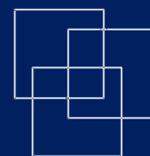


Monitoring and evaluation guide for migrant worker resource centres



Tripartite Action to Protect the Rights of Migrant Workers within and from the Greater Mekong Subregion
(GMS TRIANGLE Project)

ILO Regional Office for Asia and the Pacific



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Preface

The tools and guidelines provided within this publication are a synthesis of lessons learned during four years of dynamic collaboration between the ILO and government, trade union and civil society partners in providing support services at migrant worker resource centres (MRCs) in Cambodia, Lao People's Democratic Republic, Malaysia, Myanmar, Thailand and Viet Nam. It was produced in response to the recognized need to strengthen the monitoring of activities and shift from measurement of outputs to assessing impact under the Tripartite Action to Protect the Rights of Migrant Workers within and from the Greater Mekong Subregion (GMS TRIANGLE project).

While formulated in relation to GMS TRIANGLE, these concerns represent common monitoring and evaluation (M&E) challenges faced by regional labour migration and anti-trafficking projects in South-East Asia:

- ❖ Approaches often focus primarily on measuring outputs produced rather than impact;
- ❖ The systems are highly centralized and do not make effective use of the capabilities of national staff and implementing partners;
- ❖ The impact of capacity building interventions remain nascent during the project cycle, making them difficult to assess; and
- ❖ Developing fully-fledged processes for data collection and analysis is addressed reactively after gaps emerge.

Rather than organizing a broad regional M&E training to respond to these needs, over 20 tailored workshops were held with individual MRCs in all six project countries to provide them with direct coaching by an M&E specialist and ILO national staff members. This allowed participants to receive more relevant support in addressing their knowledge gaps and facilitated a higher level of engagement with the training material; providing the opportunity for open discussion of questions and concerns and the completion of practical exercises using each implementing partners own data.

These focused capacity building efforts have paid substantial dividends, with implementing partners managing MRCs better able to present a vibrant and precise picture of how project activities have protected migrant workers, as well as nurturing their ability to apply a more results-based approach to their work. This guide has been published in order to document M&E strategies that have proven successful for the GMS TRIANGLE project; providing reference material for partners to increase the sustainability of the gains made, as well as a training resource for other organizations interested in replicating the approach.

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The guide was written and used as resource material for delivery of capacity building trainings to MRC staff by Benjamin Harkins, a regional consultant with the GMS TRIANGLE project.

Acronyms and abbreviations

ASEAN TRIANGLE	Tripartite Action for the Protection and Promotion of the Rights of Migrant Workers in the ASEAN Region
CLIENT	Counselling on safe migration, rights at work, and social issues; Legal assistance; Information, Education and training; Network or association membership; and Trade union membership
CSO	civil society organization
GMS	Greater Mekong Subregion
GMS TRIANGLE	Tripartite Action to Protect the Rights of Migrant Workers within and from the GMS
ILO	International Labour Organization
M&E	monitoring and evaluation
MAP Foundation	Foundation for the Health and Knowledge of Migrant Labour
MMK	Myanmar Kyat
MOU	memorandum of understanding
MRC	migrant worker resource centre
MYR	Malaysia Ringgit
OSH	occupational safety and health
PDOLVT	Provincial Department of Labour and Vocational Training (Cambodia)
SMART	specific, measurable, achievable, relevant and time-bound
THB	Thailand Baht
TTUC	Thai Trade Union Congress
US\$	United States Dollar
VND	Viet Nam Dong

Module 1. Introduction

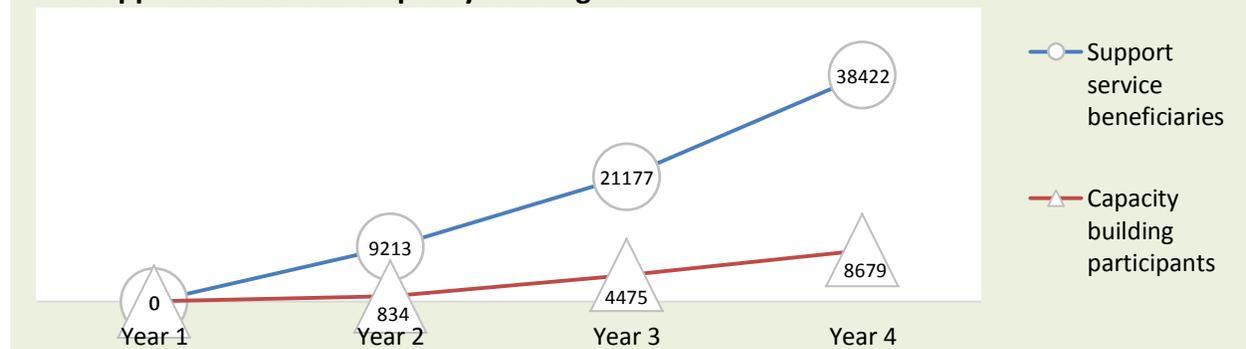
1.1 Function of migrant worker resource centres

The ILO GMS TRIANGLE project works with implementing partners in six countries to provide support services to men and women potential migrants, migrant workers and members of their families in areas with large migrant populations that were previously underserved. Through service agreements with government, trade union, and civil society organizations (CSOs), migrant worker resource centres (MRCs) are in operation at 21 target sites across the region. These centres have assisted over 38,000 beneficiaries and provided training to more than 8,600 local leaders during their first four years.



The MRC model provides beneficiaries with individualized and responsive counselling, legal, training, and organizing services. In addition, safe migration and labour rights messages are disseminated through outreach and communications campaigns targeting the broader communities in each location. By supplying accurate and authoritative information on labour migration, MRC messaging counters misleading or erroneous information that may be received from other sources, including recruitment agents and brokers.

MRC support services and capacity building 2011-14



1.2 Importance of monitoring and evaluation at migrant worker resource centres

In most cases, monitoring and evaluation (M&E) is not the top priority for MRCs, with implementing activities taking precedence. This is justified, as providing effective services to beneficiaries should come first, but MRCs should also aspire to be “results-based” in their approach. That means that M&E processes are more than just reflexive exercises to fulfill donor

requirements; rather, they consist of objective and systematic review and analysis of data to determine how MRCs can better achieve their objectives.

Therefore, the key reason that carrying out M&E at MRCs is important is because it provides a tool for learning from what has been done, and to make well-informed adjustments, in order to improve their activities for protecting the rights of migrant workers. The added benefit for organizations managing MRCs to learning the fundamentals of M&E is that it is also a core project management skill that may help with obtaining ongoing funding for their services.

Examples of why M&E is important at MRCs

By taking the time to thoroughly analyse M&E data, problems such as skewed gender outcomes among MRC beneficiaries can be identified and addressed early on, instead of after they have become entrenched and more difficult to correct. On the positive side, activities that have proven to be particularly successful approaches, such as training of local leaders to be advocates for safe migration within communities, can also be identified for scaling up or replication by other MRCs or organizations working on protection of migrant workers.

Discussion question: What are some of the ways in which you have used M&E data to improve the activities implemented at your MRC?

1.3 Purpose of this guide

The intent of this guide is to provide practical tools and approaches to support effective monitoring and evaluation of MRC activities – strengthening their ability to present a clear picture of how they have assisted migrants and their family members as well as contributing to long-term improvements in project management capacity.

The chapters of the guide are intended to be delivered as discrete training modules that respond to organizational priorities, so based on the needs of MRCs and the types of activities they implement, certain sections can be emphasized while others may be skipped entirely.

To apply a participatory learning approach that allows for MRC staff members to help direct the focus of the training and actively engage with the material, the delivery modality is individualized coaching; emphasizing discussion and practical exercises rather than a more formal training format. There are generally no right answers, and never any foolish questions to ask, when studying the material covered in this guide. Specific discussion questions and exercises are provided in all sections but participants are encouraged to raise their own questions and concerns throughout the training session.

Discussion question: What aspects of M&E do you feel that your MRC particularly needs assistance with during this training?

Module 2. Understanding monitoring and evaluation terms and concepts

2.1 What is monitoring and evaluation?

The two concepts are actually distinct but closely related to each other, which is why they are often combined. **Monitoring** can be defined as a continuing process to provide project management and other stakeholders for an ongoing intervention with indications of progress in the achievement of objectives. **Evaluation** is a singular exercise that attempts to objectively answer specific questions about an intervention, which can be completed either periodically or at key points in the project cycle.

Examples of monitoring and evaluation

For the GMS TRIANGLE project, monitoring data is: (1) collected regularly from MRCs and technical staff; (2) analyzed for performance against indicators; and (3) presented in donor reports (annually), project updates (biannually), and other communications materials to document progress towards achievement of the three project objectives. To evaluate the project, a mid-term review was completed by an independent evaluator in March 2013 which assessed five criteria: efficiency, sustainability, relevance, impact and effectiveness. A final evaluation is anticipated to take place at the end of the project in May 2015.

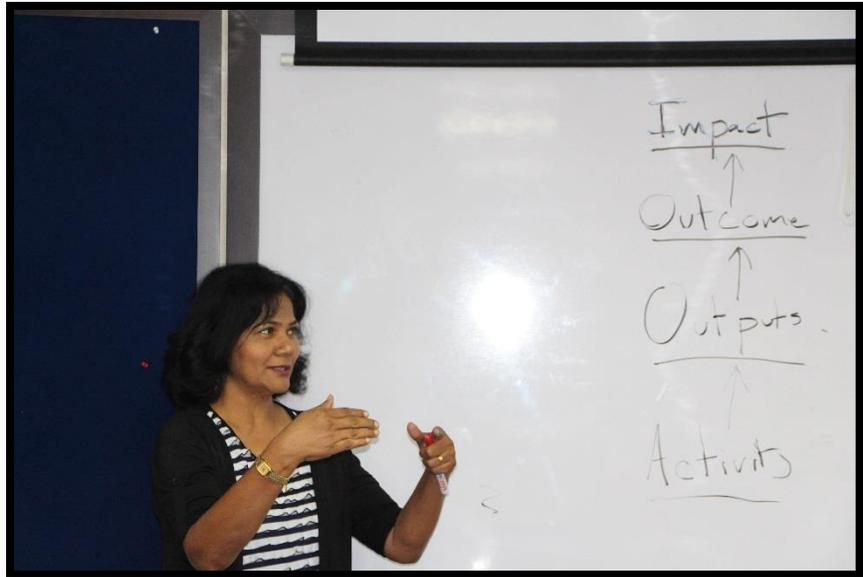
Striking the right balance between rigor and expediency is critical for M&E at MRCs as they often face significant resource and capacity constraints. With the intention of keeping these processes “light” to allow partners to focus on providing services to their beneficiaries, the main mechanisms for monitoring of MRCs are biannual technical progress reports and monitoring visits by ILO staff members. Formal evaluations are not required, however, MRC activities are assessed by an independent evaluator as part of mid-term and final project evaluations.

