilities of police officers, enforcement officers, and service providers (chapter 3). The rights of the victim and remedies are stated in Chapter 4 and Article 14 of this chapter includes the ways of compensating of a victim of this kind. The court considers the level of injury, harassment, medical expenses, short-term and long-term impact on income, loss of property and incurred other expenses. Moreover, the court can give verdicts to bear the expenses of the living cost of the wife and the children to the offender husband. However, practitioners think this act is not much promoted nationally and hence is not being utilized or executed by the victims.

3.8.3.3 Existing scenario in Bangladesh

Illegitimate financial transactions are the main hindrance for the victims to receive any sort of compensation. On one side, jurisdiction for compensations is subjectively articulated and relies on the honorable court, and on the other side, of the victims have complained about relevant officials and local leaders taking bribes in different names. It is quite evident that the verdict of compensation comes only after the accused gets convicted without any doubt, but this becomes hard due to lack of witness or evidence and for a victim from lower to lower-middle class strata, financial crunch during the interim period urges for legitimate compensation.

Gender-based violence perpetrators are rarely held accountable in Bangladesh. Given that the vast majority of women and girls in Bangladesh who experience or survive gender-based violence never disclose this incident to anyone. The Nari-o-Shishu Nirjatan Daman Ain, 2000 and the 10-year anniversary of the Domestic Violence (Prevention and Protection) Act (DVPP Act), it is clear that implementation of these plans and laws is falling drastically short (Human Rights Watch, 2020)³³. The relevant findings of this study will reflect this fact in the following sections accordingly.

In many interviews, victims shared that in case of domestic violence, the family broke due to the complaint and the alimony (Den-mohor) amount was regarded as compensation.

Mostly SGBV is thought of as physical or sexual abuse, but the consequent psychological depression and economic demise are often less focused. The compensation can be utilized by the victim to restore her social damage and can make herself self-sufficient.

3.8.3 Qualitative findings from the ground on GVB issue of domestic workers

The reported GBV incidents as stated in section 3.8.4 of this document presents recent situation of the GBV incidents which is highly alarming indeed. However, the remarks regarding GBV incidents, and its relevant concerns made by the respondents of this study during qualitative data collection present comparatively a different dimension regarding the occurrence of violence from the employers to the live-out domestic

³¹ <http://www.lawcommissionbangladesh.org/reports/75.pdf>

³² http://mowca.portal.gov.bd/sites/default/files/files/mowca.portal.gov.bd/page/203db6dc_7c82_4aa0_98a6_8672334b235c/Domestic%20Violence%20Act%20English.pdf

³³ Human Rights Watch. (2020). (rep.). *“I Sleep in My Own Deathbed” Violence against Women and Girls in Bangladesh: Barriers to Legal Recourse and Support.*

workers. In an attempt to explore deeper both the socio-psychological and the real-world situation behind the remarks made by the live-out domestic workers, the major findings are stated below.

According to the respondents, domestic violence is common and a regular part of life. It is perceived as such a common and regular incident that they never make an attempt to look for neither ask for legal nor preventive measures against domestic violence on them. Important to note that they believe, being a man, it is common for a husband to be loud and aggressive in verbal expression and even he can be aggressive in his physical acts as well. Similarly, being loud or even occasional aggressive gestures by employers to the DWs are common and logical when it is expressed due to damage to any household materials or food items caused by them, or being late at work for several days consequently. Incidents of verbal abuse or loud expressions by the employers to the DWs was reported more compared the physical or sexual abuse, as reported by Rahima, 55 ‘I never faced sexual harassment, I faced verbal and physical abuse frequently. One day I broke a glass that was imported from Saudi Arabia and for that I was beaten by the employer’.

The live-out domestic workers of all the four studied locations reported that they are treated with respect and with enough humbleness by the employers especially the adult male members at employer’s house. Similar remarks also reported by the WRO representative in Sylhet. Inversely, the representative of MOWCA and Trade Union Leader, Chittagong remarked about incidents and concerns about GBV against domestic workers at large.

It was also reported from all four studied locations that employers who live in a neighborhood for a long time and have a good reputation at the community and society at large do not tend to initiate an incidence of abuse or violence against live-out domestic workers who also live in the same community or nearby locations and who also works at the nearby neighbor’s places every day in other shifts. Furthermore, the hourly shifts (2-3 hours per day) hardly provide enough opportunities for DWs and employers to communicate with one another to the extent that could facilitate an incident such as abuse or violence, as reported. In addition, the absence of adult male members at the employer’s house during the daytime assists them in finishing their regular chores at the employer smoothly and peacefully.

Regarding accessing the safeguarding mechanism by the domestic workers, it was stated by the respondent from MOWCA that, the major challenges include a lack of interest of the domestic workers who are violence survivors in filing cases against the offenders as well as scared of revealing the identity of the offenders who are more powerful compared to them in the society. In addition, lack of information and limited awareness on the hotline number 109 among the domestic workers is another big challenge as reported by the respondent.

3.8.5 Quantative survey finding from the ground on GVB issue of domestic workers

In an attempt to explore the facilitating factors for the GBV incidents at the community, at their own accomodation units and at the employers places both the qualitative and quantitative approach were followed. The findings sated in section 3.2 and 3.3 regarding pattern of accomodation of the domestic workers would complement the findings in this section below. The table 3.8.5.1 shows that 17% of women domestic workers reported feeling of fear of losing of security, dignity and privacy because of the arrangement of shared toilet and bathing of them 21% is from live-out DWs and 2% live-in domestic workers.

Table 3.8.5.1: Fear of losing of security, dignity and privacy because of the arrangement of shared toilet and bathing				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	98%	79%	385	83%
Yes	2%	21%	80	17%
Grand Total	100%	100%	465	100%

During face-to-face sharing at the ground, Rahima, 55 who used to be a live-in domestic worker reported that during her live-in working phase, she had a separate room for sleeping. The washroom for her was located at the ground floor that was a common washroom for her and used to share a lot by the door keepers, drivers and other support service provider males. She used to bathe in the pond nearby. According to her, ‘I couldn’t use the washroom at night and so I had urinated in my sleeping room many a times and faced frequent verbal abuse for that’.

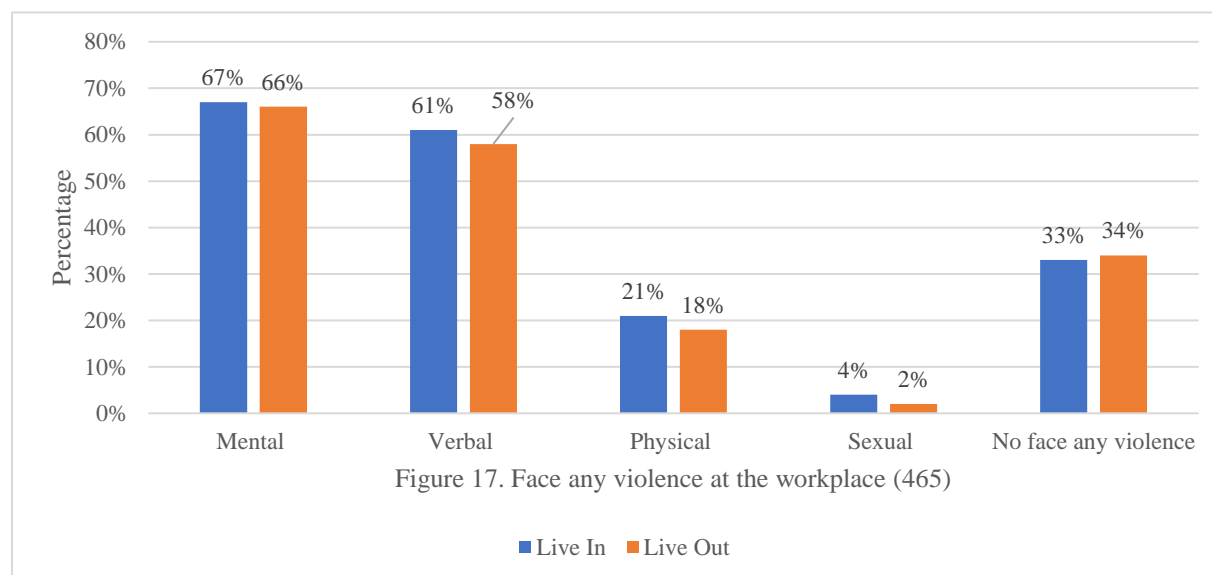
Similarly table 3.8.5.1 presents uncomfortable feeling of 26% of women domestic workers (20% live-in and 28% live-out) regarding their privacy/security/dignity concerns at large in their accommodation units.

