

VOICE

East Java LPKP

# **HANDS OF CHANGE**

**Stories Promoting  
Decent Work for Domestic Workers  
to End Child Domestic Work**

Published by LPKP East Java with support from VOICE

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Child Domestic Work*

The Institution for Social & Development Studies  
of East Java

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Inteligensia Media  
Malang 2019

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**ISBN: 978-602-5562-83-9**

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Size: 14cm X 21cm; Hal: xiv + 90

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*Cover: Rahardian Tegar Kusuma*

*Layout: Kamilia Sukmawati*

1<sup>st</sup> Edition, 2019

First publication by Inteligensia Media

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Member of IKAPI No. 196/JTI/2018

Printed by PT. Cita Intrans Selaras

Wisma Kalimetro, Jl. Joyosuko Metro 42 Malang Phone: 0341-573650

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# *Introduction from LPKP*

## Fundamental Changes in Promoting Decent Work for Domestic Workers to End Child Domestic Work

The Institution for Social and Development Studies of East Java (*Lembaga Pengkajian Kemasyarakatan dan Pembangunan/LPKP*) has undertaken measures to Prevent and End Child Domestic Work (CDW) since 2011. This was a follow up to the program on prevention and elimination of child workers that LPKP initiated in the 2000s, in which one of the Worst Forms of Child Labor that must be eliminated is CDW.

CDW is categorized as one of the worst forms of labor because children are taken away from their families and thrust into a stranger's (employer's) family, work in a domestic, hidden and isolated setting inaccessible to outsiders, and where it is difficult to communicate with people outside the household. They are vulnerable to economic as well as sexual violence and exploitation, unclear work relations due to the absence of work contracts, which lead to undefined work hours. The hours may be long with heavy work load based on

employer's demands, and with no protection.

In 2015, LPKP collaborated with NGOs Network for Elimination of Child Labor (JARAK) with support from the International Labour Organization (ILO) to promote decent work for DWs (DWDW) to eliminate CDWs. In this program, LPKP began by organizing adult domestic workers with hopes of contributing to the prevention and elimination of CDWs. When working with CDWs only, the many challenges faced include difficulties in reaching out and to remove CDWs.

By organizing adult DWs in Anggrek Maya (*Asosiasi Gerakan Revolusi Kerja Malang Raya*/Association for Work Revolution Movement of the Greater Malang Area) domestic workers organization (DWO), establishing DW schools and facilitating the establishment of Community-Based DW Monitoring Groups, these measures can automatically prevent CDWs and intervene working CDWs through the help from adult DWs and Community-Based DW Monitoring Groups.

However, the JARAK cooperation program supported ILO ended on September 2017 before Anggrek Maya DWO was firmly established and independent. Therefore, LPKP proposed for support from VOICE-HIVOS to strengthen Anggrek Maya DWO. Through this support the organization validated its statutes and by-laws through a notary deed and now has a legal entity, a work program, holds routine meetings with numerous businesses developed in addition to working as DWs. Anggrek Maya DWO hopes to become independent and gain access to other organizations that can help support its work.

To understand the transformations taking place in LPKP as an organization facilitating DWs, Anggrek Maya DWO and the DWs joined as its members have written captivating stories that have been compiled into a book titled **"HANDS OF CHANGE"**.

"Hands of Change" is a collection of stories illustrating

changes in facilitation work processes conducted by LPKP staff, members of the community-based monitoring team, Anggrek Maya DWO's Executive Board and DWs. Most Anggrek Maya DW members wrote about their transformations after taking part in the DW school, after taking an active role in Anggrek Maya DWO, and after attending trainings organized by LPKP, such as Training on Domestic Economy, Paralegal Training, Organization Training, Administrative Training, Training on Cooperatives and Finance, Advocacy Training to ensure DWs voices are heard, and others. However, not all stories are shared in this compilation due to a number of limitations.

This book was written as one of LPKP's duties to the public, especially those who have supported promotion of DWDW, namely Phase I of the Peduli Program (JARAK-PKM-Bina Swadaya), JARAK, ILO and especially VOICE who financed the publication of this book. With its publication, this book is anticipated to be a trigger for other DWs to be actively involved in DWOs and schools to broaden their horizons and develop their skills, so that their presence will be taken into considered by their employers (DW service users) as well as the government by making policies for DW protection and or acknowledging DWs are decent workers equal to other workers.

Malang, February 2019

**Drs. Anwar Sholihin**  
*Director of LPKP*

# *A word from JARAK*

## Sharing Domestic Workers' Stories

We are proud and pleased with the publication of “sharing the stories of activists” who are members of Anggrek Maya . As an organization that blossomed from DWOs, Anggrek Maya has become a pioneer and driver of change, in which the majority are strong women, who have awakened the silence blanketing the profession of domestic workers and voiced the issue to public space as decent work. We have observed that Anggrek Maya has evolved as a good practice in learning to assemble and is able to show its existence to the public. JARAK fully supports Anggrek Maya and its movers to continue and fight for its movement agenda. We also invite you to continue the synergy with JARAK to prevent and end CDW, as a continuation of realizing DWDW, by eliminating child workers in the domestic sector. Keep fighting for decent work!

#IndonesiaFreeFromChildWorkers2022.

**Achmad Marzuki**

*JARAK (NGOs Network for Elimination of Child Labor)*



# *Foreword from ILO*

## For “HANDS OF CHANGE”

Domestic workers operate in private areas that limit their interactions with other people outside of their work. They have limited access to voice not only their working conditions and fundamental rights as workers, but also their existence in society. This book contains a collection of stories from DWs about the changes they went through after taking part of the skills development trainings initiated by the ILO-PROMOTE project. I hope this book can inspire other DWs to realize suitable work for DWs in Indonesia in the framework of decent work and economic growth (Goal 8) of the 2030 Sustainable Development Goals.

**Michiko Miyamoto**

*Director of CO-Jakarta*

## *Introduction from the Publisher*

To this day, labor issues still persist. Workers still have low bargaining position. In the formal sector, this is evident in the ongoing implementation of outsourcing, many cases of work terminations not in accordance with Indonesia Manpower Law, flexible pay policy (Government Regulation no. 78), and other applicable regulations. These are all consequences of logics of accumulation, efficiency and capitalist production competition.

In the midst of this situation, the problem escalates. Many jobs that are becoming automated will minimize the employment of manpower, or what is referred to as Industrial Revolution 4.0. Large companies are facing this era by increasing their investment on technological and information developments. Soon, the formal sector will engage fewer and fewer workers.

The likely shift of millions of workers from the formal sector to the informal sector is inevitable. However, informal workers often do not earn decent wages, adequate work environment, lack work contract, etc. Informal workers face worse conditions from their employers as opposed to formal workers. In domestic work for example, it is not rare to find cases of harassment, even torture

by employers to their employees. Herein lies this book's relevance.

This copy of "Hands of Change" that you are reading is a record of the work of organizing DWs to obtain better work. Activities such as education and training were held to increase DWs' bargaining position with their employers. As a follow-up, employers are expected to better respect and fulfill the rights of DWs.

The stories in this book, written by domestic workers, is a must-read for a government who is responsible for improving the lives of these workers, civil society organizations, and domestic workers themselves. This book's publication is expected to contribute to the betterment of informal workers' prosperity.

Happy reading!

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# List of Acronyms

Anggrek Maya	<i>Asosiasi Gerakan Revolusi Kerja Malang Raya</i> (Association for Work Revolution Movement of the Greater Malang Area)
CDW	Child Domestic Workers
DW	Domestic Workers
DWDW	Decent Work for Domestic Workers
DWO	Domestic Workers Organization
ILO	International Labour Organization
JARAK	<i>Jaringan LSM Penanggulangan Pekerja Anak</i> (NGOs Network for Elimination of Child Labor)
LPKP	<i>Lembaga Pengkajian Kemasyarakatan dan Pembangunan</i> (Institution for Social & Development Studies)
LSP	<i>Lembaga Sertifikasi Profesi</i> (Profession Certification Agency)
P2TP2A	<i>Pusat Pelayanan Terpadu Pemberdayaan Perempuan dan Anak</i> (Center for Integrated Services for Women and Children Empowerment)
PBK	<i>Pemantauan PRT Berbasis Komunitas</i> (Community-Based Domestic Workers Monitoring)

PKK	<i>Pemberdayaan dan Kesejahteraan Keluarga</i> (Family Empowerment and Welfare Program)
PNPM Peduli	<i>Program Nasional Pemberdayaan Masyarakat</i> (National Community Empowerment Program)
Posyandu	<i>Pos Pelayanan Terpadu</i> (Integrated Health Services Post)
RT	<i>Rukun Tangga</i> (Neighborhood Association)
RW	<i>Rukun Warga</i> (Community Association)
SKB	<i>Sanggar Kegiatan Belajar</i> (Community Learning Center)
SKKNI	<i>Standar Kompetensi Kerja Nasional Indonesia</i> (Indonesia National Work Competence Standard)





# **Part One: LPKP's Experiences**

## **Facilitating DWs and the Development of DWOs**

The Institution for Social and Development Studies of East Java (*Lembaga Pengkajian Kemasyarakatan dan Pembangunan*, hereinafter referred to as LPKP) was established on 17 January 1988 and validated by the Notary Komalasi, S.H. on 30 September 1989 through Deed No. YYS/133/1989 and validated by the Malang District Court on 4 October 1989 No. 73/PP/yys/X/1989.

After 23 years running its activities, LPKP staff and executive board agreed to change its organization from a Foundation to an Association. LPKP of East Java was established during its annual meeting on 18-19 February 2011, and validated by the Notary Abdurrahman Shodiq, SH,M.Kn through Deed No. 1 of 2011 on 12 September 2011, and renewed on 27 January 2016 and validated by the Ministry of Law and Human Rights with General Law Administration No. 0019695, AH 01.07 of 2016.

Since its establishment, LPKP is mainly concerned with child issues and focuses on efforts to prevent and eliminate child workers, as part of protecting and fulfilling children's rights. One form of child work and one of the worst forms of child labor that must be eliminated is Child Domestic Work (CDW). In 2011 LPKP collaborated with JARAK and Bina Swadaya with support from Association for Community Empowerment (ACE) and National Community Empowerment Program (PNPM Peduli) to develop its program to Prevent and Remove CDWs.

There are many challenges in reaching out to CDWs, since they are hidden and isolated, work in domestic/private areas, in wealthy homes, vulnerable to harassment, with unclear work

relations and lacking contract, long work hours, heavy work load and lacking protection. In 2015, LPKP collaborated with JARAK with support from ILO and began organizing both live-in and live-out adult domestic workers to prevent and remove CDWs. The work of organizing adult DWs to prevent and remove CDWs is not finished, or in other words, funding ended before the DWO was firmly established. LPKP then received funding from VOICE-HIVOS to continue and build the DWO to become independent, to the point that today Anggrek Maya DWO has obtained a legal entity and independently developed its activities.

This chapter will illustrate the fundamental changes that LPKP went through as facilitators for DWs as well as Anggrek Maya as the DWO assisted by LPKP.

## **1. Transformations in East Java LPKP in Facilitating and Organizing DWs in the Greater Malang Area**

The Greater Malang Area (Malang City, Batu City and Malang District) grew at a rapid pace in the last 20 years. The area was initially a center for education and known for its cool climate, but it has now transformed into a tourism city as well as destination for investors to build all sorts of tourism infrastructures and residential areas, stretching out to its suburbs.

This development has changed Malang into a warmer city with traffic congestion expanding throughout the area. In addition, its residents' lifestyle has shifted due to economic and cultural developments. The people's mobility has increased as their needs follow suit.

At the household level, family problems have become increasingly complex due to the members' increasingly busy activities. Households no longer function as they once did, where members play their roles. A household needs the presence of domestic workers (DWs) to help them accomplish their domestic

chores. They take over the work of managing households, from tidying furniture, cleaning the house, cooking, washing, even caring for the children.

The relationship between service users and DWs is still poor due to lack of regulations protecting DWs. DWs are paid below the minimum wage for long work hours, without days off, break times, or work contract. DWs need a legal umbrella covering their unfulfilled rights to protect them.

