International Labour Organization

Monitoring and evaluation training manual for migrant worker resource centres

Funded by
Australian Aid

Monitoring and evaluation training manual for migrant worker resource centres

Benjamin Harkins and Oliver Fisher

Copyright © International Labour Organization 2018
First published 2018

Publications of the International Labour Office enjoy copyright under Protocol 2 of the Universal Copyright Convention. Nevertheless, short excerpts from them may be reproduced without authorization, on condition that the source is indicated. For rights of reproduction or translation, application should be made to ILO Publications (Rights and Licensing), International Labour Office, CH-1211 Geneva 22, Switzerland, or by email: rights@ilo.org. The International Labour Office welcomes such applications.

Libraries, institutions and other users registered with a reproduction rights organization may make copies in accordance with the licenses issued to them for this purpose. Visit www.ifrro.org to find the reproduction rights organization in your country.

ISBN 978-92-2-030832-5 (web pdf)

Also available in Thai: ISBN 978-92-2-030833-2 (web pdf)
Vietnamese: ISBN 978-92-2-030834-9 (web pdf)
Khmer: ISBN 978-92-2-030835-6 (web pdf)
Lao: ISBN 978-92-2-030836-3 (web pdf)
Burmese: ISBN 978-92-2-030837-0 (web pdf)

The designations employed in ILO publications, which are in conformity with United Nations practice, and the presentation of material therein do not imply the expression of any opinion whatsoever on the part of the International Labour Office concerning the legal status of any country, area or territory or of its authorities, or concerning the delimitation of its frontiers.

The responsibility for opinions expressed in signed articles, studies and other contributions rests solely with their authors, and publication does not constitute an endorsement by the International Labour Office of the opinions expressed in them.

Reference to names of firms and commercial products and processes does not imply their endorsement by the International Labour Office, and any failure to mention a particular firm, commercial product or process is not a sign of disapproval.

Information on ILO publications and digital products can be found at: www.ilo.org/publns.

Photos pages: All photos copyright ILO.

Printed in Thailand

MIGRANT WORKERS RESOURCE CENTRE
MTUC/MRC PENANG

Preface

The TRIANGLE in ASEAN programme (2015-25) is a partnership between the Australian Department of Foreign Affairs and Trade, the Global Affairs Canada, and the International Labour Organization (ILO). The programme aims to enhance the contribution of labour migration to stable and inclusive growth and development in the ASEAN region through more equitable distribution of benefits.

TRIANGLE in ASEAN supports the operation of migrant worker resource centres (MRCs) in Cambodia, the Lao People's Democratic Republic, Malaysia, Myanmar, Thailand and Viet Nam to provide services to women and men potential migrants, migrant workers and members of their families. Through implementation agreements with governments, trade unions, and civil society organizations, MRCs have been established at 27 target sites across the region.

Monitoring and evaluation (M&E) is critical to ensuring the effectiveness and impact of these Centres. However, capacity restrictions on M&E have limited the ability of MRCs to apply a results-based approach to their work.

To address this issue, tailored trainings were delivered to over 40 organizations to provide them with practical tools and coaching on M&E. These trainings are part of ongoing efforts to mainstream capacity development into the data collection, analysis and reporting processes of the TRIANGLE in ASEAN programme.

The long-term benefits of supporting capacity building on M&E are clear, allowing the MRCs to obtain a detailed understanding of how their activities have protected migrant workers and nurturing their ability to make evidence-based adjustments to their interventions. Follow-up technical assistance will be provided to partners where additional support is indicated, making use of the feedback loops provided by the reporting process to identify further needs.

Acknowledgements

This manual was developed and used as resource material for delivery of capacity building training by Benjamin Harkins and Oliver Fisher.

The authors wish to thank all of the ILO staff who provided support for the implementation of the trainings, including Anni Santhiago, Florida Sandanasamy, Wai Hnin Po, Kuanruthai Siripatthanakosol, Nguyen Mai Thuy, Veth Vorn, Vongtavanh Sayavong and Anna Engblom. Administrative arrangements for the trainings were made by Raksa Sophorn, Khitsamone Outhammavong, Marly Swee Cheng Lim, Tran Thanh Tu, Rosy Mi Mi, Pimploy Sinakorn and Patitta Angvanitchakul.

Financial support for this capacity bulding activity was provided by the Australian Government Department of Foreign Affairs and Trade.