Table 3.8.5.2: Is there any privacy/security/dignity concern that makes/making/made DW feel uncomfortable for living in your accommodation?				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	80%	72%	342	74%
Yes	20%	28%	123	26%
Grand Total	100%	100%	465	100%

In addition, the table 3.8.5.3 shows that 66% of women domestic workers reported (67% live-in and 66% live-out) feel uncomfortable on privacy/security/dignity at employer’s house.

Table 3.8.5.3: Is there any privacy/security/dignity concern that makes/making/made DWs feel uncomfortable in your employer’s home				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	33%	34%	158	34%
Yes	67%	66%	307	66%
Grand Total	100%	100%	465	100%

The below figure-17 depicts that 66% of live-out domestic workers experience violence at their workplace like mental, verbal, physical, sexual etc.. Of them, almost 67% of live-in domestic workers experience mental violence, 61% verbal abuse, 21% physical abuse and 4% sexual abuse. In terms of share violence issues with others, of them 95% of DWs reported they didn't share with anybody while only 2% of DWs shared with family, 2% of DWs neighbor and 1% of DWs shared with friend.



The below table 3.8.5.4 shows that 91% of women domestic workers are not aware on any hotline/helpline number to ask for help regarding Gender based violence while only 9% are aware on regarding complaint areas. Out of 9% of domestic workers, who are aware of complaint areas, 45% of DWs approached to hotline number for suit file against violence at workplace.

Table 3.8.5.4: Aware of any hotline/helpline number to ask for help regarding Gender based violence				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	93%	91%	425	91%
Yes	7%	9%	40	9%
Grand Total	100%	100%	465	100%

3.9.1 : GBV and the COVID 19 reflection from Domestic workers

Advancement of the incidents of GBV with the onset of the COVID-19 pandemic is reported in various sources that also has mentioned in section 6.1 of this document. During the pandemic phase while there was country wide strict practicing on social isolation was following majority of the live-out domestic workers also became out of work for a while like most other people of the country. Therefore, in an attempt to explore the impacts of the COVID-19 on the facilitating factors of GBV on the life of domestic workers, the below table 3.9.1.1 shows that 4% of domestic workers got infected with COVID. Of them, half of the live-out domestic workers reported they didn't receive wages on time when they returned back to work after got freed from COVID infection.

Table 3.9.1.1: Got infected by COVID 19				
Response	Percentage		Total Count	Total Percentage
	Live In	Live Out		
No	98%	95%	446	96%
Yes	2%	5%	19	4%
Grand Total	100%	100%	465	100%

Regarding experience of abuse because of the COVID infection from the employers to the DWs it was found in below table 3.9.1.2 that out of 4% of DWs, 26% of DWs experienced verbal abuse by the employer for being affected by COVID 19 as presented. In addition, the study also found that of them, 47% of DWs lost their work due to COVID pandemic. In addition, half of the COVID infected DWs reported have experienced abuse by husband/family members for losing source of income.

Table 3.9.1.2: If yes, have DWs experienced any verbal abuse by the employer for being affected by COVID 19				
Response	Percentage		Total Count	Total Percentage
	Live In (n-95)	Live Out (n-370)		
No	14%	60%	14	73.68%
Yes	6%	20%	5	26.32%
Grand Total	100%	100%	19	100%

3.9.2 : Employer's reflection on DW and the COVID 19

It is derived from the below table 3.9.2.1 those employers faced difficulties in getting domestic workers as 57% of respondents replied that wage rate of DW was higher than the normal period and 31% of respondent replied that there was shortage of DW. On the other hand, 12% employers didn't allow DW at their houses for having fear of affecting by COVID-19.

Table 3.9.2.1: Employers face difficulties to get domestic worker during pandemic		
Response	Count	Percentage
Domestic worker's wages demand increase	86	57.33%
Faced shortage of domestic workers	46	30.67%
We don't allow domestic worker in home due to corona	18	12.00%
Grand Total	150	100.00%

This table 3.9.2.2 reveals that 31% of employers didn't take any positive initiative for DW during pandemic but 69% of took better initiative.

Table 3.9.2.2: Take any favor initiative for domestic worker during pandemic		
Response	Count	Percentage
No	46	30.67%
Yes	104	69.33%
Grand Total	150	100.00%

The table below 3.9.2.3 presents many positive initiatives taken by the employers for the well-being of the DW. Such as, 24% of employers provided food support, 17% provided cash support, 5% provided health support and 7% provided support regarding vaccination process to the DWs and their family members.

Table 3.9.2.3: If yes, what type of well-being initiative DWs took		
Response	Count	Percentage
N/A	46	30.67%
Increased monthly wage rate	15	10.00%
Paid her monthly wage (full) when she was not in service due to following social isolation system	10	6.67%
Provided cash support	25	16.67%
Provided food support for her family	37	24.67%
Supported her family/kids for accessing health support	7	4.67%
Supported in her vaccination process	10	6.67%
Grand Total	150	100.00%

3.10: Psychological Wellbeing (GHQ-12)

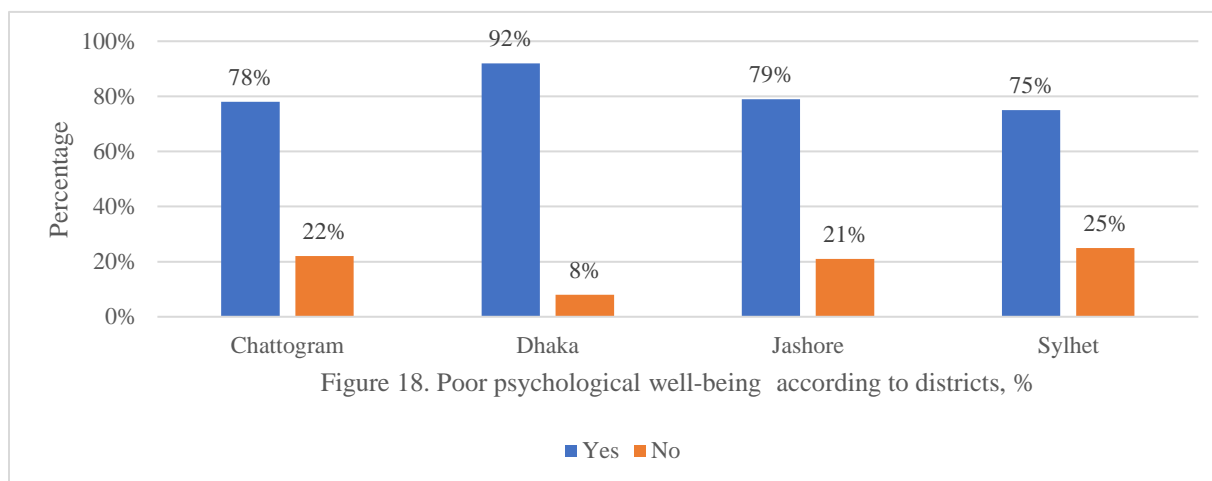
3.10.1 Psychological well-being of the respondents

The below table 3.10.1.1 shows the psychological well-being of surveyed individuals of the domestic workers. Of them, around 81% of DWs had Poor psychological condition, namely social dysfunction (92%), Anxiety and depression (68%) and Loss of confidence (60%) etc.

