Independent research carried out by Tufts University finds Better Work creates positive results through its unique approach. Working with garment factory workers and managers, along with engaging all industry players, leads to improved workplace conditions, better factory performance and greater well-being among workers and their families. Beyond establishing the programme’s effectiveness, taking stock of multi-year research results from across country contexts reveals key implications for businesses and policy makers.

**Empowering women drives success**
Worker-management committees intended to facilitate problem solving are more effective when females hold equal representation. Training line supervisors, especially women, can increase productivity by 22%.

**Improving working conditions is an investment, not a cost**
Factories where workers report better working conditions, where compliance is higher and where supervisors are well equipped for their jobs are more productive and more profitable.

**To address non-compliant supply chains, all actors need to take action**
Impact assessment results show with hard data how certain sourcing practices of international apparel brands create inherent challenges in achieving decent work in supplier factories. At the same time, supply chain leaders have great potential to reinforce sustainable business models.
**Key highlights from Better Work Indonesia**

Impact assessment results from Indonesia suggest significant progress has been made, with potential for further improvement.

**WORKING CONDITIONS**

- **Wokers achieve greater job stability**
  In a sign of increasing job stability for workers, responses from impact assessment surveys show a near doubling of the proportion of workers who say they hold an unlimited time contract, rather than a short-term or probationary contract.

- **Workers show increased willingness to take serious concerns to trade unions**
  For example, while workplace sexual harassment is a concern for workers in Indonesia, through participation with Better Work they are increasingly empowered to combat the issue. Over time in the programme, workers are increasingly likely to take this concern to their trade union representative, indicating they are more aware of their rights and channels to exercise them.

- **Worker-reported pay increases**
  By ensuring compliance with paying wages according to law and as promised in workers’ contracts, Better Work is driving an increase in what workers report as their take-home earnings, in constant terms.

**COMPETITIVENESS**

- **Training line supervisors, particularly women, pays off in better working relationships and higher productivity**
  When trainees believe they can improve their skills, and they have support of their managers, Supervisory Skills Training is demonstrated to lead to more balanced production lines, better workplace relations and higher productivity. Training female supervisors in particular was shown to result in a 22% increase in productivity.

- **Firm competitiveness increases by eliminating harmful and counterproductive workplace abuses**
  Beyond infringing on basic rights of workers, the presence of verbal abuse in a factory setting reduces productivity. Better Work research shows the most successful firms are those that recognize the frequent prevalence of such abuse in the sector and act to eliminate them in their workplace. Workers in Indonesia report a steady reduction in concerns about shouting and verbal abuse the longer their factory is enrolled in Better Work.

**BEYOND THE FACTORY**

- **Access to healthcare services improves**
  Through its assessment and advisory work to ensure greater compliance with existing laws, Better Work Indonesia has enabled expanded access to pregnancy-related healthcare. More workers report through impact assessment surveys that they have access to this kind of healthcare, a vital service for many young women working long hours in the garment sector.

- **Better working conditions can increase education opportunities for workers’ children**
  In Indonesia, nearly 90% of children of workers in Better Work factories are enrolled in school. Workers whose factories participate in Better Work report further slight increases in this schooling rate for boys, indicating that securing better conditions at the workplace can spillover to improving the lives of workers’ families.

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