In the last 10 years, LPKP has facilitated DWs through many series of participatory activities. Changes in LPKP as well as changes among DWs and Anggrek Maya DWO experienced from LPKP's facilitation processes with donor support are as follow:

**a. Changes in DWs outreach and organizing processes**

Initially, the LPKP team played a greater role in reaching out to DWs in DW pockets in Malang or other areas of origin in Malang District through formal and informal approaches. Formal approach was done through coordination with village officials in origin and destination areas, information dissemination through neighborhood associations (*Rukun Tetangga/RT*) and community associations (*Rukun Warga/RW*), village Family Empowerment and Welfare Program (*Pemberdayaan dan Kesejahteraan Keluarga/PKK*) meetings, and meetings with DWs. Informal approaches were done by DW cadres known to carry out DW outreach work in their areas. From this outreach work in origin and destination areas in the Greater Malang Area, the LPKP team was able to collect data from 396 people.

As result of this DW outreach, five DWOs were formed in 2015 in Malang City and District: (1) in Nglugur Sub-village in Ngenep Village, Karangploso Sub-district; (2) in Juwet Sub-village in Tunjungtirto Village, Singosari Sub-district in Malang District; (3) in Balearjosari Non-autonomous Village, Blimbing Sub-district

in Malang City; (4) in RW VII and (5) RW VIII Pandanwangi non-autonomous Village, Blimbing Sub-district, Malang City.

In 2016, four additional DWOs were formed: (1) Sekar Wangi DWO in RW IV Banjartengah Sub-village in Sumbersekar Village; (2) Tegalweru DWO in RW II Tegalweru; (3) Krajan Mandiri DWO in Krajan Sub-village in Kucur Village; (4) Godean Mandiri DWO in Godean Sub-village in Kucur Village. All organizations are in Dau Sub-district, Malang District.

Two more DWOs were formed in 2017 in Batu: Dadaprejo DWO and Sekarputih Pendem DWO in Junrejo Sub-district, Batu City. The formation of DWOs in Batu City completes the establishment of DWO in the Greater Malang Area.

Outreach to CDWs was done through these community DWOs. LPKP has been active in DW outreach and organizing for five years, and to date Anggrek Maya DWO along with its DWO members work in their respective areas to take on active roles fighting for DWDW and eliminate CDW in the Greater Malang Area by, among others, conducting outreach program to DWs and CDWs, developing community-level DWO in new areas, enhancing coordination with Community-Based DW Monitoring (*Pemantauan PRT Berbasis Komunitas/PBK*) Teams to establish new PBK teams in areas with high DW populations, and to form DWOs in PBK areas still lacking DWOs.

#### **b. Changes in the approach taken**

In 2011, CDW Removal Program in PNPM Peduli Program initially only targeted residential areas where CDWs work. This approach was met with many obstacles, including being faced with employers/service users or the CDWs themselves. In 2014 LPKP worked to return CDWs to school, in collaboration with JARAK for the program supported by the Ministry of Education and Culture of Indonesia. The LPKP team sampled from a list of

Underdeveloped Villages in eastern Malang District (Dawuhan and Ngadireso Villages in Poncokusumo Sub-district) indicated to be areas of origins of CDWs. This data was collected through Village and RT/RW officials and later cross-checked by LPKP with each of the parents. From the information gathered they found that the majority of children working as CDWs in residential areas in Malang City work in unknown addresses. In addition, many CDWs only reached elementary school and do not continue their education.

The children do not continue their education not because they do not want to attend school, but instead because of the high cost. Secondary schools are located far from their homes, and therefore they need money for transportation and other costs. Meanwhile their parents' economic condition cannot support these expenses. The children actually want to attend school if the school is located nearby.

Upon observing these conditions, LPKP focused its facilitation work on the children who want to complete their 9-year primary and secondary education in Putuk Sub-village in Ngadireso Village, in collaboration with PKBM Setia Mandiri. In 2014 LPKP facilitated a motivational learning activity as an introduction before commencing the junior high school equivalency program. In 2017, praises be to Allah, the children passed their junior high school equivalency test, and some even continued to earn their senior high school equivalency diploma for their professional advancement.

LPKP has coordinated with the Malang City Community Learning Center (*Sanggar Kegiatan Belajar/SKB*) to help facilitate secondary education equivalency programs for CDWs in Malang City, with a condition that the program takes in at least 15 children. Sadly, this requirement was not met because CDWs work in scattered areas with unknown addresses. To locate the dispersed

CDWs in Malang City's elite neighborhoods, LPKP carried out a pilot and formed a PBK team through a program to promote DWDW and eliminate CDWs in a number of residential areas in Malang City and District. Through this program, LPKP learned that CDWs worked in three residential areas in Malang City.

In addition to forming a PBK Team, LPKP also organized adult DWs in DWOs to monitor CDWs in their workplaces. LPKP also engaged religious leaders in the Greater Malang Area and participated in a talk show in the Radio of the Republic of Indonesia (RRI), as well as hosted a campaign during Car Free Day to disseminate information on DWDW and end CDWs. Results show that CDWs were no longer employed in the PBK sites. The adult DWs who are members of the community-level DWOs take part in preventing CDWs. Moreover, the community now refer to DWs as workers instead of assistants, as they would with other types of workers.

**c. Team capacity building and availability of human resources, infrastructures and facilities**

Through the Program Promoting DWDW to End CDWs, LPKP gained much experienced as well as a capable team to further develop its programs. LPKP has a team of 8 people skilled to facilitate DWs, 2 people able to promote DWDW and eliminate CDWs to religious leaders, 4 people with skills in developing community-based DW/CDW monitoring models, and 7 skilled to facilitate DW/CDW school. Five out of the 7 facilitators have earned their Certificates of Competency in Cooking, Housekeeping and Laundry.

The facilities available to support DW School program include housekeeping equipment, spring bed, vacuum cleaner, cooking appliances and utensils, laundry appliances and equipment, iron and ironing table, as well as a room for centralized theory and

practical learning.

#### **d. Improving network and supporting organizations**

There are many organizations acting to promote DWDW to end CDWs within the East Java LPKP's network. Local organizations supporting LPKP's work for DWs include Local Manpower Agency, Women Empowerment and Child Protection Agency, Women and Children Empowerment Integrated Services Center, Women Crisis Center DIAN MUTIARA, NGOs, and religious organizations. Supporting national organizations include PKM, Bina Swadaya and JARAK in the PNPM Peduli Program, Ministry of Manpower, Ministry of Education and Culture and ILO through JARAK in the Program Promoting DWDW to End CDWs, as well as VOICE-HIVOS as a continuation of the Promoting DWDW to End CDWs Program that helped Anggrek Maya DWO gain a legal entity and its self-sufficiency by providing access to various resources, including local and international donors, to continue their work.

## **2. Changes in DWs and Anggrek Maya DWO**

To promote DWDW and end CDWs in a wider scale, on 2 February 2017 representatives from community-level DWOs agreed to form a DWO for the entire Greater Malang Area. They agreed to name the organization "ANGGREK MAYA", which stands for *Asosiasi Gerakan Revolusi Kerja Malang Raya* (Association for Work Revolution Movement of the Greater Malang Area). The elected executive board are representatives of each area/community DWOs, with Mrs. Nuriyati elected as Chair of the association.

Through VOICE's support Anggrek Maya DWO received organization training and produced its statutes and by-laws. These were later validated by the notary Josua Sebayang, S.H., M.Kn.

through Notary Deed No. 1 on 8 August 2018, which was later validated through Decree of Minister of Law and Human Rights with General Law Administration No. 0009963.AH.01.07. of 2018.

Anggrek Maya is gaining recognition in government as well as NGO circles. The organization is engaged in local government activities such as socialization, workshops and other activities related to women and children. The organization has held routine meetings to discuss the latest issues and developments, participated in trainings, DW school, and council hearing to discuss Malang District Draft Regulation on DW Protection.

Other changes that DWs and Anggrek Maya DWO can attest to as a result of the activities conducted include:

**a. Anggrek Maya legality**

Through VOICE's support, Anggrek Maya's executive board participated in organizational training and produced the organization's statutes and by-laws to guide their organization. The statutes and by-laws were later validated through notary deed and strengthened through validation by the Decree of Ministry of Law and Human Rights for the organization to gain its legal status.



*Anggrek Maya DWO validation process by Notary Josua Sebayang, S.H., M.Kn.*



## **b. DW School**

DW School Phase I was held on August to December 2016 as a pilot with two models: centralized DW School and Community-based DW School.

**Centralized DW School** was a DW School with a centralized learning process held in Malang City SKB for 20 days on 3-25 October with 37 participants. These participants were DW candidates who have not yet had the opportunity to work for service users. In the duration of the school, participants stayed in the SKB dormitory and completed a series of technical lessons, including cooking for family and housekeeping. The core curricula covered five competency areas: (a) learning about workplace condition and risks; (b) implementing occupational health and safety procedures in the workplace; (c) learning about documents and protection; (d) cooperation in the workplace; and (e) developing emotional maturity and work motivation. All these were taught over a 200-hr period. The day ran for 10 hours, in which each hour of lessons was taught in 45-minute periods, and therefore 200 hours of lessons were given over a period of 20 days. This DW school was held from 7:30 a.m. to 4:30 p.m. from Mondays to Saturdays, with Sundays off.

**Community-Based DW School** was a DW learning activity held in each DWO's work area. Theoretical learning was held for 5 DWOs (held on Friday evenings for 2 groups in Malang District and Saturday night for 3 DWOs in Malang City). Practical learning was held in Tumapel Vocational School on Sundays from mornings until evenings. Classes were held on August to December 2016. As many as 45 participants took part in this community-based DW School.

The DW school's competence-based curriculum referred to Indonesia National Work Competence Standard (SKKNI) 2015 with technical courses on: (a) Housekeeping, with 5 competence

units comprising cleaning the kitchen area, cleaning bathrooms and toilets, cleaning family and bed rooms, implementing fundamental principles of cleaning, and operating cleaning appliances and equipment; (b) Laundry, with 3 competence units comprising washing, ironing, and caring for clothing and linens; and (c) Family Cooking with 8 competence units comprising basic cooking methods, cooking various dishes, cooking animal proteins, cooking soups, cooking appetizers, cooking desserts, preparing beverages, and serving foods and beverages.

Additionally, core lessons were given to strengthen DW's critical skills, comprising 5 competence units: (a) learning about workplace condition and risks; (b) implementing occupational health and safety procedures in the workplace; (c) learning about documents and protection; (d) cooperation in the workplace; and (e) developing emotional maturity and work motivation. All of these core lessons were taught during the learning process so that DWs gained critical attitudes and life skills. Meanwhile, only some of the technical competency lessons on housekeeping, laundry and cooking were taught, depending on analysis results and to meet the 200-hr learning period.

In this DW School, LPKP collaborated and engaged experienced Hospitality and Culinary Arts lecturers from Tumapel Vocational School while core lessons were taught by the LPKP team. Before DW School began, a teaching simulation was held referring to the lesson plans developed by each instructor.

Another model of this community-based DW School was one where theory and practical learnings were held in the community. This model was organized for 100 participants from 4 DWOs (Godean Mandiri and Krajan Mandiri from Kucur Village, Darujati from Tegalweru Village, and Sekarwangi from Sumbersekar Village) in Dau Sub-district, Malang District.

At the end of the DW School, all students completed 200-hr

lessons and competence evaluation hosted by the Nusantara Profession Certification Agency. Participants who passed the evaluation obtained their certificate of competence.

In this DW School, lessons were taught on attitudes and behavior of service providers, good communication, as well as technical skills such as cooking, washing, ironing and cleaning. DWs who passed their evaluation of competence experienced major transformations, such as:

- 1) DWs gained courage to suggest work facilities/infrastructure improvements to their employers, to support their work health and safety;
- 2) And gained courage to ask for a raise, religious holiday allowance equivalent to 1-month pay, work contract, etc.

These changes are shared by DWs in the following narratives, and include stories relating to organizational capacity, DW capacity improvement, positive impacts of DW Schools, including pay raise and bonuses.



*Organizational capacity building for Anggrek Maya DWO through training for organizational management and drafting organization statutes and by-laws.*

### **3. Hands of Change**

My name is Nuriati. I am a domestic worker and mother of one. My colleagues have trusted me as Chair of Anggrek Maya, an organization for DWs in the Greater Malang Area.

I have gone through a lot in my time in the organization with other DWs, from the first time we convened to form the group,

inviting other DWs to join, to Anggrek Maya's establishment on 19 February 2017.

Anggrek Maya is an acronym for *Asosiasi Gerakan Revolusi Kerja Malang Raya* (Association for Work Revolution Movement of the Greater Malang Area). Our members comprise 395 DWs from Malang District and City and Batu City, also known as the Greater Malang Area. The name Anggrek Maya was chosen together during our 11<sup>th</sup> community meeting of DWs from the Greater Malang Area, held in Lembah Ngroto Pujon Villa, Malang District.