Table 3.10.1.1: Psychological well-being and mental health; GHQ score

Variables	Overall score			Have		Do not have	
	Mean	SD	Out of	n	%	n	%
Poor psychological well-being (N=465)	15.6	3.4	36	376	81	88	19
Social dysfunction (N=465)	5.78	2.56	36	427	92	37	8
Anxiety and depression (N=465)	6.05	1.45	36	316	68	148	32
Loss of confidence (N=465)	5.78	1.35	36	279	60	186	40

The figure-18 shows the district-wise segregation of psychological well-being of the surveyed domestic workers.



Case study-1

Low income, physical and verbal harassment at workplace, and separation from her husband made me life horrible.

Rahima

Tulatuli, Hafezi Madrasa, Chittagong

I am Rahima. After my mother died, I started to work as a live-in domestic worker eight years ago. Currently, I am living in Tulatuli, Hafezi Madrasa, Chittagong. Though I didn't go to school, my sister Kulsum taught me how to sign. After my father died, my husband abandoned me with one son. He doesn't carry our expenses at all. We are in separated for more than eight years. He rarely comes here one/two times a year. I live with my sister, my niece, my grandson, and my son.

I used to live in Moheshkhali with my husband. My brother-in-law left me here with 5000 taka. My neighbors help me financially. I have a bad smell in my mouth. Though I can't prepare any home remedy, one neighbor made a mehndi paste for me. There are two rooms here. I bear the rent of one room. I even earn 100 takas with great difficulty.

When I worked as a live-in domestic worker, I only received 50 taka as a monthly salary including clothes and food. I worked there from 5 am. to 11 p.m. I couldn't take a rest because the owner used to abuse me verbally. After my marriage, I got freedom. I got no weekend. I loved to watch the Bangla cinema on TV but they didn't allow me. Now I have a TV in my house, but I have lost interest. I could only get 10 days of holidays during Eid within a year. They praised my cooking as I could cook better than their daughter-in-law. During Eid, I used to receive new cloth for my mother and 100 taka for me. One day I made juice for all. Accidently the quantity of sugar was more in that. The eldest son of the owner beat me hard with lebbeck tree (koroï gach) stick. He even threw me in the pond and beat me again targeting my head. The older son of the house told me to file a case. But I didn't as I couldn't be ungrateful to them. I had a wound in my leg. The daughter-in-law of the house took responsibility for the treatment.

My financial condition is so bad that I beg nowadays. Though I never faced sexual harassment, I faced verbal and physical abuse frequently. Accidently one day I broke a glass that was imported from Saudi Arabia and they beat me. The owner threw me from the one-floor roof. After the incident, I got injured in my waist.

After my mother went mad because of some evil spirit (আলগা বাতাস), I got married and left the job. At this moment, it is tough for me to earn one hundred taka per day. My neighbors are kind-hearted.

During my work, I had a separate room for sleeping. But I didn't have a washroom. I had a washroom in the ground floor. I even couldn't use the washroom at night. So, I used to pee in my room and got scolded. I used to bathe in the pond. The washroom's condition was so bad that I didn't feel safe then. I didn't know anything about govt. helpline number.

Recently I made my bed wet by pee. I can't control it. I have diabetes too. Even my husband doesn't like me. He doesn't want to touch me also.

I want to spend my days with my husband and my son. I don't want to live by begging anymore. I faced a lot. One of my neighbors offered me work. But I can't touch water or can't sit properly for some health issues. I only can cook. Because of poverty and the absence of a male member in the family, I couldn't take any legal action at that time. Now I can take help from the chairman. All I want now is my husband. I want him to take responsibility and live with me.

Chapter 4: Conclusion and recommendations

Following measures as recommended by the respondents could contribute largely in enabling rights and the decent work platform for the domestic workers-

Review the relevant Acts and the administrative system-

- a) Domestic work should be recognized as ‘work’ in the Bangladesh Labour Act, 2006
- b) the definitions of “domestic workers” defined by The Domestic Servants’ Registration Ordinance 1961 better be reviewed for more elaboration and clarification.
- c) To ensure all the benefits of restrained working hours, rest, recreation, home-visits, salary etc of all domestic workers the legal framework is highly required to be strengthened in order.
- d) Laws must also ensure proper medical treatment and compensation by the employers for all domestic workers, who suffer any illness, injury or fatality during the course of their employment or as a result of it.
- e) In cases of the violation of the bill of rights for domestic workers, their contracts and violence, a domestic workers’ special court should be created
- f) Old-age allowance, widow allowance, and nursing homes for old people should be established by the government around Chittagong as these people don't have enough financial support and social recognition.
- g) Enough awareness about the available legal aid service that is free of cost to avail needs to be established among the community.

Implementation and Monitoring mechanism:

- a) Availability of an active system of the database regarding the domestic worker and proper control of it including registration and monitoring of all the individuals involved in domestic work is highly required.
- b) Adequate number of help centers should be established at the Upazilla and District levels all over the country to seek help for the domestic workers in cases of violence and abuse.
- c) The information about the availability of these help centers should be made widely known especially at the community levels all over the country.
- d) Help centers should be equipped well enough with minimum medical facilities, including medical, psychosocial and legal counseling, to deal with extreme situations of violence and cruelty.
- e) A district unit needs to be formed to help domestic workers under the Ministry of Social Welfare which would take the lead in passing laws, overseeing its enforcement and acting as a platform where all the relevant actors i.e. community organizations, NGOs, private sector, bilateral and multilateral donors can mobilize their agenda, resources and actions.
- f) A department under the law enforcement agencies should be established that would be geared towards solely focusing on investigating cases of violation of bills of rights for domestic workers, particularly for cruelty and violence against them.
- g) This department should make sure that the training of police be more sensitive to cases of domestic workers and engage women police officers in such cases who may be more sensitive to cruelty and violence against domestic workers.

- h) Lawyers specialized both on GBV and Labor rights and more specifically on this working group needs to be appointed in the working spaces accordingly.
- i) NGOs along with Os or CSOs should take initiative to lobbying with legislators and administrative body to find out the gap and make a better policy for the women domestic workers.
- j) There is a lack of initiatives to work on the issues and concerns regarding violence against domestic workers that needs to be addressed quickly by the acting agencies and relevant stakeholders.
- k) Enough initiative needs to be taken to address behavioral change of the mass regarding the perception about the domestic work and the domestic workers.
- l) The issue needs to be addressed well in the school curriculum to help children perceive the positive impression regarding the concerned issue and the working group. In addition, at the schools various awareness raising initiatives can also be initiated on this concern.

Chapter 5: Annexure

Annex 1. Finding table

Table 1.1: Age distribution of the Women Domestic workers		
Age	Count	Percentage
18-49	407	87.52%
50-64	40	8.60%
65-Above	18	3.87%
Grand Total	465	100.00%

Table 1.2: Educational Status distribution of the Domestic workers		
Education	Count	Percentage
1 st Grade To 10Th Grade	59	12.69%
Can Sign	207	44.52%
Illiterate	116	24.95%
Pre-primary	79	16.99%
SSC	3	0.65%
other	1	0.22%
Grand Total	465	100.00%

Table 1.3: Marital Status distribution of the Domestic workers		
Marital status	Count	Percentage
Married	363	78.06%
Widow	42	9.03%
Abandoned	11	2.37%
Divorced	18	3.87%
Living Separately	19	4.09%
Single	12	2.58%
Grand Total	465	100.00%

Table 1.4: If married, do you have child?		
Response	Count	Percentage
No	36	7.74%
Yes	429	92.26%
Grand Total	465	100.00%

Table 1.5: Are your children living with you?		
Response	Count	Percentage
No	76	17.7%
Yes	353	82.3%
Grand Total	429	100.00%

Table 1.6. If your children don't live with you, where they live?		
Response	Count	Percentage
N/A	389	83.66%
Husband	18	3.87%
In Hostel/Madrassa	4	0.86%
Living separately	7	1.51%
With Grandparents	22	4.73%
With In Laws	25	5.38%
Grand Total	465	100.00%

Table 1.7: Religion Status distribution of the Domestic workers		
Response	Count	Percentage
Hindu	14	3.01%
Muslim	451	96.99%
Grand Total	465	100.00%