Table of contents

Preface i

Acknowledgements ii

Abbreviations and acronyms iv

Session 1. Monitoring and evaluation terms and concepts 1

1.1 What is monitoring and evaluation? 1
1.2 What are beneficiaries and intermediaries? 2
1.3 What is a theory of change? 2
1.4 What is a performance indicator? 5

Session 2. Project design 6

2.1 Developing a theory of change 6
2.2 Developing performance indicators 6

Session 3. Data collection and analysis 7

3.1 Client cards 7
3.2 Legal assistance record 7
3.3 Outcome harvesting 8
3.4 Gender disaggregation of data and gender analysis 8

Session 4. Reporting on progress 10

4.1 Writing technical progress reports 10
4.2 Writing case studies on activities implemented 10

Annex 1. Client card 12

Annex 2. Legal assistance record 13

Annex 3. Outcome harvesting questionnaire 15

Annex 4. Outcome harvesting story 16

Annex 5. Technical progress report 17

Annex 6. Case study of an innovative activity 20

Abbreviations and acronyms

BWU	Burmese Women's Union
ILO	International Labour Organization
LSCW	Legal Services for Children and Women
M&E	Monitoring and evaluation
MRC	Migrant worker resource centre
MWEA	Migrant Worker Empowerment and Advocacy project
NSBC	Northern Shan State Baptist Convention
RWU	Rakhine Women's Union
SMART	Specific, measurable, achievable, relevant, and time-bound

Session 1. Monitoring and evaluation terms and concepts

Time required: 1 hour

Objective: This session will support learning about essential M&E terminology:

- Monitoring and evaluation
- Beneficiaries and intermediaries
- Theory of change
- Performance indicators

1.1 What is monitoring and evaluation?

Monitoring: a continuing process to provide project management and other stakeholders for an ongoing intervention with indications of progress towards the achievement of objectives.

Examples of monitoring:

- Collecting and analysing data on the number of women and men migrant workers that have been provided with different types of support services by migrant worker resource centres.
- Developing case studies of migrant worker complaints for noteworthy or common types of labour rights abuses.

Evaluation: 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 (often at the middle and end stages).

Examples of evaluation:

- TRIANGLE in ASEAN organized an independent evaluation at the end of phase one, which assessed the results of the programme in terms of seven criteria:
  1. Relevance
  2. Effectiveness
  3. Efficiency
  4. Impact
  5. Sustainability
  6. Gender equality
  7. Monitoring and evaluation

Discussion question:
Can you provide an example of how you monitor or evaluate your activities?

1.2 What are beneficiaries and intermediaries?

Beneficiary: an individual who has been assisted in some way by an intervention.

Intermediary: an organization, institution or group that is not the primary beneficiary of the project but that will contribute to the expected changes.

When a project is developed, lists are normally developed for the beneficiaries (sometimes also called primary, direct or main beneficiaries) and the intermediaries (sometimes called stakeholders) of the action. The reason for having these different classifications of groups affected by a project is to show who is meant to receive the final benefit and who is meant to help to facilitate this benefit. It is important to always remain focused on how our work will assist our beneficiaries.

Beneficiaries and intermediaries for the TRIANGLE in ASEAN programme	
Beneficiaries	Women and men migrant workers, potential migrant workers, and their family members
Intermediaries	Representatives of government agencies, trade unions, employer organizations, recruitment agency associations, civil society organizations and other institutions.

Discussion question:
Can you provide an example of how your work with an intermediary benefits migrant workers?