Anggrek Maya was established after the group felt that their struggles and effort were lacking impact. At the time 11 village groups had been formed in five sub-districts in the Greater Malang Area. This comprised three communities in Blimbing Sub-district in Malang City (Pandanwangi in RW 7, Pandanwangi in RW8, and Balarjosari), and two groups in Junrejo Sub-district in Batu City (Melati Putih in Pendem Village and Sri Kandi in Dadaprejo Non-autonomous Village).

Most of the groups come from Malang District, such as from Karangploso Sub-district (Mandiri Sejahtera group from Ngenep Village), Singosari Sub-district (Melati group from Tunjungtirto Village), Dau Sub-district (four groups: Sekarwangi from Sumbersekar Village, Krajan Mandiri and Godean Mandiri both from Kucur Village, and Darujati from Tegalweru Village).

Anggrek Maya DWO, with its broad scope, is expected to deliver even greater benefits, and in the future able to influence multi-level policies concerning DWs

I have followed the entire establishment process from the start with LPKP's assistance. I never would have thought that Anggrek Maya would receive this sort of public attention, to the point that its establishment was declared on 6 August 2017. Personally, I have benefitted much. Prior to this organization, I did not know

any other DWs from other villages, and discussions about work is limited, even with other DWs in the neighborhood.

I was afraid to speak with my employer, especially to bring up the topic of salary. All my friends do not know about their rights. And even though some of us earned below the standard, we only know of working and getting paid. The organization drastically changed all of this. From not knowing and being ignorant of DW's rights, now I know and am aware of how things should be.

Now we are ready to fight for our rights together. DWs, like other workers, have the right to one day off per week, maximum 8-hr work day, right to overtime pay, right to standard wage, and others. My sense of insecurity gradually disappeared, and I gained confidence when dealing with the issues faced by members. I was confident when representing DWs in organization meetings, whether with partners like local government agencies or with other organizations.

I have heard of the hearing in Malang District Parliament on the DW Draft Regulation. As DWs, we hope for a local regulation on legal protection, work contract, and standard wage.



*Hearing with Malang District Parliament to discuss draft regulation on DW Protection in Malang District.*

Not long ago we also engaged with potential legislative candidates from Malang District to share information about DWs. We hope that when they are elected then can accommodate DWs'

interests.

I am often invited to represent the organization to a number of events such as interactive dialogue in RRI Malang, to meet with the Head of Malang District Manpower Agency, all of which aim to deliver the aspirations of DWs in Malang.

There are many personal improvements that I experienced. I met new colleagues fighting for the same issue from different parts of the country as well as from abroad. I visited South Korea for an educational field trip along with 21 other Indonesians, to learn about cooperation in DWOs. I visited the National House Managers Cooperative (NHMC) for 9 days with an LPKP representative, Ms. Umi Qoidah.

Anggrek Maya can adopt many things from DWs in South Korea. I was surprised to learn that in South Korea, DWs work in accordance with their contracts. For example, if a DW's contract states that they are hired for housekeeping (e.g. cleaning the house), then they would not do other work, such as cooking.

DWs in South Korea work for 5 hours a day or as stated in their agreement. They are also equipped with personal protective equipment, such as protective mask and shoes. All DWs in South Korea work with a work contract signed by both parties and known by the organization. Contract document is carried around at all time, even kept on the workplace. Any violation by the DW or employer is subject to a penalty. Anggrek Maya is adopting this procedure to a certain extent, although currently still limited to providing a brochure for the service user.

Anggrek Maya DWO is carrying out unique activities to promote decent work. During Car Free Day, with LPKP and PBK, we campaigned by bringing poster and distributing napkins. The napkins were printed with our campaign slogans, such as "DWs are not helpers but are domestic workers" and "Stop Child Domestic Workers". We distributed brochures urging the public

to respect DWs as is their right.

Once a month Anggrek Maya hold regular social gatherings as a form of rotating savings and credit group (*arisan*). This monthly gathering provides an opportunity for us to catch up and share. We usually discuss specific topics in these meetings, like religious holiday allowance, its legal basis and calculation.

We exchange experiences with members who have and those who have not received their religious holiday allowances. For those who have not received their allowance, we discuss the causes and seek to resolve their situations. We also try to learn from the experiences of members who have received their allowances.

On a number of cases our members require assistance from organization executive board to speak to their employers. The problem is lack of transparency with service users which leave DWs with little information about their rights. Therefore, sometimes our members would intentionally bring brochures to employers to inform them about DWs rights.

We also assist each other if any of us are facing a hard time, and also invite each other to celebrate happy times.

Anggrek Maya members have participated in 200 hours of DW School and have earned their certificate of competence. They are now deemed certified in housekeeping. We are proud. DWs from Anggrek Maya are taking a step toward improvement.

Surely the organization and I still have much to learn. More hands are needed to bring about change to improve the DWs' conditions, to have their profession acknowledged and regulated by law. We will continue our fight.

**Nuriati**

*Tunjungtirto, Singosari Sub-district, Malang District*



#### **4. Organization and Certificate of Competence with a 'Bonus'**

At first, I had no interest in working as a domestic worker (DW), the term that I knew at the time. I thought that DW is lowly occupation, one that people regard with little respect. But I grew tired of my daily routine. I cook and get my child ready for school, then lounged around the house and watched TV. That was all I do at home.

I finally decided to work, and surely this was with my husband's support. My friend offered me work as a DW. I accepted the opportunity right away, because the potential employer was a foreign resident who live in Tidar in Malang City. Later on, I learned that the employer's name is Seoung Your Choi, a missionary with a wife and four children. I felt challenged because I have never met a Korean person face-to-face, only from TV series. I was curious about Korean people's lives and culture. It's alright to be a little curious, right?

After working for a month, I was offered to join the DW group Godean Mandiri. This organization also informed me about the difference between domestic assistant and domestic worker. I was hesitant to join at first, because from what I knew, often there is no use in joining organizations and such groups. They usually end or dissolve, so there is little benefit.

However, since my friend kept encouraging me to join, I finally thought, why not? I participated in their activities. After several meetings, little by little I began to understand the true benefit of the organization. It is an organization that focuses on DWs, or in other words, an organization urging DWs to fight for their rights.

I also recently learned that DWs have rights that they must fight for. DWs rights are integrated in the 20 elements of decent work, including minimum working age of 18 years old, protection for occupational health and safety, freedom of communication and

association, legal protection, and many others.

This organization was formed by DWs facilitated by LPKP. We work together to make sure that DWs obtain what is their rights toward a decent work.

I began to understand the importance of organizing. By taking part in this organization, I gained confidence and grew less self-conscious without even realizing it. I got to know other DWs and was able to share experience about our working conditions and the attitudes of employers that we face every day.

I gained many friends from this line of work from different regions. I met them through the group activities or similar activities.

Throughout their facilitation, LPKP held a DW school and facilitated these trainings in each meeting. The DWO is no ordinary organization. It was established about a year ago with the name Anggrek Maya, which is an acronym for *Asosiasi Gerakan Revolusi Kerja Malang Raya* (Association for Work Revolution Movement of the Greater Malang Area).

Anggrek Maya comprises DWOs or groups. I am a member of one of these groups, the Godean Mandiri group in Godean Sub-village, Kucur Village in Dau Sub-district, Malang District. I feel the changes and have gotten the benefit from joining this organization, and for that reason I take part in every activity and training.

In addition, I always post updates on my personal social media account. I don't want to miss out on important moments when taking part on the organization's activities. At first, I was all too foreign to all this technology. But since joining this organization, I realized that social media is important in campaigning for DWs.

By taking part of this organization I gained confidence and the respect of others, including my employers. I have more courage to

speak in public, surely in a positive sense.

I am grateful to my friend who introduced me to this DWO. Thank you, dear friend, for tirelessly pushing me to join the organization. Thank you Mrs. Wiwik Marganingsih, Head of Godean Mandiri group. I feel like I have many friends and have met many important people face-to-face who previously I was only able to see on TV, because some officials and important people come to Anggrek Maya's events to get to know the organization better.

I also had the opportunity to take part in the DW competency test. Thankfully I passed the test and obtained my certificate of competency in housekeeping, cooking and laundry. This boosted my confidence and broadened my horizon.

Proudly I brought my certificate to work to show to my employers. During the competency test I asked to have the day off from work.

Upon seeing the certificate, my employers gave an applause and embraced and kissed my cheeks. Before you get any ideas, it was the lady of the house who embraced and kissed me.

The thing that made me happiest was from that point on I received many bonuses. This includes financial bonus as well as being allowed to leave early once I finished all my work, even before the end of the work day.

The organization works to ensure legal protection for DWs. DWs urgently need legal assistance, noting the numerous cases of violence against DWs and CDWs.

Anggrek Maya hold routine monthly meetings, group-level weekly gatherings, as well as monthly meetings with PBK. Any organization updates are shared in these meetings. The organization's cohesion and mutual support is its strength in moving forward to realize its vision and mission for decent work and obtaining legal framework.

Anggrek Maya now has a legal entity, which makes our fight a little easier and helps when establishing our independent business. We welcome any of our kind readers would be interested in investing or donating for Anggrek Maya DWO.

Taking part in organization is important, though some people are for and others are against it. It's like having all eyes on you, in the sense that some people approve of the DWO's presence while others dislike us for being in the organization. Their reason is that we are no different from other DWs who are not members of any organizations.

I once invited a neighbor with the same profession but she turned me down. Although I explained to her, she had her mind made up. However, it is together that we can develop our potential so that others no longer look down on us.

I feel the real benefit from joining the organization. I became confident, competent, able to maintain my attitude no matter where I was, and more importantly, respected by others. By joining the organization, we can be better people.

**Anita**

*Kucur Village, Dau Sub-district, Malang District*

## **5. Not Every Employer Allows for Freedom to Associate**

My name is Nurul Khasanah. I was born in 1969 in a remote village in Malang District. I live in Tegalweru Village in Dau Sub-district, near Malang City.

Many elite residential areas are developed in Malang City that need DWs. Such as the case in Tidar Permai, where many DWs, including myself, who work in the residential area.

While working, I always implement the lessons given by the instructors in the DW School. DW School is a school for DWs to

build their capacity. Lessons are held every Sunday in the home of one of the group members.

I joined the Garujati group with members consisting of DWs from around the neighborhood where I work. The group has 15 members. At first one of my friends urged me to join the DW School. At the time I thought it was odd, “why do DWs need to go to school?” As it turns out, DW School is fun. We learn everything about housekeeping skills. What made the greatest impression was learning about how to be polite and honest.

Working as a DW, I feel close to my employer and we are open and like a family. For example, family meals and DW’s meals are not separated and I eat with my employers. If they buy food, they buy some for me and we eat together.

We speak in a combination of Indonesian and Javanese languages in our daily conversation. My employer and I often joke around, and often while cooking she tells me stories about her sick grandchild. We share the stories of our lives.

Sometimes she invites me to sit and have a cup of coffee and cakes, just the two of us.

I wait on her by joining and sitting down with her, or sometimes while continuing my work. If I spend the day sitting down then I wouldn’t get anything done. I am happy when helping out in the garden planting flowers, grass and cassava. I get paid for the work right away, and my pay was not deducted.

If my employers have company over at the end of my work hour and I will stay to help, I receive – as company workers put it – overtime pay. My employer pays my overtime right then and there at the end of the day.

If my employers travel out of town for more than a day or return late after 8 p.m., they give me an allowance paid on the same day. I stay in the house while keeping the grandmother company, my employer’s elderly mother, until both employers came home.

When they return at 8 p.m. they give me gifts to bring home. They also give me more money to compensate the long work hours, and drive me to my home located around 2 km away.

My employers are Mrs. Nikma and Mr. Amudi. I have worked for them for two months. Previously I worked as a DW for Mrs. Malani, also in Tidar Permai residential area. Mrs. Nikma gives me money for public transport, although not every day. She also allows to join Anggrek Maya DWO.

I am thankful to have employers like them. I will not move, unless once I reach old age and become tired of working, and then I will stop working.

But not all employer allows workers freedom of association. When I was with my former employer, I was not allowed to join DWOs. That was what got me terminated and I left.

At the time I wanted to participate in the 3-day Financial Training for Family held by LPKP and ILO. I did not get permission but still decided to go anyway because I felt that the training was important. But now that does not matter anymore. I am working again for employers who understand.