Table 1.8: How long live in this address					
Year	Chattogram	Dhaka	Jashore	Sylhet	Grand Total
<1 Year	0.86%	2.58%	0.00%	1.08%	4.52%
1-5 Years	4.30%	12.47%	0.65%	1.29%	18.71%
5 Years+	15.05%	49.89%	6.45%	5.38%	76.77%
Grand Total	20.22%	64.95%	7.10%	7.74%	100.00%

Table 1.9: Migration/change address of domestic workers due to pandemic.		
Response	Count	Percentage
No	450	96.77%
Yes	15	3.23%
Grand Total	465	100.00%

Table 1.10: Profession of the respondent		
Response	Count	Percentage
Artist	1	0.67%
Business	18	12.00%
Doctor	1	0.67%
Engineer	3	2.00%
Govt. job	21	14.00%
Housewife	40	26.67%
Immigrant	1	0.67%
Journalist	2	1.33%
NGO worker	8	5.33%
Non govt. job	35	23.33%
Political leader	2	1.33%
Practitioner	1	0.67%

Retired	5	3.33%
Retired govt. officer	1	0.67%
Retired non-govt. officer	1	0.67%
Student	1	0.67%
Teacher	9	6.00%
Grand Total	150	100.00%

Table 1.11: Ownership of house		
Response	Count	Percentage
Owner	52	34.67%
Rented	98	65.33%
Grand Total	150	100.00%

Table 1.12: Age distribution of the respondent		
Number	Count	Percentage
22-31	35	23.33%
32-41	40	26.67%
42-51	47	31.33%
52-61	23	15.33%
62-71	5	3.33%
Grand Total	150	100.00%

Table 1.13: Education of the respondent		
Response	Count	Percentage
1st to 10 grade	4	2.67%
Graduated	30	20.00%
HSC	21	14.00%
Post-graduate	72	48.00%
Pre-primary	2	1.33%
SSC	21	14.00%
Grand Total	150	100.00%

Table 1.14: Marital status of the respondent		
Response	Count	Percentage
Married	133	88.67%
Unmarried	10	6.67%
Widow	7	4.67%
Grand Total	150	100.00%

Table 1.15: Family member of the respondent		
Response	Count	Percentage
1-2	18	12.00%
3-4	83	55.33%
5-6	44	29.33%
7-8	5	3.33%

Grand Total	150	100.00%
Table 1.16: Earning member of the family		
Response	Count	Percentage
1-2	135	90.00%
3-4	14	9.33%
5-6	1	0.67%
Grand Total	150	100.00%

Table 1.17 Monthly average income of the surveyed employers		
Income	Percentage	Count
60000-109999	85.33%	128
110000-159999	11.33%	17
160000-209999	2.67%	4
260000-309999	0.67%	1
Grand Total	100.00%	150

Table 1.18: Religion of the respondent		
Response	Count	Percentage
Buddhist	1	0.67%
Hindu	10	6.67%
Muslim	139	92.67%
Grand Total	150	100.00%

Table 2.2: Number of years you are living in this house?		
Year	Count	Percentage
<1-1	28	29.47%
1-5	48	50.53%
6-10	16	16.84%
11-15	3	3.16%
Grand Total	95	100.00%

Table 1.20: Is there other live-in DWs available in that house besides you?		
Response	Count	Percentage
Yes	24	25.26%
No	71	74.74%
Grand Total	95	100.00%

Table 1.21: Are you sharing the room with others?		
Response	Count	Percentage
No	40	42.11%
Yes	55	57.89%
Grand Total	95	100.00%

Table 1.22: What is the ownership status of your house/room?		
Response	Count	Percentage
Living Free with Neighbor /Relative	1	0.27%
Owned	10	2.70%
Rented	359	97.03%
Grand Total	370	100.00%

Table 1.23: Shared room with others		
Response	Count	Percentage
No	239	64.59%
Yes	131	35.41%
Grand Total	370	100.00%

Table 1.24: Shared Toilet and bathroom		
Response	Count	Percentage
Yes	239	64.59%
No	131	35.41%
Grand Total	370	100.00%

Table 1.25: Way to manage job		
Response	Count	Percentage
Friends/relatives	441	94.84%
Communicated with the employer directly	19	4.09%
Employer is our same village	5	1.08%
Grand Total	465	100.00%

Table 1.26: Working their owned district		
Response	Count	Percentage
Yes	44	9.46%
No	421	90.54%
Grand Total	465	100.00%

Table 1.27: If yes, what type of support		
Response	Count	Percentage
Food processing support	22	4.73%
Take care of children	61	13.12%
Washing support	14	3.01%
House cleaning support	25	5.38%
Elderly care	5	1.08%
Water collection	23	4.95%
Care for sick person of the HHs	3	0.65%
Fuel collection for cooking	6	1.29%

Invest in accessing practical need equipment's e.g., energy for reducing the care work burden	2	0.43%
No support	312	67.10%
Grand Total	465	100.00%

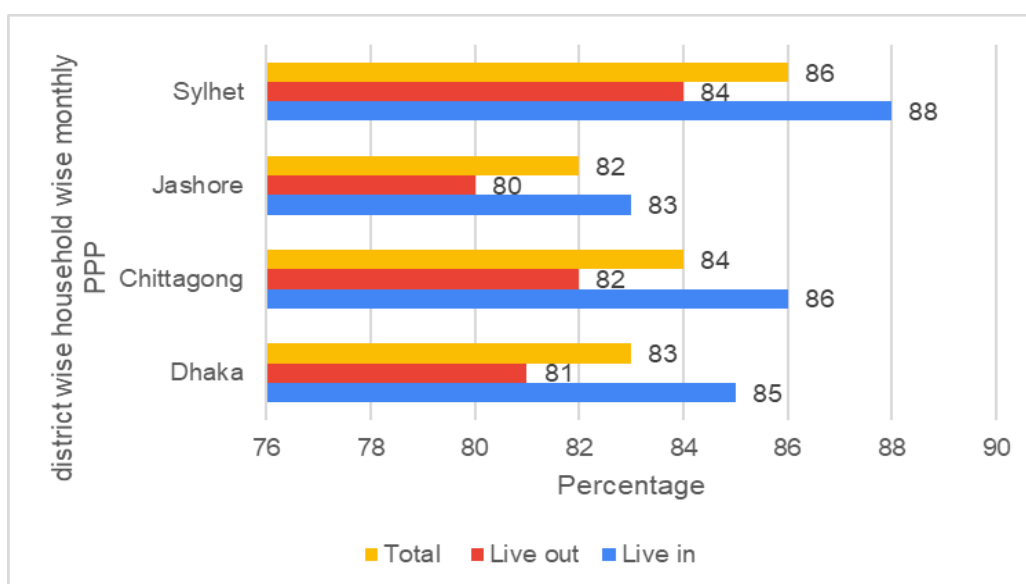


Figure 1: District wise domestic worker's extreme poverty line as per PPP

Table 1.28: District wise distribution If any hazards occur/accident (fatal and non-fatal) do you think there will be/have done inspection from the government as per labor law

Response	District				Total Count	Total %
	Chattogram (n-94)	Dhaka(n-302)	Jashore(n-33)	Sylhet(n-36)		
Don't Know	50.00%	63.25%	69.70%	77.78%	289	62%
No	14.89%	13.58%	9.09%	13.89%	63	14%
Yes	35.11%	23.18%	21.21%	8.33%	113	24%
Grand Total	100.00%	100.00%	100.00%	100.00%	465	100%

1.29 Psychological Wellbeing (GHQ-12)					
SL	Response	Never	Sometimes	Often	Always
1.	Have you recently been able to; concentrate on what you are doing?	4%	28%	22%	46%
2.	Have you recently lost much sleep over worry?	33%	44%	20%	3%
3.	Have you recently felt you were playing important part in things?	5%	42%	24%	30%
4.	Have you recently felt capable of making decisions about things?	5%	34%	30%	31%
5.	Have you recently felt consistently under strain?	12%	58%	23%	8%
6.	Have you recently felt you couldn't overcome your difficulties?	29%	44%	20%	6%
7.	Have you recently been able to enjoy your normal day to day activity?	3%	22%	37%	37%
8.	Have you recently been able to face up to your problems?	5%	43%	34%	18%
9.	Have you recently been unhappy and depressed?	25%	48%	22%	5%
10.	Have you recently been losing confidence in yourself?	42%	36%	18%	4%
11.	Have you recently been thinking of yourself as a worthless person?	54%	29%	15%	2%
12.	Have you recently been feeling reasonably happy, all things considered?	11%	50%	25%	15%