Discussion question: What is your understanding of the main differences between monitoring and evaluation?

2.2 What are impact, outcomes, outputs and activities (results chain)?

Every organization working in the development field generally has its own terminology to delineate different levels of project results. It is best not to focus too much on the label attached to a result, but more importantly, to get a clear understanding of the rationale linking each step of the intervention. The **impact** should justify certain **outcomes** to be pursued, the **outcomes** should be supported by the **outputs** produced, and the **outputs** should explain the **activities** undertaken. Because they are intended to be linked, these concepts are sometimes referred to collectively as a **results chain** (or, in a more elaborated form, a theory of change).

Impact: The long-term or end goal that the activity contributes towards achieving, generally at a higher conceptual or geographical level. For GMS TRIANGLE, the intended impact is to protect the rights of migrant workers in the Greater Mekong Subregion. However, it's important to note that the term *impact* is also sometimes used to describe any result that an activity contributes to but does not directly produce.



This broader use of the term includes the positive and negative, short-and long-term, intended or unintended results of an action rather than just the desired goal.

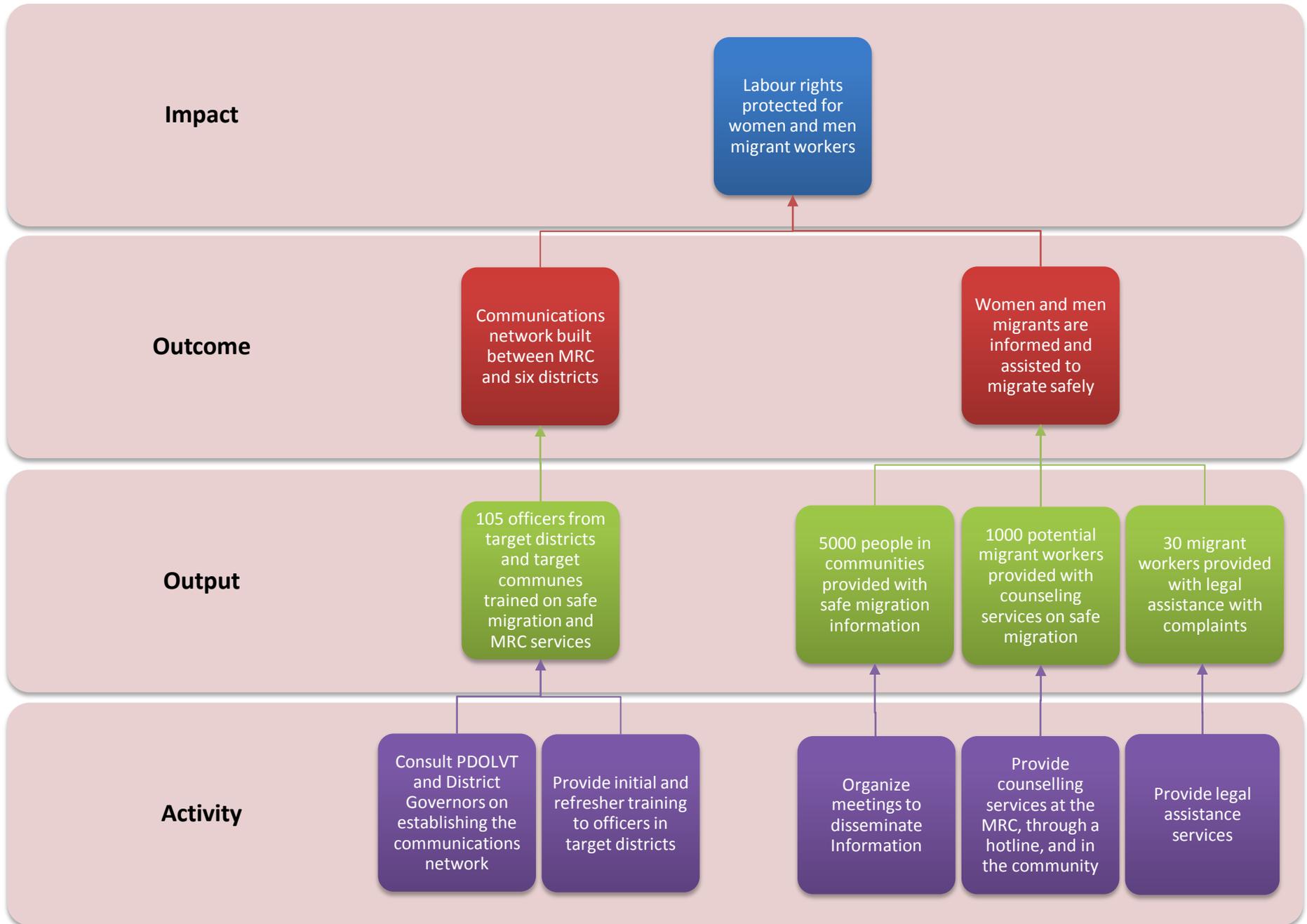
Outcome: The intermediate or transitional results that should emerge from the outputs produced. These results are more directly linked to the activities implemented but are not the end result or change intended (such as increased knowledge about labour rights based on a training provided or greater awareness about MRC services based on outreach conducted).

Output: The tangible product or service that results from the activity. For MRCs, these are generally the support services provided to migrants, potential migrants, and their family members or capacity building trainings delivered to tripartite constituents. They are documented through recording the number, gender, and other characteristics for beneficiaries reached and training participants.

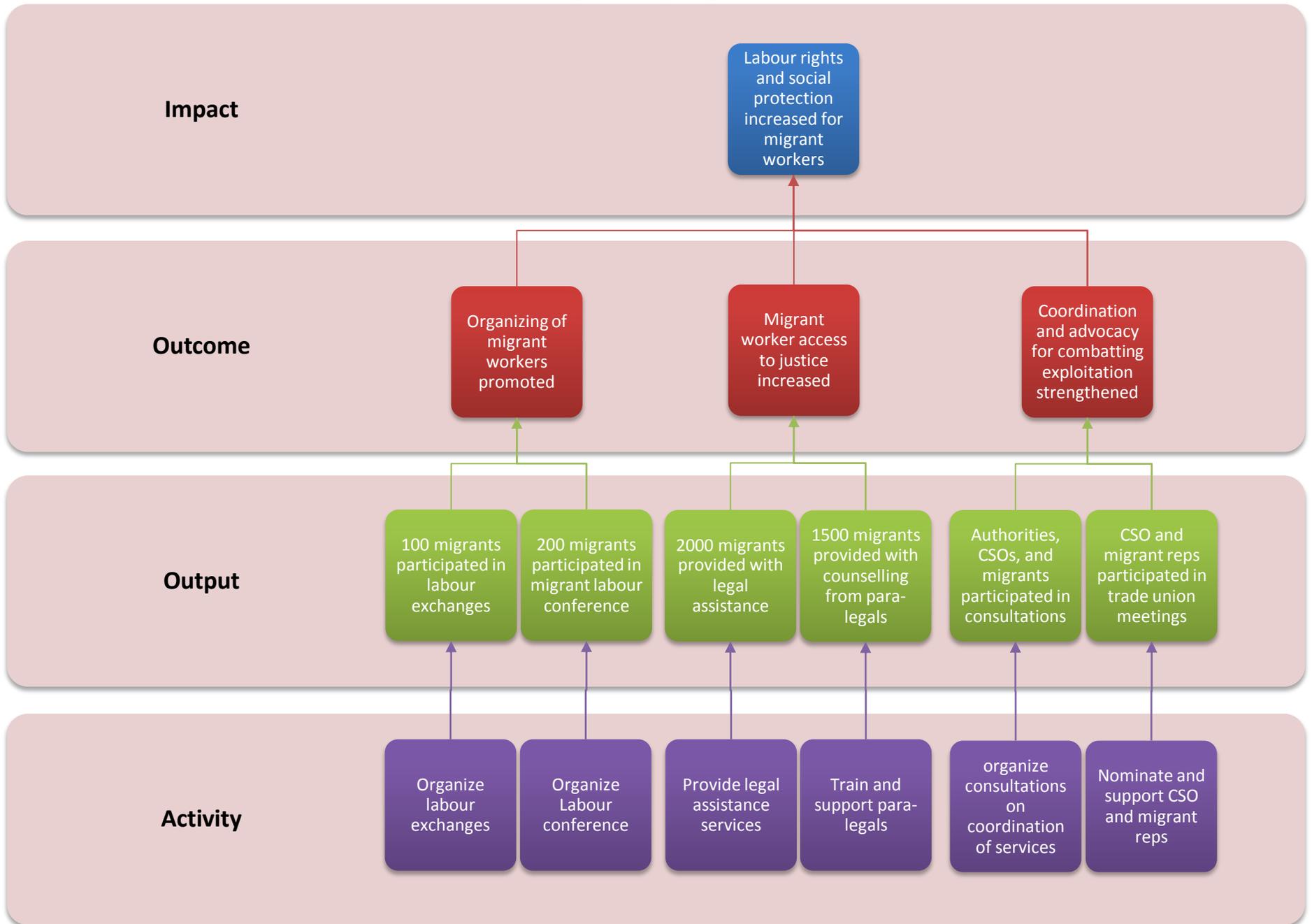
Activity: The actions and means for producing the expected results. Examples of typical MRC activities include providing support services, organizing trainings, and disseminating messages about safe migration and labour rights.