**Nurul Khasanah**

*Tegalweru Village, Friday, 10 January 2019*

## Part Two: Benefits of DW School

There is a misconception that domestic work does not require specific skills and competencies. In result, DWs do not have adequate skills which then affect their pay. Developing DWs' skills and capacity gives DWs professional acknowledgement, which is critical to promote DWDW. Therefore, a school certified based in SKKNI No. 313 of 2015 can improve DWs' status as a recognized profession.

The DW School held by the East Java LPKP applied two models: centralized model in held in the Community Learning Center and a community-based model held in the communities. The lessons taught in both models were the same, and the difference was the learning process. Centralized learning was held in the Community Learning Center for one month every day from 8 a.m. to 4 p.m. In this model participating DWs or DW candidates must take a 1-month leave. On the other hand, the community-based learning model was held at several groups near their areas of residence. Most theory classes were held on Friday nights and practical sessions were held on the following Sundays for the entire day, therefore meeting the 200-hr lesson.

The lessons discussed in DW School are **Core Curricula**, comprising: 1) learning about workplace condition and risks; 2) implementing occupational health and safety procedures in the workplace; 3) learning about documents and protection; 4) cooperation in the workplace; and 5) developing emotional maturity and work motivation; and **Technical Competence Curricula**, comprising: 1) Housekeeping (cleaning the kitchen area, bathrooms and toilets, family and bed rooms; implementing fundamental principles of cleaning; and operating cleaning appliances and equipment); 2) Laundry (washing, ironing, and caring for clothing and linens); and 3) Family Cooking (basic

cooking methods, cooking various dishes, cooking animal proteins, cooking soups, cooking appetizers, cooking desserts, preparing beverages, and serving foods and beverages).



DWs can feel the many benefits brought about by the schools, benefits that they would not otherwise receive nor learn were it not for LPKP organizing the DW schools. This DW school applies national work competency standards and at the end of the course DWs are evaluated by a certification agency.

The benefits of the DW school are expressed by all the DWs who attended. Some of their stories are shared in this book.

### **1. DW School Thought to Distribute Sembako**

My name is Siti Maskufah. I am 49 years old and I live in Sumbersekar Village in Dau Sub-district, Malang District. I work as a domestic worker in Bumi Asri Sengkaling residential area in Dau Sub-district, Malang District.

My employer is Mr. Dewa Menara Diagung. I have worked for him for 16 years and am regarded as part of the family.



My employer is pleasure to work with. He trusts me with my work and I work responsibly. I wash, iron, cook, sweep and mop.

At first, I was paid IDR 150,000 a month in 2000, working from 7 a.m. to 4 p.m. I also received transportation allowance of IDR 3,000, because at the time public transportation only cost IDR 1,500 a trip. If I finish at 6 p.m. I received an additional IDR 20,000.

One day on mid-March 2017, I was approached by two women who said they were from LPKP. They said that they had permission from the Head of RT and that they wanted to meet with Mr. Agung, my employer. They invited me to join their DW activities. I welcomed their invitation and the two women asked for my contact details.

About two weeks later I received a phone call requesting a home visit. Mrs. Ida (Umi Qoidah) and Mr. Syukur (Abdul Syukur), who were LPKP staff just like the other two women, came.

They informed me about the DWO. They gave me a brochure and asked me to see if other DWs around would like to join.

About a week later on the last week of May 2017, I successfully collected data of more than 40 people. I invited them to my home and all were able to come. They did not know that it was going to be an event for DWs. Some even thought they were going to get household essentials, or *sembako*.

We agreed to routinely schedule the gatherings before it became the DW School that it is right now. During that meeting we agreed to name the group Sekar Wangi and elected the executive board comprising chair, vice chair and treasurer. I was appointed as group chair. The group is named Sekar Wangi because our village is named Sumber Sekar. Sekar means flower, and almost all flowers have a fragrant smell (*wangi*).

From early April 2017, the school is held every Monday from 8 a.m. to 2 p.m. I learned theory first and then practice about

cooking, housekeeping including how to make beds like the hotels do, as well as washing and ironing.

I was invited to take part in the DW competence test in Arjosari. We were evaluated on the lessons taught in the DW school to obtain our DW certificate. I passed along with seven other Sekar Wangi group members.

Before taking part in the DW school I worked carelessly. I thought that as long as I finished the work I was responsible for, the result didn't matter.

After attending LPKP's DW School, I learned about the correct way to clean the house. For example, when sweeping, you should work backward so as not to step on the already-swept floor and dirty it again. A lot of people still sweep by walking forward.

I also learned how to make cakes, appetizers and desserts like salad and pudding. I also learned how to serve coffee like a barista.

My employer always allows me to attend the DW school because it was held on the weekends. They remind me to be careful during the lessons.

I also participated in activities on days other than Sunday, and was allowed. I usually asked for permission the day before. My employer allows me to go as long as I cook for the children before I leave. My employer has four children, and every day I cook for them.

"What did you learn? Try it out so I can see," said Mrs. Agustin, my female employer.

My employer is happy with my work. I continue to apply the skills I gained from DW school, like cleaning glass, curtains, and others.

Before joining Anggrek Maya DWO I knew nothing about domestic work. I was afraid to speak up for myself or to negotiate with my employer. After joining DWO, my horizons broadened

and I learned many things about domestic work. I made friends and gained a new family, and I was able to express my opinion and negotiate with my employer.

Before this I earned IDR 800,000/month. For the past year since June 2018 my salary was raised to IDR 1,300,000/month, specifically after attending DW School. For overtime I receive IDR 50,000/night, and in addition IDR 500,000/month for transportation allowance.

My employer is very considerate. They help me when I am in trouble. They loan me money when I need it, and take me to the doctor if I am sick. I feel like I am a part of the family.

**Siti Maskufah**

*Sumbersekar Village, Dau Sub-district, Malang District*

## **2. DW School Makes Work Faster**

I am a 49-year old housewife with three children. I work as a DW in Griya Damai Sejahtera Residential Complex.

Every day I leave the house at 7 a.m. and return at 4 p.m. I make IDR 20,000/day since 2013. Initially I thought that I would try to work as a DW, and I guess time flies because it has been five years now.

At first, I did not understand the work. My employer had to give me instructions all the time. I would work for the sake of finishing the work, like iron and clean.

My employer often scolded me. I was ashamed of asking about how to do certain tasks, but if I didn't ask then I wouldn't know how to do them.

There was an incident one year into my work, and long before I joined Anggrek Maya DWO. My employer scolded me because of the shirts I ironed was rough and still wrinkled. I was irritated

hearing my employer's harsh words and instructions.

I joined Anggrek Maya in 2016 and have participated in its trainings. I feel there has been so many improvements since taking part in the DWO and school.

Fellow DWs became family. I started with not knowing many things into understanding the work that must be done.

The skills I gained made my work easier as DW. At first, I did not know how, but now I know how to use steam iron, washing machine, and how to clean in the correct sequence.

We learned how to clean like they do in hotels. We also learned how to iron clothes until they are wrinkle-free. When I practiced this at work, my employer gave me a thumbs up.

I am happy to say that my salary was raised to IDR 50,000/day since 2016 when I joined Anggrek Maya and earn additional IDR 10,000/hour for overtime. I receive religious holiday allowance equivalent to 1-month pay and my work day begins at 8 a.m. until the work is finished. There is no need for me to work long hours until the early evening because I can work faster thanks to the skills that I've learned.

I hope the organization can continue to run and achieve its objectives, especially to fight for DWs' rights. There is no stopping us. YES to workers, NO to assistants!

**Asminingsih**

*Balearjosari, Blimbing Sub-district, Malang City*

### **3. Having the Courage to Try and Change**

My name is Nanik Sumarni. I am a housewife who also works as DW. I clean, wash and iron.

Once I finished all my work I can go home. In other words,

my work can be completed in only a few hours. I use the rest of my time to work the same job in a different house.

In one week, I work for four employers: Mrs. Rosawati, Mrs. Feli, Mrs. Susana, all of whom live in Taman Dieng Residential Complex in Malang City, located approximately 6 km from home. The other employer is Mrs. Ana in Tambora Road, Malang.

At first, I didn't understand my rights as DW, including the religious holiday allowance nominal that I was to receive annually. I only knew about working and getting paid.

For years I could only work and take the allowance given by my employer, even if the amount was less than what it should have been. I was only paid an average of IDR 20,000/day, which was paid at the end of the month.

Each of these employers employ my services every two-three days a week. I usually have Sundays and holidays off.

I do receive religious holiday allowance every year, but the nominal depends on the employer's generosity. Sometimes they give me allowance in the form of goods, cakes or clothing for the religious holiday. Only one employer calculated the allowance to be equivalent to 1-month pay.

One day, an acquaintance came to the house to invite to join in a DWO. It just so happened that many women from my village in Kucur Village, Dau Sub-district in Malang District work as DWs.

Many DWs joined the organization, and that was how we started to exchange opinions with colleagues from the same profession. Through the organization I received many benefits, including the opportunity of sharing experiences in domestic work.

Sometimes DWs would share stories about their employers that, in my opinion, indicate successes to be turned into examples. In addition, I was able to meet many people, including staff from

LPKP as facilitators for DWOs.

We were urged to understand our rights and responsibilities as DWs. When I first joined, I learned about how to calculate religious holiday allowance, which is done by multiplying my monthly salary by the number of months that I've worked and dividing the product by 12 months. The result gave me the nominal for the religious holiday allowance that I should receive.

I felt that I finally found the answer of something that I have questioned for so long. The trouble was that I still didn't have the courage to tell my employer about this organization in which I am a member.

As time went by, I finally had the courage to talk to my employer, including to discuss religious holiday allowance. As a result, there are many changes, though not significant in value. My salary was raised from IDR 45,000 to IDR 60,000 a day, and I finally received religious holiday allowance in accordance with my monthly salary.

I gained many positive things since I first joined the organization in addition to the aforementioned benefits. I also gained positive impacts from the training curriculum taught, such as the lesson on employer-employee relations. Applying this lesson can improve our working relationship with our employer.

I learned about my rights as DW, including right to an 8-hr work day. Overtime is still allowed should the employer require this of the DW, with agreed overtime pay.

I also learned skills in the DW school and group meetings.

I am grateful to be a student in the DW School. I learned about occupational health and safety, various skills, communication and negotiation, and children's rights. Through this organization I also learned public speaking and cooperation.

In addition, I learned how to operate cleaning equipment, I

learned cooking basics and methods, and how to clean the kitchen area. I had the opportunity to attend a paralegal training and can assist colleagues who are dealing with certain problems.

I also learned about CDWs prevention and elimination, family financial management, and many other skills. The benefits were beyond my expectations. This program resulted in many positive personal and professional changes for me.

I used to be quiet and shy, but now I am able to speak in front of a crowd with greater confidence. I have been invited to be a guest speaker and represent the village in a number of meetings, and also tasked to be a delegation to attend out-of-town DW trainings.

When we held events in the village, I took part to represent the DWO. I had the opportunity to meet with government and non-government agencies to fight for DWs' cause.

I gained the courage to ask my employer for a work contract, which I never would have imagined before. Their response was positive and agreed to the points that I proposed.

I proposed a more regular work hour, salary, religious holiday allowance, and a one-month notice for work termination.

A recent positive impact that I experienced was when one of my employers terminated my work contract. My employer was getting old and wanted to move with their child in Jakarta.

My employer gave me severance pay, which I did not expect. This allowance was greater than the amount stipulated in the law, which they gave as a token of the family's appreciation. The family informed me of my termination one month in advance, as stated in my work agreement.

I continue to apply the skills that I've learned from the training in my work every day. For example, when the sink was clogged, I shared what I had learned in DW School, asked for the tools

required, and was able to solve the problem. All these experiences changed my employer's views and gave them a greater appreciation of each task.

It is important to participate in organizations. Do not give up and do not be afraid to learn new things. You might have to take a step outside of your comfort zone, but you will improve.

**Nanik Sumarni**

*Kucur Village, Sau Sub-village, Malang District*

#### **4. Innovation Led to Bonus from Employer**

My name is Sumianah. I am a 37-year old DW from Ngenep Village, Karangploso Sub-village in Malang District. I joined Mandiri Sejahtera DWO, a member of Anggrek Maya. Anggrek Maya is a DWO in the Greater Malang Area with members from Malang District, Malang City and Batu City.

I have worked as DW since 2006, or for around 13 years, in Karanglo Indah Malang residence. My employers live 5 km away from my home, and I travel to work on my motorbike.

I used to feel like an ordinary DW and worked carelessly, without practicing any of the techniques or skills suggested.

In 2015, after returning from work one day, I met Badriyah, a DW friend. She invited me to join the DWO near my home. The recently formed group was named Mandiri Sejahtera Group.