ANNEX -2 METHODOLOGY

2.1 Study Design Approach:

The research design for the study followed Convergent-Parallel Approach or Concurrent Triangulation Design involving simultaneous collection and analysis of quantitative and qualitative data followed by combining and comparing the findings. Data were collected from both primary and secondary sources. Exploratory and inquiry research approaches were considered in this study to investigate learning and adaptation, good practice, enabling and hindering factors and the way forward. The study approach was consisting of three phases. The first phase is developing conceptual frameworks, conducting secondary data analysis by reviewing existing evidence. The findings are being linked to conceptual framework to understand how the body of evidence supports the various causal chains (or not). The second phase involved gathering data and information through primary data collection, testing contribution and further collective sensemaking. The third phase engaged with a wide range of stakeholders including community through presentations and workshops. The finding will be utilized for policy influencing and present and future programming.

Regarding primary sources, Quantitative data were collected from domestic workers (live out and live in) and employers. In terms of qualitative data, Focus Group Discussion (FGD), Key Informant Interview

(KII), Case study, Meeting, were applied for collecting qualitative information from different stakeholders including domestic workers, employers, academicians, officials from concern ministries or other govt. bodies like Ministry of Labour and Employment (MoLE), The Ministry of Social Welfare (MSW), Local Government and Rural Development (LGRD), Ministry of Women and Children Affairs (MoWCA), Home Ministry, Police, National Skill Development Authority (NSDA), Labour Ministry (Department of Labour), Department of Inspections for Factories and Establishments (DIFE), etc., Local governments (City Corporation, Municipalities, Upazilla Parishad), Domestic Workers Right Network (DWRN), CSOs which are working for domestic workers, ILO, Housing Society and Apartment Committee, Media, Advocates, Lawyers, World Bank, National Human Right Commission, One stop crisis center/Victim support center etc. The cross-sectional (retrospective in nature) method was applied in this study. The study also examined comparison between the situation of national and regional level domestic workers through secondary data analysis.

2.2 Literature review:

An integral part of the study was to review the existing literature including project proposal, log frame, project reports and other related project documents. This review enabled the researchers working on the study to have a better understanding of the project, its objectives and how they relate to the overall planned impact, specific interventions undertaken as part of the project and its effect on the beneficiaries as well as other participant groups. Insights gained through the review was the basis for the next stages of the study. Information and understanding gained through the desk review helped in creating research designs, questionnaires, inception report and final report.

2.3 Study area selection and sampling strategy:

Domestic workers are existed in every city around the country; a total of 10.5 million domestic workers in Bangladesh (source: Labour Force Survey-2013-BBS). Of them, apex proportion of respondents are in Dhaka and Chittagong city. Data will be collected from 4 districts namely Dhaka, Chittagong, Sylhet and Jashore. The targeted respondents were identified using cluster, simple random and stratified random sampling techniques to represent the target population with study coverage. The clusters were selected using the PPS (Probability Proportional to Size) method. Then, beneficiaries from the respective sampling frame within each selected cluster were selected stratify and randomly from a listing of beneficiaries in the second stage. Respondents were selected as per ratio of gender, age, disability and economically segregation status.

2.4 Quantitative Sample Size Determination:

Quantitative data were collected from targeted domestic workers and employer. A representative sampling approach was considered at a 95% confidence level, with an accuracy rate or amount of admissible error margin of +5%. Considering proportion of domestic workers' type, targeted respondents can be considered 20% of live in and 80% live out. The following sampling approach and statistical formula was applied for the sample design.

$$n = \frac{z^2 \cdot p \cdot q \cdot N}{z^2 \cdot p \cdot q + (N-1)e^2}$$

Where, n = Sample size, N = Targeted Population size, e = Admissible error in the estimate, p = Proportion of defectiveness or success for the indicator, q = 1-p, z = Standard normal variable at the given level of

significance. N (Total population) is =2180000 in respective 4 districts and n (sample size) is = DW 460 and employer 140.

Table 1: Quantitative sample size distribution:				
Type of respondents	confidence level	e=Admissible error in the estimate	Sample size =n	Intersectionality
Domestic workers	95%	4.5% admissible error margin	460	80% live out 20% live in
Employer	95%	8% admissible error margin	140	Considering Strata like economic class etc.
Total Quantitative sample size =n (at least)			600	

The project participants were count as the sample representative equally for each district and will be distributed proportionately by population size. Area-wise sample size distribution through stratified random sampling is as follows:

$$\text{Formula: } n = \frac{\text{Area wise population (XXX)}}{\text{Total population (XXX)}} \times \text{sample Population(XXX)}$$

Table 2: District wise sample size distribution (as per PPS method)

District name	Total Population	District wise population	Domestic worker	Employer
Dhaka	2180000	1520000	310	85
Chittagong	2180000	420000	85	23
Sylhet	2180000	130000	35	17
Jashore	2180000	110000	30	15
Total	2180000	2180000	460	140
The source: (Source: Labour Force Survey-2013-BBS)				

All respondents of DWs were women. Domestic women workers (respondents) were selected proportionally 30% from live in and 70% from live out. However, live in was hard to reach, depending on challenges to reach live in respondents' size can be reduced to 10-15% if needed and alternatively live out sample size will be increased. In addition, employers' respondents were disaggregated according to economic class categories be based on different household income levels. Gender distribution of the sample, for employers were 70:30 men and women employers.

2.5 Qualitative Sample Size Determination

Qualitative study was carried out to get more details from the respondents such Quantitative data were collected from domestic workers (live out and live in) and employers. In terms of qualitative data, Focus Group Discussion (FGD), Key Informant Interview (KII), Case study, Meeting, etc. were applied for collecting qualitative information from different stakeholders including domestic workers, employers, academicians, officials from concern ministries or other govt. bodies like Ministry of Labour and Employment (MoLE), The Ministry of Social Welfare (MSW), Local Government and Rural Development (LGRD), Ministry of Women and Children Affairs (MoWCA), Home Ministry, Police, National Skill Development Authority (NSDA), Labour Ministry (Department of Labour), Department of Inspections for Factories and Establishments (DIFE), etc., Local governments (City Corporation, Municipalities, Upazilla

Parishad), Domestic Workers Right Network (DWRN), CSOs which are working for domestic workers, ILO, Housing Society and Apartment Committee, Media, Advocates, Lawyers, World Bank, National Human Right Commission, One stop crisis center/Victim support center, etc. The output is expected to reinforced and validated the data and information collected by the quantitative study. The qualitative sample size distribution is the following table:

Table 3: Qualitative sample size distribution

Tools	Target groups	Districts				Total
		Dhaka	CTG	Sylhet	Jashore	
FGD	Women Domestic workers	2	1	1	1	10
	Family Members (Men/HH) of Women Domestic Workers	1	1	1	1	
	Domestic Workers Rights Network/Forum/CSO	1	-	-	-	
Meeting	Housing Society & Apartment Committee	1	1	-	-	2
KII	Ministry of Labour & Employment	1				1
	Ministry of Social Welfare	1				1
	City Corporation/Municipality	1	1			2
	MoWCA	1	1	1	1	4
	Law enforcement agency (Police)	1				1
	Media representative	1	1			2
	ILO	1				1
	Lawyers	1	1			2
	Housing Societies Members	1				1
	CSO/WRO		1	1	1	3
	One-stop-crisis centre/Victim support centre	1		1		2
Case study	Women Domestic Workers	1	1	1	1	4
Grand Total						36

Qualitative sample size was followed data saturation and data redundancy. If homogenous information comes from the respective respondents, then the above-mentioned sample size would be covered and if significant heterogeneous information comes out sample size would be increased at least 5%.