Exercise (30 minutes): Diagram the results chain for the activities at your MRC. Examples from both a sending and receiving country are provided on the following pages: the National Employment Agency in Battambang, Cambodia (sending country MRC) and the MAP Foundation in Chiang Mai and Mae Sot, Thailand (receiving country MRC).

Results chain for a sending country migrant worker resource centre



Results chain for a receiving country migrant worker resource centre



2.3 What is a performance indicator?

Indicators specify how a project's results are to be measured, providing the basis for monitoring of progress at all levels of the results chain. To accomplish this, many projects establish different types of indicators to measure their progress in order to get a more detailed idea of where an intervention is going well and where adjustments are needed (i.e. impact indicators, outcome indicators, output indicators).



For example, if an MRC has been able to achieve its target, providing safe migration counselling to 1,000 beneficiaries (an output indicator), that clearly verifies one important result of their activities. However, if the MRC follows up with those beneficiaries and finds that 90 per cent continue to migrate irregularly and face heightened vulnerability to abuse (an impact indicator), more analysis would be needed to determine why the successfully completed activity did not contribute to

achieving its intended impact. Delivering safe migration counselling has little value on its own if it does not lead to more informed decision-making and better protection of migrants.

Good indicators are said to be SMART (specific, measurable, achievable, relevant, and time-bound). Therefore, they need to be coupled with targets and a means for objective verification if they are to be useful in demonstrating achievement of results. This simply means that either a quantitative (number or rate) or qualitative (qualities or characteristics) goal has been set, and that there is a clear way in which to determine if it has been achieved. For longer-term projects, it may also be a good idea to establish milestones that provide periodic targets to reach, and in all cases, progress should be regularly assessed.

Examples of SMART and not SMART indicators for MRCs

SMART indicator: Number of beneficiaries receiving legal assistance with complaints.

Target: 50 beneficiaries within a 12 month period (25 men/25 women).

Means of verification: Case files.

Not SMART indicator: More migrants are protected from abuse (No way to know what would constitute “more”, “protected”, or “abuse”).

Target: N/A (No target to measure progress against)

Means of verification: N/A (No means for measurement)

As shown in the example, the majority of the indicators measured by MRCs are what are considered ‘output indicators’ – demonstrating the tangible services delivered. While this is extremely valuable information to have for documenting and analysing results, it is also essential to obtain data about the outcomes and impacts of MRC activities. To accomplish this, MRCs need to measure the results of their activities using more rigorous assessment techniques (see Module 4).

Discussion question: What is an important outcome or impact level indicator for your MRC? What should the target be? How would you measure progress?

2.4 What is the difference between primary and secondary beneficiaries?

A beneficiary is an individual who has been assisted in some way by an activity implemented. Within project proposals, there is typically a section provided which lists the primary beneficiaries (sometimes also called direct or main beneficiaries) and the secondary beneficiaries (sometimes called indirect beneficiaries). The reason for having these different classifications of beneficiaries is to demonstrate that although the activities may benefit a large number of persons to some degree, they are focused on providing assistance to one or more specific target groups.

Distinction between primary and secondary beneficiaries among migrants

Primary beneficiaries	Secondary beneficiaries
Migrant workers, potential migrant workers, and their family members if they receive individualized support services in the form of counselling; legal assistance; information, education, or training; joining a migrant network; or joining a trade union – and a client card has been completed to document the service received.	Migrant workers, potential migrant workers, and their family members if they do not receive tailored or substantial services, such as hearing or receiving safe migration messaging through media, at a gathering, or in an informational brochure.

It should also be noted that officials or representatives from government institutions, employer organizations, trade unions, private recruitment agencies, CSOs, and other institutions or organizations, are always considered to be secondary beneficiaries for MRCs. This is the case even if the officials or representatives are the main participants in an activity because they were asked to attend in order to strengthen their ability to assist migrants.

Exercise (15 minutes): List the primary and secondary beneficiaries assisted by your MRC.

Module 3. Collecting monitoring data

3.1 Collecting data for support services

Client cards are the main tool that has been developed for collecting data on support services provided by MRCs. The cards serve a number of important functions, including:

1. Providing a basic demographic profile of beneficiaries served.
2. Recording family contact information for migrants in case of an emergency.
3. Completing an assessment of awareness and intentions to inform service delivery.
4. Establishing a case file to record a beneficiary's service history in a standard format.
5. Recording the contact details necessary to assess impact through beneficiary tracing.

A basic template for the client card used in countries of origin is provided in Appendix I, which can be altered if MRCs need to collect additional data on their beneficiaries. The information obtained must be kept strictly confidential: client cards should be stored in a locked room or filing cabinet and must not be shared with other parties without obtaining consent.

Challenges and solutions for collecting beneficiary data

Listed below are some common challenges faced by MRCs in collecting good data on beneficiaries and suggestions on how to resolve them:

***Beneficiaries participate in more than one type of activity at an MRC, or return a second time for the same type of service, which means they get counted multiple times:** The intent of MRC services is to “prevent or withdraw migrants from exploitative conditions.” To accomplish that goal may take a package of services, so the beneficiaries rather than the services provided should be counted. To avoid duplication, make sure that you check whether a client card was completed previously and note any additional services provided on the same card.

***Beneficiaries contact the MRC through channels, such as email or telephone, which make it difficult to collect their full information:** This suggests that the services provided may not have been substantial enough to count them as a beneficiary. The medium does not exclude them, but the extent of the services provided should if they consisted of just a short email or phone call. In particular, if even the gender of a migrant contacting the MRC cannot be documented, then they should not be reported as a beneficiary (but can still be recorded as a secondary beneficiary).

***Beneficiaries are uncomfortable providing the information requested on client cards:** It's a good idea to build some trust with beneficiaries before collecting a client card. You may find that a simple explanation of why the information is needed is all that is required to reassure them. If they still prefer not to provide the information, explain to them that is fine and that you will not record their name (but do complete an anonymous card to document the service provided).

***Referrals to other project partners, particularly for legal assistance, result in double counting of beneficiaries:** Make sure that the referral made is clearly documented on the client card to indicate that they should not be counted as a beneficiary. The organization providing the legal assistance rather than the referring agency should report the beneficiary.

Role-play (15 minutes): Practice collecting a client card for a hypothetical beneficiary coming to the MRC to access services.

3.2 Collecting data for capacity building events

In addition to providing support services, many MRCs deliver capacity building trainings in their local communities for government officials, employer and worker representatives, civil society organizations, and others. These activities need to be well-documented as they are key outputs for enhancing the ability of stakeholders to protect migrants. A form specifically for this purpose has been provided in Appendix II, which includes the standard data elements that should be captured for every event:

1. The title, date and location.
2. The objective(s)
3. A participant list, including name/signature, gender, organization, and contact information.
4. A brief summary or minutes recorded at the event.
5. Results from pre- and post-testing.
6. Plans for practical application of the knowledge acquired that were discussed, and follow-up trainings needed.



Challenges and solutions for collecting event data

Below are some frequent challenges faced by MRCs in collecting data on capacity building events and suggestions on how to resolve them:

***We don't have a staff member available to take minutes at events, so the outcomes are not being documented:** It is critical to record what is actually discussed at events. In most cases, a brief summary is all that is really needed, but there is a high chance of the information being lost or forgotten if it isn't documented immediately. If you can't assign a staff member to take minutes during the event, sit down for 15 minutes directly afterwards to write a short summary.

***The meeting was very informal and all that could be recorded was the number of participants:** This suggests that it should not be considered a capacity building activity. Every organization holds brief and informal meetings for discussion and coordination of their work. A capacity building event is different from such meetings because it covers considerable content and contributes to an increase in knowledge. During such activities, there should be ample time to collect participant information.

***The participants did not provide their full information:** It's probably inevitable that some attendants will not complete all of the requested information on the participant list. As a preventative measure, it is a good idea to assign a staff member to monitor the list in order to make sure that participants complete as much as possible.

***If we hold a series of capacity building events, it's quite likely that some of the participants will be the same people, which might lead to counting them multiple times:** If the events are totally unrelated to each other, do not worry about the same people attending again as they have received a different type of training. If the training events are meant to be part of a series of trainings, such as initial and refresher training or an extended training with multiple sessions, then you should attempt to remove duplication. An easy way to do this is to enter the data from the participant lists from the series of events into a spreadsheet and sort it by name, removing any repetitions found.

Discussion question: What aspects of your training events do you feel need to be better documented? How could you make the improvements?

Module 4. Assessing impact

4.1 Assessing the impact of safe migration counselling through beneficiary tracing

One of the main support services provided to potential migrant workers in countries of origin is safe migration counselling. A central objective of this counselling is to provide potential migrants and their family members with the ability to make informed decisions about working abroad, and to emphasize the benefits and increase knowledge about the procedures for migrating through legal channels for those who choose to go.

Using the terminology learned in Module 2, increased protection of labour rights by migrating legally through a licensed and reputable recruitment agency can be said to be one of the intended impacts of safe migration counselling. To assess that impact, several MRCs have begun tracing counselling beneficiaries through follow-up phone calls. Tracing documents migration practices among beneficiaries also seeks to determine the extent to which the services provided contributed to those behaviours – rather than other external forces, events or actors. This constitutes an important measure of the results of MRC activities in sending countries, which partners will now be required to assess for a portion of their beneficiaries.