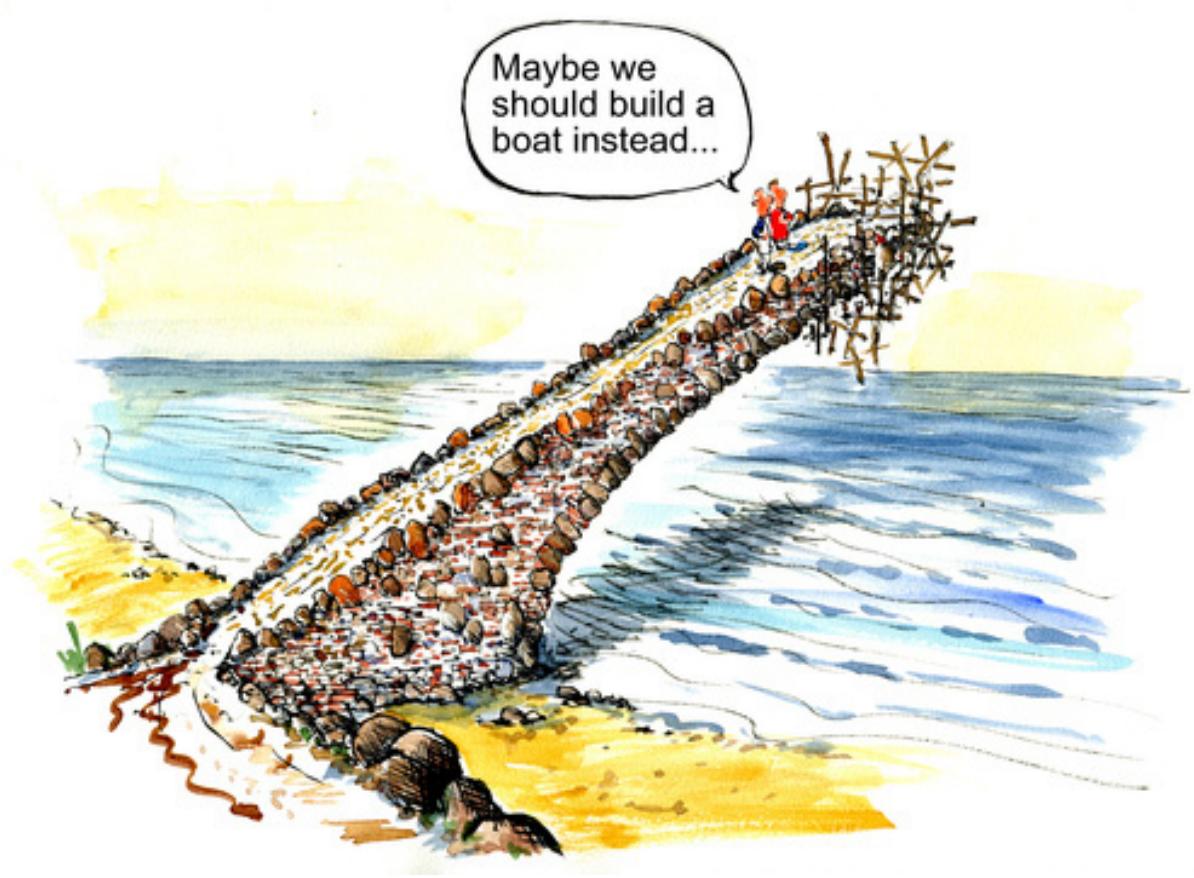
1.3 What is a theory of change?

Theory of change: a project model which simplifies a complex process into steps from what will be done to what the final outcome will be.

Every organization has a slightly different version of this approach but the defining characteristics are:

- **Just a theory:** The model reflects what we currently know but it is meant to be regularly refined based upon learning and new developments.
- **Works backwards:** The end goal is mapped out first and afterwards each step necessary to reach it.
- **Every step is measureable and achievable:** Indicators are developed to test the extent to which each expected result has been achieved.
- **Assumptions are examined:** Underlying factors needed for the change to occur are articulated so that feasibility can be considered and potential risks managed.

Figure 1. Why is it important to think about the end goal first? To avoid the situation below.



Source: Better Evaluation

Most theories of change define at least four different steps in the change process. We will use the terms impact, outcome, output and activity to define these steps. You will find an example of a theory of change on the following page and we will develop our own later today.

Impact: the long-term or end goal that the project contributes towards achieving, generally at a higher conceptual or geographic level. For example, an MRC may have the impact of strengthening labour rights and social protection for migrant workers.