2.6 Data Collection Methods and Technique

As specified earlier, both quantitative and qualitative techniques were applied by the research to fulfill the informational requirements of each target group. Below, we present a brief description of the research tools that were applied in this research:

Quantitative Technique

A) One-to-one to survey

The major informational requirements were met through one-on-one survey that was conducted with the domestic workers and employers in order to collect data against key questions of the study. This method was helpful to collect quantifiable information in a structured way according to specific questions, which allowed statistical analysis. The one-to-one survey included structured set of closed questions (dichotomous or multiple-choice questions) with a few open-ended questions. Such fixed-choice or fixed response questionnaires are good for gathering data, while open-ended or free-response questions were particularly good for determining the required information of the study.

The one-to-one survey questionnaire was administered only to the domestic workers and employers, and focused on gauging responses along the following information areas:

1. Employment securities
2. Working hours
3. Wages
4. Social securities
5. Living condition
6. Legal protection
7. Level of violence

Qualitative approach of the Study:

The qualitative information was collected from all the participants groups in the form of FGD, KII and case studies.

A) Focus Group Discussion (FGD)

Focus Group Discussions with domestic workers, employers and academicians gave a thorough idea of the impact of the project on the domestic workers' lives in order to understand their access to rights, security in workplace, fair income, social integration, freedom of expression, participation in decision making participate and so on. A total of 10 FGDs were conducted and each FGD consisted of 8 people homogenous in nature.

B) Key Informant Interview (KII)

Key Informant Interviews were conducted with officials from concern ministries or other government bodies, local governments, Domestic Workers Right Network (DWRN), CSOs which are working for domestic workers, Housing Society and Apartment Committee, ILO, Media, National Human Right Commission, One stop crisis center/Victim support center, Advocates, Lawyers etc. to analyze whether the project is being able to ensure domestic workers' access to rights, security in workplace, fair income, social integration, freedom of expression, participation in decision making participate and so on.

C) Case Studies:

Case studies were conducted with women domestic workers after completing the fieldwork for quantitative survey and other qualitative methods.

2.7 Ethical Considerations:

The proposed research fits clearly within the realm of sensitive research [45]³⁴. Sensitive topic is any topic that may pose a substantial threat to those involved in the research and that therefore makes the collection, holding, and/or dissemination of research data problematic [46]³⁵. A sensitive topic may contain a potential threat including psychological costs such as guilt, shame or embarrassment as well as unwelcome consequences, making sensitive topic studies more threatening than the others [47]³⁶. A sensitive topic must fulfill four criteria – (a) research intrudes into the private sphere or delves into some deeply personal experience, (b) the study is concerned with deviance and social control, (c) the study impinges on the vested interests of powerful persons or the exercise of coercion and domination, and (d) the study deals with things sacred to those being studied which they do not wish profaned [48]³⁷. This research easily met the first three criteria, and much research on Decent work and VAWG also met the fourth criteria if one considers as “sacred” the concepts such as family relations, love, sexual integrity, and customary power. Since the proposed research consists of sensitive topics along with human participation, applicable ethical considerations were ensured. The ethical concerns focused on respect for persons, justice and fairness, beneficence, and no maleficence when research includes human participation [49]³⁸. These areas are briefly discussed below:

Respect for persons: Attention to the ethical concept of respect for persons emerges as particularly crucial in VAW research because by its nature, the problem studied includes a physical boundary violation and often also the violation of an intimate relationship—a violation of trust. It is important not to replicate this violation of trust in the research process.

Justice and fairness: To avoid patently unfair situations in which institutionalized and indigent people are disproportionately recruited for research because of their greater accessibility, the principle of distributive justice in the research to ensure that the benefits and burdens of research are shared equitably, across all dimensions of social diversity [50]³⁹.

Beneficence: Research is always an intervention of some kind. Especially when facing questions as dangerous as VAWG, it is worth asking if it is ethical to leave participants as vulnerable after the completion of the study [51]⁴⁰. The study will utilize the concept of catalytic validity, that is the degree to which the research moves those it studies to understand the world and the way it is shaped to transform it [52]⁴¹. Beneficence concerns the provision of benefits and balancing those benefits against the risks of participation.

³⁴ Sieber, J. E., & Stanley, B. (1988). Ethical and professional dimensions of socially sensitive research. *American psychologist*, 43(1), 49.

³⁵ Lee, R. M., & Renzetti, C. M. (1990). The problems of researching sensitive topics: An overview and introduction. *American Behavioral Scientist*, 33(5), 512.

³⁶ Lee, R. M., & Renzetti, C. M. (1990). The problems of researching sensitive topics: An overview and introduction. *American Behavioral Scientist*, 33(5), 511.

³⁷ Lee, R. M., & Renzetti, C. M. (1990). The problems of researching sensitive topics: An overview and introduction. *American Behavioral Scientist*, 33(5), 512.

³⁸ Vallotton, M. B. (2010). Council for international organizations of medical sciences perspectives: protecting persons through international ethics guidelines. *International journal of integrated care*, 10(5).

³⁹ Council for International Organizations of Medical Sciences. (1991). *International guidelines for ethical review of epidemiological studies*. CIOMS, Geneva, CH.

⁴⁰ Fontes, L. A. (1998). Ethics in family violence research: Cross-cultural issues. *Family Relations*, 53-61.

⁴¹ Lather, P. (1991). *Getting smart: Feminist research and pedagogy within/in the postmodern*. Routledge.

No maleficence, to avoid doing harm: The study is governed by the Helsinki Protocol [53]⁴² that states that “research should be carried out only if the potential benefits of a study outweigh any potential harms” and “the well-being of study participants takes precedence over the interests of science and society” [54]⁴³.

In relation to these four principles, the study ensured that ethical issues were considered in an effective manner aligned with the intersectional feminist lens including safeguarding approach. Respondents were participated based on informed consent, and participants had the right to withdraw from the study at any stage if they wish to do so. The participants were informed that the information collected would be used only for this study and not for any other purpose. Further, all participants categorically stated their consent and approval for participating in the discussion, for being photographed and for recording and documenting the interviews and discussions. The use of offensive, discriminatory, or other unacceptable language were avoided in the formulation of the survey questionnaire, interview questions and focus group questions. The research study seeks to prevent any psychological harm or risk, and the project team was prepared to support anyone who finds the questions distressing through they consented to participate. The project team followed-up with participants who withdraw to see if they are okay and identify sources who can offer some psychosocial support to them and other participants.

Respect for the dignity of research participants was prioritized. confidentiality of the research data was ensured. The anonymity of individuals and organizations participating in the research was ensured. Any deception or exaggeration about the aims and objectives of the research was avoided. Any type of communication about the research was done with honesty and transparency. And, any type of misleading information, as well as representation of primary data findings in a biased way were avoided. Acknowledgment works of other authors used in any part of the research was documented with the help of the APA referencing system. Maintenance of the highest level of objectivity in discussions and analyses was ensured throughout the research.

In addition, the study considered the Covid-19 protocols as part of ethical considerations. To protect the spread out the Covid during data collection, physical distance was kept between people and it was made sure to wear a mask or to cover the face.

2.8. Data Quality assurance:

A written instruction on data collection was supplied to the enumerators. The following steps were taken into consideration for the quality control and ethical practices for the study:

- Two days’ orientation was provided to understand data collection methods, quality parameters, and overall guideline for field data collection.
- Deployed/recruited enumerators having knowledge on local language.
- Field Supervisors observed the data collection process and provided guidance and feedback to team members.
- Cross-checking with questionnaire time to time.
- Survey team sit every afternoon/ evening to recheck and learning sharing the field information and make a conclusion.
- During field work the supervisors diligently checked for completeness and consistency of the information returned on a daily basis.

⁴² WMA DECLARATION OF HELSINKI – ETHICAL PRINCIPLES FOR MEDICAL RESEARCH INVOLVING HUMAN SUBJECTS <https://www.wma.net/policies-post/wma-declaration-of-helsinki-ethical-principles-for-medical-research-involving-human-subjects/>

⁴³ Loue, S. (1999). Ethical principles governing research involving human participants. *Gender, Ethnicity, and Health Research*, 87.