Because the data collected by each MRC is pooled together by country, a standard questionnaire and methodology is necessary. The approach is designed to capture both the intended results (informed decision-making about migrating for work, increased knowledge about how to migrate safely, and better protection of rights in destination countries) and unintended results (counselling that convinces beneficiaries that labour migration is profitable without informing them of the potential risks involved or migrants facing abuse in spite of using a licensed recruitment agency to migrate regularly). The information obtained should also be used to provide follow-up services to migrants and adjust the approach to service provision where indicated.

Methodology for beneficiary tracing

*Each MRC will collect tracing data from 100 randomly selected counselling beneficiaries (50 women and 50 men) who received the service at least 6 months beforehand.

*Because tracing studies generally only reach about 50 per cent of those selected for follow-up calls, persistence is required to reach the quota of 100. If a beneficiary cannot be reached, a call should be made to the family members listed on their client card to see if they are capable of knowledgeably answering the questionnaire before selecting a replacement. This is done to reduce the potential for biasing the results towards beneficiaries who decided not to migrate.

*A standard set of questions will be completed and attached to the client card so that they can be combined with the demographic information already obtained (provided in Appendix III).

*Beneficiary tracing will be carried out once per year with gender disaggregated results submitted in a summary table as part of final progress reports. The completed questionnaires are also submitted to ILO staff for further statistical analysis.

*Participation is entirely voluntary and informed consent should be obtained at the beginning of the phone call.

As stated within the methodology, the results of beneficiary tracing surveys should be combined in a table for submission, as displayed in the example below:

Beneficiary tracing results				
Migrated (men/women)	Yes 56 (23/33)	No 44 (27/17)		
Counselling effect (men/women)	Informed 31 (11/20)	Profitable 11 (5/6)	No effect 14 (7/7)	
Channel (men/women)	Regular 34 (11/23)	Irregular 22 (12/10)		
Regular channel (men/women)	Counseling 22 (6/16)	Other source 12 (5/7)		
Influencing info (men/women)	Process/expense 12 (2/10)	Benefits 10 (3/7)	Risks 9 (3/6)	Other 3 (3/0)
Chose recruiter (men/women)	License/reputation 14 (5/9)	Expense/quick 12 (2/10)	Recommendation 8 (4/4)	
Rights protected (men/women)	Yes 20 (3/17)	No 10 (6/4)	Unsure 4 (2/2)	
Irregular channel (men/women)	Friends/family 13 (6/7)	Broker/agent 7 (4/3)	Other source 2 (2/0)	
Regularize status (men/women)	Yes 14 (9/5)	No 2 (1/1)	Unsure 6 (2/4)	
Not migrating (men/women)	Counselling 12 (4/8)	Slow/expensive 13 (11/2)	Other factor 19 (12/7)	

When the results are compiled, they provide substantial quantitative evidence of the impact of safe migration counselling provided to beneficiaries, comparable by locality and country. A sample collected by MRCs in Battambang, Kampong Cham, and Prey Veng provinces of Cambodia (see page 13) revealed that roughly two-thirds of beneficiaries decided to migrate for work after receiving counselling. For those counselling recipients who decided against pursuing employment abroad, the largest group stated that counselling had made them reconsider the undertaking (46 per cent). Of those who chose to migrate, two out of three migrated regularly through a licensed recruitment agency. Over 80 per cent of regular migrants felt that their rights were better protected by migrating legally.

Role-play (15 minutes): Practice administering the beneficiary tracing questionnaire through simulating a follow-up phone call to a potential migrant worker who has received safe migration counselling at the MRC.

Total sample of counselling beneficiaries in Cambodia

300
(W=150/M=150)

Beneficiary tracing results from Battambang, Kampong Cham, and Prey Veng provinces of Cambodia (n=300)

Have you migrated for work since receiving counselling services at the MRC?

Yes
204/68%
(W=95/M=109)

No
96/32%
(W=55/M=41)

How did the counselling you received affect your decision to migrate?

Allowed for informed decision
112/55%
(W=54/M=58)

Convinced it would be profitable
72/35%
(W=38/M=34)

Not an important factor
20/10%
(W=3/M=17)

What channel did you use to migrate?

Recruitment agency
136/67%
(W=61/M=75)

Broker/independent
68/33%
(W=34/M=34)

Based on what source of information did you decide to migrate through a regular channel?

Counselling
120/88%
(W=55/M=65)

Other source
16/12%
(W=6/M=10)

What type of information influenced your decision to migrate regularly the most?

Process/expenses
15/11%
(W=8/M=7)

Benefits
91/67%
(W=38/M=53)

Risks of irregular mig.
26/19%
(W=13/M=13)

Other information
4/3%
(W=2/M=2)

How did you choose which recruitment agency to use?

Licensed/reputation
108/79%
(W=50/M=58)

Cheapest/quickest
5/4%
(W=1/M=4)

Recommendation
23/17%
(W=10/M=13)

Do you think that your rights were better protected by migrating through a regular channel?

Yes
111/82%
(W=48/M=63)

No
0/0%
(W=0/M=0)

Unsure
25/18%
(W=13/M=12)

Based on what source of information did you decide to migrate through an irregular channel?

Family or friend
50/74%
(W=27/M=23)

Broker
18/26%
(W=7/M=11)

Other source
0/0%
(W=0/M=0)

Do you plan to regularize your legal status after arrival at your destination country?

Yes
27/40%
(W=11/M=16)

No
9/13%
(W=4/M=5)

Unsure
24/35%
(W=13/M=11)

Why did you decide not to migrate?

Counselling
44/46%
(W=24/M=20)

Too slow/expensive
26/27%
(W=14/M=12)

Other factors
26/27%
(W=17/M=9)

4.2 Assessing the impact of legal assistance through standardized outcomes

In both sending and receiving countries, MRCs deliver legal assistance services to migrants to allow them greater access to justice and social protection benefits. Through documentation of case studies and compensation awarded, it is clear that these services have had a substantial impact on assisting migrants to successfully navigate legal systems. However, a challenge faced in determining the extent of that impact is that each MRC has a somewhat different system in place to document the outcomes of their services. There is a need to further standardize the data produced so that it can be aggregated and analysed. This supports not only an improved assessment of impact but also strategic planning and policy advocacy efforts.

MRCs providing legal assistance are encouraged to maintain their individual approaches to case management but are requested to complete a standard form to document outcomes when a case is closed (See Appendix IV). The results for all cases resolved during a reporting period should be combined in a table for submission as part of technical progress reports as shown in the example below, with data disaggregated by gender of complainants.

Legal assistance outcomes					
Cases closed	#				
	10				
Complainants	Men	Women			
	24	32			
Subject (complainants men/women)	Non-payment	Below min	Living cond	OSH	Job duties
	10 (4/6)	4 (1/3)	0	0	0
	Work hours	Leave	Insurance	Workers' comp	Harassment
	6 (1/5)	0	8 (6/2)	3 (3/0)	0
	ID Retention	Discipline	Delay	Overcharging	Contract sub
	4 (2/2)	0	7 (3/4)	0	2 (0/2)
	Missing	Forced work	Stranded	Other	
	5 (3/2)	0	7 (1/6)	0	
Compensation requested	US\$	MMK	MYR	THB	VND
	0	0	0	3 023 560	0
Duration (cases)	<1 month	1-3 months	4-6 months	7-12 months	>1 year
	4	3	1	0	2
Resolved (cases)	Court	Admin	Informal	Dropped	
	2	3	3	2	
Remedy (complainants men/women)	Compensation	Better work	Better living	Reinstatement	Deployment
	10 (4/6)	6 (1/5)	0	0	3 (2/1)
	Person located	ID returned	Returned	None	Other
	5 (3/2)	8 (2/6)	4 (1/3)	20 (11/9)	0
Compensation awarded	US\$	MMK	MYR	THB	VND
	0	0	0	1 066 922	0
Sanction (cases)	Prison	Admin	Fine	Warning	None
	1	2	2	1	4

As highlighted by the table above, the ILO defines legal assistance more broadly than only cases adjudicated in a court of law. If a case is resolved through less formal means, such as an administrative order or mediation, these should also be considered legal assistance cases and documented in technical progress reports. The outcome forms should be archived for submission to ILO staff to allow for more in-depth analysis.

After the data has been compiled, the impact of legal assistance services in each project country can be assessed (see page 17):

- ❖ In Cambodia, the long duration of the MOU process continues to create obstacles to legal labour migration – reflected by the high number of complaints against recruitment agencies for delays in deployment and not providing passports purchased. The majority of these grievances are resolved through an order by labour authorities to deliver the paid-for travel documents, and in some cases, deployment to destination countries. Although slight in comparison to the scale of the problem, these remedies – as well as increasing sanction of offenders in some provinces – have begun offer to some restitution for migrants who face mistreatment.
- ❖ Complaints resolved in Malaysia highlight the disproportionate challenges faced by migrant women in accessing legal assistance, as well as the long duration required for resolving grievances through court and administrative hearings and the dearth of sanctions applied to offenders. Overall, the outcomes reveal the very difficult legal environment for providing assistance to exploited migrant workers in Malaysia. Financial compensation has been substantial, however, with over US\$113,000 awarded to complainants.
- ❖ MRCs in Thailand have been successful in resolving the grievances of over 2,300 migrants, reaching a number of large financial settlements particularly for cases involving non-payment or under-payment of wages and compensation for fatalities. Notably, the outcomes show that the strategy of targeted outreach via migrant paralegals can be successful in providing equitable assistance to female migrants, with women constituting over 57 per cent of complainants. A challenge remaining is that in some cases, the actual payment of compensation awarded is delayed or not fully provided to migrants.
- ❖ Although small relative to the number of offenses taking place, the 40 grievance cases resolved by provincial labour authorities in five provinces of Viet Nam represent a significant breakthrough in providing legal assistance within sending countries. Access to justice for migrant workers is typically very limited in Viet Nam for a variety of reasons, including a lack of clarity on complaint procedures and the higher emphasis placed on reaching quotas for deployment of workers.
- ❖ Legal assistance outcomes in Myanmar have so far been small in number because the MRCs there have yet to become fully operational, making analysis premature.
- ❖ MRCs in Lao People’s Democratic Republic have yet to report any complaints from migrant workers being resolved, with legal processes for seeking redress still inadequately formulated and community outreach limited in scope.