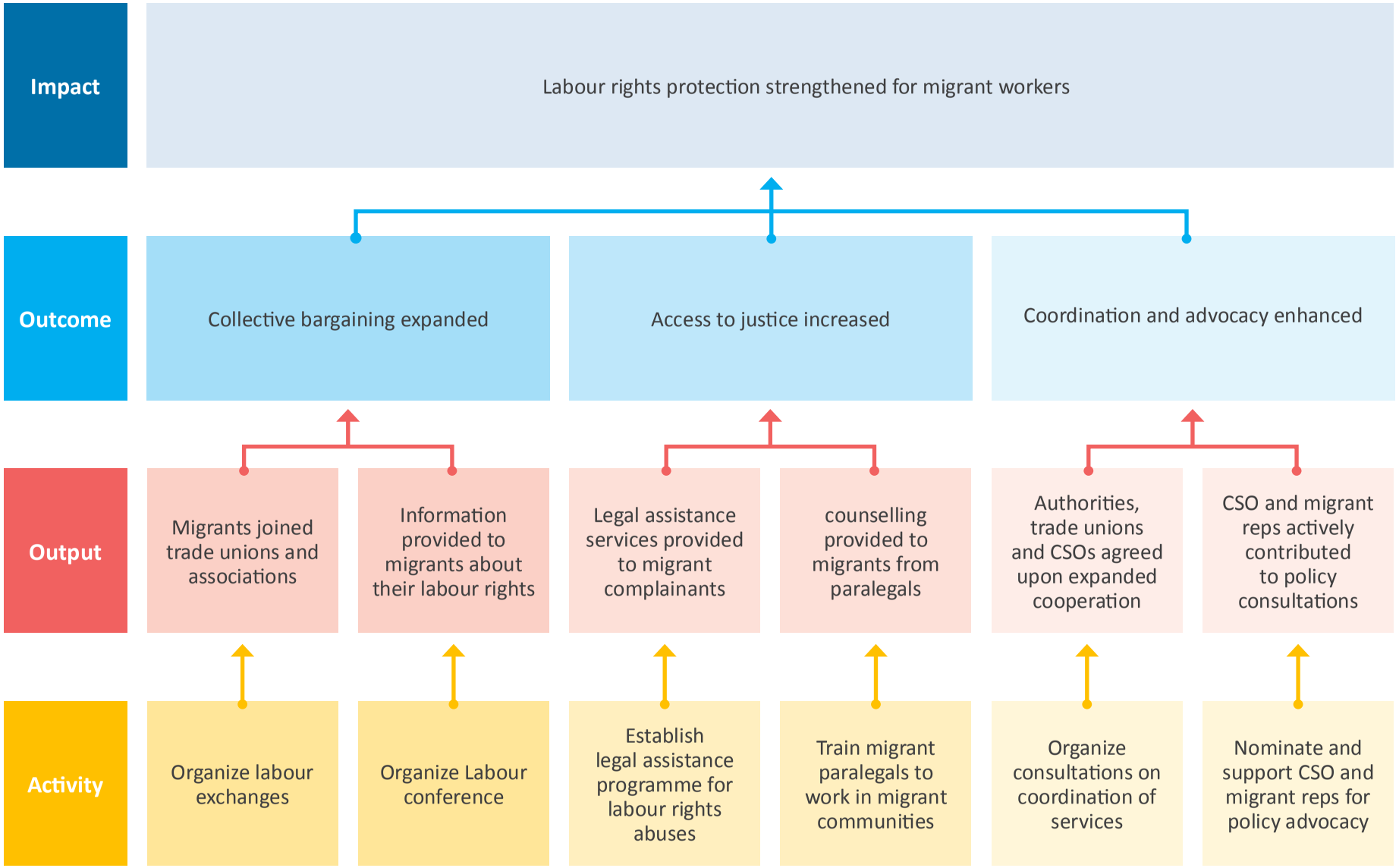
Outcome: the intermediate or transitional results that should emerge from the outputs produced. An example of this is that access to justice may be increased for migrant workers provided with legal assistance. It's not the end goal but a step towards it.

Output: The tangible product or service that results from the activity. One of the key outputs that MRCs produce is that migrant workers receive legal assistance for their complaints.

Activity: The action or means for producing the expected results. An example for an MRC is the delivery of legal assistance services to migrants who experience labour rights abuses.

We also must consider our assumptions when we plan out these steps. These are the conditions or resources that are needed for project results to occur as planned and in many cases are beyond our ability to fully control. For example, MRC services are based on the assumption that there will be implementing partners in target countries who are concerned about protecting the rights of migrant workers.

Figure 2. Theory of change for a migrant worker resource centre



1.4 What is a performance indicator?

Performance indicator: a means for measuring the actual results of a project.

Because the achievement of project goals is not always very clear, we need to establish indicators which are very specific to provide evidence. An indicator must include a quantitative (number or rate) or qualitative (qualities or characteristics) unit of measure, should be directionless (e.g. not assume an increase or decrease) and should not embed the target to be achieved.

Good indicators are said to be "SMART", which stands for *specific, measurable, achievable, relevant, and time-bound*. That means that they need to be coupled with targets and a source of data to determine if the result has been achieved.

Discussion question:
Can you explain why the performance indicators below are SMART and not SMART?

	Example of a SMART performance indicator	Example of a not SMART performance indicator
Performance indicator	Number of migrants trained on their labour rights as domestic workers in Thailand	More migrants are aware of their rights
Target for year 1	50 migrants (25 women/25 men)	Not available
Data source	Training participant list	Not available

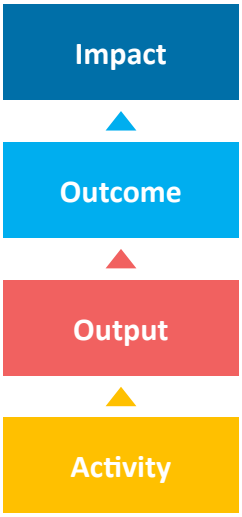
Session 2. Project design

Time required: 2 hours

Objective: The purpose of this session is to develop a theory of change and SMART performance indicators for MRC activities.