"Yes, I'd love to join," I said.

We meet twice a week. The group was holding its third meeting when I first joined. The group also has a DW school, which was new for me.

We agreed to convene every Friday night. We got together to learn lessons about housekeeping, cooking and laundry in Mrs. Nganti's home, taught by three instructors: Mr. Munir, Mr. Imam,



Mr. Edi.

We practiced these lessons in Tumapel Vocational School in Malang City, with its own learning facilities, including a hotel. The lessons were taught every Friday night, and we practiced on Sundays.

In addition to domestic work techniques curriculum, we were also taught on how to interact with employers. Our meetings were held from 6:00 p.m. to 9:00 p.m. Sometimes the classes ran later than scheduled, and there was a time that I was accidentally locked out of my house because my husband thought that I was already asleep!

Sometimes we had to wait for instructors who came late, since we are located in a remote village in Malang District. One time, our instructor arrived early to allow for extra time in case they got lost on the way to the venue, but when they arrived the DWs attending the class hadn't returned from work.

On Sundays, the DW school sessions were held in Tumapel Vocational School for DWs to practice the theory taught on the previous Fridays. We learned about good work practices and also the names of equipment and appliances used in our work.

I remember back when I was so scared that I refused to use the appliance for cleaning dust, even though my employer had one in their storage. After attending DW School, I learned that the appliance is called a vacuum cleaner.

In the past I used a regular rag or towel to clean glass. After learning from DW School, I used plas chamois cloth and glass cleaner. I learned how way to use them to get glass that is squeaky clean that, as they'd say, "even the flies slip right off it".

I love participating in Anggrek Maya. There are many stories from my colleagues, including experiences that can be replicated.

The thing that made me even happier was that since I

attended the DW School, I was no longer called an “assistant” but instead a “worker”, or a Domestic Worker. The terms “assistant” and “worker” are different. Assistants are paid as much as employers like, while workers’ pay is calculated based on the standard regional minimum wage.

In 2006-2015 I earned IDR 35,000 per day. After a few months, my daily pay was raised to IDR 65,000. My employers also gave me overtime pay if I worked longer than the agreed hours. I earned my pay raise because my employers saw that I worked better, tidier, and more efficiently, and I was more able to negotiate. My employers understood and gave me permission to join the organization.

“We need and respect each other, so there is no need to move out,” they said when I asked for a raise.

At first, I was afraid to tell my employers that I joined a DWO, and then one day I received an invitation from LPKP. I showed it to them, and instead they pushed me to join the meetings and be actively involved.

“You should join, so you’d gain skills and knowledge,” they said.

After every meeting, they asked me about the skills I learned, and I was happy to share with them what the instructors taught me.

“So, what did you learn in the organization meeting?” my employers would ask.

I told them about the lessons on pay and on CDWs elimination. I shared what I learned about the municipal/district minimum wage and how to calculate religious holiday allowance. I also shared that children under 18 are not allowed to work as DWs.

I told all my employers about what I learned, because I work

for six employers. There are those who were less than enthusiastic.

One of my employers believed that if a DW that is too clever would be taken abroad and never return. They said, in Javanese, “Don’t go to the school, ‘cause then you’ll get taken abroad and never come home. And then who’d help me?”.

My employers often praised me for the improvement in my work since joining the organization. In the past I would just leave the broom and other cleaning supplies behind the door, as my employers instructed.

In the DW School I learned that cleaning tools and supplies must be placed in their own storage space to ensure longer life span and tidy space. For that reason, I installed a hanger in my employer’s home to hang these cleaning tools and supplies.

I’ve made some mistakes too. One time I placed the sugar, salt, flour and ground coffee next to each other in identical containers. During my day off, the family was brewing tea but mistakenly stirred in the salt because they were placed inside identical containers.

The next day my employer told me about the incident. I felt guilty. I recalled the health and safety lesson taught during one of the classes.

After that incident I labeled every container according to their content: sugar, salt and coffee. Upon observing this idea, my employer gave me cash bonus. Although it was not much, but I was proud to have earned my employer’s recognition.

Thankfully all my employers support my organization activities. I am proud to be a member of this DWO. Thank you Anggrek Maya.

**Sumianah**

*Ngenep Village, Karangploso Sub-district, Malang District*

## CAMPAIGN FOR DWDW TO END CDW





*Campaign for DWDW to End CDW through Radio, Carnival, and Car-Free-Day Events.*

## **Part Three: Pay Raise as Result of DW School and Joining Anggrek Maya**

DWs generally earn low wages because they work without having any expertise, and their work follows their employer or DW service user's instructions and liking. In result DWs do not have a bargaining position to discuss their wages. Today there is ILO Convention No. 189 on DWDW as an international instrument to protect DW's rights, that in turn pushed Indonesia to issue Regulation of Ministry of Manpower No. 2 of 2015 on the Protection of DWs. Although ILO Convention No. 198 is not ratified by a Law, this regulation is sufficient to stipulate DW's fundamental rights. Wages are not clearly regulated and instead is only stipulated based on work agreement. However, most DWs do not have work agreements in place.

Through Anggrek Maya DWO, the work to coordinate with employers to create work contracts, in accordance with DW's skills based on DW School, employers and DW service users began to reward DWs, as explained in the stories below.

### **1. The Unforgettable Secondhand Clothes**

My name is Anis Fatimah and I am 39 years old. I was born into an underprivileged family as the sixth child with seven siblings. Both of my parents were farm hands working for a landowner in Kucur Village. My parents were unable to provide us with decent lives and education, but we lived in harmony and cared for one another.

"As long as you can read, write and count, that is enough," my mother, Saturi, said back then.

I was lucky to be able to finish my elementary education in

Kucur Village Elementary School I in Dau Sub-district, Malang District. At the time only few kids my age was able to finish school.

I have been accustomed to helping both parents since I was young. To this day I can still recall the time I had to work as DW when I was in the 6<sup>th</sup> grade.

I was 13 at the time, and I had to 'learn to work' as DW. Back then parents called it learning to work, so that we'd know how to manage our households when we grow up. I spent my Ramadhan holidays working as DW in a home in Regency residential complex for man of Arabic descent named Mr. Ahmad.

I had hoped to earn enough to buy new clothes for the Eid holiday. I was promised IDR 15,000 a day from working 07:00-10:00 in 2014. I did all sorts of work that month, except cooking.

I was still a child at the time, so I only assisted when they cooked. My work included peeling fruits, sweeping, mopping, washing and ironing. I was also told to collect tadpoles in the stream for the employer's pet fish.

At 4:00 p.m. I went on rounds to sell ice pops to stores around the family's house. I did what I had to do to get that new Eid holiday outfit.

I worked for more or less one month with two other girls. Siti Aisyah was a playmate my age, and Siti Syarofah was a couple years older than us. The latter lived in Pasuruan but had a grandmother who lived close by.

I remember being told to obey the employer. I was not allowed to speak directly to the employer's family, for reasons unknown to me. The female employer was the only one who spoke to me, while the others never said a word.

I felt that my employers looked down on me, and I could not understand why. Showers were limited five scoops of water, that were counted from the other side of the bathroom door. If we used

more than five scoops, the employer would shout angrily.

We were given yesterday's rice to eat, with spinach soup and tempe fritters. That was our only menu for almost an entire month.

One day my employer told me to peel a papaya for iftar. Unintentionally, her husband saw me. She immediately reprimanded me to keep out of sight when peeling fruits.

"If he sees you, he won't want to eat it," she said. It made no sense to me, and I never figured out the reason for it.

When it was time to break the fast, I served the dish of fruits feeling terrified and without looking at their faces. My employer's words echoed in my head, "Is he going to eat the fruits?"

The week before Eid al Fitr, my employer tasked me with making *madu mongso* sweets. From morning until the afternoon, I stirred the coconut milk on the stove until it turned to oil. I was left with blisters on both hands from the milk and oil spatters.

At the time I was fasting so I could only imagine the delicious taste of the sweets. When iftar came around, the sweets were put away in the kitchen cabinet. I was left without getting a taste, and could only swallow my own saliva and tears.

Two days before Eid, the time came for me to go home. I was excited to reunite with my parents and siblings, as well as the thought of finally earning my hard-earned IDR 15,000 from working the entire month.

But I only got disappointment when I was paid with a secondhand blouse and IDR 10,000. The blouse was valued at IDR 5,000, so I only got IDR 10,000.

I did not know what to do. I could only accept them and held back the feeling of disappointment. I never want to work as a domestic worker, I thought. Working as DW is the worst.

But when I graduated from elementary school, I found myself once again forced to work as DW. Both my parents couldn't afford



to have me continue to junior high school. Once again, I worked as DW for a shop owner. I did house chores as well as worked at the shop. At the shop, my employer repeatedly asked me to cheat, so I decided to quit.

After that, I worked for a number of employers in Surabaya, Bojonegoro, and Jakarta. I decided to return home when I was 22 and marry.

After I got married and had two children, I worked in a garment factory in Malang. For nine years I worked in the factory close to home, until one day there was a massive layoff. I was one of the workers terminated.

As a wife, I still wanted to help my husband who worked as a peddler. We had to provide for our three children and their education.

I was out of options, and I was no longer young. I couldn't apply for a factory job like I did before. The only possible job was my previous work as domestic worker. On June 2015 I returned to work as DW in Dieng Permai residence.

Maybe I was unlucky. I worked for an employee who didn't pay me on time. When pay day approached, my employer would find a reason to leave and avoid returning home. I had to wait until the evening to collect my right.

I made IDR 40,000 a day, and was raised to IDR 42,500 a day. After a year of working, I got tired of always having to demand my salary, and I decided to quit.

I found a new employer in 2017. I earned IDR 1,500,000 per month, and later received a raise to IDR 1,750,000 per month. I received my pay raise following negotiations with my employer. I was also able to get the weekends off.

The difference was that this time I wasn't afraid to make a decision, unlike I did in the past. The reason for this was because I

joined Krajan Mandiri DWO in my village. Krajan Mandiri organization held a DW school involving instructors who taught theory and practice. We also had the opportunity to share our ideas and experience with other DWs. The group was facilitated by LPKP and ILO.

Along with other participants, I attended the DW school held every Sunday. I learned about housekeeping, cooking, laundry, and other lessons for free. We were involved in Anggrek Maya, an organization for DWs in Greater Malang, with members in Malang City, Malang District, and Batu City.

I applied the skills I gained from the organization in my employer's home, including my salary negotiation skills. I also learned child care in the DW school. With these skills, I was able to take care of the children the way that my employer wanted.

I hope that all employers can respect their DWs instead of look down on them. This respect is invaluable and allows us to work whole-heartedly and sincerely. I am now over 50 years old, and have spent most of my life working as DW. I used to be careless and ignorant with my work. I walked forward when I mopped, instead of walking backward like I was supposed to.

Maybe it was for that reason I was paid with a secondhand blouse. Looking back, it's funny how back then I was already working as DW at 13 years old. I was so naïve and silly. What an unforgettable experience.

**Anis Fatimah**

Godean Sub-village, Dau Sub-district, Malang District

## **2. Dreaming of a Minimum Wage to Send the Children to College**

My name is Sulis. I was born in Malang on 25 February 1972.

I live in Krajan Sub-village, RT 11 RT 5, Kucur Village in Dau Sub-district, Malang District.

I began working as DW in 2007 in the home of Mr. Rudi in Taman Dieng residence. I am a housewife with two children who were still in elementary school at the time.

As a wife, I wanted to help my husband's income, who is only a factory worker. We knew what it was like to live with little income but on the other hand with a lot of expenses to cover, like for the children's school as well as household needs.

Both my children need money for school. Although their school is free, in reality only their tuition is free and there are other fees to pay, like school books. For me these were expensive.

"Do you want to me to help to earn additional income? I can be an *ojek* (motorcycle taxi) driver," I said to my husband.

I offered to help my husband to make some extra money. I found work as DW. My husband took me to and from my workplace.

I remember when I first worked in Mr. Rudi's home in Taman Dieng. I earned IDR 10,000 a day back in 2007. I was asked to come only once a week.

"If you come and help me, I'll pay you IDR 10,000. I don't need fast work, I need a job done right," my employer said.

When my children reached junior high school, I felt that financial pressure rising once again. To be able to save up and pay for their school fees, I asked for a monthly salary instead.

I left the job for two months because of a lymphoma on my left shoulder. While I was out, Mrs. Rudi did my work herself. After my recovery, I returned to work for the same employer in 2015. I don't remember how long I left the work and the exact date when I finally returned to work.