Exercise (15 minutes): Using the example of a complaint case resolved by your MRC, discuss the specifics and complete the legal assistance outcome form.

Legal assistance outcomes by country

	Cambodia	Malaysia	Thailand	Viet Nam	Myanmar
# of cases closed	123	22	119	40	1
# of complainants	272 (M=156/W=116)	141 (M=134/W=7)	2 303 (M=980/W=1 323)	95 (M=75/W=20)	15(M=15/W=0)
Subject of complaints (complainants) ¹	Delay/job not provided: 118 Workers' compensation: 76 Passport not provided: 52 Missing persons: 19 Non-payment of wages: 4 Forced labour: 1 Wages below minimum: 1 Other: 1	Workers' compensation: 51 Contract substitution: 41 Non-payment of wages: 39 Other: 7 Insurance: 1 Job duties: 1 Wages below minimum: 1	Non-payment of wages: 1 178 Wages below minimum: 972 Work hours: 325 Documents withheld: 323 Contract substitution: 314 Disciplinary action: 289 Delay/Job not provided: 239 Other: 157 Stranded/detained: 101 Workers' compensation: 49 Harassment: 27 Forced labour: 24 Living conditions: 22 Missing persons: 13 Insurance: 11 OSH: 6 Leave: 1	Other: 73 OSH: 6 Delay/Job not provided: 5 Missing persons: 5 Contract substitution 4 Stranded/detained: 1 Non-payment of wages: 1	Contract substitution: 15
Compensation requested	US\$13 170	US\$113 156	US\$5 261 512	US\$12 429	US\$0
Compensation awarded	US\$5 460	US\$110 590	US\$945 391	US\$12 429	US\$0
Duration (Cases)	<1 month: 58 1-3 months: 44 >1 year: 20 4-6 months: 1	>1 year: 21 <1 month: 1	<1 month: 62 1-3 months: 19 4-6 months: 17 >1 year: 11 7-12 months: 10	<1 month: 21 >1 year: 16 1-3 months: 3	1-3 months: 1
Mechanism for resolution (Cases)	Administrative process: 117 Informal mediation: 6	Case dropped: 9 Court hearing: 6 Administrative process: 4 Informal mediation: 3	Administrative process: 48 Informal mediation: 41 Case dropped: 19 Court hearing: 11	Administrative process: 23 Informal mediation: 17	Informal mediation: 1
Remedy obtained (Complainants) ¹	Passport provided: 129 Financial compensation: 88 Job placement abroad: 20 Other: 16 Missing person located: 8 Return to origin: 7 Reinstatement to work: 4	Financial compensation: 70 Return to origin: 36 None: 25 Other: 10	Financial compensation: 1 646 Other: 402 None: 99 Return to origin: 134 Reinstatement to work: 49 Deployment: 45 Documents returned: 20 Missing person located: 1 Better living conditions: 1	Other (Add EPS roster): 47 Financial compensation: 43 Deployment: 5	Other (Retain legal status): 15
Type of sanction applied (cases)	Administrative penalty: 55 None: 36 Fine: 32	None: 22	None:108 Warning: 8 Fine:2 Administrative penalty: 1	None: 39 Warning: 1	None: 1

1: In some cases, complainants registered grievances on multiple subjects and obtained more than one remedy. Gender disaggregation remains pending for these outcome categories.

4.3 Assessing the impact of networking/trade union membership through case studies

In the countries included within the GMS TRIANGLE project as destinations for migrant workers, Thailand and Malaysia, a strategy to provide protection has been through facilitating membership in trade unions and the formation of migrant associations. So far, formalizing these memberships and associations has often proven challenging, making a firm assessment of the results difficult.



For partners who have had success in organizing migrants and supporting collective bargaining by these groups, the stories are being documented as case studies in progress reports to demonstrate their results. These qualitative case studies of group formation, membership drives and collective action currently provide the central means for measuring the impact of organizing activities and should include certain standard elements.

A good case study should be brief, document a significant or representative case, provide detail on the number, gender, sector, and nationality of the workers organized, include the amount of any membership dues paid, provide information on the outcomes for migrants, and explain how the MRC contributed to the result.

Example of how to write a case study on organizing of migrant workers

There are thought to be around 1,000 migrant workers from Myanmar employed at the factory for XYZ Foods Co. in Samut Prakan, Thailand. Based upon extensive training provided to migrants on labour rights, the MRC managed by the Thai Trade Union Congress (TTUC) assisted with the formation of a subcommittee that represents approximately 300 Myanmar migrant workers (87 men, 213 women) in 2013, under the organizational framework of the Labour Union of XYZ Foods Co.

The Labour Union negotiated with company management on behalf of the Myanmar employees so that they would receive the same benefits as their Thai co-workers: The legal minimum wage for Thailand, an annual increase in wages, punctuality incentives, annual leave, enrolment in the Social Security Fund, company housing and free uniforms. The company provided good cooperation during the formation of the subcommittee, and has continued to show support for

their organizing activities – which the workers fund through payment of monthly membership dues of US\$0.63.

Exercise (15 minutes): Write a case study for an association formed, a membership drive, or a collective action taken that resulted from your MRC's organizing activities.

4.4 Assessing the impact of capacity building through a mixed methodology approach

Although a critical need for better protecting migrants within and from the GMS, it is often challenging to determine the concrete results of capacity building interventions. Quantitative methods, such as pre-and post-testing, can provide some measure of short-term increases in knowledge but may have limited relevance in assessing longer-term impact. Qualitative methods, such as key informant interviews, focus group discussions, or self-evaluations may help with providing a more extended outlook, but may not be considered broadly representative. A mixed methodology is therefore useful to gauge not only the extent of learning but also how participants have or will apply the knowledge gained.

Most MRCs have already been carrying out some type of testing for participants in local level capacity building. Quantitative pre- and post-testing should be systematically applied, particularly as a means for determining changes that are needed to improve the content of trainings and to assess areas of knowledge that require follow-up trainings. But where feasible, partners should also attempt to assess practical application of knowledge as an additional measure of impact and include the data in their progress reports (e.g. number of referrals made to the MRC for services by the members of local communications networks, or others).



Likewise for national level capacity building, quantitative pre- and post-testing is often being carried out on the technical content of the training in order to assess learning; a good practice that should remain. However, it should be complimented by holding a concluding plenary discussion at each event to discuss how the participants plan to apply what they have learned when they return to work – with the results of the discussion summarized and reported.

Discussion question: What measure of the practical application of knowledge gained would be the most relevant for your MRC's capacity building activities?

Module 5. Analysing and reporting monitoring data

5.1 Classification of support services into CLIENT categories

To analyse beneficiaries reached by MRCs, data collected from client cards should be entered into a spreadsheet and summarized for submission in progress reports – including classification of the types of support services provided.

The “CLIENT” classification system allows the ILO to categorize beneficiaries as recipients of:

C Counselling on safe migration, rights at work, and social issues

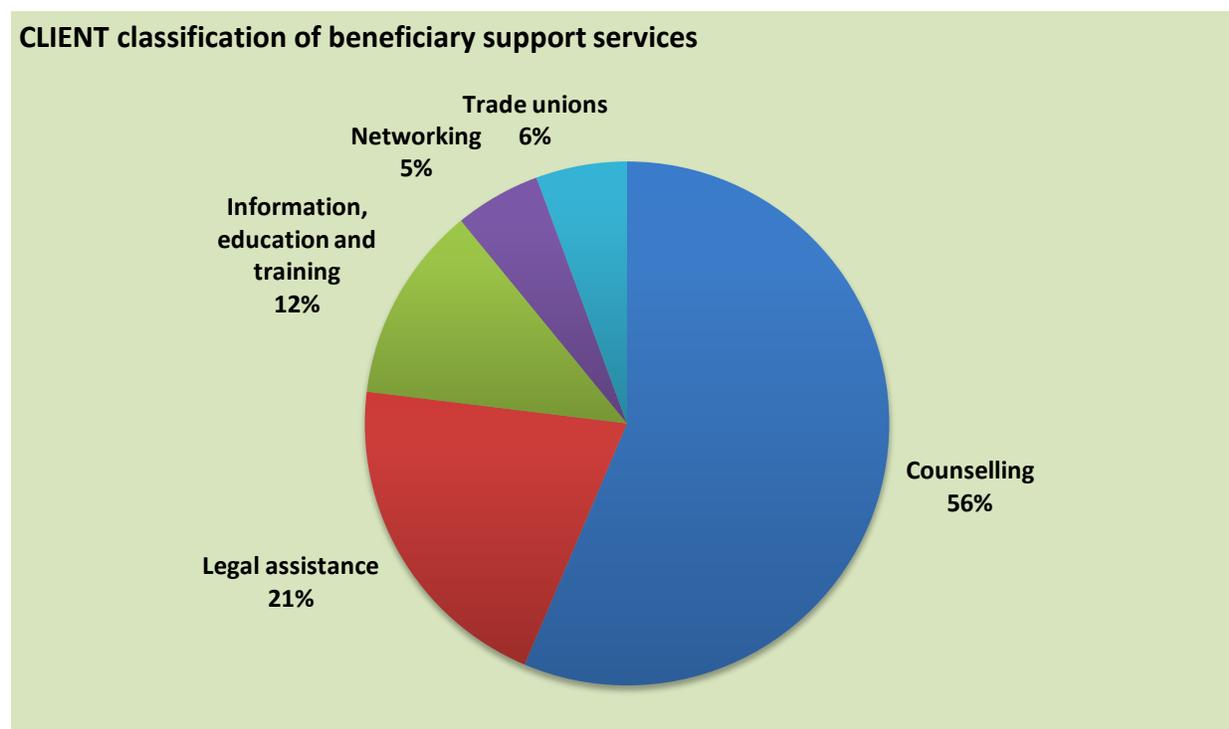
L Legal assistance

IE Information, education and training

N Network or association membership

T Trade union membership

It is important that standard support service categories are defined so that monitoring data from all MRCs can be aggregated – providing a clear picture to the donor and other stakeholders about the GMS TRIANGLE project’s overall activities.