2.1 Developing a theory of change

Exercise: The Project Manager will lead the group in diagramming a basic theory of change for the activities at the MRC. It will apply the terminology learned during session 1:



2.2 Developing performance indicators

Exercise: Two small groups will further develop the project design for 30 minutes.

Group 1 Formulate three SMART performance indicators for the project; at output, outcome and impact levels. Each indicator should include the unit to be measured, the target to be achieved and the data source.

Group 2 Articulate the assumptions that have been made within the theory of change diagram. Those assumptions which represent the most significant risks to the project's success should be identified.

Session 3. Data collection and analysis

Time required: 2 hours

Objective: The purpose of this session will be to familiarize staff with MRC data collection tools:

- Client cards
- Legal assistance outcome records
- Outcome harvesting questionnaires

The session will also include a discussion on gender disaggregation of data and gender analysis.

3.1 Client cards

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 demographic profile of beneficiaries
2. Recording family contact information in case of an emergency
3. Documenting expected migration plans in case of disappearance
4. Establishing a case file to record a service history
5. Recording the contact details necessary to do follow-up interviews with migrants

A template with the essential information to be collected for a Client Card is provided in Annex 1. It is important that MRCs build a level of trust with beneficiaries before collecting the information and obtain their consent. Migrant workers who do not wish to be identified have the right not to provide their names or other personal information. In such cases, a pseudonym should be used on the form.

Exercise: In groups of two people, a role-play will be conducted for 10 minutes on collecting data from beneficiaries to complete their client cards. One person will be a migrant accessing services and the other an MRC staff member.

The person playing the migrant should try to make it difficult to complete the client card. After finishing, each group should report back to the group what the key challenges were and provide suggestions on how the client card could be improved to better serve the needs of MRCs and beneficiaries.

3.2 Legal assistance record

In both countries of origin and destination, MRCs deliver legal assistance services to migrants to allow them greater access to justice and social protection benefits. To standardize the data produced so that it can be aggregated and analysed, a legal assistance form has been developed (Annex 2).

The form should be completed every time a case is closed or dropped, regardless of whether any remedies were obtained. Only one complainant should be documented on each form even if they were involved in a group complaint.

The results for all cases resolved during a reporting period should be combined in a table for submission as part of each technical progress report and all of the individual forms should be submitted with the final report.

Exercise: Using examples of complaint cases that have been resolved by the MRC, the plenary group will discuss the specifics of at least two cases and complete legal assistance outcome forms for them.

3.3 Outcome harvesting

"Outcome harvesting" means to conduct follow-up interviews with migrants who have been provided with MRC services. The goal is to obtain stories about how their circumstances have changed since receiving services and in what way the services provided to them by MRCs contributed. These stories will provide MRCs with an opportunity to learn how their activities affected migrants' lives in the long term and make adjustments to better serve their needs.

Methodology: MRCs should conduct outcome harvesting interviews using the following method:

- Interview four randomly selected migrants per year (at least half of whom are women)
- Respondents should be selected who received services at least six months beforehand
- A questionnaire for use during the interviews is provided in Annex 3 (or MRCs can develop their own if they wish to do so)
- Equal efforts should be made to document positive and negative outcomes
- The four interviews should be developed into one-page stories to be reported in progress reports, which include: (1) basic background profile on the respondent; (2) the event that led them to access MRC services; (3) the assistance provided by the MRC; (4) the outcome of the assistance; and (5) an explanation of what should be learned from the story. An example of an outcome story is provided in annex 4.

Exercise: In two groups, conduct a role-play for 15 minutes on outcome harvesting. One person will play the MRC staff member conducting the interview, another will play a return migrant worker and the third will observe and take notes. After finishing the discussion, the groups will be asked to report back on the stories they collected.

3.4 Gender disaggregation of data and gender analysis

A key strategy for MRCs to monitor progress on gender equality is through collection of disaggregated data for women and men. This allows for gender analysis in order to determine where results are inequitable and to make adjustments to correct the imbalances. For all MRC activities, the goal is to reach at least an equal number of women as men.

The following monitoring data should be disaggregated by gender during collection and analysis:

- Recipients of support services
- Participants at trainings
- Attendants at meetings
- Complainants involved in legal assistance cases
- Beneficiaries interviewed during outcome harvesting
- Subjects in case studies produced
- Any other data related to MRC results

Exercise: In the plenary group, review the number of women and men provided with each of the services delivered by the MRC during the last year. If an unequal number of women were reached, discuss the reasons why and how the MRC could adjust its activities to serve more women.

Session 4. Reporting on progress

Time required: 1 hours

Objective: This session will provide advice on how to write more effective technical progress reports and familiarize MRC staff with the recent changes made to the ILO reporting form. It will also provide information on how to write case studies to document activities that are considered impactful or ineffectual.