Eventually my children were able to graduate and get their

high school diplomas. My eldest works as a teacher, and the second works at a factory. My eldest is a teacher and therefore must continue to university. And for that reason, I returned to work as DW. I had to work so that my child can attend university.

Today I still work at Mr. Rudi's home six days a week. I have paid holidays on Sundays and major holidays, which I figured because Mrs. Rudi paid me IDR 30,000 a day but gave me IDR 1 million a month.

Today I make IDR 1 million and IDR 200,000 for transportation allowance. I clean, iron, and do other work.

I also joined an organization for DWs in Kucur Village, Dau Sub-district in Malang District. I became a member of Krajan Mandiri DWO and attended the DW School.

My employers supported me when I told them about joining DWO. They said I would gain experience and be able to share information with other DWs. Through this organization I am now able to distinguish the terms "assistant/helper" with "worker". Assistants are not paid or paid according to the employer's discretion, while workers earn a salary.

I hope that DWs can make at least according to the regional minimum wage, so that I can pay for my children's college education.

**Sulis**

*Kucur Village, Dau Sub-district, Malang District*

### **3. Negotiating a Pay Raise**

My name is Sulastri. I've worked as DW for four years since 2014. I work for a family in Aspol Mondoroko residence complex in Singosari Sub-district.

At first, I earned IDR 40,000 a day, and in recent months I got

a raise to IDR 50,000 a day. And I can tell you all about that raise.

I joined Anggrek Maya DWO and learned about how to negotiate with employers about DW's rights, especially salary. The members held discussions in every group meeting.

I spoke to the Anggrek Maya Chairwoman, Mrs. Nuriyati, about my condition. I wasn't getting any raise, unlike other DWs. I was working from 7:00 a.m. to 5:00 p.m.

She advised that I bring up the topic of a raise gently to my employer. I decided to follow her advice and talk to my employer directly.

I didn't know how to start, what to say. When my employer sat down, my heart was racing. I collected myself, said Bismillah, and began to speak.

"Ma'am, I need to talk to you," I began.

"What is it?" she asked back.

I told her how other DWs were earning IDR 50,000, while I only made IDR 40,000. Once I began my story, my employer understood my intention.

"And are you now asking for a raise too?" she asked.

"Yes, Ma'am," I replied spontaneously.

"Well in that case, we give you an additional IDR 10,000. So now your salary is IDR 50,000," my employer said.

I expressed my gratitude, and she also thanked me for my services for all these years. She said, "I need you working for us, too."

I told her about how I had been attending Anggrek Maya monthly meetings, and that I also participated in the weekly DWO meetings in the village.

A DW School was held through these meetings, hosted in Tumapel Vocational School. All the DWs learned about

housekeeping, cooking and doing laundry. I learned a lot, especially about cooking techniques that I hadn't known before.

My employer asked me about the lessons discussed in the organization meetings, and I told her about the lessons on decent wage for DWs, overtime pay, and others. I said that Anggrek Maya DWO is facilitated by LPKP and there are plans for a DWs regulation.

I am happy and grateful that I successfully requested for a raise from my employer. All this time I had no confidence when meeting strangers. I felt timid and uncomfortable sharing about how I really felt.

There have been other improvements. Previously I worked for nine hours, but now I work for eight hours from 7 a.m. to 3 p.m. I can complete my tasks faster thanks to the lessons taught in the DW School. If I work for longer hours, and earn IDR 20,000 for overtime.

**Sulastri**

*Tunjungtirto Village, Singosari Sub-district, Malang District*

#### **4. Courage to Ask for a Raise**

My name is Ngadi, a 47-year-old man. I have worked as a DW for eight years. Previously I worked odd jobs, including as construction worker.

I am the sixth of seven children. Two of my siblings – one younger and the other older – already passed away.

When I was still working as a construction worker, my siblings often asked me to stop. They couldn't bear seeing me lift and carry heavy loads as construction laborer.

"I can't watch seeing you do hard labor," my relatives said.

I have a congenital physical limitation, but it has never been an issue. As a construction worker, I worked just like any other.

Upon receiving information from my neighbor, I decided to work as DW for a family. I helped cook, do the laundry, and feed their livestock. I worked for four years with my first employer.

My employer then passed away and I found work with another, a shopkeeper. I cooked, washed, ironed, worked at the shop, even worked in the yard. I did all sorts of chores.

I began working at 8 a.m. until 4 p.m. My house is located 6 km away from the shop. After Fajr prayer, I'd walk to Singosari Market to shop for the store. For me it's an exercise, although often a passing neighbor would give me a lift on their motorcycle.

On the previous day, my employer gave me a list of vegetables or other goods to buy. I would then take a rickshaw or public transportation to bring the groceries from the market. Once I arrived at the shop, other chores were waiting for me, such as washing kitchen utensils and laundry. These are the types of work that I do every day.

Since 2015, my neighbor Nuriati often invited me to come to DW meetings. I went along, even though I wasn't sure the point of these meetings and why we all got together. We met every Sunday, with the DWs taking turns hosting meetings at their homes. I also got a turn hosting a meeting at my home.

After attending several meetings, I learned that these meetings discussed issues that I often encounter at work. One day we shared our experiences doing our tasks in our respective work places. They also asked me about my experiences.

Work hours and salary were frequent discussion topics. In addition to the village DWO meetings, I also attended meetings with other Anggrek Maya member groups from other areas. The DWO in my village is called Melati, and is also a member of Anggrek Maya DWO. Mrs. Nuriati is the chairwoman of Melati

DWO and Anggrek Maya DWO.

As I mentioned, salary is a frequent discussion topic in these meetings. We talked about salary calculation and how to talk to employers about a raise. This was one of my problems. I've never had a raise, but I didn't know how to talk to my employer about this. Armed with the knowledge gained from DW school, and my friend's support, I mustered the courage to approach my employer. I am grateful for the outcome, though the raise itself is not significant. I used to earn IDR 500,000, but now I make IDR 750,000 a month. I also got an additional IDR 20,000 if I work until past 5 p.m.

I get Sundays off, and can request time off if needed.

At the time I had intended to quit and find another employer. But when I spoke to my employer, she offered me a raise. I received my raise seven months ago after working for nearly three years.

I work with patience and care. I am happy with my employer, and she is happy with me. We have a mutual understanding.

**Ngadi**

*Tunjungtirto Village, Singosari Sub-district, Malang District*

## **5. Same Work, Different Salaries**

My name is Sumidah and I am a domestic worker. In the past, I cared little for my work as long as things were clean and tidy. My employer acted like any other employers would with any other employees. I worked and the employer paid me, and that's the end of that.

After taking part in the DWO, I was able to work better. I am more organized, tidier, and more efficient because I apply the lessons learned in DW School. We learned to clean and iron correctly. I practice these skills when I work in my employer's



home.

Gradually my employers' attitude warmed up, especially after seeing my improvements. They took me out or to eat. They treat me like family, not like a domestic worker.

At every meal, they invite me to eat at the table. In the past I ate in the back, alone.

"Don't go in the back, stay here," said Mrs. Imam, my employer.

It felt awkward at first, but then I got used to it and were able to joke around. I work for the Imam family for three days a week. I get a raise every year, although not that much. Ever since I joined Anggrek Maya and the DW School, Mrs. Imam took notice of my work.

That was enough to make me happy. I used to earn IDR 50,000, but that slowly increased to IDR 70,000 because I was able to work better, faster and tidier.

I also work for another employer. I work three times a day for IDR 50,000 a day. I clean and iron, same as the work I do for the first employer.

I have a good work relationship with them, though not as well as my relationship with the first employer. I try to change the way I work as I've learned in the DW School, but has yet to get a raise. I've worked for them for three years. I thought, how is that possible? I do the same work, but make different salaries.

**Sumidah**

*Tegalweru Village, Dau Sub-district, Malang City*

## **6. A Raise for Work Well Done**

My name is Satini. I live in Balarjosari in Malang City. I've

worked as DW since 2012, for approximately 7 years. At the moment I work for the Iwan Himawan family in Riverside residence in Malang City.

I work from 8 a.m. to 11 am. I do clean, including sweep, dust, wipe tabletops, tidy bedrooms, and iron. I leave my house at 7:30 in the morning.

I come to work three times a day, but am occasionally called in to help if my employer's staff come to visit, so occasionally I get paid extra in addition to my salary. Similarly, I make extra whenever I'm tasked to shop and make deliveries.

I used to work for Mr. Anton in Pandeglang Road in Malang. I earned IDR 38,100 a day plus IDR 12,000 for transportation. I didn't get any day off, and if I got sick I didn't get any money for medicine. I left home at 6 a.m. and returned at 5 p.m.

In addition to doing all the house work, I also took care of the employer's toddler grandchild. My employer's older sibling suffered from a stroke, who I also cared for.

One day I asked for permission from Mrs. Anton to go to the DW School, a school that teaches DWs various skills. I thought that it was important for to broaden my horizon and gain skills. My employer gave me permission but didn't sound too happy about it at the time. "What do you need school for, you're already working," my former employer said.

I went to the DW School once a week. I learned correct techniques for housekeeping, cooking, and washing and ironing (laundry).

I had to stop attending the DW School for a while since my employer objected to me going. Even every time I returned from the DW School, I was given more chores than usual. She said I have wasted my time leaving work to go to the school.

LPKP staff invited DWs in the neighborhood, including

myself. They explained the objective of the DW School. This piqued my interest even more to attend.

Eventually my employer gave me an ultimatum: either work or attend the school. I don't know why I chose to quit work. I wanted to know about this DW School. Before leaving I said my goodbyes and asked for my unpaid 2 months' salary. But I was given only promises. I've asked several times but was never given.

"Oh well," I said.

I quit and vowed to find another employer. I asked around, finally got some information and was asked to meet with the Iwan family. I spoke to Mrs. Puji Utami Ningsih, Mr. Iwan's wife. She offered me IDR 50,000 a day to clean, especially to clean the glass.

"Clean the entire house, I want that done. But first, clean the glass," she said.

My new employer lives in Riverside residence in Malang. Before accepting my new job, I negotiated my salary, work description, and work hours. I agreed to come after taking the children to school.

My employer allowed me to go home as long as my work is done as agreed, even if it was before 11 am. Though there is no written agreement, my employer never broke her word.

I get my salary after three weeks, but I can get paid anytime I need. I've asked to be paid once a month. There are no issues with the salary.

"How did you make up my room so nice? Where did you learn how to do this?" my employer asked. I told her that I learned from the DW School. My employer gave me permission and supports me to continue participating in Anggrek Maya.

A week later, Mrs. Iwan called me. "My house is more ship-shape than ever, unlike it was before. Because of that, I'm raising your pay to IDR 75,000," she said. I was surprised to learn I was

getting a raise that day. I was beyond happy to hear the news. My employer noticed my hard work.

**Satini**

*Balearjosari Village, Blimbing Sub-district, Malang City*

## **Part Four: DWs Must Be Professional and Competent**

One of the indicators of Decent Work for DWs is obtaining vocational education and skills and freedom to assemble. If DWs are skilled, they'll have adequate competence and can work professionally.

This was proven by several DWs who were actively involved in the organization and applied the vocational trainings they've gained in their workplaces. There is even a DW who worked for a number of employers and able to earn a large daily pay due to her ability to work effectively and efficiently. When employers are happy with the DWs' work, they will reward the DWs with additional pay or other bonuses.



*Competence test for DW School participants held by a Certification Agency.*

## **1. Showing Off as a Competent DW**

I needed a job badly. Finding work was hard, even as a domestic worker. I didn't know what to do.

I finally came to a Godean Mandiri DW meeting in Kucur Village, Dau Sub-district in Malang District. I asked help with finding an employer, because at the time I needed a job.

Not long after, the head of Godean Mandiri group, Mrs. Wiwik Marganingsih, told me that she was in contact with an employer seeking a DW. Other DWs helped get information about work. I was happy because at the time I was in need of a job.

The next day I went with the head of Godean Mandiri to meet my potential employer, Mrs. Melani Suwono in Citra Mas Karang Widoro residence in Dau Sub-district. My potential employer owns an electronic shop and is without children.

In short, we reached an agreement. I work four days a week and make IDR 50,000 a day. My agreed work hours begin at 7 a.m. until 12 p.m.

I work following the skills I learned in the DW School in Godean Mandiri. During my time with the school, I learned how to manage housekeeping matters. I was taught theory and practice on cleaning, washing and cooking.