In the past, ILO staff made the determinations on classifying MRC services into these categories during preparation of project reports. However, as it was recognized that MRC staff are better positioned to make informed decisions about the nature of the services they delivered, MRCs are now requested to document beneficiaries based on this classification system themselves. This decentralization of data analysis contributes to a more efficient use of staff resources, improved data quality and increased analytical capabilities, with ILO staff validating and combining the data after submission.

Frequently asked questions when applying the CLIENT system

Question: Does counselling have to be delivered in-person and one-on-one to be counted?

Answer: No. Counselling can be delivered over the phone or internet as well, as long as individualized and substantive information is provided and the necessary beneficiary information is collected. In cases where migrants prefer to receive counselling in a small group, each individual within the group should be counted as a beneficiary if the counselling responds to their specific needs.



Question: Counselling and legal assistance are difficult categories to distinguish from each other. What is the difference between the two?

Answer: Counselling involves any consultative services provided to beneficiaries that don't involve assistance with a specific legal violation or process (e.g. providing counselling on safe migration, rights at work, social problems, etc.). Legal assistance services refers to beneficiaries provided with aid in cases where their legal rights have been violated or they need assistance to

complete a legal process (e.g. overcharging by a recruitment agency, delays in deployment, non-payment of wages by an employer, filing workers' compensation claims, locating missing persons, etc.).

Question: For legal assistance, should we report on the number of cases or the number of complainants involved?

Answer: Because migrants often feel more comfortable filing complaints as a group, it's best to report on both the number of cases and number of complainants to provide a clear picture of the services provided (For example, 10 cases handled with 53 complainants (M=23,W=30)).

Question: Isn't providing counselling also a form of information, education, and training? How do I delineate the two services?

Answer: The main distinction between counselling and information, education, and training is that counselling is tailored to the particular needs of an individual beneficiary, whereas information, education, and training is not individualized for the recipients (although it should still be as relevant to their interests as possible).

Question: What qualifies as information, education, and training? If outreach/awareness-raising is conducted through a public service announcement, radio show, or distribution of flyers, should every person reached be counted?

Answer: No. Some level of judgment may be necessary on specific activities, but generally speaking, information, education, or training should be more substantial than a mass

communication or flyer. It is more along the lines of documented attendance at a group training or workshop, where more sustained increases in knowledge occur.

Question: What should be counted as network or association membership?

Answer: The term “membership” is broadly defined for this category. Due to the legal obstacles and potential vulnerabilities of formal membership in a migrant association, this service classification refers to participation in any ongoing forum for group discussion/exchange.

Exercise (30 minutes): Summarize and classify the support services you have delivered, as shown in the table below for the MAP Foundation in Chiang Mai and Mae Sot, Thailand (start and end dates should be those provided in your service contract). What is your analysis of these results? (in terms of meeting targets, gender balance, additional support services needed, etc.)

Support service beneficiaries

Start date	End date	Activity	Classification	Men	Women	N/A	Total
29/09/2012	28/11/2013	Information and counselling through calls to the MAP Radio programme	C	72	66	2	140
29/09/2012	28/11/2013	Legal assistance provided by migrant para-legal advocates	L	351	468	-	819
29/09/2012	28/11/2013	Legal assistance provided by MAP lawyer and staff	L	53	7	-	60
29/09/2012	28/11/2013	Monthly labour exchange meetings	N	157	143	-	300
29/09/2012	28/11/2013	Monthly domestic worker exchange meetings	N	59	307	-	366
29/09/2012	28/11/2013	OSH training/workshops for migrant workers at construction and agricultural sites	IE	117	135	-	252

5.2 Classification of capacity building activities

For M&E purposes, capacity building should be distinguished from other types of meetings or events in that the central aim of the activity is to enhance the knowledge and skills of participants (i.e. a meeting for consultation or coordination with stakeholders would not be classified as capacity building).

The GMS TRIANGLE project delivers capacity building trainings to tripartite constituents at both national and local levels. National trainings are organized directly by ILO technical staff or cooperatively with the central offices of partner organizations, while local level training is provided exclusively through MRCs. Therefore, classification of the level of capacity building activities is unnecessary within MRC progress reports.

A distinction that should be made by MRCs in analysing the results of their capacity building activities is to make special note of trainings which are attended primarily by “public officials.” Public officials are defined in this context as being either government officers or commune/village leaders. They are to be documented discretely because it is assumed that training of these actors may



contribute to more sustainable changes within the target area (although other types of “change agents” should be considered equally important target groups in many cases, particularly for increasing the gender sensitivity of outreach and service provision).

Exercise (15 minutes): Summarize your capacity building activities as shown in the table below for the Lao Federation of Trade Unions in Savannakhet, Lao People’s Democratic Republic (start and end dates should be those provided in your service contract). Place an asterisk next to those events that include “public officials.” What is your analysis of these results? (in terms of meeting targets, gender balance, additional training needed, etc.)

Capacity building participants

Start date	End date	Activity	Men	Women	N/A	Total
17/08/2011	31/07/2012	Training for village leaders on safe migration*	145	5	-	150

5.3 Analysing gender equality

Providing gender-sensitive support services is a critical concern for MRCs working to protect the rights of migrants. According to a United Nations Department of Economic and Social Affairs stock estimate in 2013, more than 48 per cent of migrant workers in South-East Asia are women – a disproportionately large number of whom work in informal sector employment. Workers in these types of jobs typically receive fewer protections under national labour laws. Many are employed in physically isolated workplaces (such as domestic workers in private residences) where they may be more vulnerable to mistreatment by employers. In addition, women migrants working in the informal sector often have fewer options for legal employment, which creates further obstacles to accessing assistance for abuse.

MRC support services must also be responsive to the specific needs of male migrant workers. For example, cultural norms dictating that men must be breadwinners for their families mean that there is often reluctance to self-identify as victims of exploitation. Moreover, some male-dominated sectors of work (such as fishing) provide very limited labour protections, and the nature of the work can make registering complaints for rights violations extremely difficult.

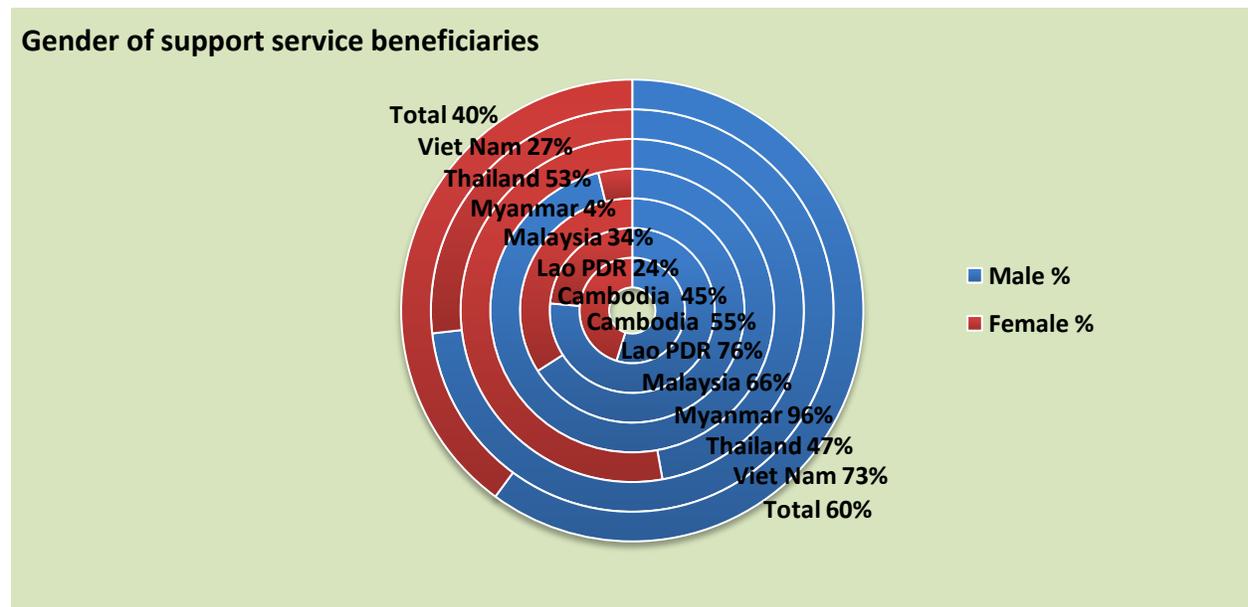


Achieving gender equality within capacity building activities poses another substantial challenge for MRCs. In all GMS countries, the gender balance among the management staff of government, employer, and worker organizations is generally skewed towards men. Careful planning of the targeting, approach, and timing of capacity building events is required to achieve more even results.

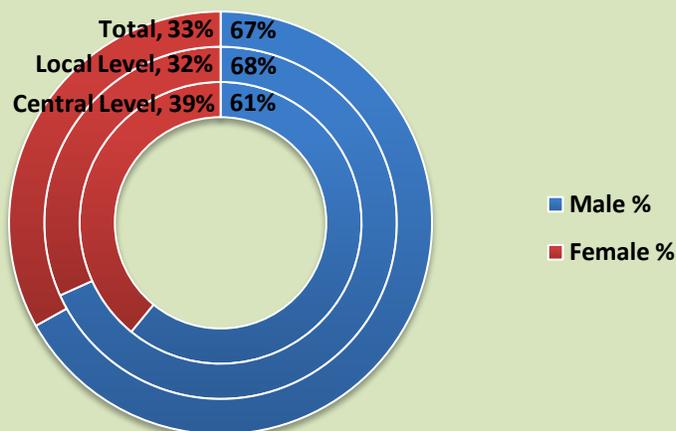
A key strategy for MRCs to monitor progress on gender parity is through collection and reporting of disaggregated data on beneficiaries

and capacity building participants. This allows for periodic gender analysis at local, national and regional levels in order to make adjustments where inequitable results are found – helping to ensure that MRC activities benefit both women and men. To facilitate an accurate assessment, monitoring data submitted in technical progress reports without gender recorded is not accepted.