4.1 Writing technical progress reports

Technical progress reports are the main way through which MRCs communicate the activities they have implemented and the results they have achieved during each reporting period. More than this, they provide an opportunity to reflect on what has occurred so that adjustments can be made to improve results.

Some key things to remember in writing a progress report are the following:

- Use the template provided in Annex 5 to structure the report.
- Try to meet the reporting deadlines set forth in the service contract or implementation agreement.
- Be as brief and direct as possible. It is important to include detail on essential issues such as beneficiaries served, but long-winded reports are time consuming for both the writer and reader and may actually serve to obscure the key results.
- Think critically about the activities implemented and how they could have produced better results.
- Don't recycle previous reports submitted by simply adding in new data. It is important that progress reports are as timely and relevant as possible.
- Consider progress on achieving outcomes in addition to implementation of activities and producing outputs.

Exercise: In the plenary group, conduct a report "walk-through" to familiarize staff with what is required for all sections and discuss any questions that arise.

4.2 Writing case studies on activities implemented

Writing up qualitative case studies for specific MRC activities provides information to the ILO and other stakeholders on interventions that have produced noteworthy results. This is valuable information as it allows the ILO to learn what is working and what is not working in the field and adapt its programming in response.

In this regard, it is just as important to develop case studies of activities that did not produce their intended results as for those that did. In many cases, more is learned from discussing failure in an open and constructive way than in reviewing success. MRCs should not be concerned about being judged as weak implementing partners for presenting activities that failed as the ability to think critically about interventions demonstrates a high-level of analytical capacity.

Case studies should be structured with the following three sections:

1. Summary of the activity describing what was done and what it was intended to achieve
2. Impact of the activity on the beneficiaries and intermediaries involved (both positive and negative).
3. Learning that was generated by the activity

One case study should be submitted with each progress report. Annex 6 provides an example for an activity implemented in Myanmar.

Exercise: In the plenary group, write a case study describing an MRC activity that failed to produce meaningful results for 15 minutes. The case study should include a summary of the activity, its impact on beneficiaries and intermediaries and lessons learned.

Annex 1. Client card

Reference No.:	Date of registration:

1. PERSONAL INFORMATION

Name:	Gender: ☐ Man ☐ Woman ☐ Other/Unknown	Date of birth (dd/mm/yyyy):
Address:	Telephone No.:	Ethnicity:
	Email:	Native Language:

How did you hear about the MRC:

2. FAMILY OR FRIEND TO CONTACT IN AN EMERGENCY

Name:		Relationship:
Current address:	Telephone No.:	Email:

3. MIGRATION PLANS

Which country are you planning to migrate to?	Which city are you planning to migrate to?
What sector are you planning to work in?	Do you plan to obtain legal permission for stay and work? ☐ Yes ☐ No ☐ Unsure

4. SUPPORT SERVICES RECEIVED

Type of service	Date received	Date received	Date received	Date received

Note: MRC services are classified into 6 categories referred to as the CLIENTS system: (1) Counselling; (2) Legal assistance; (3) Information, education and training; (4) Networking; (5) Trade union or association membership; and (6) Skills certification.

Annex 2. Legal assistance record

1. PERSONAL INFORMATION

Gender: ☐ Man ☐ Woman ☐ Other/Unknown	Nationality:	Destination country:
Sector of work:	Legal status: ☐ Regular ☐ Irregular ☐ Unknown	

2. SOURCE OF COMPLAINT?

☐ Migrant worker ☐ Family member or friend ☐ Non-governmental organization

☐ Trade union ☐ Government agency ☐ Local community Leader

☐ Other (specify): _____

3. SUBJECT OF THE COMPLAINT? (SELECT ALL THAT APPLY)

☐ Wages withheld ☐ Physical abuse

☐ Underpayment of wages ☐ Retention of identification documents

☐ Wages below legal minimum ☐ Termination of employment

☐ Poor living conditions ☐ Delay in deployment

☐ Occupational safety and health concerns ☐ Documents paid for not provided

☐ Excessive work hours ☐ Overcharging on fees

☐ Unable to take leave ☐ Unlawful wage deductions

☐ No rest day ☐ Contract substitution

☐ Health or social benefits not provided ☐ Missing persons

☐ Work place accident ☐ Stranded/detained in receiving country

☐ Sexual harassment ☐ Forced labour

☐ Other (specify): _____

4. DURATION OF THE CASE (MONTHS)?

_____

5. CASE RESOLVED THROUGH?

☐ Court hearing ☐ Informal mediation

☐ Administrative process ☐ Case dropped (specify why): _____

6. REMEDY OBTAINED FOR COMPLAINANT? (SELECT ALL THAT APPLY)

- ☐ Monetary compensation
- ☐ Higher wages
- ☐ Better working conditions
- ☐ Better living conditions
- ☐ Reinstatement to work
- ☐ Deployment to destination country
- ☐ Missing person located
- ☐ Return of identification documents
- ☐ Provision of identification documents
- ☐ Return to country of origin
- ☐ None
- ☐ Unknown
- ☐ Other (specify): _____