Take mopping for example. In the past I mixed the floor cleaner and water in one bucket, but after attending the DW school I learned to separate the water and mopping solution. Previously I cleaned glass with the mopping cloth, and after the DW School I clean glass with a chamois cloth for a cleaner glass.

I can work faster and more practical by applying the skills I've gained from DW School. My employer asked me to do all housework, washing and cleaning because the lady of the house was ill.

After two months working as DW, I finally got a raise to IDR

75,000 a day. This raise was a result of me implementing all the skills from DW School in my employer's home. I also feel close to my employer, because they treat me like family.

At meal times they invite me to join them eat the food ordered from catering. They are understanding and sensible, and therefore I am happy working for them. I feel at home.

I've worked for two years since 2017. My employer has complete faith in me with their domestic work. I am grateful that I can provide for my family by working as DW. I can easily complete my work and responsibilities. I want to be seen as a competent DW.

**Weni Ningsih**

*Kucur Village, Dau Sub-village, Malang District*

## **2. Rewarding the DW Profession**

I am Wiwik Marganingsih, I am 45 years old. I live in the remote Godean Sub-village in Kucur Village, Dau Sub-district in Malang District as a DW for a Korean national. My employer, Kim Sam Sue, lives in Mutiara Citramas residential complex in Malang City. My work includes cleaning inside and outside the house.

My employer is in her native country at the moment, but I was asked to continue to work in her house. I am paid just like I did before when the family was still at home.

In the past, I wasn't paid during major holidays, but now I do. My employer realized that DWs have the right to one paid day off a week. She trusts me with the household chores.

In the beginning I made IDR 35,000 a day, which then increased to IDR 50,000 a day with a work day running from 8 a.m. to 12 p.m. I got a raise because my employer was happy with my work, and I was confident enough to negotiate with my employer.



This happened after I gained the knowledge from Anggrek Maya DWO. Now I feel happy to be working as a DW.

My work involves more than cleaning, but also cooking and gardening. I've spent four years working for a foreigner. I had no language barrier because my employer can speak Indonesian.

I am a member of Anggrek Maya DWO, and participate in its activities and trainings. I've gained a broader network and invaluable amount of experience.

Recently I took part in an advocacy training for the network. When the DW community faces challenges they can seek assistance from the parent organization, Anggrek Maya.

If the problems are unresolved, DWs can seek help from LPKP or the Malang District Center for Integrated Services for Women and Children Empowerment (*Pusat Pelayanan Terpadu Pemberdayaan Perempuan dan Anak/P2TP2A*). At the very least these organizations can help direct you or provide solutions to the problems faced.

I also received training on gender equality. The course shared in the training was that household activities are not done by just the husband or just the wife, but are instead a shared responsibility.

And no less important was attending the DW School. My colleagues and I took part in a competency test held by the Profession Certification Agency (*Lembaga Sertifikasi Profesi/LSP*). We passed and gained our certificates. I attended training in cooperative management, which was then applied in the DW community.

I've attended many other trainings. The more trainings I attended, the more skills and experiences I gained. I also try to apply all the knowledge from the trainings.

I've received a positive response from and was rewarded by

my employer. Every time I made innovative decisions I'd get a bonus, usually ranging from IDR 20,000 to 25,000.

I remember some of these occasions, like cooking organic vegetables, planting and tending the passionfruit and tomato plants, cleaning moss from the paving block in the garden, and doing other chores. My employer paid close attention and asked questions when I did anything regarded as new. I tried to explain my objective with the work I was doing.

With the progress of time, we communicated more like a family. My employer pays attention to me, even minds my health and my family's daily needs.

One day my employer saw me looking very thin, and gave me medicine. Another day she saw me without lipstick on and gave me lipstick. When she saw me sick and coughing, she'd remind me to rest and get some medicine. And also when my husband was sick, they came over to visit him.

**Wiwik Marganingsih**

*Kucur Village, Dau Sub-village, Malang District*

### **3. Taking a Page out of Hotel Staff's Book**

I am 37-year-old house-wife. My name is Ngasri Puji Astuti and I live in Banjar Tengah Sub-village in Dau Village. I have been a domestic worker since 2016. In the past my employer often scolded me, saying that my work was below satisfaction. I nearly quit to find another work.

One day I went shopping and saw Martiah, my neighbor. She gave me an invitation to attend a meeting in Maskufah's house at 7 p.m. that Sunday. I came at the time stated in the invite, and saw many other DWs from my neighborhood had gathered at the location.

The meeting was attended by Mrs. Umi Qoidah dan Mrs. Ulifah from LPKP, an NGO facilitating DWs. Both of them explained that we should not use the term “domestic assistant”, but instead use “domestic worker”. Assistants and workers are different.

During the meeting, a DWO was formed with the name Sekar Wangi. I became a member. The Sekar Wangi Group then joined Anggrek Raya DWO that comprises DWOs in the Greater Malang Area.

My friends and I received guidance about work hours and decent work wage. As stipulated in applicable regulations, DWs’ work hours should be 8 hours and wage must follow regional minimum wage of IDR 10,000 per hour or IDR 80,000 per day.

The most significant thing for me and my colleagues is the DW School held by the group. There I learned how to sweep, mop, wash, iron, and clean the bathroom, kitchen, and others. We learned skills that hotel staff learns. What I learned I then applied in my employer’s home. I cleaned glass and the kitchen the way that I was taught.

I did all my work following the instructors’ teachings in the DW School. As I recall, Mr. Munir taught us how to set the table, Mrs. Early taught cooking and baking, while Mr. Iman taught laundry and ironing.

My employer’s daughter kept asking me about the skills I learned from the DW School, because after every session I’d share my experiences. “What did you learn in the DW School?” she asked. She suggested that I applied the skills I learned so that her mother wouldn’t complain. She advised me to use the equipment that they already had.

I practiced what I’ve learned for a couple of days. My employer didn’t comment on my work. Usually my employer would comment about my poor work quality, but this time she

said little. I was happy to be scolded less often than I did before.

Two weeks later, I was getting ready to go home as my employer was arriving from work. When I arrived at the front door, my employer called me. She asked, “Did you do all this work yourself? Did you have anyone help you? And how come my work was better now that it was before?” I told her that I did all the work, and found myself with an opportunity to explain much about the DW School.

My employer and I talk much, including talk about the DWO. I asked to get cleaning supplies to make my work easier.

A month later, my employer raised my salary. I used to earn IDR 800,000 a month for working every day, and now I make IDR 1 million with a two-day work week. My work is now lighter, and I don’t need to come every day.

**Ngasri Puji Astuti**

*Sumber Sekar Village, Dau Sub-District, Malang District*

#### **4. Working for a New Employer**

My name is Sutik Nasiah, I am 43 years old. I have been a DW since my second child was in kindergarten. That was in 2008 or around 11 years ago. At the time my husband, Poniri, was terminated from his job in a ceramic factory in Pandanlandung, Wagir Sub-district in Malang District. I wanted to help my family’s economic situation.

I got information about the work from a neighbor and fellow DW. In 2015, I met with my employer in Bukit Dieng residential complex in Malang, and ever since that day I’ve worked as DW. I was tasked with cleaning the house, ironing, and preparing for school. At the time I had no experience and did what I was told.

My employer was very disciplined and strict. But what else

could I do but accept it? Arriving just five minutes late got me reprimanded, although not directly at me but instead through my friend.

There were two DWs in the house. I was a live-out DW while my friend lived in the home. The husband lives in the house with his two children, while his wife lives out of town and was rarely home. I didn't know what her job was, but the husband worked as an architect.

Although my employer is fussy, I was able to last for four years. I felt that I had no work experience and therefore no choice, and was afraid to lose my job.

I was paid IDR 150,000 a week or IDR 25,000 a day. I had Sundays off, but still had to come on holidays.

I don't see the lady employer every day, only three times a week. Although I don't see her, I'd have my pay prepared and placed on the table for me to collect every Saturday.

I live in Krajan Sub-village in Kucur Village, Dau Sub-district, Malang District. We live in a village community where I'd often have to ask for permission to leave from my employer, but was rarely allowed. At the end I decided to quit.

While unemployed, I worked the farm and as a farm laborer to earn a living for my family.

I prayed that I'd meet an employer who could understand me better, at least one who'd give me permission or time off whenever I'm needed in my village.

A friend of mine then offered me a job. I returned to working as DW in 2016, or around three years ago. I worked for an employer that I'd been hoping for.

Today I make IDR 65,000 a day. I get Sundays off but still come to work on holidays. If needed, I can take unpaid leave.

I have two children of my own. The eldest is married, and the

youngest is in 11<sup>th</sup> grade. I also have a grandchild. I am still able to socialize in my village. As a DW, I have time to join the DWO by making use of my days off. I joined the Krajan Mandiri DWO, whose members are DWs from my neighborhood.

There are benefits to joining the organization. I gained confidence and now can operate household cleaning appliances. I have a better understanding about work health and safety and DW's rights. There are countless positive things I've gained since joining the DWO. I learned many things about domestic work that improved my performance. I also learned various skills from attending the DW School.

**Sutik Nasiah**

*Kucur Village, Sau Sub-village, Malang District*

## **5. Advantages of Working for 3 Employers in 1 Residential Complex**

My name is Badriyah, and I have been working in Karanglo Indah residential complex in Malang since 2011. I first worked there when I was 38 years old, and now I am 46. The first time I worked there, I worked for Mrs. Theresia and earned IDR 20,000 a day. Now I make IDR 60,000 a day.

Today I have three employers in the same housing complex: Mrs. Ratih, Mrs. Theresia, and Mrs. Yono. In the first home, my work is to give the baby a bath twice a day on mornings and afternoons. I work six days a week and earn IDR 250,000 a week, and I get paid weekly.

In Mrs. Theresia's home, I work from 7 am to 11 am from Monday to Friday. I earn a monthly salary of IDR 1.2 million. I also get IDR 15,000-20,000 in overtime pay if I must stay longer. Sometimes Mrs. There, as she's often called, gives me bonuses on

special occasions like new year's or if she has extra.

For Mrs. Yono, I go to work at 11 a.m. until 3 p.m. and get paid IDR 50,000 a day. On Saturdays I make IDR 60,000.

From the three employers I earn a total monthly salary of IDR 3.5 million. This is enough to provide for my family, and lightens my husband's load in earning an income.

I leave every morning from my home and take the public transportation. I head directly to Mrs. Ratih's home to bathe the baby. When finished, I go to Mrs. Theresia's to clean the house. I finish at around 11 am.

Afterward I go to Mrs. Yono's house to clean until 3 p.m. After working at Mrs. Yono's, I return to Mrs. Ratih's house to give the baby's afternoon bath.

My employers know each other and have a mutual understanding. They understand that DWs must be paid according to the regional minimum wage because I participate in my DWO and Anggrek Maya DWO. They support my activities in the organizations.

They give me overtime pay if I am needed to work for longer hours.

I am happy to join this DWO. I gained skills and knowledge. I can feel that my experiences have grown compared to my time before the organization. From these new experiences I can work better and am more valuable to my employers.

In the past, I swept and mopped these homes just for the sake of getting the work done. In the past, working longer hours would only get me a thank you in return, but now I receive overtime pay.

Before I couldn't cook, but now I can. Now I know how to take care of appliances and other electronics. I can take care of my work equipment, organize in a cooperative, and now I have many friends. I can share my experiences with other fellow DWs.

I want to keep on learning to gain even more knowledge and experience, so that other DWs and I can be better and fight for decent work for domestic workers and prevent child domestic workers.

**Badriyah**

*Ngenep Village, Karangploso Sub-district, Malang District*



## **Part Five: Community-Based Monitoring as Alternative Protection for DWs and Service Users**

Domestic work is a manpower-absorbing sector, especially in urban areas. A study by ILO and University of Indonesia on 2002/2003 found that 2,593,339 people or 5.41% Indonesians are employed as domestic workers. They are recruited through manpower agencies and informally without agents, such as through vegetable vendors, rice vendors, or people who have worked as DWs. The majority of DWs are women from low education background (elementary school), from low economic class with inadequate housekeeping skills. They work without job descriptions and for long hours, are isolated in households that are difficult to monitor, without rest or off days, earn below the standard living wage, and are vulnerable to violence and exploitation. The numerous DW abuse cases that have been brought to the spotlight recently are only the tip of the iceberg, because many more DW or CDW cases go unreported.

In addition, domestic work is a sector that recruits children. In 2002/2003 there is an estimated 700,000 CDWs nationally, the majority of whom are women from rural areas ages 12-15 years old. Similar to DW's in general, CDWs often work for 14 to 18 hours a day, seven days a week, without rest, time off or leave.