- The notes from FGDs, KII were recorded and subjected to question of the research.
- 3%-5% of total sample quantitative data were re-interviewed by the supervisors and compared with the enumerators' questionnaires to confirm and re-check the information, data and validity.

2.9 Data processing and data analysis:

Data was collected and computed by online based data collection application using Kobo-tool box. Data editing, cleaning, query was done by using MS-excel. In addition, for analysis, SPSS-20 was used to process the data and produce descriptive table (frequency, average, percentage, classification, cross tabulation), Anova test, Correlation, regression, and other relevant test were followed for data analysis. Qualitative data be analyzed through multiple coders the transcripts and creating a coding book.

In addition, to explore decent work situation and GBV the study considered some analysis which are as follows: -

a. Purchasing power parity (PPP) analysis:

It determines the workers' ability to purchase a basket of goods. This part of the analysis will supplement the multi-dimensional poverty analysis.

Purchasing power parity (PPP) analysis

Calculation of purchasing power parity (PPP): The \$1.90 a day poverty line – the critical threshold value below which an individual is determined to be poor -- corresponds to the value of the poverty lines in the poorest countries (the poorest countries are determined by international rank of GNI per capita in PPP terms). This threshold is a measure of extreme poverty that allows for comparisons across countries when converted using PPP exchange rates for consumption. The proportion of the population living on less than \$1.90 a day, measured at 2015 international prices, adjusted for purchasing power parity (PPP)⁴⁴. 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

$$\text{Real exchange rate} = \text{Nominal exhnage rate} \times \frac{\text{cost of goods in US}}{\text{cost of goods in home country}} \quad 45$$

The PPP rate per capita per day in Bangladesh is around 32 (PPP conversion rate 2019) Taka against \$1 and against \$1.90 the PPP rate is 61 Taka per capita per day. The calculation of monthly PPP for each household is = 61 Taka × household size × 30 days. For example, a y household's family size is 5, so their monthly PPP would be 9150 Taka (61 × 5 × 30) but if their monthly average income is 8500 Taka that means they are in below the poverty line.

b. Psychological analysis:

This part of the analysis is for understanding the mental life of the workers with the implication of their surroundings including their work-life, their family set-up and so on. The General Health Questionnaire (GHQ) tools were used for screening and assessing the mental and psychosocial well-being of the workers. All 12 items in GHQ were in the questionnaire to cover this part of the analysis.

⁴⁴ Bank, W., *PPP conversion factor, GDP (LCU per international \$) - Bangladesh*. 2019, The World Bank.

⁴⁵ Agarwal, P., *Purchasing Power Parity*. 2020, Intelligent Economist

GHQ-12 calculation methods: The General Health Questionnaire (GHQ) is a measure of current mental health, and it has been used extensively in different environments and different cultures since its development by Goldberg in the 1972⁴⁶. GHQ-12 consists of 12 items, each of which assesses the severity of a mental health problem from the past week (7 days) using a 4-point scale (from 0 to 3) [21]. The responses to statements were 0 = never, 1 = sometimes, 2 = often, and 3 = always. The total scores ranged from 0 to 36, with low scores being indicative of poor mental health and higher score is for better as well. As a safe benchmark, the Median point was used as a potential threshold⁴⁷⁴⁸.

Table 2.2 The general health questionnaire, 12 items (GHQ-12)⁴⁹.

Psychological well-being
<i>Social dysfunction</i>
<ul style="list-style-type: none"> • Have you recently been able to, concentrate on what you are doing? • Have you recently felt you were playing important part in things? • Have you recently been feeling reasonably happy, all things considered? • Have you recently felt capable of making decisions about things? • Have you recently been able to enjoy your normal day to day activity? • Have you recently been able to face up to your problems?
<i>Anxiety and depression</i>
<ul style="list-style-type: none"> • Have you recently felt consistently under strain? • Have you recently felt you couldn't overcome your difficulties? • Have you recently lost much sleep over worry? • Have you recently been unhappy and depressed?
<i>Loss of confidence</i>
<ul style="list-style-type: none"> • Have you recently been losing confidence in yourself? • Have you recently been thinking of yourself as a worthless person?

Sense making workshop with Oxfam and BILS: After drafting all the data collection tools and methodologies, a sense making workshop was conducted where Oxfam and BILS colleagues provided technical inputs to have strong methodologies and standard data collection protocols.

Annex-3

A Case Study

Location: Uttarkhan, Dhaka

General information of participants: Her name is Arzina Akter. She is 34 years old. She was a regular housewife when she lived with her family. Now, she has been working in a garment factory as an operator

⁴⁶ Liang, Y., L. Wang, and X. Yin, *The factor structure of the 12-item general health questionnaire (GHQ-12) in young Chinese civil servants*. Health and quality of life outcomes, 2016. **14**(1): p. 136-136.

⁴⁷ Rabbani, A., et al., *Social network analysis of psychological morbidity in an urban slum of Bangladesh: a cross-sectional study based on a community census*. BMJ Open, 2018. **8**(7): p. e020180

⁴⁸ Islam, M.N. and K. Iqbal, *Mental health and social support*. Chittagong University Journal of Biological Sciences, 2008. **3**: p. 95-107.

⁴⁹ UNDP, *Human Development Report 1995: Gender and human development*. 1995, United Nations Development Programme: New York, USA.

for one year. She studied up to class 8. She is married and has an elder daughter and a younger son. Now, she is separated from her family. Family members live in the village.

This case study is about a lady who escaped alone from her in-law's house (Rangpur) to Dhaka because of severe physical and mental torture by her husband. She moved to Dhaka and settled herself within 2-3 months and started working in the surrounding area as a domestic worker. She had been working as a domestic worker for 3-4 years. But similarly, she had to face physical and sexual harassment and so many difficulties here too. Even, she got tired of a below-average salary, and insecure life in a new living area which made her life more outrageous. After facing many odd situations, she shifted her job to garment worker. I am going to present all the incidents as she said.

Currently, she is living at Mainartek situated Uttarkhan Thana in Dhaka. Here, she can get many income-generating sources and is safe, free from the earlier tortures of in-laws' houses. Besides, one of her closest sisters lives nearby the area, that's why she has chosen this area.

During the pandemic, she lived in Rangpur with her family.

As she alone moved to Dhaka and started living here, she somehow managed to rent a room in a tin shed house. In her living place, there was enough space for her to sleep or take rest.

But, almost everyone (man and woman) in her house used the same kitchen, washroom, or toilet which was so unsafe for her.

Neighbors helped her to get this job. She worked for 2-3 months (average) in the same houses. She worked for 3-4 hours every day. She worked in different households from 8 A.M. to 5 P.M.

She didn't get time for taking rest. Sometimes employer scolded her when she asked for taking rest. Even, she didn't have any off days unless they are sick. She didn't get yearly holidays, but she can take holiday if it is an emergency or they need to go to the village. Most of the time, she needed to sacrifice her salary for this.

Moreover, as she worked in rich employers' houses mostly in Uttara area, she learned how to talk and behave in a smart way, how to use electronic machines like iron, hair drier, air cooler, and blender, and how to cook rich food, etc.

Her wages were fixed by the employers mostly, sometimes she could fix them based on types of work, size of the house, and duration of working hours. She mentioned that she didn't get the expected salary according to the number of household chores and her hard work.

Even, though she was be fooled by her salary as a new domestic worker in Dhaka city and the employers took the chance of it along with her bad situation of economic hardship on that time. Though the owner would clear her dues at the beginning of the month, that amount was not enough for her at first. But with time, her problems went away.

Besides, she got a festival bonus and get extra wages if she needed to work more while she didn't get any yearly bonus.

Thus, she struggled with herself and the environment and started to save some cash from her monthly income after working for one year.

Before moving to Dhaka, she used to live in her in-law's house with her husband, 2 children, and in-laws. She was tortured physically and mentally, scolded every time, and beaten up often by her husband with any excuse. She endured such pain for up to 10 years to sustain her family. Her husband demanded dowry since marriage and tortured her severely.