7. TOTAL AMOUNT OF FINANCIAL COMPENSATION REQUESTED?

8. TOTAL AMOUNT OF FINANCIAL COMPENSATION AWARDED?

9. SANCTION APPLIED TO OFFENDER?

- ☐ Prison sentence
- ☐ Administrative penalty
- ☐ Monetary fine
- ☐ Warning
- ☐ None
- ☐ Unknown

10. REMARKS?

Annex 3. Outcome harvesting questionnaire

Date of interview (dd/mm/yyyy):

1. PROFILE

Gender: ☐ Man ☐ Woman ☐ Other/Unknown	Nationality:	Community of origin:
Sector of work:	Legal status: ☐ Regular ☐ Irregular ☐ Unknown	

2. ACCESS

How did you first learn about the MRC?

How long ago did you access services at the MRC?

What event made you access services?

Did you face any challenges in accessing the services at the MRC?

3. ASSISTANCE

What type of services did you use?

Was the MRC able to provide you with the assistance you required?

How could MRC services be more responsive to the needs of women?

What additional services or information should the MRC provide?

4. OUTCOME

What did you learn from accessing MRC services?

Did any of the information provided by the MRC influence your decision-making?

Have you received any practical benefits from the services provided by the MRC?

Have you changed any behaviours since accessing MRC services?

Has your livelihood changed since receiving MRC services?

Annex 4. Outcome harvesting story

Compensation claim for a fatal workplace accident in Thailand

In 2012, Mr Akhara from Takeo province was recruited for work in Thailand as a construction worker by SMG Manpower Company, a private recruitment agency licensed in Cambodia. While employed at a construction site in Bangkok, he and five other Cambodian migrant workers were killed in a workplace accident when the building collapsed while they were working on the upper floors.

Thai Government authorities and the construction company worked with Cambodian authorities to repatriate the remains of Mr Akhara and his co-workers back to Cambodia. To provide for the funeral expenses and compensation for their families, the company agreed to pay Thai Baht (THB) 500,000. However, no social security claim was paid out in spite of Mr Akhara having registered and made payments into the Social Security Fund in Thailand.

In late 2014, Mr Akhara's wife Ms Sovanara came to Legal Services for Children and Women (LSCW) in Phnom Penh to seek assistance with filing a claim for further compensation for the death of her husband as the loss of income had become a severe problem. LSCW worked with SMG Manpower, the Thai construction company and Thai and Cambodian authorities for almost two years to settle the claim. It proved particularly difficult due to the lack of an official marriage certificate and other legal documents. To apply more pressure to SMG Manpower to take action on the case, LSCW also filed a complaint with the Ministry of Labour and Vocational Training.

In 2016, the Social Security Office in Thailand finally agreed to pay THB600,000 in compensation to Ms Sovanara in a series of four installments. After she started receiving the payments, she said: "*I am really happy that I will get compensation for the loss of my husband. The additional money will really help me to support my family.*"

The story illustrates the challenges involved in obtaining the compensation that migrants and their family members are legally entitled to for workplace accidents. There are frequently challenges with providing adequate documentation to meet legal requirement, as well as reluctance by employers and recruitment agencies to cooperate with compensation claims. Through persistence, making use of cross-border connections and leveraging all of the legal options available, a positive result was achieved for Ms Sovanara and her family.

Annex 5. Technical progress report

Title of implementation agreement:	Agreement number:
Name of the implementing organization and location:	Start and end date of agreement:
Period covered by this report:	Total value of agreement:

1. OVERALL SUMMARY OF PROGRESS TO DATE:

2. PROGRESS TOWARDS ACHIEVEMENT OF OUTCOMES

Outcomes and activities	Progress achieved	Explanation for progress achieved and measures planned for improvement
Outcome 1:		
Activity:		
Activity:		
Activity:		
Outcome 2:		
Activity:		
Activity:		
Activity:		
Outcome 3:		
Activity:		
Activity:		
Activity:		

3. PERFORMANCE INDICATOR RESULTS

Indicator	Target	Result	Explanation for result and measures planned for improvement