Aggregate quantitative results for the GMS TRIANGLE project show that 40 per cent of the beneficiaries of support services, and 33 per cent of capacity building participants, are women (see figures below). When combined with qualitative data from participatory monitoring to capture the more complex causes and effects of gender inequality beyond the numbers (see Module 6), the results reveal both considerable progress in some countries and the challenges that remain in others. To improve the effectiveness of MRCs in addressing the different needs of women and men migrants and contribute to greater gender equality, more targeted and responsive outreach is being carried out through collaboration with specialized partners, as well as providing training for informal leaders within local communities.



Gender of capacity building participants



Discussion question: Based on your monitoring data, which activities at your MRC have contributed to greater gender equality among beneficiaries and which have challenges remaining? What strategies could be applied to improve the results?

5.4 Writing technical progress reports

Technical progress reports submitted to the ILO are the central means through which MRCs communicate the activities they have implemented and the results achieved during each reporting period. The monitoring data they provide is brought together to write annual reports and biannual updates for the GMS TRIANGLE project as a whole.

Based upon assessments of MRCs carried out, it was found that many partner organizations are new to the type of reporting required by the ILO, not having submitted reports to an external donor previously or having done so in a very different format. This has proven a difficult undertaking for some of these organizations, who did not previously have substantial experience in applying a results-based approach to management of their activities. The practical tips provided in the section below highlight some of the common challenges identified and give advice on how to improve the quality and relevance of reports submitted.

Do's and don'ts in writing a technical progress report

*Do use the template provided in Appendix V to structure the report.

*Do try to meet the reporting deadlines set forth in the service contract. It is important that monitoring data is submitted regularly so that the achievements of MRCs can be presented in a timely manner and the project can be more agile in responding to the trends or patterns revealed by the reports. Submission of progress reports is also a contractual requirement for the release of

payments, and MRCs are responsible for notifying the ILO if they know that there will be a delay.

*Do include critical thinking about the activities completed. Although there is always a strong motivation to show a donor how well a project is going in a report, it actually demonstrates that MRCs are doing a better job of project management if they are aware of the challenges they have faced and are considering or have already put into place measures for improvement.

*Do include analysis of progress in reaching indicator targets – including gender analysis – within the report. This should provide not just an understanding of whether the MRC is on-track but why or why not and what is being done to correct the situation. Try to anticipate the questions that someone reading the report would ask.

*Do try to be as brief and direct as possible. It is important to include detail on essential issues but long-winded reports are more time consuming for both writer and reader and may actually serve to obscure the key results. Some practical tips for writing a concise report include summarizing data in tables, using bullet points, providing totals for each type of activity rather than each individual occurrence, checking for restatement of the same point in multiple sections, and avoiding unnecessary description.

*Don't simply add in six more months of activities data into your previously submitted mid-term report when you write your final report. Instead, write a new report including data for the entire 12-month period. This will help to avoid repetition and provide a report that is more timely and relevant.

*Don't spend time trying to include highly technical or expressive language in your report. The goal is simply to communicate as clearly as possible.

Good reporting is fundamental to focusing on results, providing an opportunity for the regular review of monitoring data to determine how much progress has been made towards achieving objectives. However, during the writing of technical progress reports should not be the only time when monitoring data is analysed. Because six months into a one-year contract will often be too late to make the adjustments necessary to correct a problem, or contrarily, to scale up a successful approach, the project manager at each MRC should be considering progress achieved, and alterations to strategy needed, on a more regular basis – ideally monthly.

An additional question that MRCs are requested to answer in their technical progress reports is whether any trends or patterns have been identified while providing support services to migrants that require capacity building or policy interventions at higher levels. In this way, the ILO will be able to generate greater synergies between its activities to protect migrant workers – from direct support in local communities to global high-level dialogues – multiplying their impact by several orders of magnitude.

Discussion question: What are the main challenges for your MRC in writing technical progress reports and how can they be overcome?

Module 6. Participatory monitoring

6.1 Monitoring visits

The main purpose of a monitoring visit is to ensure that project activities are implemented as planned. Renewed efforts are being made by ILO staff to visit MRCs more regularly – on a three or six month basis depending upon the level of need – in order to reinforce the quality of services and enhance their sustainability. Each visit will include discussions with staff, qualitative interviews to receive feedback from beneficiaries of support services, and observation of activities.

Methodology for obtaining qualitative feedback from beneficiaries

*A guideline for the interviews is provided in Appendix VII which should be adapted to the specific situation of each MRC's beneficiaries.

*Feedback should be obtained during at least two interviews with individuals or groups – including both men and women migrants – who have received different types of support services.

*The beneficiaries to be interviewed should be identified as randomly as possible and should not be long-term supporters or volunteers at the MRC.

*The data collection methods to be applied should be flexible, and can include focus groups, in-depth interviews, mapping exercises, and other qualitative techniques as appropriate.

*MRC staff should not be present during the discussion to avoid biasing the results.



*Data obtained should be used to formulate specific action points in the monitoring visit report.

*To supplement the feedback obtained during monitoring visits, MRCs are encouraged to develop their own methods for encouraging participation and collecting input from beneficiaries.

At the end of the visit, the ILO officer will document their findings in a written report to be provided to both the MRC and project management at the ILO Regional Office for Asia and the Pacific (provided in Appendix VI). If issues or good practices are identified that require a

response, the action needed and the staff member responsible will be documented in the report and confirmation made during the next visit. In addition, a debriefing session will be held to discuss the findings of the visit with MRC staff directly.

Discussion question: How do you obtain and incorporate feedback from beneficiaries to shape the activities of your MRC?

Appendix I. Client card

Reference No.:	Date of registration:
----------------	-----------------------

1. Personal information:

a) Potential or current migrant worker

Name of client: _____

Gender: Male / Female

Date of birth: _____

Current address: _____

Telephone No: _____

Where did the client hear about the MRC: _____

Number of years of education: _____

Time spent in skills training (if applicable): _____

Already migrated and returned: Yes / No

b) Family or friend of migrant worker

Name: _____

Relationship to migrant worker: _____

Gender: Male / Female

Current address: _____

Telephone No: _____

2. Grievance or referral request

Is the migrant worker missing: Yes / No

If yes, for how long: _____

Is the migrant worker experiencing problems: Yes / No

Record information about the grievance (migration channel, recruitment agency, type of work, last contact, nature of the problem, etc.):

Referred to _____ for _____

on _____ (date) _____ (date) _____ (date) _____ (date)

3. Migration intentions:

1. Migration likelihood: (a) unlikely (b) possibly (c) likely

2. Migration timeframe: (a) in the next 6 months (b) 6–12 months (c) 12–24 months

3. Intended destination: (a) Thailand (b) Malaysia (c) Taiwan (China) (d) don't know
(e) other (specify) _____

4. Intended sector of work: (a) manufacturing (b) domestic work (c) construction (d) agriculture

(e) fishing (f) services (g) other (specify) _____

4. Safe migration awareness (measured against set criteria):

1. Understands the risks involved in migration: (a) yes (b) no (c) somewhat
2. Knows the requirements for working abroad legally: (a) yes (b) no (c) somewhat
3. Understands the various costs involved in recruitment / migration: (a) yes (b) no (c) somewhat
4. Knows what to expect in terms of wages and working hours: (a) yes (b) no (c) somewhat
5. Knows what to do in case of a rights violation by recruitment agency: (a) yes (b) no (c) somewhat
6. Knows what to do in case of a rights violation by employer: (a) yes (b) no (c) somewhat

5. Support services received

Type of service	Date received	Date received	Date received	Date received
Counselling (safe migration counselling)				
Legal assistance (assistance with a legal violation or process)				
Information, education and training (information provided in a group setting)				
Network or association membership (participation in any ongoing group discussions with other migrants)				
Trade union membership (joining a trade union)				

Appendix II. Capacity building record

Event details

Title of event	
Date	
Location	
Objective	

Participants

No.	Name/Signature	Gender	Organization	Phone No.
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Summary or minutes

Pre- and post-test results

Plans for application of knowledge and follow-up training needed

Appendix III. Beneficiary tracing questionnaire

Date of Interview	
Questionnaire #	
Beneficiary's name	
Gender	
Client reference #	

Hello, my name is _____, a staff member from _____. We are following up with people who have received counselling at our migrant worker resource centre and would like to ask about your experiences since receiving the service. It should only take 5-10 minutes and your answers will be kept strictly confidential. May I proceed with the interview?