But she confessed that her brother and sister in laws were so supportive and helped her a lot.

Sometimes, she went back to her own family but they used to convince and send her again. When this continued and she was unable to bear it anymore, she fled away from there to get rid of this pain. But no plan worked out. She had to face so many difficulties one after another.

Similarly, she wasn't safe in her new living place in Dhaka too. As she rented a room in an open structure house, he could not move around the house or use the kitchen and washroom safely. She was always in fear

of someone who could do harm to her. She shared the awful fact about living there alone. The female owner of that house was like a forewoman of the male day laborer. That house was their haunt of various malfeasances. That dangerous lady wanted her to build a sex trade dealing with those day laborers. When she surmised the upcoming trouble, she left the house and shifted to another area.

In the employers' house, sometimes female employers scolded her if she couldn't perform her job properly. She didn't take the scolding seriously as she was in want of money.

But when the scenario took a different turn, she had to leave that house immediately. As employers were known about her back history and helpless situation, the male employers wanted to take the chance of it. She was the victim of sexual harassment in most of the employers' houses by both the male employers and the driver, and guard.

She also referred an incident with a fearful voice. When she worked at Uttara in a bachelor flat, she was just about to be raped and somehow ran away from there with her life.

Besides, the other employers disturbed her randomly when their wives were absent at home. Sometimes they harassed her sexually and threatened her not to inform this incident to the female employers of the house.

These incidents had happened to her countless time because she looks like a very beautiful lady. She was calm and quiet always as she had no guardian in this new city then. She was frightened by the surrounding people.

She didn't know about the hotline number at that time and was always afraid of taking any help from others. She just shared these incidents with her sister over the phone. She would change the employers' houses one after another like this but got tired of the same incident.

After a certain period, she was introduced to a good owner and started working there as a live-in domestic worker. The all-family members were so friendly and cordial to her. Even, though they all tried to return back to her family she disagreed because she was afraid, they would insist her go back to her husband again. After that, the owner didn't force her anymore.

But a new problem arose after a few days. A middle-aged married man, a mason by profession who resided around her, used to disturb her when she went outside. She was bound to leave that area in the end due to the torture of so many people.

She never got justice when she shared these incidents with other people. Instead, they blamed her. The situation was like that the problem was not leaving her. She cried loudly and said that being beautiful is a great curse for the poor in our country. She added that it is so tough for an adult and unmarried or divorced woman at the same time to live alone in this society.

In spite of overcoming all the odd situations, she never decided to return back to her husband. She is working in a garment factory and leading life in her own way. She is living in a female hostel now which is safe for her and sharing her room with her closest sister(cousin) who helped her earlier.

She considered herself a happy soul. She is free from every binding. But she expressed with sorrow that she couldn't sleep at night properly thinking of her children. Sometimes she changes her decision but retards herself again when the past picture comes in front of her eyes. She doesn't communicate with anyone in her family except her children sometimes. She dares to share her mobile number with anyone as if her husband can find her. She added that her own family denied her for taking this bold decision. They forced her to get married again but she denied it too. For these reasons, they also have left her.

In a word, she is so self-respected, a self-fighter, and a lady who didn't bow down to anyone.

Lastly, she wanted her children to live with her and crushed this society and people and expressed with great detest the unsafety issues of female workers in our country. She is depressed about her future and wants to spend the rest of her life with her children.

Annex-4

KEY QUESTIONS

- What major issues of domestic workers that needs to be identified in this present state based on a Decent Work lens?
- To what extent domestic workers are enjoying standard wages, leaves, protection, rest, health facilities.
- What is the state of domestic workers' dignified jobs and how can that be ensured?
- To what extent Enabling & hindering factors of decent works for incoming and existing domestic workers.
- What are the impacts of COVID on job of the domestic workers?
- What types/forms of GBV/VAWG, if any, and ways to solve them
- What are the types of gender-based violence that women domestic workers are overall experiencing and the impact of Covid19 on the types of GBV?
- What are the factors that are putting them at an excessive risk for GBV?
- What can be done to prevent violence against domestic workers of both genders?
- What support services, justice to survivors and victims have accessed to?
- What extent psychological situation among the domestic workers?
- What are the impacts of COVID on GBV/VAW domestic workers in the workplace and at home?
- Comparative analysis of situation of the domestic workers at the national and regional levels
- Is the the policy/law/legislation being exist for the informal workers especially domestic workers? If yes where the enabling and hindering situation of policy/law/legislation? If no, identify scoping influencing areas for the policy/law/legislation formation and implication.
- What steps should be taken to increase the effectiveness of government intervention considering the encouragement of decent work in the informal sector?

Annex 5: CONCEPTUAL FRAMEWORK MATRIX

Anticipated Outcome/hypothesis	Study Objectives	Key Questions to capture data	Data collection Tools
Domestic women workers are depriving from decent work environment and protection at workplace and households, and quality care services.	<ul style="list-style-type: none"> To explore the current state of the rights of the women domestic workers at the global and the national levels Identify the prime issues of domestic workers during and after COVID-19 Enabling & hindering factors of decent works for incoming and existing women domestic workers in Bangladesh. 	<ul style="list-style-type: none"> To what extend women domestic workers have to access to the following: Adequate earnings and productive work, Decent Hours, Work that should be abolished (unacceptable work), Combining Work Family and Personal life, Safe Work Environment, Social Security, Stability and security of Work, Equal Opportunity and Treatment in Employment, Social dialogue? workers' and employers' representation? What major issues of domestic workers are there that needs to be identified in this present state based on a Decent Work lens? To what extent domestic workers are enjoying social protection and health facilities? What is the state of domestic workers' dignified jobs and how can that be ensured? To what extent enabling & hindering factors of decent works are in place for incoming and existing domestic workers? What are the impacts of COVID-19 (jobs, health, psychology, economic status) for the domestic workers? 	Questionnaire survey with the domestic workers and employers, FGD and case study with domestic workers, Meeting with network/ alliance and KII with academicians, officials from concern ministries or other govt. bodies
GBV/VAW situation are alarming among the domestic women works at households, work place and the community	<ul style="list-style-type: none"> To assess the status of GBV/VAWG against women domestic workers and probable reduction measures of such incidents in Bangladesh Identify the prime issues on VAW situation of domestic workers during and after COVID 	<ul style="list-style-type: none"> What types/forms of GBV/VAWG are they experiencing, if any and recommendation on safeguarding measures to solve them What is the impact of Covid-19 on gender-based violence that women domestic workers are overall experiencing? What are the factors that are putting them at an excessive risk for GBV? What can be done to prevent violence against on women domestic workers? What support services, justice to survivors and victims have accessed to? 	Questionnaire survey with the domestic workers and employers, FGD and case study with domestic workers, Meeting with network/ alliance and KII with academicians, officials from concern ministries or other govt. bodies

Anticipated Outcome/hypothesis	Study Objectives	Key Questions to capture data	Data collection Tools
		<ul style="list-style-type: none"> What extent psychological situation among the domestic workers? What are the impacts of COVID on GBV/VAW domestic workers in the workplace and at home? 	
The gaps in Policy/Law/legislation are not exit/conducive for betterment of the domestic workers	<ul style="list-style-type: none"> Analyse the scope of the effectiveness of the Government of Bangladesh's interventions for the advancement of decent work in the informal sector. 	<ul style="list-style-type: none"> Comparative analysis of situation of the domestic workers at the national and regional levels Is the policy/law/legislation being exist for the informal workers especially domestic workers? If yes where the enabling and hindering situation of policy/law/legislation? If no, identify scoping influencing areas for the policy/law/legislation formation and implication. 	Questionnaire survey with the domestic workers and employers, FGD and case study with domestic workers, Meeting with network/ alliance and KII with academicians, officials from concern ministries or other govt. bodies
The less policy advocacy initiative by the influencers to enhance domestic work's rights	<ul style="list-style-type: none"> Describe/sort out recommendations for policy advocacy to enhance betterment of the domestic works. 	<ul style="list-style-type: none"> What steps should be taken to increase the effectiveness of government intervention considering the encouragement of decent work in the informal sector? 	

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