Domestic work requires strategic steps to drive the sector into one of decent work. Domestic work sector is a necessity with the public's busy activities and productivity outside the homes, and therefore outside assistance is needed – in this case, domestic workers – to help with domestic chores. DWs provide a great contribution to family and public lives. ILO Convention No. 189

on DWDW provides a standard for decent work for this sector. In addition, the Government of Indonesia has issued Regulation of Minister of Manpower No. 2 of 2015 on Protection of Domestic Workers. This regulation stipulates the rights and responsibilities of DWs and service users, with the role of local government in their protection. This regulation also stipulates terms for DWs and service users, including a requirement that DWs are at least 18 years of age when coming into employment. Users are also required to report to heads of RT or neighborhood leader when employing DW's services.



*Community-Based Monitoring Team comprising 4 communities discussing monitoring instruments.*

One of the activities that contribute to the effort of promoting DWDWs and ending CDWs is **Community-Based Monitoring** (*Pemantauan Berbasis Komunitas/PBK*). In Malang, community-

based monitoring for DWs and CDWs is being trialed in 2015 in RT 8 RW 11 in Purwodadi Non-autonomous Village, Blimbing Sub-district in Malang City. In 2016 the program was replicated in several areas in Malang City and Malang District (RW 05 PBI residential complex in Polowijen Non-autonomous Village, Blimbing Sub-district; RW 12 Griya Shanta in Mojolangu Non-autonomous Village, Lowok Waru Sub-district in Malang City; and RW 14 BMR residential complex in Banjararum Village, Singosari Sub-district, Malang District). There were many challenges and obstacles encountered during the monitoring pilot. Results from this community-based monitoring work were presented to other areas, who became interested in replicating the program. Two members of the monitoring team shared their experiences conducting community-based monitoring and the resulting transformations.

## **1. PBK's Hard Work in Elite Neighborhoods**

I spend my days as a housewife, but I am actively involved in community social activities in Pondok Blimbing Indah (PBI) residential complex in Malang City. I was appointed as head of the Neighborhood Association's PKK Chairwoman for RT 8 in RW 11, Purwodadi Non-autonomous Village in Blimbing Sub-district, Malang City. My husband is the Head of the RT, and therefore I am naturally involved in the PKK executive board for the Community Association or RW.

In 2015 the East Java LPKP team mapped residential areas in Malang City to select a DW/CDW PBK pilot site. The pilot site must be located in residential areas with many DWs. Local RT/RW were committed and proactively involved in the pilot study.

The LPKP team carried out permit processes in several non-autonomous villages in Malang, including in Purwodadi. They also made a request for recommendations so that local RT/RW

heads and community figures support the program. Every non-autonomous village head indicated to meet the criteria were visited by the LPKP team. They appreciated the pilot program and wrote recommendation letters to ensure the RT/RW-level PBK program went without a hitch. Heads of RW also gave a positive response and requested the coordination of RT heads.

However, once we worked at the RT level, some did not respond to us. They seemed hesitant and even indicated objections to LPKP's visit, citing various reasons. Some felt that it would be an additional workload, some concerned about potential conflicts with their communities, and other reasons.

Considering the RT heads showing lack of preparedness to have their communities designated as pilot site, the team decided to select one RT that responded positively to the program plan. The RT was PBI residential complex in Purwodadi Non-autonomous Village, headed by none other than my husband.

Because DW monitoring work largely involves participation of the wives, I was expected to undertake a significant role. At first, I was hesitant to be involved in the DW monitoring pilot in an area regarded as an elite residence in Malang, especially because DW monitoring is regarded to be entering private space of DW service users (employers). This doubt gradually dissipated and I was motivated when my husband and only child supported me, and the neighborhood association's PKK executives and cadres were ready to participate.

Once I was ready, LPKP facilitated PBK team establishment with the following organizational structure: RW head as organization Protector, RT head as Advisor, RT PKK head as Coordinator, with members from PKK members and cadres, and security officers. After its formation, the RT 8 RW 11 PBK team and I received a lecture about activity technical implementation from LPKP, JARAK, and ILO.

DW/CDW monitoring was facilitated by LPKP team and began with information dissemination on Regulation of Minister of Manpower no. 2 of 2015 and norms for decent work for DWs. Dissemination was done through RT PKK meetings and door-to-door visits by PBK team to community members. These visits were done to meet the women absent during the PKK meeting, especially service users.

For the next step, DW and service user data sheets were completed as planned. The PBK team and I visited each service user house.

From this data compilation, 27 out of 55 households employ services of DWs. Not every data sheet distributed were promptly returned. Service users said that they were waiting for the monitoring team to come and pick up the completed forms, or were out of town or too busy to complete their forms. Some left their completed forms with the security guards, while others were uncertain about completing and returning their forms. For these respondents, the team asked for RT head's assistance as PBK Advisor to further clarify and approach these families. Eventually one by one all DW service users reported their DW data.

Out of 79 households, 27 employ domestic workers and some employ the services of more than one DW. As many as 39 DWs were recorded. They come from Malang District (17 DWs), Malang City (11 DWs), and outside of Malang (8 DWs). Three out of these DWs are CDWs below 18 years of age, all of whom are from Malang District.

The majority of DWs are live-in workers, with 24 workers (61.54%), and the remaining 15 (38.46%) are live-out workers. The majority of workers, 23 workers (58.97%), only have elementary school education.

I recapped the data collected as basis for the monitoring work as well as cross-checked to the DW work sites. Cross-checking

results show that there were no work contracts, prevention of abuse, or measures to ensure that workers were at least 18 years old. Results from DW data collection and monitoring provided considerations for hotline referrals in the event of DW cases.

The PBK team's success in conducting DW/CDW monitoring sets an example, and a sharing workshop was held inviting the PBK team. Workshop participants included representatives of RT/RW, village/non-autonomous village heads, sub-district head, and government agencies from Malang City and District with villages/non-autonomous villages employing many DWs.

In the workshop held in Savana Hotel in Malang on 23 May 2016, I attended as a speaker and presented my experiences. I shared the preparation, implementation, outcomes achieved and obstacles faced. I received a lengthy applause from those in attendance, they expressed their appreciation and sympathy for the success of DW/CDWs community-based monitoring in the elite residential area that is generally inaccessible to the public.

From this community-based DW monitoring, I was able to share my experience to those who needed the information, and was invited to an ILO-facilitated stakeholder meeting for the entire East Java province. I presented the DW/CDW monitoring work with the team. In addition, I was asked to represent East Java in a national forum and present the PBK results next to representatives from Jakarta, Makassar and Lampung.

Today DW/CDW community-based monitoring has been developed in several areas in Malang City and Malang District. Hopefully this ongoing monitoring model to protect DWs can be protected and developed for the Greater Malang Area.

**Dewi Swaningsih**

*Pondok Blimbing Indah residential complex, Malang City*

## **2. Reflection from the Coordinating Agency**

My name is Mochammad Salim, PBK team coordinator in RW 05 in Polowijen Non-autonomous Village, Blimbing Sub-district in Malang City. I live in Pondok Blimbing Indah (PBI) residence in Malang City.

PBK is a team formed to monitor DWs in certain areas or neighborhoods. The team member comprises RT head, RT PKK head, PKK cadres, security guards, and other members.

As in many urban communities, neighbors often do not know one another. The people in my neighborhood are diverse. There are Arabic, Chinese, Maduranese, Javanese residents, and others.

In addition, DW issues are not a priority in the neighborhood due to RT/RW officials' lack of awareness. Before the DW/CDW monitoring model was developed, it was difficult to monitoring their presence in my work area. Workers come and go, such as personal drivers, DWs, carpenters, construction workers, gardeners, and other workers. It was a challenge to know about their employment, origins, type of work, workplace, and their employer-in-charge.

In 2016, I was invited to a workshop to share experiences from the PBK pilot for DW/CDW by LPKP. The workshop refers to Regulation of Minister of Manpower No. 2 of 2015 Article 11 stipulating "responsibility of service user to report DW employment to head of RT or similar officers".

I had the opportunity to learn, interact and exchange ideas about DWOs. I hope that this workshop can provide experiences about the process, outcomes and obstacles derived from PBK pilot in RT 8/RW 11 in Purwodadi non-autonomous village in Malang City. At the time I saw that nearly all service users submitted their DW data to the PBK team. The data collected recorded the number of live-in and live-out DWs, and the number of underage or child

domestic workers.

In short, after gaining the experience and strengthened our capacity, we formed PBK team in RW 05 in Polowijen Non-autonomous village. The PBK worksite comprises 11 RTs and one RW. I was accompanied by Mr. Sugeng and Mr. Lastri as participants representing Polowijen Non-autonomous village.

The RW level meeting was attended by PBK executive board, comprising RW officials, RT head, PKK head, Integrated Health Services Post (*Pos Pelayanan Terpadu/Posyandu*) cadre in RW 05 in Polowijen. The group organization structure comprises Advisor (Head of RW 05, Mr. Sugeng), PBK team coordinator (Head of RT 01, Moch Salim), deputy coordinator (Head of RT 08, Mr. Lastri), and members (RW PKK head, heads of each RT PKK, and Posyandu cadres). The head of Polowijen Non-autonomous Village act as organization protector.

Following its formation, the team received a lecture on the technical aspects of monitoring with other PBK teams from Malang City and District. The lecture was given by LPKP, JARAK and ILO. The team and I conducted monitoring work, starting with information dissemination about Regulation of Minister of Manpower No. 2 of 2015 to other villagers through PKK or RT/RW meetings, Posyandu, and other means. We distributed DW data collection forms during PKK meetings, and even made rounds to the communities. The forms were completed by DWs and their service users or employers. Results were mapped based on origin, legal personal identity and service user.

I was able to gather that there were 74 DWs in my area, including one CDW. As many as 38 workers (51%) are live-out DWs, and 36 people (49%) are live-in workers. Based on their education, 46 DWs (63%) completed elementary school, and the rest received junior or senior high education (completed or not completed). DW ages range from 41-50 years (21 workers or 29%),



and the rest are under 41 years old.

To date there has not been a DW case referral, because our findings indicate that the situations are considered normal. For the CDW finding, we communicated with the child, her parents, employer and LPKP. We approached them and attempted to understand the circumstances that led to the child working as CDW, the chain of processes leading to child working in the area, and to monitor potential child exploitation.

We obtained clear information. The child worked because of the family's economic situation. The team then monitored her surroundings and work conditions, salary, and others. Now she is over 18 years old. She now earns as much as other adult DWs in our area.

Each RT now has data on the DWs working in their jurisdiction and can monitor their presence. This data is periodically updated every three months. Through PBK's activities, the RT head feels like their work is assisted. They now know the number of residents and workers in their jurisdictions.

The neighborhood is also more conducive from the security and safety point of view. DWs are protected because there is clear information on their service users and employers. In addition, DW data contributes to the list of recipients of alms during Eid el Fitr and slaughtered meat during Eid el Adh.

The RT/RW heads are inspired and support the monitoring activity. They established and enforce RW regulation in early 2017, stating that, "every visitor who works/lives in our neighborhood, including DWs, must report to local neighborhood authorities. This RW regulation provides a positive impact to the awareness of DW service users. They are willing to report their DW data to each RT head through the PBK team.

In 2017 we had the honor of having a visit from ILO partners from 11 countries to share PBK's experiences for DW/CDWs. The

Polowijen Non-autonomous Village supports and appreciates PBK team's work, which assists them in providing a sense of safety and comfort for the protection of DWs and eliminating CDs. The village, along with the Head of Women Empowerment Division, expects that the same activities can be applied in other RT/RW.

In its activities, PBK Team's operations was not without obstacle. We faced challenges when monitoring the DWs and CDWs, because domestic workers work in the personal spaces of their service users, especially live-in DWs. In addition, not all service users were willing to report information of their DW to the RT head or PBK team. High DW turnover rate also contributes to several DW services users' unwillingness to respond.

Awareness of DW/CDW to organize and increase their competence is also still limited. The PBK team was faced with a challenge when carrying out direct monitoring, because DWs seldom leave the house. To this day we still frequent these homes to monitor and collect data, in addition to our other activities. We develop communication between each team through a monthly meeting. These meetings discuss the progress, obstacles, and results).

Each monitoring team has a call hotline contact (PPT, P2TP2A, Dian Mutiara WCC) that can be contacted at any time. This is part of networking with other organizations to strengthen and develop the monitoring model.

**Moch. Salim**

*Polowijen, Blimbing Sub-district, Malang City*