1. Have you migrated abroad for work since receiving counselling services at the MRC?

<input type="checkbox"/> Yes	Go to question 2
<input type="checkbox"/> No	Go to question 10

2. How did the counselling you received affect your decision to migrate?

<input type="checkbox"/> Counselling allowed me to make an informed decision	Go to question 3
<input type="checkbox"/> Counselling convinced me that it would be profitable	Go to question 3
<input type="checkbox"/> Counselling was not an important factor in my decision	Go to question 3

3. What channel did you use to migrate?

<input type="checkbox"/> Regular channel (licensed recruitment agency)	Go to question 4
<input type="checkbox"/> Irregular channel (broker or own account)	Go to question 8

4. Based on what source of information did you decide to migrate through a regular channel?

<input type="checkbox"/> Counselling provided by the MRC	Go to question 5
<input type="checkbox"/> Information from other source	Specify and go to question 5

5. What type of information influenced your decision to migrate regularly the most?

<input type="checkbox"/> Information about the process and expenses involved	Go to question 6
<input type="checkbox"/> Information about the benefits of regular migration	Go to question 6
<input type="checkbox"/> Information about the risks of irregular migration	Go to question 6
<input type="checkbox"/> Other information	Specify and go to question 6

6. How did you choose which recruitment agency to use?

<input type="checkbox"/> Chose a licensed agency with a good reputation	Go to question 7
<input type="checkbox"/> Chose the least expensive/quickest agency	Go to question 7
<input type="checkbox"/> Received a recommendation from someone	Specify and go to question 7

7. Do you think that your rights were better protected by migrating through a regular channel?

<input type="checkbox"/> Yes	Stop
<input type="checkbox"/> No	Stop
<input type="checkbox"/> Unsure	Stop

8. Based on what source of information did you choose to migrate through an irregular channel?

<input type="checkbox"/> Friends or family	Go to question 9
<input type="checkbox"/> A broker or agent	Go to question 9
<input type="checkbox"/> Information from other source	Specify and go to question 9

9. Do you plan to regularize your legal status after arrival in your destination country?

<input type="checkbox"/> Yes	Stop
<input type="checkbox"/> No	Stop
<input type="checkbox"/> Unsure	Stop

10. Why did you decide not to migrate?

<input type="checkbox"/> Counselling made me reconsider	Stop
<input type="checkbox"/> The legal channels proved to be too expensive or slow	Stop
<input type="checkbox"/> Other factors made me reconsider	Specify and stop

Appendix IV. Legal assistance outcome record

1. Number of complainants? ____Men/____ Women

2. Subject of the assistance provided? (Select all that apply and provide the number of men/women assisted)

<input type="checkbox"/> Non-payment/underpayment of wages
<input type="checkbox"/> Wages below legal minimum
<input type="checkbox"/> Living conditions
<input type="checkbox"/> Occupational safety and health
<input type="checkbox"/> Job duties
<input type="checkbox"/> Work hours
<input type="checkbox"/> Leave
<input type="checkbox"/> Insurance
<input type="checkbox"/> Workers' compensation
<input type="checkbox"/> Harassment
<input type="checkbox"/> Retention of identification documents/work permit
<input type="checkbox"/> Disciplinary action/termination of employment
<input type="checkbox"/> Delay in deployment/job not provided
<input type="checkbox"/> Overcharging on fees/unlawful deduction of wages
<input type="checkbox"/> Contract substitution
<input type="checkbox"/> Missing persons
<input type="checkbox"/> Stranded/detained in receiving country
<input type="checkbox"/> Forced work
<input type="checkbox"/> Other (specify) _____

3. Total amount of financial compensation/reimbursement requested? _____

4. Duration of the case?

<input type="checkbox"/> Less than 1 month
<input type="checkbox"/> 1-3 months
<input type="checkbox"/> 4-6 months
<input type="checkbox"/> 7-12 months
<input type="checkbox"/> More than 1 year

5. Case resolved through?

<input type="checkbox"/> Court hearing
<input type="checkbox"/> Administrative process
<input type="checkbox"/> Informal mediation
<input type="checkbox"/> Case dropped (specify why) _____

6. Remedy obtained? (Select all that apply and provide the number of men/women receiving remedy)

<input type="checkbox"/> Monetary compensation/reimbursement
<input type="checkbox"/> Better working conditions/wages
<input type="checkbox"/> Better living conditions
<input type="checkbox"/> Reinstatement to work
<input type="checkbox"/> Deployment to destination country
<input type="checkbox"/> Missing person located
<input type="checkbox"/> Return/provision of identification documents/work permit
<input type="checkbox"/> Return to country of origin
<input type="checkbox"/> None
<input type="checkbox"/> Other (specify) _____

7. Total amount of financial compensation/reimbursement awarded? _____

8. Sanction applied to offender?

<input type="checkbox"/> Prison sentence
<input type="checkbox"/> Administrative penalty
<input type="checkbox"/> Monetary fine
<input type="checkbox"/> Warning
<input type="checkbox"/> None

Appendix V. Technical progress report

Name of organization	
Contact person	
Project title	
Project location	
Project budget	
Project duration	
Reporting period	

- 1. Progress on implementing activities** (for any activity that has not been implemented as planned, provide an analysis of why and indicate measures taken to ensure completion)

Objective/Activity	Progress	Analysis
Objective 1:		
Activity 1.1		
Activity 1.2		
Activity 1.3		

Objective/Activity	Progress	Analysis
Objective 2:		
Activity 2.1		
Activity 2.2		
Activity 2.3		

Objective/Activity	Progress	Analysis
Objective 3:		
Activity 3.1		
Activity 3.2		
Activity 3.3		

2. Performance indicator results (for any indicator that is not on-track to meet its target, provide an analysis of why and measures taken to improve results)

Indicator	Target	Results	Analysis

3. Summary tables

Support service beneficiaries

Start date	End date	Activity	Classification	Men	Women	N/A	Total

CLIENT classifications: **C** – Counselling on safe migration, rights at work, and social issues; **L** – Legal assistance **IE** – Information, education and training; **N** – Network or association membership; **T** – Trade union membership.

Capacity building participants

Start date	End date	Activity	Men	Women	N/A	Total

Place an asterisk next to those activities attended primarily by public officials.

4. Impact assessment

Beneficiary tracing results (for MRCs providing safe migration counselling only)

Migrated (men/women)	Yes	No		
Counselling effect (men/women)	Informed	Profitable	No effect	
Channel (men/women)	Regular	Irregular		
Regular channel (men/women)	Counseling	Other source		
Influencing info (men/women)	Process/expense	Benefits	Risks	Other
Chose recruiter (men/women)	License/reputation	Expense/quick	Recommendation	
Rights protected (men/women)	Yes	No	Unsure	
Irregular channel (men/women)	Friends/family	Broker/agent	Other source	
Regularize status (men/women)	Yes	No	Unsure	
Not migrating (men/women)	Counselling	Slow/expensive	Other factor	

Legal assistance outcomes (for MRCs providing legal assistance only)

Cases closed	#				
Complainants	Men	Women			
Subject (complaints men/women)	Non-payment	Below min	Living cond	OSH	Job duties
	Work hours	Leave	Insurance	Workers' comp	Harassment
	ID Retention	Discipline	Delay	Overcharging	Contract sub
	Missing	Forced work	Stranded	Other	
Compensation requested	US\$	MMK	MYR	THB	VND
Duration (cases)	<1 month	1-3 months	4-6 months	7-12 months	>1 year
Resolved (cases)	Court	Administrative	Informal	Dropped	
Remedy (complainants Men/women)	Compensation	Better work	Better living	Reinstatement	Deployment
	Person located	ID returned	Returned	None	Other
Compensation awarded	US\$	MMK	MYR	THB	VND
Sanction (cases)	Prison	Administrative	Fine	Warning	None

❖ **Case studies of group formation, membership drives and collective actions** (for MRCs organizing migrants only)

❖ **Practical application of knowledge by capacity building participants** (for MRCs delivering capacity building trainings only)

5 Profile of beneficiaries reached and analysis of gaps in service coverage (gender, age, education, nationality, ethnicity, sector, legal status, etc.)

6 Implementation challenges and measures taken or planned in response (political, security, financial, personnel, etc.)

7 Patterns or trends identified among migrants that call for policy changes or capacity building interventions (common rights violations, inadequate channels for legal migration, etc.)

8 Lessons learned and/or good practices identified

Appendix VI. Monitoring visit report

Visit details

Date	
Organization	
Monitoring officer	
Objective	

Agenda

Date	Time	Activity	Participants

Summary of findings

Follow-up on issues or good practices from last visit (List again if necessary)

Issue or good practice	Action taken
	<input type="checkbox"/>

New issues or good practices identified and actions to be taken

Issue or good practice	Action point and person responsible	Completion date

Next visit

Date	
Objective	

Appendix VII. Beneficiary interview guideline

Date of interview (dd/mm/yyyy):
Organization:
Group/interview No:
Age, gender, nationality, and ethnicity:
Utilization
1. What type of services have you used at the MRC? How were they delivered?
Accessibility and awareness
2. How did you first learn about the services available at the MRC?
3. Did you face any obstacles in accessing the MRC's services?
4. Were you reluctant to access the MRC for any reason?
5. Do women in your community face any additional obstacles to using the MRC?
Quality
6. Did the services you received at the MRC meet your needs?
7. What should be improved about the MRC? (Facilities, staff, services, outreach, etc.)
Gender sensitivity
8. Were the services provided responsive to your needs as a woman/man? (e.g. sectors of employment, channels for regular migration, labour rights, social protection, etc.)
Outcomes and recommendations
9. What have you learned about safe migration or labour rights from using the MRC's services?
10. How have you applied what you have learned to better protect yourself? Have you changed your plans or behaviour in any way?
11. Have you received any practical benefits from using the MRC's services? (e.g. saved money on recruitment, obtained better working conditions, received compensation, etc.)
12. What additional services or information should the MRC provide to migrant workers?

Monitoring and evaluation guide for migrant worker resource centres

Effective monitoring and evaluation of labour migration and anti-trafficking projects remains a key challenge for many international and non-governmental organizations, particularly in terms of obtaining evidence of the impact of interventions in protecting migrant workers from exploitation and abuse. Documenting methods that have proven successful for the migrant worker resource centres operating under the GMS TRIANGLE project, this guide provides practical tools and strategies, as well as an adaptable training resource, for rights-based projects to measure results.

The **Tripartite Action to Protect the Rights of Migrants Workers within and from the Greater Mekong Subregion (GMS TRIANGLE project)** aims to strengthen the formulation and implementation of recruitment and labour protection policies and practices, to ensure safer migration resulting in decent work. The project is operational in six countries: Cambodia, Lao People's Democratic Republic, Malaysia, Myanmar, Thailand and Viet Nam. In each country, tripartite constituents are engaged in each of the GMS TRIANGLE project objectives - strengthening policy and legislation, building capacity of stakeholders and providing services to migrant workers. These goals are interdependent, with policy advocacy and capacity building activities driven by the voices, needs and experiences of workers, employers and service providers.

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