4. LEGAL ASSISTANCE OUTCOMES (EACH INDIVIDUAL COMPLAINANT IS CONSIDERED A "CASE")

Cases closed	No.				
Complainants	Men	Women			
Sector of work (complaints men/women)	Fishing	Seafood	Entertainment	Domestic Work	Manufacturing
	Hospitality	Agriculture	Construction	Retail	Restaurant
Legal status (complainants men/women)	Regular	Irregular	Unknown		
Source of complaint (complainants men/ women)	Migrant	Family	NGO	Trade union	Government
	Community	Other			
Subject (complainants men/women)	Wage withheld	Underpaid	Wage below	Living condition	OSH
	Work hours	Leave	Rest day	Benefits	Accident
	Harassment	Abuse	ID Retention	Termination	Delay
	No documents	Overcharging	Deductions	Substitution	Missing person
	Stranded/ detained	Forced labour	Other		

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	Higher wages	Better work	Better living	Reinstatement
	Deployment	Person located	Docs returned	Docs provided	Return origin
	Other	None	Unknown		
Compensation requested	US$	MMK	MYR	THB	VND
Compensation awarded	US$	MMK	MYR	THB	VND
Sanction (cases)	Prison	Administrative	Fine	Warning	None

5. OUTCOME HARVESTING STORIES

6. CASE STUDIES OF ACTIVITIES IMPLEMENTED

7. PROFILE OF BENEFICIARIES REACHED AND ANALYSIS OF GAPS IN SERVICE COVERAGE

8. EMERGING ISSUES FACED BY BENEFICIARIES AND INTERMEDIARIES

9. MAJOR ACTIONS REQUIRED TO IMPROVE RESULTS

Annex 6. Case study of an innovative activity

‘Women’s business’ meetings in Myanmar

Summary of activity:

The Northern Shan State Baptist Convention (NSBC), Rakhine Women’s Union (RWU) and the Burmese Women’s Union (BWU) hold regular women’s business meetings in Lashio, Sittwe and Yangon – areas heavily affected by migration. The meetings provide a vital women-only space within communities for sharing of knowledge and experiences and empowering women leaders.

By providing a platform for dialogue on the challenges faced by women, the meetings help to build confidence so that women can demand their rights and advocate for policies that better respond to their needs. In particular, they focus on how to make labour migration safer for women and what they can do within their own communities to enhance women’s voice and agency.

In total, 20 meetings have been organized with 226 women participating in discussions. The meetings have been successful in bringing together a broad range of women, including factory workers, teachers, community leaders, university students, religious leaders and potential and return migrant workers. The largest gathering to date was held in Lashio, where 120 women from different villages came together for a one-day meeting on women’s and migrant workers’ rights.

Impact:

The positive impact of the Women’s Business meetings in increasing confidence and developing leadership skills is already significant and spreading. Meeting participants have been able to share the knowledge they have gained with other women migrant workers and their families, as well as assist in finding information and contacts for support services in destination countries. They have also started to create rhizome groups within their own communities based on the Women’s Business model.

Learning:

Activities that provide women-only spaces are highly valuable as a means for providing information and networking opportunities to women migrants. Given the invisibility of much of women’s migration within the countries of South-East Asia, a specific focus on ‘women’s business’ can help to redress the marginalization of their specific needs and concerns in mixed gender environments. Possibilities for replication of this model in other countries of origin and destination should be pursued.

Monitoring and evaluation training manual for migrant worker resource centres

The ILO TRIANGLE in ASEAN programme supports migrant worker resource centres (MRCs) and implementing partners in Cambodia, the Lao People's Democratic Republic, Malaysia, Myanmar, Thailand and Viet Nam to provide services to men and women potential migrants, migrant workers and members of their families. Through implementation agreements with governments, trade unions, and civil society organisations, MRCs are in operation at 27 target sites across the region.

Monitoring and evaluation is critical to ensuring the effectiveness and impact of these Centres. However, capacity restrictions have limited the ability of migrant worker resource centres to apply a results-based approach to their work.

To address this issue, tailored trainings were delivered to implementing partners to provide them with practical tools and coaching on M&E. The long-term benefits of supporting capacity building on M&E are clear, allowing the MRCs to obtain a detailed understanding of how their activities have protected migrant workers and nurturing their ability to make evidence-based adjustments to their interventions.

ILO Regional Office for Asia and the Pacific

United Nations Building
Rajdamnern Nok Avenue
Bangkok 10200, Thailand
Tel.: +662 288 1234
Fax: +622 280 1735
Email: BANGKOK@ilo.org
www.ilo.org/asia

Decent Work

ISBN 978-92-2-030832-5 (web pdf)